Care Transitions: We’re All In It Together

CONFERENCE

May 10, 2017
Four Points by Sheraton Seattle Airport South
Des Moines, Washington
May 10, 2017

Dear Conference Participants:

Thank you for attending Care Transitions: We’re All In It Together, our 2017 care transitions conference. We are pleased to have community partners committed to improving health care quality and reducing hospitalizations.

In 2011, Aging and Disability Services reached out to several south King County hospitals that were particularly challenged by higher rates of chronic illness among area residents and 30-day Medicare readmission rates that exceeded the state average. Since then, our efforts have expanded to include health care providers throughout the county.

Today’s conference is our sixth related to health care quality since 2011. We continue to be grateful for generous sponsor support, which has kept conference registration fees low. Please see the list near the back of this program.

Aging & Disability Services—the Area Agency on Aging (AAA) for King County—is part of the Aging Network that was established under the Older Americans Act in 1973 to respond to the needs of Americans 60 and over in every local community across the nation. We are one of 13 AAAs in Washington state that provide a range of options that allow older adults to choose the home and community-based services and living arrangements that suit them best. We are also working to create communities that support people throughout their lifespan, regardless of age or ability.

Each Area Agency on Aging provides free, confidential assistance for adults facing aging and/or disability issues. You can connect your patients or clients with community resources and service options, when and where they are needed, using the service in your area. Following is contact information for Snohomish, King, and Pierce county services, but remember, these services exist at Area Agencies on Aging across the United States.

<table>
<thead>
<tr>
<th>Aging and Disability Resources of Snohomish County</th>
<th>Community Living Connections—Seattle &amp; King County</th>
<th>Pierce Community Connections</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.adrhelp.org">www.adrhelp.org</a></td>
<td><a href="http://www.communitylivingconnections.org">www.communitylivingconnections.org</a></td>
<td><a href="http://www.pierceadrc.org">www.pierceadrc.org</a></td>
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</table>

Thank you again for attending the conference. Together we make a difference!

Sincerely,

Maureen Linehan
Director, Aging and Disability Services
The Area Agency on Aging for Seattle and King County
Care Transitions: We’re All In It Together

AGENDA AT A GLANCE

7:00 a.m.  Conference Opens
Sign in at the registration table near the elevators.
Visit the Exhibit Hall (Level 3 Pre-Function Area) to complete your We’re All In It Together passport.
Enjoy a healthy breakfast buffet, which includes vegetarian and gluten free options.
Read session descriptions and speaker bios at www.conventionready.com/ctc2017/. For handouts, log in to the app using the code that was e-mailed to registered participants.

8:00 a.m.  Welcome
David Sarju, Seattle Human Services Department
Ingrid McDonald, MPP, Public Health—Seattle & King County

8:10 a.m.  Remarks by Hon. Karen Keiser
State Senator, 33rd Legislative District

8:20 a.m. Keynote Presenter: Tim McNeill

9:20 a.m. Morning Break
Visit the Exhibit Hall to complete your We’re All In It Together passport.

9:35 a.m.
CONCURRENT SESSIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Presenter(s)</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>9:35 a.m.</td>
<td>Solving Big Problems with Distributed Teams</td>
<td>Arun Kumar &amp; Joy Paulus</td>
<td>St. Helens (level 3)</td>
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<td></td>
<td>Recognizing and Responding to Moral Distress</td>
<td>Elizabeth Vig</td>
<td>Rainier (level 3)</td>
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<td>View Through a Two-Way Mirror: Recognizing the Person in the Provider</td>
<td>Paul Ciechanowski</td>
<td>Olympic (level 3)</td>
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<td>in Person-Centered Team-Based Care</td>
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<td>Making Medical Recommendations for the Best Care Possible: Why Hospice</td>
<td>Tanya Engstrom, Gina Gwerder &amp; Bethany Kapp</td>
<td>Adams (level 2)</td>
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<tr>
<td></td>
<td>and Palliative Care Advocacy is Everyone’s Job</td>
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10:35 a.m.  Mid-Morning Break
Visit the Exhibit Hall to complete your We’re All In It Together passport.

10:45 a.m.
CONCURRENT SESSIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Presenter(s)</th>
<th>Location</th>
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<tbody>
<tr>
<td>10:45 a.m.</td>
<td>Solving Big Problems with Distributed Teams (continued from above)</td>
<td>Kelly Tremblay &amp; Margaret Wallhagen</td>
<td>St. Helens (level 3)</td>
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<td>Age-Related Hearing Loss: Innovated Changes in Practice and Policy</td>
<td>Ken Ryan</td>
<td>Adams (level2)</td>
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<td>An Intimate Look at Aging</td>
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<td>Rainier (level 3)</td>
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<td>Innovative Payment Models and Opportunities: Care Transitions and Beyond</td>
<td>Tim McNeill</td>
<td>Olympic (level 3)</td>
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## Care Transitions: We’re All In It Together

### AGENDA AT A GLANCE

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Details</th>
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<tr>
<td>11:45 a.m.</td>
<td>Lunch</td>
<td>Lunch breakfast includes vegetarian and gluten free options.</td>
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<td>12:45 p.m.</td>
<td>Exhibit Hall &amp; Networking</td>
<td>Visit the Exhibit Hall to complete your We’re All In It Together passport.</td>
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<td><strong>1:15 p.m.</strong></td>
<td><strong>CONCURRENT SESSIONS</strong></td>
<td>Practice Transformation to 2021 and Beyond</td>
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<td></td>
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<td>Wei-Lin Huang &amp; Maria Klemesrud</td>
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<td>Adams (level 2)</td>
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<td>Teaching Effectively: Considerations When Teaching Older Adults</td>
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<td>Bonnie Ronan</td>
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<td>Rainier (level 3)</td>
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<td>It Takes a Village: Improving Care Transitions for Patients with Dementia</td>
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<td>Julie Gray</td>
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<td>Olympic 2 (level 3)</td>
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<td>The Medicaid Health Home Program</td>
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<td>Sarah Addison, Karen Fitzharris, Cindy Spain</td>
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<td>Olympic 1 (level 3)</td>
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<td><strong>2:15 p.m.</strong></td>
<td><strong>Afternoon Break</strong></td>
<td>Visit the Exhibit Hall to complete your We’re All In It Together passport.</td>
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<tr>
<td><strong>2:30 p.m.</strong></td>
<td><strong>CONCURRENT SESSIONS</strong></td>
<td>A Day in the Life of a Primary Care Team</td>
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<td>Jeri Craine, Tami Davis-Ward, Nanette Guild, Kimberly Herner, Jackie Shreve-Swaner &amp; Rhea Smith</td>
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<td>Olympic 2 (level 3)</td>
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<td>Transitions of Care in Patients with Kidney Disease. Can We Do Better?</td>
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<td>Leanna Tyshler</td>
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<td>Rainier (level 3)</td>
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<td>Health Care &amp; Housing: Partners in Healthy Aging</td>
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<td>Robert Bowery, LeighBeth Merrick, Ruben Rivera-Jackman &amp; Anita Souza</td>
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<td>Olympic 1 (level 3)</td>
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<td>The Purposeful Engagement of Home Care Partners</td>
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<td>Gretchen Anderson, Carolyn Bonner, Rob Krause &amp; Susan Miller</td>
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<td>Adams (level 2)</td>
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<tr>
<td><strong>3:30 p.m.</strong></td>
<td><strong>Break &amp; Reconvene</strong></td>
<td>Visit the Exhibit Hall to complete your We’re All In It Together passport. Reconvene in Olympic Hall for closing comments and a gift basket drawing.</td>
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<tr>
<td><strong>3:40 p.m.</strong></td>
<td><strong>Conference Wrap-up</strong></td>
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<td><strong>3:55 p.m.</strong></td>
<td><strong>Gift Basket Drawing</strong></td>
<td>Must be present to win.</td>
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<tr>
<td><strong>4 p.m.</strong></td>
<td><strong>Conference Ends</strong></td>
<td>Have a safe journey home!</td>
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Family caregivers in Washington State now have more support.

The CARE Act.

More than 800,000 Washingtonians care for older parents, spouses or loved ones, helping them to live independently in their own homes. These family caregivers have a huge responsibility, and in 2016, a new law took effect that will make life a little bit easier for them.

The CARE (Caregiver Advise, Record, Enable) Act or Senate Bill 6327 helps lay family caregivers when their loved ones go into the hospital and as they transition home. The CARE Act requires hospitals to:

- Provide your loved one the opportunity to designate a lay family caregiver
- Inform you when your loved one is to be discharged to another facility or back home
- Provide instruction or training on the aftercare tasks you will need to perform at home

AARP Washington fought for the CARE Act because supporting caregivers is a top priority for all of us. We hope you will tear out the CARE Act cards below, and place them in your and your loved one’s wallets. That way, you’ll both have important information about this new law available when you need it most.

For more information about caregiving resources, visit the Community Living Connections (www.washingtoncommunitylivingconnections.org) or call AARP’s Caregiver Resource Center at 877-333-5885.

The Caregiver Advise, Record, Enable (CARE) Act

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Medline

Pierce County Community Connections

Public Health

Seattle & King County

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