



# ILLINOIS NURSING HOME ADMINISTRATORS ASSOCIATION

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## AGENDA

**REGISTER NOW AT [WWW.INHAA.ORG](http://WWW.INHAA.ORG)**

(Or via mail...see below)

**November 8-9, 2023, Embassy Suites, East Peoria, IL**

\* 10.5 Continuing Education Credits for Administrators and Nurses \*14 Topics to Choose From \* 40-50 Exhibitors

*"Tech-Enabled Value-Based Care for Residents in Long-Term Care and Senior Living," Rick Grindrod, Provider Partners*

*"Don't Stop Believing," Denise Spihlman, Outcome Services of Illinois*

*"Government Investigations in the Long-Term Care Space," Chris Grohman, Benesch, Friedlander, Coplan & Aronoff LLP*

*"Creating Magic: Ten Common Sense Leadership Strategies from a Life at Disney," Kenneth Neal Ivory, Clark Lindsey*

*"Anatomy of a Resident Contract: Legal Issues to Reduce Your Liability," Neville Bilimoria, Duane Morris LLP*

*"Cannabis Use in Long-Term Care Facilities," Bryna Dahlin & Lianne Foley, Benesch, Friedlander, Coplan & Aronoff LLP*

*"Feeding the Dining Programs Bottom Line During Challenging Times," Gretchen Robinson, Martin Bros. Distributing*

*"Abuse and Neglect...What to Report, When to Report, and How to Report," Michelle Stuercke, Transitional Care Management*

*"Compassion Fatigue, and Caregiver Burnout: Working Together to Work Through It," Michelle Stuercke and Linda Riccio, Transitional Care Management*

*"What a Resident & Family Councils Could and Should Look Like," Lee Moriarty, IL State Long-Term Care Deputy Ombudsmen*

*"Practical Ways to Involve All Staff in Quality of Life of Resident," Rachelle Blough*

*"The Intersection of Agism & Ableism," Lee Moriarty, IL State Long-Term Care Deputy Ombudsmen; Diane Chapman; Mary Matthews; Sue Novy*

*"Dialysis in Nursing Homes: Advantages, Pitfalls and Legal Considerations," Nesko Radovic, Benesch, Friedlander, Coplan & Aronoff LLP*

*"A Shot in the Arm – Remember Why We Do What We Do on the Hard Days," Rachelle Blough*

**NEW THIS YEAR! ALL INHAA MEMBERS REGISTER BY OCTOBER 27<sup>TH</sup>.**

**TO RECEIVE A FREE GAS CARD**

**Tuesday, November 7, 2023**

5:00 – 6:30 p.m. Join us in the Embassy Suites Hotel Atrium for the Hotel Manager's Reception!

**Wednesday, November 8, 2023**

7-8:30 a.m. Registration and breakfast

8:30 – 10:00 a.m.

*"Tech-Enabled Value-Based Care for Residents in Long-Term Care and Senior Living," Rick Grindrod, Provider Partners*

Tech-enabled value-based care for residents in long-term care and senior living. In its new Strategic Framework, CMS is placing great emphasis on advancing health equity, expanding access, engaging partners, driving innovation to promote value-based care, protecting the sustainability of its programs, and fostering excellence. Long-Term Care, Assisted Living, and Senior Living communities can be successful by partnering with a provider sponsored Institutional Special Needs Medicare Advantage Plan (I-SNP) and/or ACO REACH Achieving success, improving quality, and generating shared savings requires tech-enabled care coordination. Provider Partners tech-enabled Care Coordination results in treatment of health conditions earlier and more successfully, avoiding the need for acute hospitalization. Outcomes are improved, the cost of care reduced, and PCP and facility revenue and bottom line is improved. At the conclusion of this session the participant should be able to: Learn how to incorporate value-based programs into your SNF Client Network; Learn how I-SNP, IE-SNP and ACO REACH programs can help to improve patient outcomes; Learn how I-SNP, IE-SNP and ACO REACH programs can help achieve financial success under value-based care models.

*Rick leads Provider Partners' overall business, creating strategic relationships with long-term care providers through provider sponsored Medicare Advantage health plans. Rick founded Provider Partners with Dr. Scott Rifkin in 2014. Provider Partners launched its first health plan in 2016 in Maryland, followed by a second plan in Pennsylvania in 2017, Illinois in 2019, Missouri and Ohio in 2021 and Texas plan in 2022.*

### ***“Don’t Stop Believing,” Denise Spihlman, Outcome Services of Illinois***

Are you getting the most from your social service and activities departments? What do you as an administrator need to know and expect from these departments? Don’t stop believing that you can have the best programs. This session will outline priority and survey areas of focus in these two departments. At the conclusion of this session the participant should be able to: Identify priority areas for social service and activities; Identify key points of advance directives – a key area in social service; Know recent survey trends in both departments.

*Denise Spihlman has been the Director of Consulting Services at Outcome Services of Illinois for the past 32+ years. Denise provides clinical supervision to Outcome Services of Illinois consultants and provides activity, social service, psych rehab and dementia consultation in individual facilities. Denise has spoken at the IHCA for the past 20 years, the IAPA Convention for 10+ years and at the Pioneer Coalition and OSI workshops.*

### ***“Government Investigations in the Long-Term Care Space,” Chris Grohman, Benesch, Friedlander, Coplan & Aronoff LLP***

A former federal prosecutor provides firsthand insight into the world of government investigations, including the False Claims Act, Medicare/Medicaid Fraud and Wage Per Hour Violations. At the conclusion of this session the participant should be able to: Learn how to spot potential whistleblowers; Learn how to deal with government investigations; Complete Wordle in four times or less.

*Chris is a former Assistant United States Attorney for the Northern District of Illinois that has spent the last 7 years in private practice helping companies and individuals navigate governmental and internal investigations. He has defended cases brought by almost every government agency, including the DOJ, SEC, CFPB, CFTC, to name a few. He has conducted multiple internal investigations for Fortune 500 companies related to accounting fraud, corporate embezzlement, theft of trade secrets, and other sensitive topics. A trial lawyer at heart, Chris tried 7 jury cases during his time as a federal prosecutor, and an additional 13 trials in his time in private practice. His recent victories include a seven figure damages award for a plaintiff that brought suit against a former partner as well as a full acquittal of a criminal defendant charged with multiple felonies. Chris has investigated and conducted complex federal civil, criminal, and administrative trials and appeals involving various subjects, including Medicare compliance, bankruptcy fraud, financial fraud, and legal and medical ethics. In addition, he has represented, advised, and assisted corporations in developing and implementing compliance programs, as well as conducting diligence as part of mergers, focusing on Medicare, Fair Debt Collection Practices Act, and Anti-Money Laundering compliance.*

**10:00 – 10:15 a.m. Break *Sponsored by Southern Bus & Mobility***

### ***10:15 – 11:45 a.m. INHAA General Election & Opening Session, “Creating Magic: Ten Common Sense Leadership Strategies from a Life at Disney,” Kenneth Neal Ivory, Clark Lindsey***

Conference attendees will journey through ten effective “common sense” leadership strategies that will have an impact personally and professionally. After this session, you will be able to apply these basic principles especially as we focus relentlessly on recruiting, retaining, and developing top talent in our industry. These simple, yet dynamic concepts will

engage and inspire you to “create magic” through common sense leadership strategies of your own! At the conclusion of this session the participant should be able to: Identify top leadership strategies that are important for their organization; Learn how to incorporate these strategies as a part of their culture, mission, and values; Use these strategies to develop new leaders aspiring to grow in the industry.

*Kenneth Neal Ivory is a transformational hospitality thought leader, inspirational coach, community advocate, enthusiastic trainer, contributing author and international speaker. His professional career spans over thirty-five years in the hospitality, academic, non-profit, and senior living industries.*

#### **11:45 a.m. – 12:45 p.m. Lunch/INHAA Annual Meeting**

**12:45 – 2:15 p.m. Trade Show – Take your time and visit with the Vendors supporting the INHAA Convention. Take advantage of the opportunity to explore new products and services available for your facility.**

#### **2:15 – 3:45 p.m.**

##### ***“Anatomy of a Resident Contract: Legal Issues to Reduce Your Liability,” Neville Bilimoria, Duane Morris LLP***

Resident contracts for long-term care providers are increasingly becoming more important in this age of plaintiff lawsuits and increased liability for facilities. Providers need to understand the important aspects of these resident contracts to be able to explain them to residents and families, and to make sure their contracts are legally sound. Revisions to arbitration clauses, among others, are also necessary in light of recent legal updates to maximize enforceability, and to comply with federal and State requirements. Making sure your resident contract meets legal and regulatory requirements is key to reducing your liability and streamlining your operations. At the conclusion of this session participants should be able to: Learn about important aspects of resident contracts that every provider should know; Learn about legal updates for resident contracts; Learn about why updating your resident contract will help to reduce your liability.

*Neville Bilimoria is partner with Duane Morris LLPs Health Law Practice Group in Chicago. Mr. Bilimoria was named one of the Top 40 Attorneys in Illinois Under 40 for 2005. For many years running, Mr. Bilimoria has also been a recipient of the “Illinois Super Lawyer” and “Leading Lawyers” designation for outstanding attorney for healthcare law. He advises healthcare clients on corporate and litigation matters. He counsels hospitals and health systems, nursing homes, assisted living facilities, physicians and physician groups, pharmacies, and pharmaceutical companies on a variety of issues, including healthcare corporate transactions, healthcare fraud and abuse compliance issues, telemedicine, HIPAA and state health privacy law issues, regulatory compliance, and resulting litigation.*

##### ***“Cannabis Use in Long-Term Care Facilities,” Bryna Dahlin & Lianne Foley, Benesch, Friedlander, Coplan & Aronoff LLP***

Cannabis is widely legal across states for medical and recreational purposes, including Illinois. Yet it remains illegal federally. This can create a host of challenges for facilities that have residents who use cannabis on their own or request the administration of medical cannabis. A thoughtful policy around cannabis use that takes into consideration the real-world risks of allowing or not allowing cannabis onsite is therefore a necessity for all long-term care facilities. At the conclusion of this session the participant should be able to: Understand the legal status of cannabis in the United States and Illinois; Know what factors to consider in crafting a facility policy regarding the use and administration of cannabis; Understand how federal illegality can (and cannot) impact such a policy.

*Bryna Dahlin is widely known for effectively navigating the cutting-edge legal issues present in the fast-growing cannabis industry. She advises cannabis companies of all sizes, from startups to stars in the industry. Clients rely on her practical, real-world approach to navigating the industry’s complex and contradictory laws and regulations. Bryna’s clients range from growers, distributors, product manufacturers and ancillary businesses to traditional companies who work with and are impacted by cannabis laws.*

*Lianne Foley focuses her practice on healthcare matters in the regulatory, administrative, and transactional spaces. Lianne’s healthcare regulatory and compliance practice includes counseling various client specialties in issues pertaining to federal and state anti-kickback statutes, Medicare and Medicaid reimbursement, the Stark Law, state corporate practice of medicine doctrines, counseling clients with the Illinois Certificate of Need program, anesthesiology, physical and occupational therapy, and nephrology. Lianne has assisted a regional hospital in navigating the legalization of both medicinal and recreational cannabis. Her cannabis practice focuses on analyzing state regulations and assisting with cannabis related state petitions. Lianne also assists health care clients in investigations and litigation relating to the False Claims Act, the federal Anti-Kickback Statute, and the Stark Law brought by federal agencies and qui tam whistleblowers.*

***“Feeding the Dining Programs Bottom Line During Challenging Times,” Gretchen Robinson, Martin Bros. Distributing***  
Foodservice talk is language in itself, but so central to effect on the facilities bottom line especially given the fallout posed by the pandemic, supply chain disruptions and inflation. Join the discussion as to how facility leaders can manage dining systems to streamline cost and offer an excellent dining experience. At the conclusion of this session the participant should be able to: Understand how supply chain, inflation and the pandemic impacted dining services; Identify common dining practices that negatively impact budget; Offer tools and resources to your dining team to manage expenses and expectations.

*Gretchen Robinson has a bachelor’s degree in science from Iowa State University. She is a Certified ServSafe Instructor, and has been a speaker at the Iowa, Illinois, and Indiana Healthcare Association conferences. Gretchen is a Marketing Dietitian for Martin Bros Distributing whose current job includes helping customers with menu development and utilizing the MPower Menus program, developing and teaching staff in-services, planning and coordinating continuing education events and being a valuable resource for Martin Bros’ legendary customers. Gretchen also holds a Certificate in Leadership from The Academy of Nutrition and Dietetics and was also awarded The Young Dietitian of the Year Award from the Iowa Academy.*

**3:45 – 4:00 p.m. Break *Sponsored by Green Tree Pharmacy***

**4:00 – 5:30 p.m.**

***“Abuse and Neglect...What to Report, When to Report, and How to Report,” Michelle Stuercke, Transitional Care Management. This session is intended for SNF/AL/ICFDD facility employees.***

This session will focus on reporting abuse and neglect, including resident to resident altercations. It will also review the necessary items to include in an abuse report, and how to ensure that the facility has a plan for reducing reporting and acting on reports that are founded. At the conclusion of this session the participant should be able to: Understand the reporting requirements for abuse and neglect; Understand the processes that need to occur when abuse is found; List 3 ways to prevent abuse from occurring.

*Michelle Stuercke is Chief Clinical Officer with Transitional Care Management. She has significant regulatory experience and success; successful mentoring of clinical teams; excellence in program development and clinical outcomes; ability to communicate through all levels of the organization; strong knowledge of reimbursement and vendor management; ability to coordinate care between acute and post-acute care providers; focus on internal and external customer service and quality outcomes; significant experience in Risk Management, Case Review and Depositions.*

**6:00 – 7:30 p.m. Social Mixer**

**Thursday, November 9, 2023**

**7:00 – 9:00 a.m. Registration and Breakfast with Exhibitors *Enjoy our NEW venue of breakfast with Exhibitors.***  
**Vendor drawings will begin at 8:00 a.m. – *MUST BE PRESENT IN EXHIBITION HALL TO WIN!***

**9:00 – 9:15 a.m. Break**

**9:15 – 10:45 a.m.**

***“Compassion Fatigue, and Caregiver Burnout: Working Together to Work Through It,” Michelle Stuercke and Linda Riccio, Transitional Care Management***

Caregiver burnout is a real issue in healthcare, and especially in long-term care as we continue to struggle with the after affects of COVID 19. During this session we will discuss what is the root cause of burnout, what we can do to assist caregivers with burnout and also why it is important to take care of yourself so that you can take care of your team. At the conclusion of this session the participant should be able to: Understand the signs and symptoms of burnout; List three things you can do to prevent personal burnout; Understand the root cause of caregiver burnout.

*Michelle Stuercke is Chief Clinical Officer with Transitional Care Management. She has significant regulatory experience and success; successful mentoring of clinical teams; excellence in program development and clinical outcomes; ability to communicate through all levels of the organization; strong knowledge of reimbursement and vendor management; ability to coordinate care between acute and post-acute care providers; focus on internal and external customer service and quality outcomes; significant experience in Risk Management, Case Review and Depositions.*

*Linda Riccio, OT/L, is the Vice-President of Therapy Services for Transitional Care Management. She has led an extensive career in post-acute care settings since earning her degree in Occupational Therapy in 1981. Linda has held various operational and clinical roles on a national level, and has a diverse skill set in program development and implementation in today's evolving healthcare landscape. Additionally, Linda is a trained Grief Counselor, and has been providing trauma-based grief counseling during the past 10 years.*

***“What a Resident & Family Councils Could and Should Look Like,” Lee Moriarty, IL State Long-Term Care Deputy Ombudsman***

For Resident and Family Councils to truly be effective there are many things that should be considered. During this session it will be discussed how to lead a Resident Council to maximize resident engagement and how to run these meetings as described in the Federal and State Guidelines. Information on what Family Councils could look like and how to go about getting this started will also be discussed. Resources from the State's Ombudsman's Office will be shared to assist in enhancing these meetings. At the conclusion of this session the participants should be able to: Run an effective Resident Council Meeting per the Federal and State Guidelines; Run an effective Family Council Meeting per the State and Federal Guidelines; Understand how the State Ombudsman's program can assist in achieving effective Councils. *Lee works with the State of Illinois as the Deputy Long-Term Care Ombudsman. In her role as the Deputy Ombudsman, Lee works with the Regional Ombudsman throughout the state to promote the mission of advocacy for those who live in long-term care communities. Lee's past roles include working as a consultant for Nursing Homes, Assisted Livings and Continuing Care Communities where she promoted person centered/directed care by focusing on quality of life, dementia care and life enrichment. As an educator, Lee has provided continuing education programs and seminars both statewide and nationally on a variety of timely topics. Lee also serves on the Board of Directors for the Illinois Coalition where she is a founding member and past president.*

***“Practical Ways to Involve All Staff in Quality of Life of Residents,” Rachelle Blough***

Join us for this important education session where you will gain practical ideas and resources that will help your team be able to take your quality-of-life focus to the next level. Through discussion, media clips, sensitivity exercises you will be energized and prepared to go back and implement specific concepts that the whole team can do. These best practices and specific examples shared will allow you to evaluate which programs, tools and resources may be best suited for your needs. At the conclusion of this session the participant should be able to: Have gained 3 examples of tools that can help you to implement whole team approaches to quality of life focuses; Describe the quality of life review process and how this can be utilized to have a starting point for the new information gained; Explain what the focus 3 program is and how it can improve the care in your community.

*Having worked in the senior living world since 1995, Rachelle is a Certified Recreational Therapist, a Certified Dementia Practitioner and a Certified Alzheimer's Disease and Dementia Care Trainer for the National Council of Certified Dementia Practitioners (NCCDP). She currently serves part time as one of the Vice Presidents of Corporate training with the NCCDP. Rachelle is a consultant and educator specializing in memory care, life enrichment and senior living operation topics.*

**10:45 – 11:00 a.m. Break *Sponsored by Transitional Care Management***

**11:00 a.m. – 12:30 p.m.**

***“The Intersection of Ageism & Ableism,” Lee Moriarty, IL State Long-Term Care Deputy Ombudsmen; Panel of Presenters from Senior Advisory Group: Diane Chapman; Mary Matthews; Sue Novy***

Ageism is the great demotion where a person is set aside and marginalized. Ableism puts a person in the category of incapable and less than. When ageism and ableism collide, it becomes the perfect storm of implicit bias that rages against older adults. In this panel discussion, you will hear from older adults living in the Chicago-land area. These true leaders of senior living will share their insights and living wisdom regarding how ageism and ableism have impacted them. We will explore the drivers of these biases and learn the first steps in mitigating the devastation of its effects. At the conclusion of this session the participant should be able to: Increase collective awareness of how we all may be propagating ageism without even realizing it; Promote systemic change in how we approach those receiving services in the aging network; Add ageism into the conversations of implicit bias to give it the value and exposure that it deserves. *Lee works with the State of Illinois as the Deputy Long-Term Care Ombudsman. In her role as the Deputy Ombudsman, Lee works with the Regional Ombudsman throughout the state to promote the mission of advocacy for those who live in long-term care communities. Lee's past roles include working as a consultant for Nursing Homes, Assisted Livings and*

*Continuing Care Communities where she promoted person centered/directed care by focusing on quality of life, dementia care and life enrichment. As an educator, Lee has provided continuing education programs and seminars both statewide and nationally on a variety of timely topics. Lee also serves on the Board of Directors for the Illinois Coalition where she is a founding member and past president.*

***“Dialysis in Nursing Homes: Advantages, Pitfalls and Legal Considerations,” Nesko Radovic, Benesch, Friedlander, Coplan & Aronoff LLP***

The provision of on-site dialysis services creates numerous competitive advantages, including potentially increasing types of dialysis services that LTC facilities can offer (e.g., bedside vs. Den dialysis); best practices in choosing dialysis provider partners; and legal, licensing, and regulatory requirements and obligations placed on LTC facilities and dialysis providers. At the conclusion of this session the participant should be able to: Understand the regulatory framework surrounding the provision of dialysis services in a long-term care setting; Understand the main considerations with respect to choosing a partner dialysis provider; Make an informed decision on whether the provision of dialysis would benefit its facility and/or the facility’s residents.

*Nesko Radovic is an attorney with Benesch, Friedlander, Coplan & Aronoff LLP, in their Chicago office. Nesko focuses his practice on health care law, including, among others, the representation of long-term care and residential care facilities, as well as nephrology practices and dialysis providers. In his practice, Nesko’s work includes negotiating and drafting transaction documents and counseling clients with regard to the legal and regulatory aspects of day-to-day operations, state and federal fraud and abuse laws and matters related to provider-payor relationships.*

**12:30 a.m. – 1:30 p.m. Lunch**

**(all Exhibitors are invited to attend the lunch and network with attendees)**

**1:30 – 3:00 p.m. Closing session “A Shot in the Arm – Remember Why We Do What We Do on the Hard Days,” Rachelle Blough – PRIZE DRAWINGS BEGIN @ 1:30 P.M. – MUST BE PRESENT TO WIN!**

This is a must have session. In this closing session your presenter will be tirelessly providing resources and tolls, media clips that can help all of us remember our “why.” This session will review the importance of keeping the emotional bank full for when those pesky every day withdrawals of the stresses of the day to day seem to come at us full force. The presenter will provide some tools and resources including a concept called an “employee care plan” and how this can work to be able to honor ourselves and our teams in a meaningful way. This shot in the arm will give us practical and tangible tools and ideas to cross the finish line each day. At the conclusion of this session the participant should be able to: Define what the emotional bank is and why it matters; Describe what an employee care plan is and why it can make the difference in your leadership to your team; Give at least 5 examples of programs that can help you to become re-inspired and in turn help your team remember their WHY.

*Having worked in the senior living world since 1995, Rachelle is a Certified Recreational Therapist, a Certified Dementia Practitioner and a Certified Alzheimer’s Disease and Dementia Care Trainer for the National Council of Certified Dementia Practitioners (NCCDP). She currently serves part time as one of the Vice Presidents of Corporate training with the NCCDP. Rachelle is a consultant and educator specializing in memory care, life enrichment and senior living operation topics.*

**NEW THIS YEAR! ALL INHAA MEMBERS REGISTER BY OCTOBER 27<sup>TH</sup>.**

**TO RECEIVE A FREE GAS CARD**

**CONTINUING EDUCATION** The Illinois Department of Financial and Professional Regulation has approved INHAA as a sponsor of continuing education for Illinois Nursing Home Administrators (License #139-000052) and Nurses (License #236-000008). This conference offers Administrators and Nurses a total of 10.5 CEUs.

**DON’T PAY NON-MEMBER CONVENTION RATES WHEN YOU CAN BECOME A MEMBER AND PAY THE MEMBER REGISTRATION FEES!** Convention rates for INHAA members are \$175 and \$275 for non-members but the rate for joining INHAA for the remainder of 2023 is only \$125. Membership in this professional association allows you to attend all four conferences in a calendar year – offering more than 40 CEUs at member rates, provides a monthly newsletter, and gives you one of the best networking opportunities with other administrators and nurses in Illinois. Additionally, if the administrator of the facility is an INHAA member and registers to attend, facility staff can attend the conference at the member rate.

**ADMINISTRATOR MUST REGISTER ALL ON THE SAME FORM TO RECEIVE THE DISCOUNT.** More information? **contact Vicki Wiltsie, Association Coordinator at 708-800-6161 or [vwiltsie@inhaa.org](mailto:vwiltsie@inhaa.org).**

Thank you, Convention Sponsors! Bespoke Psychiatry, Critical Care RX, Green Tree Pharmacy,  
Ovitsky Vision Care, Southern Bus & Mobility  
Transitional Care Management

**“BOLD STRIPES, BRIGHT STARS, BRAVE HEARTS” INHAA Convention & Trade  
Show, November 8-9, 2023,**

**CONVENTION REGISTRATION FORM**

**BECOME A MEMBER TODAY AND SAVE!**

NAME	NHA LICENSE #; NURSE LICENSE #; TITLE	CIRCLE CORRECT FEE	
		MEMBER	NON-MEMBER
		\$175	\$275
		\$175	\$275
		\$175	\$275
		\$175	\$275
		\$175	\$275
		\$175	\$275

**Add \$50 FOR LATE REGISTRATION AFTER 10/27/23** \_\_\_\_\_

TOTAL AMOUNT DUE: \_\_\_\_\_

\_\_\_\_ Check payable to INHAA enclosed. Mail registration and check to: INHAA, P.O. Box 272, Rochester, IL 62563

\_\_\_\_ Credit card payment - email to [ywiltzie@inhaa.org](mailto:ywiltzie@inhaa.org) or faxed to INHAA at 708-248-8078. MasterCard/Visa only

Date: \_\_\_\_\_ Credit Card # \_\_\_\_\_

Exp. Date \_\_\_\_\_ Cardholder Name/Address: \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Facility/Business Name \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**REGISTRATION FEES** - INHAA member rate is \$175; non-member rate is \$275. Registrations made after October 27, 2023, and onsite registrations must include a late fee of \$50 per person. Registration cannot be guaranteed without payment. Credit card payments (Master Card/Visa Only) are available for pre-registration and on-site registration. If the administrator of the facility is an INHAA member and registers to attend, facility staff can attend the conference at the member rate providing the Administrator includes each registrant on his/her registration form. **ALL MUST BE ON THE SAME FORM. CANCELLATION POLICY - You must notify INHAA 10 days prior to the conference start date to receive partial credit (\$50 cancellation fee – credit of \$125 OR \$225). Credits or refunds will not be issued for partial attendance or no-shows. No refunds or credits for registrants who cancel less than 10 days prior to the start date of the event. All credit is valid for 12 months from the date of issue.** [REGISTER online at www.inhaa.org](http://www.inhaa.org)

**LODGING INFORMATION** The INHAA group rate is \$131 (single/double). Here is the reservation link.  
<https://www.hilton.com/en/book/reservation/deeplink/?ctyhocn=PIAESES&groupCode=NHA&arrivaldate=2023-11-07&departuredate=2023-11-09&cid=OM,WW,HILTONLINK,EN,DirectLink&fromId=HILTONLINKDIRECT>

OR call 1-800-EMBASSY (362-2779) and reference IL Nursing Home Administration