

7.0 CE Hours Available—
See inside for details

2020 Annual Long-Term Care Conference Offered Virtually - October 12-13, 2020

Developing Resilience for Hope and Healing in Unprecedented Times

Although we will miss our in-person time together, we strive to remain connected through our virtual sessions. Join us for 2 days of WEBINARS as we adjust to a “New Normal” using tools that bring us to a hopeful tomorrow.

Monday, October 12 — Operations, Advocacy and Trends



**Janet Feldkamp, RN,
BSN, LNHA, CHC, JD**
*Partner, Benesch, Friedlander,
Coplan & Aronoff, LLP*



Julie Trocchio, RN, BSN, MS
*Senior Director, Community
Benefit and Continuing Care,
Catholic Health Association*



Mary T. O'Neill, BCC, D.Min
*Retired VP of Spiritual Care and
Pastoral Education, Catholic
Health Services*

Tuesday, October 13 — Life Enhancement and Self-Care for Productivity



Francis Battisti, Ph.D.
*Principal, Battisti Management
Affiliates*



**Helen E. Battisti, Ph.D.,
RDN, CDN**
*Registered Dietitian Nutritionist,
Endwell Family Physicians*

For More Information and to Register, See Our Website www.avilainstitute.org

JOIN US ONLINE

Sessions will be offered online as live-streamed webinars for continuing education hours.

Monday, October 12 — Operations, Advocacy and Trends

1. Surviving Chaos: Legal and Regulatory Update (2.0 hrs)

Janet Feldkamp, RN, BSN, LNHA, CHC, JD, Partner, Benesch, Friedlander, Coplan & Aronoff, LLP

2. Long-Term Healthcare Ministry Advocacy in the Time of COVID- 19 (1.0 hr)

Julie Trocchio, RN, BSN, MS, Senior Director, Community Benefit and Continuing Care, Catholic Health Association of the United States (CHA)

3. Compassion Fatigue: A Self-Care Imperative (1.0 hr)

Mary T. O'Neill, BCC, D.Min, Retired VP of Spiritual Care and Pastoral Education, Catholic Health Services

Tuesday, October 13 — Life Enhancement and Self-Care for Productivity

4. Developing a Resilient Mindset for Healthcare Team Members (2.0 hrs)

Francis Battisti, Ph.D., Principal, Battisti Management Affiliates

5. An Exploratory Journey: Meeting of the Microbiome and Longevity (1.0 hr)

Helen E. Battisti, Ph.D., RDN, CDN, Registered Dietitian Nutritionist, Endwell Family Physicians



REGISTRATION

To register for the webinars, go to our website

www.avilainstitute.org.

Registration includes sessions and digital files.	Regular Fees	*AIG In-Service Subscribers
Full Conference (2 days)	\$245.00	\$220.50
Monday Only	\$140.00	\$126.00
Tuesday Only	\$105.00	\$94.50
Per Live Webinar Hour	\$40.00	\$36.00

* Discounted fees are for facilities and their staff who are part of our online in-service library subscription program.

CREDIT INFORMATION

Participants may be eligible to earn up to **7.0** continuing education hours based on attendance. For up-to-date credit information for Administrators, Nurses, Social Workers, Dietitians, Recreational Therapists, and Catholic Chaplains, see our website.

REFUND POLICY: Cancellation and refund requests must be made in writing (mail or email) and must be received 7 days prior to the event to be eligible for a full refund. If a request is made after this date, a credit voucher will be issued to be used toward a future AIG event. The voucher expires within 1 year of the cancellation. AIG regrets that refunds will not be given for no-shows. Substitutions are accepted without penalty and must register for the event, noting whom they are replacing. Please send all cancellation and substitution requests to support@avilainstitute.org.

EVENT CANCELLATION POLICY: The Avila Institute of Gerontology reserves the right to cancel any scheduled seminar due to unforeseen circumstances at any time.

DISCLOSURES: This educational activity does not include any content that relates to the products and/or services of a commercial interest that would create a conflict of interest. There is no commercial support being received for this event.

To register and for further information about the webinars, visit our website www.avilainstitute.org or email support@avilainstitute.org

DAY 1

October 12, 2020

Operations, Advocacy and Trends

On Day One, speakers Feldkamp, Trocchio, and O'Neill will discuss the latest changes in long-term care practices, specifically those affected by COVID-19.

PRESENTED BY



Janet Feldkamp
RN, BSN, LNHA, CHC, JD

*Partner, Benesch, Friedlander,
Coplan & Aronoff, LLP*



Julie Trocchio,
RN, BSN, MS

*Senior Director,
Community Benefit and
Continuing Care, Catholic
Health Association*



Mary T. O'Neill
BCC, D.Min

*Retired VP of Spiritual Care
and Pastoral Education,
Catholic Health Services*

Learn More about Day 1 Sessions and Speakers on pages 4-6

Session
1

Surviving Chaos: Legal and Regulatory Update

9:15 – 11:15 am | Presented by Janet Feldkamp, RN, BSN, LNHA, CHC, JD

This session will provide information and potential action items regarding survey and certification protocol and requirements, including recent changes and proposed changes. COVID-19 has caused tremendous chaos in the lives of facility leaders, employees and residents. The dramatic changes have affected numerous regulatory and enforcement criteria and the focus will continue to change as the country and the long-term care industry recovers to what will be our new normal. CMS and state agencies frequently readjust their focus regarding procedures and processes for surveys. The Office of Inspector General annual Work Plan provides information on current focuses, and understanding the importance of compliance with requirements is imperative for good leaders. The discussion will also include other areas, such as emergency preparedness, HIPAA, COVID-19, and other hot topics for nursing facilities.

Learning Outcome:

Participants will identify new legal and regulatory requirement from CMS after Session 1.



Janet Feldkamp, RN, BSN, LNHA, CHC, JD

Partner, Benesch, Friedlander, Coplan & Aronoff, LLP

Janet Feldkamp is a nurse attorney with more than 25 years of legal experience representing long-term care providers. During her first nine years practicing as a Registered

Nurse, Feldkamp worked in intensive care and then with long-term care providers. She gained experience as a Facilities Surveyor, Director of Nursing, Administrator, and Nurse Consultant for a multi-state long-term care

management firm, but she always yearned for an advanced degree.

Feldkamp now specializes in health law with an emphasis on long-term care regulatory matters, such as survey certification and informal review requests, compliance and fraud and abuse. She also counsels clients about handling family conflicts and end-of-life decisions as well as a variety of challenging issues for post-acute care providers.

Session
2

Long-Term Healthcare Ministry Advocacy in the Time of COVID-19

11:30 am – 12:30 pm | Presented by Julie Trocchio, RN, BSN, MS

This presentation will review the public policy priorities and activities of the long-term healthcare ministry during the COVID-19 pandemic. It will discuss stronger and new partnerships, ethical issues, and how to promote the well-being of our staff and residents.

Learning Outcome

Participants will be able to define advocacy issues that impact facilities, residents and their communities after Session 2.



Julie Trocchio, RN, BSN, MS

Senior Director, Community Benefit and Continuing Care, Catholic Health Association of the United States (CHA)

Julie Trocchio is Senior Director of Community Benefit and Continuing Care for the Catholic Health Association of the United States (CHA). She coordinates CHA activities related to planning and reporting community benefits and leads CHA advocacy on the charitable purpose of not-for-profit healthcare. She also coordinates CHA programs and advocacy related to the well-being of aged and chronically ill persons in need of long-term care and home and community-based services. She is co-author of CHA's *Social Accountability Budget and Guide for Planning and Reporting*

Community Benefit and CHA/AAHSA's Social Accountability Program: Continuing the Community Benefit Tradition of Not-for-Profit Homes and Services for the Aging. Prior to joining CHA, Julie was Director of Standards and Quality for the American Health Care Association. She has held nursing positions in acute care, long-term care, public health and school health programs. She earned a bachelor's degree in nursing from Georgetown University and a master's degree in community health nursing from the University of Maryland.

Session
3

Compassion Fatigue: A Self-Care Imperative

1:30 – 2:30 pm | Presented by Mary T. O'Neill, BCC, D.Min

This presentation will focus on the meaning of compassion and distinctions between burn-out and compassion fatigue. It will also outline some concrete steps that are available to all to help restore and heal the mind, body and spirit that are impacted by compassion fatigue at any time, but particularly in this time of COVID-19.

Learning Outcome

Participants will be able to define compassion fatigue and identify symptoms and tools for healing after Session 3.



Mary T. O'Neill, BCC, D.Min

Retired VP of Spiritual Care and Pastoral Education, Catholic Health Services

Mary T. O'Neill has over 30 years of experience with training Ministry students for national board certification as Chaplains and spiritual care providers to patients, families and staff persons in healthcare. She is certified as a Pastoral Educator through the National Association of Catholic Chaplains and the Association for Clinical Pastoral Education. Mary T. is also a Licensed Therapeutic Massage Therapist and has worked many years in care for persons struggling with illness, disability and the diminishment of age. For 18 years, Mary

was employed as the Assistant Administrator/Director of Pastoral Services at Calvary Hospital in Bronx, NY, a specialty palliative care hospital that emphasizes care for the whole person—body, mind and spirit. Her recent employment for 13 years was with Catholic Health Services of Long Island (CHSLI), NY, as VP for Spiritual Care and Pastoral Education. Catholic Health Services is a health system that covers a wide spectrum of health and behavioral services. She received her master's degree from St. Louis University and her Doctor of Ministry from New York Theological Seminary. She is currently actively retired and living in Maryland.

DAY 2

October 13, 2020

Life Enhancement and Self-Care for Productivity

Day Two focuses on self-care in stressful times that will allow participants to develop a resilient mindset and healthier lifestyle for overall work-life balance.

PRESENTED BY



**Francis Battisti,
Ph.D.**

*Principal, Battisti
Management Affiliates*



**Helen E. Battisti,
Ph.D., RDN, CDN**

*Registered Dietitian Nutritionist,
Endwell Family Physicians*

Learn More about Day 2 Sessions and Speakers on pages 8-10.

Session
4

Developing a Resilient Mindset for Healthcare Team Members

9:15 – 11:15 am | Presented by Francis Battisti, PhD.

In this time of global uncertainty, healthcare professionals are being confronted with unparalleled challenges (e.g., remaining positive in the face of grave uncertainty, additional regulations, the belief that individual efforts do impact results, reacting to the financial uncertainty of an ongoing healthcare crisis), all the while remaining focused on the goal of maintaining quality care. The results of this uncertainty can inhibit creativity, reinforce rigid thinking, exacerbate ongoing anxiety and other mental health concerns, question one's career future and promote difficulty juggling the balance between work and family. In order to meet the growing demands of their positions, healthcare providers need to develop strategies for professional/personal life enhancement in order to reach a resilient mindset. This program is organized around the principle that resiliency is a skill set that can be developed and enhanced. Principles and practices of Positive Psychology are the framework for this action-oriented program.

Focused on growing professional and personal performance, this program will introduce participants to strategies that will assist with developing a resilient mindset and lifestyle for increased satisfaction and productivity. Ingredients of a resilient lifestyle will be explored and outlined.

Learning Outcome

Participants will be able to recognize a resilient mindset and lifestyle for increased satisfaction and productivity after Session 4.

Session
5

An Exploratory Journey: Meeting of the Microbiome and Longevity

11:30 am – 12:30 pm | Presented by Helen E. Battisti Ph.D., RDN, CDN

Science has shown us that there is a bidirectional communication between our brain and our gut, known as the Gut-Brain Axis. Recent research is shedding new light on how this symbiotic relationship between our intestinal bacteria and our brains can have a direct effect on our health, both physical and psychological. Longevity, for the purpose of this presentation, is being defined by the research found in the Blue Zones around the world. This presentation will provide a unique odyssey for participants to assess how they are living, and, if desired, how they can transform themselves to develop a more enriching, productive and satisfying life.

Learning Outcome

Participants will identify foods that will enhance physical well-being after Session 5.



Francis Battisti, Ph.D.

Principal, Battisti Management Affiliates

Noted educator, speaker, psychotherapist, consultant, and author, Dr. Francis L. Battisti, offers individuals and organizations a pathway to explore their potential and move toward desired transformation. His national reputation in the fields of healthy aging, motivation, health

enhancement, and conflict disposition is manifest in his work with numerous corporations and major healthcare organizations, as well as governmental committees. His presentations have been offered throughout the United States, South America, Europe, Canada and the Caribbean.

Dr. Battisti was the Executive Vice President and Chief Academic Officer and Full Professor of Psychology at the State University of New York at Broome Community College, where he was the 2011 Recipient of the State University of New York Distinguished Professorship for Service and a 1989 Recipient of the State University of New York Chancellor's Award for Excellence in Teaching. He is a member of the State University of New York Distinguished Teaching Academy. As a Full Professor he taught courses such as Abnormal Psychology, Counseling Theory and Practice, and Introduction to Social Work and Welfare, which motivated many of his students to continue their studies as Social Workers and Psychologists.

Dr. Battisti maintained a private psychotherapy practice for

over thirty years, treating individuals and couples. He also has consulted to long-term care communities throughout the United States. His emphasis now is in community responses to mental health needs and how to address them.

Francis has been recognized by "The Morning Knights Toastmaster Award" for Excellence in Communication and Leadership as well as The Alzheimer's Association Central New York Chapter as the honoree of the "Memory Makers Award," "for his efforts to make the Southern Tier a better place to live and work. He is also the recipient of "The David Malcom Award", in recognition of his Exemplary Service to the Homeless. Francis is the author of *Checchino: A Father & Son Journey Toward Dusk* and co-author of *Tomorrow's Weigh...The No-Diet Way to Lose Weight*. His articles include: "Leveraging Workforce Research to Attract, Manage, and Retain High-Performance Employees", "Harnessing the Diversity and Power of Your Team! Developing and Sustaining Highly Effective Teams Ensures Your Competitive Edge", and "Advancing the Bottom Line and Service Quality via a Culture of Employee Retention."

Dr. Battisti received his Ph.D. in Human Development from Marywood University. He lives with his wife, Dr. Helen Battisti, in Upstate New York and is an avid believer in pursuing one's passion.



Helen E. Battisti, Ph.D., RDN, CDN

Registered Dietitian Nutritionist, Endwell Family Physicians

Dr. Battisti is a Health Promotion Specialist, Registered Dietitian Nutritionist and a former Assistant Professor and the Director of the Coordinated Program in Nutrition and Dietet-

ics in the department of Nutrition and Dietetics at Marywood University, Scranton, Pennsylvania. She maintains a practice at Endwell Family Physicians, Endwell, New York, as a Registered Dietitian. Her areas of research include both childhood and geriatric health and obesity.



Monday, October 12, 2020

9:00 am - Welcome / Call to Prayer
9:15 am

SESSION 1 **Surviving Chaos: Legal and Regulatory Update**

9:15 am – 11:15 am
Janet Feldkamp, RN, BSN, LNHA, CHC, JD

SESSION 2 **Long-term Healthcare Ministry Advocacy in the Time of COVID-19**

11:30 am – 12:30 pm
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SESSION 3 **Compassion Fatigue: A Self-Care Imperative**

1:30 pm – 2:30 pm
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Tuesday, October 13, 2020

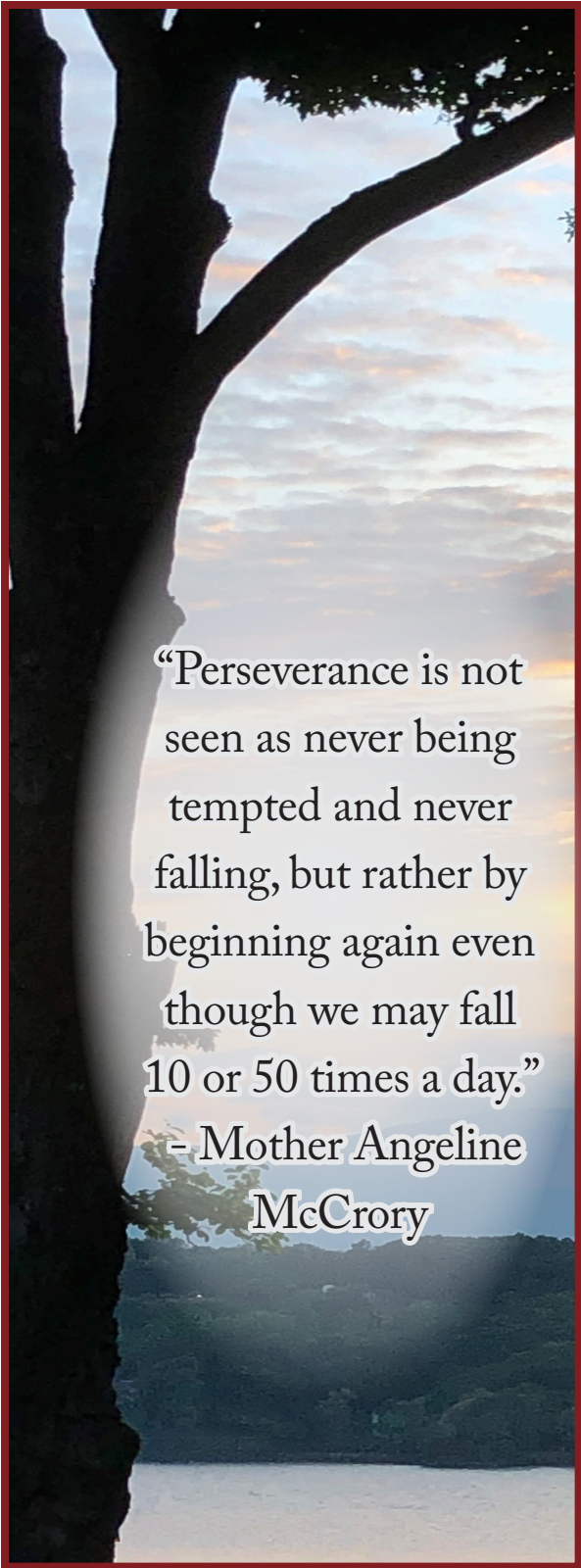
9:00 am - Welcome / Call to Prayer
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SESSION 4 **Developing a Resilient Mindset for Healthcare Team Members**

9:15 am – 11:15 am
Francis Battisti, Ph.D.

SESSION 5 **An Exploratory Journey: Meeting of the Microbiome and Longevity**

11:30 am – 12:30 pm
Helen E. Battisti, Ph.D., RDN, CDN



“Perseverance is not seen as never being tempted and never falling, but rather by beginning again even though we may fall 10 or 50 times a day.”
- Mother Angeline McCrory