



Quality Care & Life Enrichment Seminar

Virtual Seminar

Six 2-hour sessions over a 2-week period

March 8-10, 2022

March 14-16, 2022



Educator. Motivator. Communicator. Consultant. Author... **Catherine R. "Cat" Selman, BS**, uses her dynamic personality and compelling presence to spread the message of positive, realistic, and common-sense strategies for the aging services professional. She presently serves as President and Co-owner of The Cat Selman Company, a company specializing in continuing education for healthcare professionals. Ms. Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi.

With over 40 years' experience in management, education and consultation, Ms. Selman has trained providers and surveyors in all 50 states. Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/expert panels responsible for the revision of surveyor guidance and compliance issues. In demand, and on topic, she is considered an authority in aging services.

COVID-19, the Delta Variant, Omicron...it seems as if the healthcare industry and long-term care professionals have experienced more challenges in the last two years than we could have possibly imagined! Just when we think that infections/cases are diminishing, a new variant is discovered that is more contagious than those we have already been dealing with. How are our healthcare professionals taking care of themselves? How are they continuing to provide quality care in the middle of a horrible pandemic? And how are they obtaining very necessary continuing education?

Healthcare professionals are still required to obtain continuing education to meet compliance requirements during this time. Facilities no longer have the "luxury" of sending staff to an off-site venue to obtain the CE credit that is required. That's why we are offering another 2-day virtual training this year. 12 hours of CE Credit!! If you attended last year's virtual seminar, you know that the topics will be timely and helpful.

Most of you have heard Cat present before, so you already know the material will be presented in an accurate, common-sense, practical and entertaining way. You probably also know that the sessions will not be boring...

Since this course will be conducted virtually, online, we are able to offer a special discounted price for Facility registrations. (See registration form.) Take advantage now!

Dates

March 8-10, 2022 & March 14-16, 2022

12:00p.m. - 2:00p.m. EST

11:00a.m. - 1:00p.m. CST

10:00a.m. - 12:00p.m. MST

9:00a.m.- 11:00a.m. PST

Program Fees

\$500 per facility (up to 5 people)

\$200 per person - All 6 sessions

\$45 per person - per session

Special Note: Licensed Social Workers MUST attend all 6 sessions in order to receive CE credit. This is a NASW requirement of the course.

Important Instructions:

The training will be conducted as a ZOOM meeting. You may join the meeting by clicking on the link that will be sent to you after registering. For the first time only, once you click on the link, Zoom will give you prompts to download and run their program (if the program has not already been installed on your computer). It is suggested that you do this prior to the first session, to make certain that you don't run into any problems. Once you have installed the Zoom application, you will get prompts to join the meeting. Be sure and check all of your settings, making certain that you have enabled both your Audio and Video, so that we will be able see and hear you. An automatic tracking program will record your attendance.

Program Schedule

Registration: Link opened 15 minutes prior to each session

Presentation: 12:00p.m. - 2:00p.m. EST on each scheduled day

Please note the specific times for your geographic location.

Education Credit

12 hours of continuing education credit have been submitted for approval to the following organizations: (2 hours each session)

- Administrators (Alabama & Mississippi ONLY - MS Administrators can only receive 10 hours CE credit)
- Nurses - ANCC (12.5 contact hours)
- Social Workers - NASW (Pending Approval)
- Activity Professionals - NCCAP

This activity has been submitted to the Mississippi Nurses Foundation, Inc. for approval to award contact hours. The Mississippi Nurses Foundation is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

Register today on-line, by mail, or e-mail!

Make check payable and mail to:

The Cat Selman Company

1147 Kahite Trail

Vonore, TN 37885

www.catselman.com

**Call
(601)497-9837
with any
questions**

Registration Form

1. "Quality Care & Life Enrichment Seminar"

Facility - Entire Course (\$500) {Up to 5 persons}

Individual - Entire Course (\$200)

Sessions only (\$45 per session)

Please indicate desired session(s) below:

Session 1 - March 8, 2022

Session 2 - March 9, 2022

Session 3 - March 10, 2022

Session 4 - March 14, 2022

Session 5 - March 15, 2022

Session 6 - March 16, 2022

2. Facility Name: _____

Address: _____

Phone: _____

3. Attendee(s) Name & Title (Please print or type.)

4. Contact Information: **** REQUIRED**

(Please type or print clearly.)

****Name:** _____

****Phone:** _____

****E-mail:** _____

Method of Payment: Money Order Facility Check MasterCard Visa Today's Date _____

Name as it appears on Credit Card: (Please print) _____

Credit Card Number _____

Expiration Date _____

3-Digit Security Code _____

Amount to be charged: _____ Signature: _____

If paying by credit card, address MUST match billing address on record. My signature authorizes The Cat Selman Company to make the above charge to my credit card. No personal checks will be accepted. Credit Card receipts will be provided to individuals by email.

Agenda/Sessions

March 8, 2022 (Tuesday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

“Dealing with Change - It’s a New World Every Day!”

Health care professionals deal with change on a daily basis: more requirements, different survey issues, new admissions/residents/families, new employees/coworkers, change of ownership or company leadership, and even personal changes as we grow older. With the introduction of COVID-19, and all the following variants, healthcare professionals have been at the epicenter of change. What protocols to follow...what will surveyors now look for...going from “lockdown” to reopening our facilities, and back again...Every day seems to bring something new and different. For some, change can become the “enemy” and actually debilitate an organization or individual. There are others; however, who seem to make the adjustment and deal with change quite successfully. What is the determining factor? How can some adjust and adapt effortlessly, while others struggle? In this session, Cat will discuss the many changes that we have faced, and are facing, during the pandemic - both personally and professionally. She will share some of the best, most effective coping techniques for dealing with change.

March 9, 2022 (Wednesday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

Session 2: “Re-Sensitizing our Desensitized, Sensitive Staff”/“Trauma-Informed Care”

“What do you mean I forgot to knock on the resident's door?” “I’m sure I spoke to Mrs. Jones when I passed her in the hallway...” “He’s always hollering for help - it doesn’t mean he needs anything...” “Yes, I got her fed and she ate over half her meal. Did I talk to her? Yes, I told her to eat her food...” Did you know that facilities are receiving more citations for quality of life and psychosocial issues than ever before? Did you also know that it is our most efficient, solid, caring staff members (even department heads) that are getting these citations for us? We have become so de-sensitized to what we see, hear and work around each day, that we no longer really see our elders as individuals, or the trauma they are currently experiencing. Every employee delivering care or service to any resident should have training and competency skills in trauma-informed care. In the current climate of COVID-19, trauma-informed care has become a primary focus of the survey process. In addition to addressing appropriate methods to meet resident needs and comply with federal/state mandates for the provision of quality of life, this session will address aspects of trauma-informed care as it relates to the CMS requirements: physical trauma, mental/emotional/psychosocial trauma, survey focus, documentation/care planning, as well as training issues. This is a session that every employee in your facility needs - taught in a manner that everyone can understand! Let’s learn how to put the “caring” back into “caring staff.”

March 10, 2022 (Thursday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

“Now is the time! The Need for More Adult Activity”

“All the activities here are ‘stupid baby games’...These activities are too childish, and I’m an adult...No, I don’t want to color - I’m not a child.” Any of these statements sound familiar? Recently, on one of the social media platforms, Cat saw a photo of residents in a nursing home dressed up as pirates. Each resident was wearing a pirate hat, and was holding a plastic sword. The photo just took her breath away as she asked herself, “WHAT are we doing?” She could not help but imagine what it might feel like to be a resident in a nursing home, and to wear a pirate hat, holding a toy plastic sword...*with no children present!* While it is certainly understandable that some residents require, enjoy, and benefit from childlike activities, almost no one wants to be treated **as** a child - with little respect and dignity as an adult, even if they have dementia. CMS requires us to provide an environment that promotes quality of life, especially with respect to dignity. In this session, Cat will address the challenges that are faced in the provision of adult activities. She will be offering recommendations as participants adapt/modify current activity programs to become more reflective and representative of the ages, interests and needs of their current population.

Agenda/Sessions

March 14, 2022 (Monday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

Session 1: "Documentation & Compliance: Supportive Documentation for the Comprehensive Care Plan"/"Defensive Documentation"

More and more surveys contain the same wording in regard to documentation: facility "failed to document resident responses/outcomes to identified staff interventions;" facility "failed to provide documented evidence that interdisciplinary care plan has been implemented..." Sound familiar? It seems that our professional staff write so much now, that they rarely get to see the real, live individual for whom they are caring. The components of compliance are: assessment; development of an individualized, person-centered care plan; implementation of said care plan; monitoring of said care plan; and review and/or revision of said care plan. So we write, write, and then write some more....and still get the deficiency or finding. And, with the implementation of PDPM, the supporting documentation of the comprehensive care plan becomes even more important. We may not get paid due to poor or insufficient documentation. Documentation is important not only to validate the care that we are providing, but it now supports the reimbursement that we are receiving. In today's world, where everyone seems to be "sue happy," documentation becomes even more important when it is utilized to defend the actions taken by a health care facility. When involved in a lawsuit, the facility's documentation becomes a major source for the facility's defense - and not just nurses notes! Supporting documentation is necessary for all disciplines. In this session, Cat will give common sense suggestions as to how we can write documentation that is both supportive of the plan that has been identified, and reflective of actual delivery of services and care, a huge factor in the PDPM process. Don't attend, dreading a session on documentation! Cat makes the topic lively, fun, and "doable!"

March 15, 2022 (Tuesday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

"COVID Anger - Should I Be Feeling This Way?"

Anger is part of everyone's emotional compass. It helps us respond to the happenings and experiences of life. Anger signals that we are being threatened, injured, deprived, robbed of rewards and expectancies. It prompts us to stand up and take care of ourselves and those we love. It is an honest emotion. The COVID-19 pandemic has put us all to the test: we find ourselves drowning in negative emotions: fear, sadness, contempt, and yes, anger. What do we do with this forceful emotion, calling us to act on our behalf? Can it be managed to limit disruption to our well-being, or harnessed for a positive outcome? Anger should be one of our adaptive tools to deal with the most difficult circumstances. Sometimes it becomes an obstacle to our struggles, especially when it results in aggression, abuse, despondency, and doubts about who we really are as a person. But far more often, it energizes and motivates us to fix what is broken. In this session, Cat will address: identifying the sources of COVID Anger; recognizing the manifestations within each person; and providing effective coping strategies for dealing with this particular emotion. If we are ALL feeling angry, shouldn't we use that emotion to influence a positive change?

March 16, 2022. (Wednesday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

Session 3: "How to motivate yourself (and staff) when you have no reserves left..."

Have you ever emotionally felt like you were at a breaking point? Do you feel like you have "given everything" for so long that you no longer have any "reserves" from which to draw? COVID-19 and all the ensuing variants have continued to batter our healthcare professionals on such a level that people are simply giving up! Everyone is tired, exhausted, worn out and feel like they have nothing left to give. Many are simply leaving their positions; others are just barely holding on. What can we do? Can we overcome these feelings? Can we become stronger and more effective than ever in our care and in our personal lives? The answer is "yes," but it does not come without effort! In this uplifting, motivating session, Cat will address: the negative effects of ignoring (or not recognizing) emotional burnout; signs/symptoms of emotional burnout; and effective techniques to rebuild those "reserves" and remotivate yourself. Let's face it, if you cannot take care of yourself, how on earth can you take care of others?