



Lights, Camera, *Action!*

We'd like to make you an AOD star! If you're an AOD fan and would like to share how you're using AOD at your community in a mini-interview during the conference, please find Lisset or Carolina! A little camera shy? That's ok! We'd still love to talk to you!

Talk to us about:

- How AOD has helped your community;
- What are the modules you're using;
- What you couldn't live without;
- How you've overcome culture change; or,
- Anything else you'd like!



★ For your participation, your community will receive 50 points toward the AOD Client Referral Program! Your community's points can be redeemed for extra support hours, extra training sessions, discounts on new modules or even a free registration to next year's User's Conference! Full details on the Client Referral Program can be found at: AODsoftware.com/referral

Remember!

Find Lisset or Carolina throughout the conference for your chance at the spotlight!



Lisset



Carolina



AOD software 2010 User's Conference

Agenda

Delray Beach Marriott

Delray Beach, Florida
May 17-21, 2010



Monday, May 17, 2010

9:00 am – 4:30 pm **Bonus Lab Session:**
AOD Genius Lab — Ongoing AnswersElite Module Demos including the new Point of Care (POC), Rehab, POS and Time & Attendance

Be sure to reserve your spot in the Lab Book for Lab time and demos. Please go to the Lab to sign up.

Salon ABC, 1st Floor

4:30 pm – 6:30 pm **AOD User's Conference Registration**

Coral Reef Foyer Registration Desk, 1st Floor

6:30 pm – 8:30 pm **Reception**



Come join us poolside and mingle with other AOD Users and Staff. We will be serving Cocktails, Fruit & Cheese, Vegetable Crudite and hot hors d'oeuvres.

Poolside (South)

This reception is sponsored by:

McKnight's
LONG-TERM CARE NEWS

Tuesday, May 18, 2010

7:45 am – 8:45 am **Breakfast**

O'Gradys, 1st Floor

8:45 am – 10:00 am **Opening Ceremony**

AOD Presentation & Introduction



Presented by
Aric Agmon, President & CEO
(AOD Software)

Defining Culture for Successful EHR Implementation

Presented by

Penelope Sue Greenberg, PhD, CMA, CBPP

Lynne Seligman, MBA

(Widener University)

Enterprise software solutions, including electronic medical records, have the potential to positively impact the long-term healthcare industry. The benefits have been widely publicized and excellent applications are available. However, the benefits depend on much more than the quality of the software. To take advantage of the software, changes in workflow need to take place. In addition, increases in efficiency depend on the organizational culture and the attitudes of employees. Here we document one organization's journey through implementation and describe how your organization can increase the probability of a successful implementation.



Penelope Sue Greenberg is Associate Dean and Director of Graduate Programs for the School of Business Administration at Widener University in Chester, Pennsylvania. She received her doctorate from the Ohio State University. She has earned the designation of Certified Business Process Professional. She has done international consulting and teaching in the areas of performance management, internal control, and knowledge and process management. She is active in several professional organizations including serving on the Board of Directors for the Philadelphia Chapter of the Association of Business Process Management Professionals. Her teaching interests include knowledge management and business process management. She has frequently presented research papers at academic conferences and was published in numerous international journals including *Business Process Management Journal*, *Journal of Computer Information Systems*, *Journal of Management Accounting Research*, *Journal of Accounting Literature*, *Behavioral Research in Accounting*, and *Business Horizons*, among others. Her current research interests include business process management, intra- and inter-organizational collaborative planning, and performance measurement and control.



Lynne Seligman is a Business Process Improvement consultant with more than 20 years of process analysis and project management experience in healthcare and financial services. Lynne experienced the impact of the transformation of financial services first hand in new product development and process improvement projects in the financial field in the 80's and 90's. After several years teaching Project Management at Penn State University earlier this decade, Lynne became excited by the transforming potential electronic medical records and returned to Widener University as a post-MBA graduate student to study health policy. She has participated with Widener University faculty in two academic studies and research projects on electronic medical records implementation and long term care issues.

Salon D & E, 1st Floor

Tuesday, May 18, 2010 (continued)

10:00 am – 10:15 am

Mid Morning Break — Refreshments

Salon D & E Foyer, 1st Floor

10:15 am – 12:00 pm

NEW! MDS 3.0

Clinical Track

Presented By

Linda Middleton, RN, Clinical Specialist
Nancy Drougas, QA Specialist
(AOD Software)

MDS 2.0 vs. MDS 3.0...What's different, what's the same? What you need to do to prepare yourself and your staff for implementation of MDS 3.0.

Salon D, 1st Floor

10:15 am – 12:00 pm

D-I-Y: Billing Core

Operations Track

Presented By

Kim Henry, Implementer and Trainer
Wayne Owen, Implementer and Trainer
(AOD Software)

In this Do It Yourself: Billing Core session, we will review and discuss various questions that were submitted by users over the last few months. We will provide you with step by step instructions for the questions that were submitted and options that are available in AnswersElite to complete your task. As time permits, we will also try to review any additional questions that you may have that we were not able to include in the presentation.

Salon E, 1st Floor

10:15 am – 12:00 pm

Crystal Reports

Technical/Other Track

Presented By

Jamey Becker, Implementer and Trainer (AOD Software)

Learn about the latest updates to Crystal Reports, suggestions and tips for report writing on AnswersElite data and the latest methods for distributing reports to end users.

Coral Reef, Salon 2, 1st Floor

10:15 am – 12:00 pm &
1:30 pm – 4:30 pm

AOD Genius Lab & Demos — Ongoing AnswersElite Module Demos incl. the new Point of Care (POC), Rehab, POS and Time & Attendance

Be sure to reserve your spot in the Lab Book for Lab time and demos. Please go to the Lab to sign up.

Salon ABC, 1st Floor

12:00 pm – 1:15 pm

Lunch

O'Gradys, 1st Floor

1:30 pm – 3:00 pm

Clinical Track

NEW! Point of Care (POC)

Presented By

Kirby Cunningham, RN, Manager of Clinical Services
Diane Lewman, RHIT, Clinical Services
(AOD Software)



This session will acquaint clients with our integrated Point of Care data collection tool. We will point out major features, ease of use, and focus on integration to the MDS with improved RUG score documentation and with the care plans by adding guidance from the approaches right to the POC terminals automatically. We will also review how the Trend View of information from POC, vital signs, and Physician Orders can assist in being “proactive” in improving resident care while helping predict possible resident declines and effectiveness of interventions.

Salon D, 1st Floor

1:30 pm – 3:00 pm

Operations Track

NEW! Managing Your A/R

Presented By

Kim Henry, Implementer and Trainer (AOD Software)

In this presentation we will review ways to increase your facility's cash flow through your accounts receivable. We will discuss processes to streamline current facility procedures as well as discuss inter-departmental communication and review tools available through AOD's AnswersElite software package.

Salon E, 1st Floor

1:30 pm – 3:00 pm

Technical/Other Track

AnswersElite Performance, Testing & Tuning

Presented By

Charles George, VP of Research & Development, CTO
Juan Hernandez, Manager of IT Services
Ryan Feldman, IT Services
(AOD Software)

In this presentation we will discuss the options for keeping AnswersElite in tip top shape on your server/desktops. We will review ways to test the performance of your system and give you recommendations on keeping it running smoothly. As well as what files can be removed to give you additional space, etc.

Coral Reef, Salon 2, 1st Floor

3:00 pm – 3:15 pm

Afternoon Break — Ice Cream Parlor

Salon D & E Foyer, 1st Floor

Tuesday, May 18, 2010 (continued)

3:15 pm – 4:30 pm

Clinical Track

NEW! Clinical Tools to Make Your Life Easier

Presented By

Kirby Cunningham, RN, Manager of Clinical Services (AOD Software)

Review of current/new features and tools that will allow you and your staff to be more efficient in your processes.

Salon D, 1st Floor

3:15 pm – 4:30 pm

Operations Track

NEW! What's New in AnswersElite

Presented By

Jean Fullington, Manager of Quality Assurance
Wayne Owen, Implementer and Trainer
(AOD Software)

Come see some of the enhancements that have occurred over the last year in: Admissions and Census, General Ledger, Accounts Payable, Human Resources, Payroll, and Billing.

Salon E, 1st Floor

3:15 pm – 4:30 pm

Technical/Other Track

Pervasive.SQL Server

Presented By

Juan Hernandez, Manager of IT Services
Charles George, VP of Research & Development, CTO
Ryan Feldman, IT Services
(AOD Software)

Coral Reef, Salon 2, 1st Floor

6:00 pm – 10:00 pm

AOD Evening Event — Dinner and Dancing

Grab your dancing shoes and join us Tuesday night!



Come and enjoy an evening with AOD staff and fellow users at Delray Beach Marriott. We will have dinner in the Ballroom, entertainment and dancing. So bring your dancing shoes!

Salon D & E, 1st Floor

Wednesday, May 19, 2010

8:45 am – 9:45 am

Breakfast

O'Gradys, 1st Floor

9:45 am – 12:30 pm &
1:30 pm – 5:30 pm

AOD Genius Lab & Demos — Ongoing AnswersElite Module Demos incl. the new Point of Care (POC), Rehab, POS and Time & Attendance

Be sure to reserve your spot in the Lab Book for Lab time and demos. Please go to the Lab to sign up.

Salon ABC, 1st Floor

9:45 am – 11:00 am

Clinical Track

Implementing an EHR

Presented By

Marian Junkman, RN, Clinical Services Specialist
Kirby Cunningham, RN, Manager of Clinical Services
(AOD Software)

In this session, we will review the steps for moving to an Electronic Health Record (EHR). Discuss long and short term goals as well as how to develop a plan for your staff and for implementation.

Salon D, 1st Floor

9:45 am – 11:00 am

Operations Track

Point of Sale (POS): Dining, Shops & Supplies

Presented By

Howard Cohen, Point of Sale Implementer (AOD Software)

At this year's POS presentation, we will show you where and how Answers Point of Sale can be used in your CCRC. We will show you where our clients have found lost money by electronically recording resident transactions in every aspect of your community, from Dining to Shops to Medical Supplies.

Salon E, 1st Floor

9:45 am – 11:00 am

Technical/Other Track

Report Generator

Presented By

Jamey Becker, Implementer & Trainer (AOD Software)

Learn how to use the built in Report Generator to create simple custom reports within AnswersElite. Learn how to best use the Print Data export feature to export data into Excel.

Coral Reef, Salon 2, 1st Floor

Wednesday, May 19, 2010 (continued)

11:00 am – 11:15 am

Mid Morning Break — Cookie Jar Break

Salon D & E Foyer, 1st Floor

11:15 am – 12:30 pm

Clinical Track

Care Plans & Completing the Circle of Care

Presented By

Catie Crockett, RN, Clinical Services (AOD Software)

In this session we will demonstrate the increased functionality of AnswersElite Care Plans and the ease of use. We will also show how using Elite Plus Care Plan functionality can improve Resident care by bridging the gap between the Care Plan and the Care Giver.

Salon D, 1st Floor

11:15 am – 12:30 pm

Operations Track

Visualizing Your Business: Dashboarding & KPI

Presented By

Jamey Becker, Implementer and Trainer
Chuck Nicolai, Developer
(AOD Software)

Learn about the latest updates to AOD Software's Dashboard and KPI Module. See the latest dashboards, graphs and tables. Learn about future development plans and system requirements.

Salon E, 1st Floor

11:15 am – 12:30 pm

Technical/Other Track

Microsoft.SQL Server

Presented By

Charles George, VP of Research & Development, CTO
Juan Hernandez, Manager of IT Services
Ryan Feldman, IT Services
(AOD Software)

In this session, we will review the current modules that run or interact with Microsoft.SQL. The MS SQL Server versions that are compatible with AnswersElite. We will also discuss AnswersElite Microsoft.SQL server edition.

Coral Reef, Salon 2, 1st Floor

1:15 pm – 3:00 pm

3:15 pm – 4:30 pm

Clinical Track

Bonus Session & Workshop:

MDS 3.0 (Encore Session)

Kicking Off Your EHR: Hands-On Workshop

NEW! MDS 3.0 (Encore Session)

Presented By

Linda Middleton, RN, Clinical Specialist
Nancy Drougas, QA Specialist
(AOD Software)

MDS 2.0 vs. MDS 3.0...What's different, what's the same? What you need to do to prepare yourself and your staff for implementation of MDS 3.0.

NEW! Kicking Off Your EHR: Hands-On Workshop

Presented By

Marian Junkman, RN, Clinical Services
Clinical Team
(AOD Software)

Kicking off the EHR is a workshop session focused on starting your project planning to go paperless. We will be providing the project plan tool, a worksheet, and a set of "How To" manuals as well as starter tables for those who attend the session. This information will be provided on a USB drive. We will work with you on your plan for your facility and schedule any time that you need for foundation and training during the session.

Salon D, 1st Floor

Bonus Workshop:

NEW! Toolkit Hands-On Workshop

Presented By

Jamey Becker, Implementer and Trainer
(AOD Software)

Note: This Toolkit Hands-On Workshop had a limited number of seats. Only those who have pre-registered will be able to attend this workshop.

Salon E, 1st Floor

1:30 pm – 4:30 pm

Operations Track

**SEATS
FULL**

Thursday, May 20, 2010

8:00 am – 9:00 am

Breakfast

O'Gradys, 1st Floor

9:00 am – 12:00 pm &
1:30 pm – 4:30 pm

AOD Genius Lab & Demos – Ongoing AnswersElite Module Demos incl. the new Point of Care (POC), Rehab, POS and Time & Attendance

Be sure to reserve your spot in the Lab Book for Lab time and demos.
Please go to the Lab to sign up.

Salon ABC, 1st Floor

9:00 am – 10:15 am

Right Every Time: Med Pass

Presented By

Catie Crockett, RN, Clinical Services Specialist
(AOD Software)

In this session, we will explain how to set up the parameters in AnswersElite Medical Records module for eMAR/eTAR. We will also give you integrity tips to help you minimize the errors to get your med pass right every time.

Salon D, 1st Floor

9:00 am – 10:15 am

D.I.Y: Payroll & HR Core

Presented By

Judy Samet, Senior Support Specialist
(AOD Software)

In this Do It Yourself: Payroll & HR Core session, we will review and discuss various questions that were submitted by users over the last few months. We will provide you with step by step answers to your questions and options that are available in AnswersElite to complete your task. We will also try to review any additional questions that you may have that we were not able to include in the presentation, as time permits.

Salon E, 1st Floor

9:00 am – 10:15 am

Technical/Other Track

ODBC Connections

Presented By

Jamey Becker, Implementer & Trainer
(AOD Software)

Learn how to use External database connections to pull AnswersElite Data into external sources such as Microsoft Excel and Microsoft Word. Learn how to use Microsoft Query to create custom exports and how to use the Pervasive Control Center to apply security, rights and custom data views.

Coral Reef, Salon 2, 1st Floor

10:15 am – 10:30 am

Mid Morning Break – Refreshments

Salon D & E Foyer, 1st Floor

10:30 am – 12:00 pm

Clinical Track

EHR for Assisted Living: Planning for the Ultimate Outcome

Presented By

Marian Junkman, RN, Clinical Services Specialist
Diane Lewman, RHIT, Clinical Services Specialist
(AOD Software)

The ultimate outcome goal is to provide continuity of care for the resident, effectively track their care and generate the reimbursement due for the services provided. The Assisted Living module is a truly integrated electronic health record that will allow you to facilitate that goal through the tracking and monitoring of day to day care of your residents. Individualized evaluations are created which can generate a service plan and documentation. Billing can be automatically generated for levels of care or a la carte charges, thus alleviating missed reimbursement. Now the documentation matches the billing! Automation and attention to detail is all in one place for review by management, nursing, residents and their families.

Salon D, 1st Floor

10:30 am – 12:00 pm

Operations Track

NEW! A Moment of Clarity: Financial Reporting & Forecasting

Presented By

Corey Bidmead, Director of Partner Development (Clarity Systems)
Don Frazier, VP of Professional Services (AOD Software)

Get a preview of the upcoming financial reporting and forecasting tool, Clarity. Clarity will offer AOD clients a robust tool that will integrate to the AnswersElite financial system.

Salon E, 1st Floor



Visit the Clarity Systems
booth in the Lab Lobby
to learn more.

Enter to win a FREE iPad from Clarity Systems!



Thursday, May 20, 2010 (continued)

10:30 am – 12:00 pm

Technical/Other Track

Disaster Recovery & Data Backup Strategies

Presented By

Linda Jansen, Director of IT (Shell Point)
Bill Bach (Goldstar Software Inc.)
Juan Hernandez, Manager of IT Services (AOD Software)

This session will review some lessons learned from “small” disasters. Provide examples of critical documentation and a business continuity plan in case of a disaster. You will also hear about Shell Point’s disaster structure. As well as, what Shell Point is doing for data backup now and their plans for the future.

Coral Reef, Salon 2, 1st Floor

12:00 pm – 1:15 pm

Lunch

O’Gradys, 1st Floor

1:15 pm – 3:00 pm

Clinical Track

NEW! Clinical Interoperability: Pharmacies, Hospitals & Labs

Presented By

Charles George, VP of Research & Development, CTO
Kirby Cunningham, RN, Manager of Clinical Services
(AOD Software)

In this session we will review the current pharmacy, hospital and lab interfaces that are available in AnswersElite.

Salon D, 1st Floor

MDS 3.0 Roadmap to Success

MDS 3.0 is drawing nearer. AOD is providing you with an easy to follow roadmap to MDS 3.0 success that will help you prepare!

During this month:

- Review the full AOD Roadmap to Success and plan to attend AOD eLearning sessions.
- Upgrade to AnswersElite Version 11 that was just released! All clients must be on Version 12 for the MDS 3.0 functionality. Upgrading now to the latest available version will make it a faster transition for your whole organization.
- Make your choice of AOD Upgrade Packages for your facility! Three options are available for you to choose.
- Get the RAI manual.
- Attend CMS and other training sessions.
- Set up mock MDS 3.0 sessions with your staff.



1:15 pm – 3:00 pm

Operations Track

NEW! Future Impact of RUG-IV on Revenue

Presented By

Carol Marshall, MA, Adjunct Faculty (HCPro)
Jean Fullington, Manager of QA (AOD Software)



Carol Marshall, MA, recently joined HCPro as an adjunct professor and consultant in post acute care. As a risk management and regulatory specialist, based in Fort Worth TX for the past 18 years, she has trained managers and staff members in long-term care facilities about the benefits of exceptional customer service and risk management. She has offered training programs at numerous state conferences, professional groups and individual facilities.

Marshall’s expertise includes regulatory compliance consulting, site audits, and regulatory research for skilled units, rehabilitation units, and other post-acute and long-term care settings. Her areas of expertise include risk management, quality assurance, performance improvement, program development and training. She holds a Master’s Degree in Speech Pathology and has more than 18 years experience in long-term care management and consulting.

Throughout her career she has held positions as a University Professor, a clinician in private practice, and a clinician and manager in both acute and post acute care settings. She is the author of *Risk Management Through Exceptional Customer Service* (HCPro, Inc., 2006) and *Satisfied Customers Seldom Sue* (HCPro, Inc., 2009) as well as numerous articles on clinical and regulatory issues. She obtained her Bachelor’s Degree from Los Angeles State University and her Masters from San Francisco State University.

Salon E, 1st Floor

1:15 pm – 1:55 pm

2:10 pm – 3:00 pm

Technical/Other Track

Budget-Wise IT Tips

Server Virtualization and the Cloud

Presented By

Juan Hernandez, Manager of IT Services
Jamey Becker, Implementer and Trainer
Ryan Feldman, IT Services
(AOD Software)

Coral Reef, Salon 2, 1st Floor

3:00 pm – 3:15 pm

Afternoon Break — Chocolate Lovers Break

Salon D & E Foyer, 1st Floor

Thursday, May 20, 2010 (continued)

3:15 pm – 4:30 pm

Clinical Track

Clinical Roundtable

Presented By

Kirby Cunningham, RN, Manager of Clinical Services (AOD Software)

This will be your opportunity to bring ideas and features to the user base. Topics of interest will be discussed.

Salon D, 1st Floor

3:15 pm – 4:30 pm

Operations Track

Financial/Billing Roundtable

Presented By

Don Frazier, VP of Professional Services
Aaron Sokolow, VP of Finance
(AOD Software)

This will be your opportunity to bring ideas and features to the user base. Topics of interest will be discussed.

Salon E, 1st Floor

3:15 pm – 4:30 pm

Technical/Other Track

Technical Roundtable

Presented By

Charles George, VP of Research & Development, CTO
Juan Hernandez, Manager of IT Services
(AOD Software)

This will be your opportunity to bring ideas and features to the user base. Topics of interest will be discussed.

Coral Reef, Salon 2, 1st Floor

4:45 pm – 5:15 pm

Closing Ceremony

Presented By

Aric Agmon, President & CEO (AOD Software)

Salon D & E, 1st Floor

Friday, May 21, 2010

8:00 am – 12:00 pm

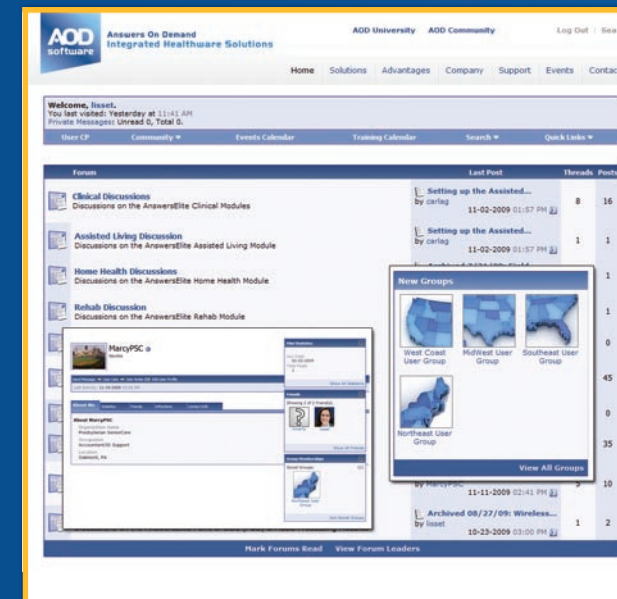
Bonus Lab Session:

AOD Genius Lab – Ongoing AnswersElite Module Demos including the new Point of Care (POC), Rehab, POS and Time & Attendance

Be sure to reserve your spot in the Lab Book for Lab time and demos. Please go to the Lab to sign up.

Salon ABC, 1st Floor

Loved the User's Conference? Continue the Conversation online at the AOD Community!



The AOD Software website offers you free valuable resources to access 24 hours a day! Remember to register in order to access Client Only features.

For example, you can now:

- Access Frequently Asked Questions (FAQs)!
- Register for AOD University courses!
- Participate in the AOD Community!
- Stay up-to-date with online press releases!



Follow us on Twitter or find us on Facebook. Visit our website AODsoftware.com for links.