### SESSIONS BY DAY / TIME

#### Sunday, October 27, 2019
3:30 p.m. - 5:00 p.m.

1-A. A Guide to Implementing Telemedicine in Nursing Homes  
2-A. Retaining Talent in a Multigenerational Workforce  
18-A. Designing a Mixed-Income Community  
19-A. Evolving Housing Options for the Younger Consumer  
35-A. Using Endowment Planning to Prepare for the Future  
36-A. The Stewardship of Culture in Faith-Based Organizations  
37-A. When Bigger is Better: Life Plan Community Affiliations  
55-A. Employee Wellness: Small Investments Pay Big Dividends  
56-A. Intergenerational Mentoring: Elders and Youth Seeking Social Justice  
72-A. The Butterfly Model: Incorporating Feelings into Dementia Care  
73-A. Memory Café: A Community-Based Support System for People Living with Dementia  
88-A. Is That Legal? Staying Compliant with Marketing Regulations  
89-A. The Diversity Journey: Preparing Your Community to Become More Diverse  
105-A. Everyday Heroes: Improving Quality Measures and Resident Satisfaction  
106-A. Looking into the Crystal Ball: What Can We Expect With a Hospice Carve-In?  
107-A. Affordable Housing and PACE: A Winning Partnership  
127-A. Behavioral Health Regulations: Strategies for Compliance  
128-A. Employing Foreign-Born Workers: Legal Authorities and Hope for the Future  
129-A. The Road to Compliance, Accounting, and Governance Excellence  
145-A. A Leadership System for Driving Performance, Retention, and Results  
146-A. Leadership in Aging Services Organizations: Developing a Reflexive Approach

#### Monday, October 28, 2019
8:00 a.m. - 9:30 a.m.

3-B. Helping IT Professionals Embrace Their Softer Side  
4-B. Sharing Health Information for Care Coordination  
5-B. Strategies for Including Older Adults in the Technology Revolution  
20-B. It Takes a Village: Balancing Partner Goals in Project Design and Implementation  
21-B. New Amenities to Differentiate Your Campus and Engage the Broader Community  
38-B. An Eye to the Future: Board Support and Alignment
39-B. Integrating PACE and Adult Day with Other Aging Services Providers
40-B. Medicare Advantage: Seize the Opportunity
57-B. Connecting the Dots: The Intersection of Wellness and the Outdoors
58-B. Substance Abuse among Elders: Identification and Treatment in Post-Acute Care
59-B. Starting at Home: Dismantling Ageism in Our Field
74-B. Improving Dementia Care through Communication and Systems Change
75-B. Alzheimer's Disease Up Close: See ME, Hear ME
90-B. How to Preserve Your Reputation and Control Your Messaging in a Crisis
91-B. Working With Marketing Agencies: How to Get Your Money's Worth
108-B. An Ethical Journey: Exploring the Intersection of Compliance and Care
109-B. More Than PDPM: Connecting the Dots in Skilled Nursing Payment
110-B. CCaH: Fostering Community-Based Wellness and Coordination
130-B. Gay and Gray: The Ethics of Serving LGBT Older Adults
131-B. Housing Policy Update
147-B. Using Executive Compensation to Attract and Retain Talent
148-B. Proven Solutions for Today's Recruitment and Retention Challenges

10:00 a.m. - 11:30 a.m.
6-C. CareCommunity: A Platform for Holistic Wellness Engagement
7-C. Advanced Data Analytics Tools: Provider Case Studies
22-C. Revitalizing a Legacy Campus: Challenges and Opportunities
23-C. Cost-Reducing Strategies to Combat Rising Development Costs
41-C. Pathways to Success: Charting Your Course to a Sustainable Future
42-C. Housing and Health Care: Teaming Up to Achieve the Triple Aim
43-C. Rental vs. Entrance Fee: Responding to Consumer Preferences
60-C. Creating Inclusive Wellness Programs for Residents and Staff
61-C. A Trans-Disciplinary Approach to Pain Management
76-C. From Policy to Practice: Transforming Quality Dementia Care
77-C. Dementia Care Design: Comparing Different Options
92-C. Talking about Elder Abuse: Effective Communication Strategies
93-C. Using Digital Technology to Help Consumers Engage with Your Brand
94-C. Blending Culinary and Marketing for a Delicious Return on Investment
111-C. RAD for PRAC: How to Take Advantage of HUD's Newest Preservation Program
112-C. Supply Chain Practices: Impact on Care, Operations, and Finances
113-C. Advance Preparation: Your Key to a Successful Survey
132-C. Oversight Without Overstepping: New RoPs Obligations for Governing Bodies
133-C. Protecting Privacy and Maintaining Data Security in a Connected Age
149-C. Cultivating Leadership Wisdom Through Yoga Practice
150-C. Stop With the Millennials! Creating Truly Intergenerational Workplaces
151-C. The Role of Mid-Level Managers in Improving Staff Retention
3:30 p.m. - 5:00 p.m.
8-D. Using Technology to Address Employee Feedback and Reduce Turnover
9-D. Voice-First Technology: Privacy and HIPAA Considerations
24-D. Promoting Resident Resilience During Occupied Renovations
25-D. 2019 Design for Aging Review
44-D. All Aboard: Getting Board and Staff Leaders on the Fundraising Bus
45-D. Is an Outdated Growth Philosophy Holding You Back?
62-D. Transgender Aging Information and Services for Providers
63-D. Leveraging Wellness Data to Differentiate Your Community
78-D. Creativity and Dementia: Using the Arts to Spark Memory and Joy
79-D. Defining Excellence in Memory Care: How to Set Your Program Apart
95-D. Downsizing: Easing the Move-In Jitters
96-D. Sales and Marketing: Managing Your Digital Referral Sources
114-D. Linking Five-Star Ratings to Financial Outcomes
115-D. HUD Management Update
116-D. Diminishing the Effects of Past Trauma through Person-Centered, Trauma-Informed Care
134-D. Hospice in Skilled Nursing: The 2019 Landscape
135-D. Policy Expert Panel
152-D. Developing Future Workers by Offering Career Opportunities Today
153-D. Learning from Women in Leadership
154-D. How to Engage and Inspire a Multicultural Workforce

Tuesday, October 29, 2019
8:00 a.m. - 9:30 a.m.
10-E. Technology Innovations for Life Plan Communities and Life Plan at Home
11-E. Can Technology Enhance Growth, Satisfaction, and Retention Among Employees?
26-E. Going to the Mall: Repurposing Existing Structures for Dementia Care
27-E. From Survival to Revival: Community Reformation and Transformation
28-E. The Art of Creating a Culture of Hospitality
46-E. CEO Panel: Insights from Fellow Leaders
47-E. Tough Love: Divesting Aging Assets to Accelerate Growth
48-E. Giving Your Best: Choosing Giving Options that Resonate with Donors
64-E. Changing the Culture of Aging through Engagement
65-E. End of Life: Learning From Hospice
80-E. Tracking Quality in Dementia Care by Measuring the Intangible
81-E. Enhancing Dementia Care through Music and Memory: Reviewing the Evidence
97-E. Making a Difference: Engaging with Prospective Residents to Find Your Niche
98-E. Getting Attention in a Changing Media Landscape: Is the Press Release Dead?
117-E. How to Prepare Your Community for Nature's Unpredictability
118-E. Preparing for HCBS and Other Supplemental Benefits in Medicare Advantage
119-E. REAC Compliance: Staying Up-to-Date on HUD's Inspection Protocol
136-E. Managing Risk through the Residence and Care Agreement
137-E. Skilled Nursing Regulatory Update
138-E. Becoming a Grassroots Advocacy Champion in Your Community
155-E. Reducing Staff Vacancy and Improving Time to Hire
156-E. On Board from Day One: Introducing New Employees to Your Organization

3:30 p.m. - 5:00 p.m.
12-F. Is Voice Technology a Viable Interface for Older Adults?
13-F. Using Technology to Address Trends in Aging Services
29-F. Optimizing Building Design and Operations to Promote Health and Well-being
30-F. Using Design Guidelines to Build a Better Housing Community
49-F. Intrapreneurship: A Practical Guide to Accelerating Innovation
50-F. Provider-Led Payment Models
66-F. Increasing Connections One Call at a Time
67-F. Get a Move On: Strengthening Joints to Reduce Falls
82-F. Nurturing Freedom and Well-Being in a Dementia-Inclusive Community
83-F. Virtual Reality: A Training Tool for Dementia Care Partners
99-F. Positioned for Growth: Diversify Your Payer Mix and Restructure Your Marketing
100-F. A View from the Other Side: Learning from For-Profit Providers
120-F. Mental Health Diagnoses: Managing Liability Risks in Senior Living
121-F. Redefining the Dining Experience
122-F. Standalone Nursing Homes: Challenges and Opportunities
139-F. Legal Update: Operational Issues Facing Providers
140-F. The Final Countdown to PDGM
157-F. How To Be a Great First Boss
158-F. Directors of Nursing Roundtable

Wednesday, October 30, 2019
8:00 a.m. - 9:30 a.m.
14-G. There’s an App for That: Engaging Employees One Smartphone at a Time
15-G. Technology Innovation: Tools and Lessons for Adoption and Dissemination
31-G. Adding Assisted Living and Memory Care to a Life Plan Community
32-G. Developing a Vertical and Connected Life Plan Community
51-G. Inspiring Generosity: Creating a Philanthropic Culture for Your Organization
52-G. Navigating Your Way to a Successful Post-Acute Care Strategy
68-G. Improving Quality of Life Through Intergenerational Music
69-G. The Age Well Study: The Success Story of Life Plan Communities
84-G. Lifestyle Choices to Enhance Healthy Aging and Reduce Dementia Risk
85-G. Ethical Decision-Making: Moving to Both/And Approach
101-G. Experiential Marketing: Understanding Your Customer to Drive Higher Census
102-G. Using Data to Optimize Your Website and Engage Consumers
123-G. Safe Care for Seniors: Creating a Culture of Safety and Quality in Aging Services
124-G. Lessons from New Housing Plus Services Studies
141-G. Succeeding under PDGM: Are You Ready? How Do You Know?
142-G. By the Numbers: Using Data to Succeed in Alternative Payment Models
159-G. Maintaining Your Skilled Workforce in a Challenging Legal Environment
160-G. How to Support (and Retain) Your New CEO

11:30 a.m. - 1:00 p.m.
16-H. Framework for Innovation: Designing and Implementing Technology Solutions
17-H. Cyber Threats and Compliance Challenges: Managing Technology Risk
33-H. Creating a More Diverse Dining Experience Without Adding Square Feet
34-H. The Goldilocks Approach to Housing: Not Too Big, Not Too Small
53-H. Nonprofit and For-Profit Partnerships: A Win-Win Strategy for Growth
54-H. Clean Slate: Making a Fresh Start on the Road to Innovation
70-H. Cross-Generational Engagement: Bridging the Generation Gap
71-H. 100 Million Healthier Lives: Transforming Health and Wellbeing by 2020
86-H. Technology-Based Interventions for People Living with Dementia
87-H. Providing Enhanced Person-Centered Care for People Living with Dementia
103-H. Embracing Change to Achieve Excellence in a Competitive Market
104-H. Your Reputation Precedes You: Harnessing the Power of Online Reviews
125-H. The Transparent Organization: Using Toyota’s Lean Model to Drive Excellence
126-H. Break Out of the Mold: Moving Away from Highly Refundable Entrance Fees
143-H. Thriving in Value-Based Health Care: Models for Assisted Living
144-H. Preparing for Marijuana Use in Aging Services
161-H. Workforce and Leadership Development: A Path to Employee Growth
162-H. When Your Culture Needs a Makeover