



Aging Services of Washington
3rd Annual
Technology Conference
Innovation, Integration and Ideas

February 29, 2012

Marriott Seattle Airport
3201 South 176th Street
SeaTac, WA 98188
(206) 241-2000

www.agingwa.org

LeadingAge[™]



Professor Bill G. Felkey,
 Received his B.A. in Psychology and Communication from the University of Maine and his M.S. in Instructional Systems Technology from Indiana U. His research interests focus on the creation of knowledge-bases and the use of advanced technology in healthcare.



Yogi Berra said, "It's tough to make predictions, especially about the future." Bill agrees with Yogi by only doing research on "best of breed" examples of those technologies and innovations which are actually being successfully implemented in healthcare systems, pharmacy, physician, and nursing practice. He provides highly interactive educational sessions that will amaze, inform, entertain and overwhelm you with the wealth of technological resources that are available to you to increase your impact on outcomes and extend your organizational efficiency and effectiveness. Bill will show you how to strategically position your organization for integration of the connectivity offered by the Internet and wireless networks.

Join us February 29th as we offer an exciting program for senior care and service providers on trends in the industry which illustrate how technology can improve health, preserve independence and ensure quality of life for seniors.

Many administrative and clinical knowledge workers that provide aging services in a variety of settings have only mastered the computer literacy skills necessary to do their current positions or practices as they exist today. As the digitization of healthcare increases, the use of technology that enhances the ability of people to do their work is increasing exponentially. In order to become more efficient and effective is critical that we all start utilizing more of our potential capabilities (currently 5—10%) offered by any given technology. This interactive workshop will be offered in three sessions and participants are invited to bring laptop computers that will be connected wirelessly and any PDA, smart phone or tablet computer (with appropriate AC adapters as needed) to accomplish skill building activities. An interactive audience response system will be utilized to allow participants to prioritize the topics addressed in each session by their specific needs. Only those skills that will have practical value to the audience will be presented.

Who should attend?

CEOs, executive directors, administrators, board members, information technology, directors of nursing, finance, operations, and other members of your management team from retirement, independent living, assisted living and skilled nursing communities; and other home care and community-based service providers. www.agingwa.org



Increasing Workplace Productivity

Our opening will describe the purpose of all technology and information in the workplace. It will then review skills that utilize the many productivity applications available in the digital office. Expanded skills relating to e-mail, word processing, presentation software, spreadsheets, databases, continuous speech recognition, and peripheral technology will be addressed.

Additionally, health system uses of the Internet, advanced search skills, cost-effective purchasing of technology and advanced browser skills will be presented as options for inclusion in the session. Again, participant input will choose topics from a menu of possible choices using an interactive audience response system.



Mobile Care: How Connected Do You Want to Be?

The old definition of the Internet used to be, "Every computer in the world talking to every other computer." The new definition is every computer, cell phone, pager, and PDA in the world talking to every other one. Even though some already feel too connected, the information appliances and wireless infrastructure already exist to utilize these technologies for maximizing our impact on every work process.

When computers were first adopted they replaced typewriters. Eventually, computers became networked to enable the sharing of work in an organization. This same sort of evolution has occurred in portable information appliances and organizations need to recognize the informational power these tools can bring to help reach business and patient care goals. Banking and finance is the model industry healthcare seems to be following while it learns how to perform secure, online transactions.

Similar online transactions that are possible in other service markets are highly desired by patients when they have a medical practice selection option. The challenge is adopting and implementing these technologies so that a return on investment is achieved. This workshop will comprehensively explore technological options and demonstrate "best-of-breed" practices. You will be amazed at both the current and next-generation tools that are going to become commonplace in your everyday practice.



The Transformation of HC into a Patient Centric, Digital Field

Accountable Care Organizations and Integrated Delivery Networks are two ways that health systems are reacting to healthcare reform as they live in a straddling environment where they try to operate in the funding available today while anticipating a changed method of reimbursement in the future. The implication of the impact of healthcare reform on the entire US healthcare system will be presented with a focus on how these changes affect the technological needs of the organization. It will be stressed that being "at the table" is preferable to being "on the menu." The technology that allows healthcare systems to process real-time information and realize the goals of the patient-centered medical home movement will be discussed. Another aspect of healthcare reform is the requirement that patients become actively engaged and participate in their own care to the extent possible. Concurrently, nonprofessional caregivers such as family and friends are increasingly capable of assisting with this self-care management. **The next generation of patients will expect and demand new levels of service from the aging care sector. This will require an Internet presence that includes social networking tools and patient portals.**

About the Agenda....

7:45 a.m. | **Check-in | Visit Exhibits | Breakfast**

8:45 a.m. | **Welcome | Introductions**

Guest Speaker: Bill G. Felkey, Professor Emeritus of Healthcare Informatics, Auburn University

9:00 a.m. | **Increasing Workplace Productivity**

Break—Visit Exhibits

10:30 a.m. | **Mobile Care: *How Connected Do You Want to Be?***

Noon | **Lunch | Visit Exhibits | Networking**

1:30 p.m. | **The Transformation of Health Care into a Patient Centric, Digital Field**

2:30 p.m. *Break—Visit Exhibits*

2:45 p.m. | **The Transformation of Health Care into a Patient Centric, Digital Field (cont.)**

4:00 p.m. | **Conference Adjourns**

Participants will have the opportunity for Q & A's following each session!

Opportunity to visit our Technology Showcase for information and demonstrations, as you arrive, during breaks and lunch!

Visit www.agingwa.org for additional details.



Registration Form
2012 Technology Conference
February 29, 2012
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3201 South 176th Str, Seattle, WA 98188
(206) 241-2000

Print Clearly

Name: _____

Additional Attendee: _____

Additional Attendee: _____

Organization: _____

Phone: _____

E-mail of Primary Contact: _____

(for confirmation)

- **Registration Fee:** *\$149.00 ea. _____
- **Aging Services Member:** *\$119.00 ea. _____

*Includes: Materials, Lunch and 7 CEU's
Parking \$6.00

___ Check enclosed ___ Please invoice ___ Credit Card

Name on card: _____ Ex. date _____

Card number: _____

Cardholder signature: _____

Enclose check (payable to Aging Services) or credit card information with registration form and mail or fax to:

Aging Services of Washington

1495 Wilmington Dr. Suite 340 | DuPont, WA 98327

Phone: (253) 964-8870 | Fax: (253) 964-8876

Questions? Email Pat | psylvia@agingwa.org

Cancellation Policy: Conference fees will be refunded less \$25.00 if cancelled on or after February 24th. Substitutions are encouraged. No-Show—No Refund.

