



with you in the 70s



in the 80s



in the 90s

*Attendee
Brochure*

and beyond . . .



AGENDA

WEDNESDAY, February 8, 2012

- 8:00 - 8:30 a.m. Registration
- 8:30 - 10:00 a.m. **"Informal Dispute Resolution (IDR) A New & Improved Process"** - (1.5 CEUs)
Presented by Cheryl Parsons, Susie Briscoe and Betsy Stevens, IDR Reviewers
- 10:00 - 10:15 am Break
- 10:15 -11:45 a.m. **"Regulatory Update"** - (1.5 CEUs)
Presented by Matt Younger, LNHA, Director, Section LTC Regulation, DHSS
- 11:45 -12:45 p.m. **Lunch**
- 12:45 -2:15 p.m. **Concurrent Sessions** - (1.5 CEUS)
1. **"A Person Centered Approach to Manage Falls" (PC)** *Presented by Alexis Roam*
2. **"Elevating Your Care with Healthcare Technology"** *Presented by Mark Patey*
- 2:15 - 2:30 p.m. Break
- 2:30 - 3:30 p.m. **Concurrent Sessions** - (1.0 PC CEUs)
1. **"Are You Ready for the Bariatric Patient?"** *Presented by Tony Taylor, RN, WCC*
2. **"Individualized Nutrition for the Elderly-They Can Have Their Cake and Eat It Too!"**
Presented by Barbara Bardle, R.D.
- 3:30 - 4:30 p.m. **Exhibit Hall Opens**
- 4:30 - 5:30 p.m. **Concurrent Sessions** - (1.0 CEUS)
1. **"Keys to a Safe Kitchen: Standards for Every Day, Every Meal and Every Time!"** -
Presented by Barbara Bardle, R.D.
2. **"HIPAA - As It Applies To LTC"** *Presented by Julie W. O'Dell, J.D.*
- 5:30 p.m. **Hospitality**

THURSDAY, FEBRUARY 9, 2012

- 8:00 - 8:30 a.m. Registration
- 8:30 -10:30 a.m. **"The World Through the Eyes of the Resident"** - (2.0 PC CEUs)
Presented by Leslie Pedtke
- 10:30 -11:30 a.m. Exhibit Hall Open
- 11:30 -12:30 p.m. Exhibitor Appreciation Lunch
- 12:30 - 2:30 p.m. **Concurrent Sessions** - (2.0 CEUs)
1. **"Managing Rehab Denial"** *Presented by Jaclyn Warshauer, PT, Sherrie Robbins, BSN,RN,CLNC,RAC-CT*
2. **"Conflict Resolution for the Health Care Profesional"** *Presented by Dr. Jim Collins, Ph.D.*
- 2:30 - 3:00 p.m. Exhibit Hall Open
- 3:00 -5:00 p.m. **Concurrent Sessions** - (2.0 CEUs)
1. **"Being Part of the Shift, The Changing Pardigm In LTC"** *Presented by Geri McKee*
2. **"Resident Rights vs. Protective Oversight"** *Presented by Cheryl Parsons*

AGENDA

FRIDAY, FEBRUARY 10, 2012

8:00 - 9:00 a.m.	Registration and Breakfast Buffet
9:00 - 11:00 a.m.	"Appropriate Use of Medications - F329" (2.0 PC CEUs) <i>Presented by Eric Barker</i>
11:00 - 11:15 a.m.	Break
11:15 - 12:45 a.m.	"Am I A Leader By Choice or Chance" (1.5 CEUs) <i>Presented by Geri McKee</i>
12:45 - 1:00 p.m.	Break with snacks
1:00 - 2:00 p.m.	Am I A Leader By Choice continued..... (1.0 CEUs)
2:00 p.m.	Adjourn

EDUCATIONAL SESSIONS

Wednesday, February 8th - 8:30 to 10:00 a.m. (1.5 CEUs)

Informal Dispute Resolution (IDR) A New and Improved Process

Learn how the new process, implemented July 1, 2011, is different and what benefits it offers to providers. DHSS no longer is the sole determination voice when the facility feels the surveyor overlooked information or that the citation is not warranted. Missouri's Quality Improvement Organization, Primaris, was awarded the contract to conduct the IDR process. In this session you will learn how to use the new process, what types of review are available, time frames of the process what action can be taken as a result of the review and how to prepare exhibits and other information to present your case professionally and thoroughly. **Cheryl Parsons RN, LNHA** is a registered nurse, long term care administrator and consultant. Her work as an author is based upon 20 years of experience in the industry. Her experience which includes CNA, Charge Nurse, Staff Development Coordinator, DON, Administrator, Administrative Consultant, RN Monitor and RN consultant. Cheryl has received many awards and recognition for her work in the industry. **Susie Briscoe** has a Bachelor of Science Degree in Business Administration with a minor in Psychology. She has been a licensed administrator since 1989 and has worked in Long term care 27 years, starting as a Social Service Designee at Scotland County Care Center. Currently she serves as the Administrator at Monterey Park in Independence and works with Primaris as an IDR reviewer on a part-time basis in regions other than the K.C. Region 3. She serves as the Instructor of the MANHA State Study course for Administrator licensure, and is currently working as the co-author of the online course with Cheryl Parsons. Married to Laddie and have one son, Kyle.

Wednesday, February 8th - 10:15 to 11:45 a.m. (1.5 CEUs)

Regulatory Update - Matt Younger, Director, Section for LTC, DHSS will update the group on information resulting from legislative activities and section updates relating to long-term care facilities compliance.

Wednesday, February 8th - 12:45 to 2:15 p.m. (1.5 PC CEUs)
A Person Centered Approach to Manage Falls -

Culture change is spreading through Missouri and across the nation, but can this philosophy of care be applied to managing falls?

Yes it can! During this session join Alexis for an interactive session in which we will discuss the components of a successful fall management program, using quality improvement techniques, and strategies to maximize staff involvement in the program. The result is person centered care, not a one size fits all approach to fall management.

Objectives: Identify components of a fall program outlined in clinical practice guidelines.
Define resident and system level focus of a fall program.
Learn how to apply various quality improvement tools, techniques, and resources to manage falls. **Alexis Roam** started her career as a CNA and has practiced as DON, MDS Coordinator, and charge nurse.

Alexis has also taught for an LPN program and CNA programs preparing students to meet the challenges of geriatric caregiving. She currently works for Primaris, Missouri's Quality Improvement organization, helping providers improve the quality of care and the quality of life for residents. Alexis is also faculty and program manager with the University of Missouri-Sinclair School of Nursing Leadership and Management Academy for RNs in Long-Term Care. This Academy provides intensive educational experiences to help RNs lead and manage long-term care facilities capable of sustained high performance and quality of care outcomes.

EDUCATIONAL SESSIONS

Wednesday, February 8th - 12:45 - 2:15 p.m. (1.5 CEUs)

Elevating Your Care With Healthcare Technologies - Mr. Patey will utilize his extensive background in consulting for Long-term care organizations to instruct on how technology can change your organization, elevating it to a whole new levels and driving census and staying full. He will brush upon the current state of assisted living organizations and their current issues with respect to how leveraging technology can boost them to new levels etc. He will entertain, entreat and feed the audience his marketing lessons from his extensive background. Mark Patey was recently rated as one of the top presenters and trainers in the country. **Mark Patey's** professional experience began at the age of 17 with the exponential growth of several companies he started. In addition to his intense speaking and training schedule, he serves as an advisory board member to a select number of companies. He is an accomplished writer and internationally recognized presenter. Over the last 3 years Mark has been in over 300 care provider buildings in 49 states helping care providers navigate an ever changing and complex healthcare industry. Mark is an accomplished pilot and flies himself to his many speaking and consulting appointments.

Wednesday, February 8th - 2:30 to 3:30 p.m. (1.0 PC CEUs)

Are You Ready For the Bariatric Patient? There is a noticeable increase in the number of bariatric admissions to healthcare facilities. This trend presents a challenge to healthcare providers and facilities striving to provide dignified care that is effective and safe both for the patient and the provider. Many bariatric patients, due to their size and difficulty with mobility, require assistance with numerous activities of daily living. The more mobility-dependent the patient is, the greater the risk for injury for those providing the care. The additional myriad of bariatric patients' co-morbidities makes these patients especially vulnerable for health complications during their healthcare stay. **Tony Taylor RN WCC** has worked in the Healthcare field for 20 years. For the past 15 years, Tony has performed many roles in Long Term Care. Tony Currently works for Ergo Midwest Inc. as the Regional Manager and has been working for them for 12 years. As a former Director of Nursing, Tony has weighed the option on whether or not to take on that Bariatric patient and ask himself, "Are You Ready For The Bariatric Patient?"

Wednesday, February 8th - 2:30 to 3:30 p.m. - (1.0 PC CEUs)

Individualized Nutrition for the Elderly - they Can Have Their Cake & Eat It Too!

During this presentation you will discuss the nutritional needs of the elderly and the prevalence of malnutrition in the elderly. Learn how to develop an individualized plan of care consistent with medical needs and how to individualize and promote the least restrictive diet without compromising the health of the resident. **Barbara Bardle** is a Licensed, Registered Dietitian in Missouri and Illinois. She currently works for Health Technologies, Inc. as a Consultant Dietitian in Long Term Care and Assisted Living Facilities; Involved with menu and recipe development, policy review, dietitian support, in-serving, etc. She Graduated from the University of Missouri-Columbia, May 1977 with a BS in Home Economics/Medical Dietetics. Her work history includes Health Technologies, Inc.; Saint Louis, Missouri: Dietary Consultant: 1993- present; St. John's Medical Center; Saint Louis, Missouri: Chief Clinical Dietitian: 1992 – 1993; St. John's Medical Center; Saint Louis, Missouri: Medical Dietitian; 1981 - 1991; Sparks Medical Center; Fort Smith, Arkansas: Medical Dietitian; 1979 - 1981; Saint Joseph's Medical Center; Saint Charles, Missouri: Medical Dietitian; May 1977 - 1979

Wednesday, February 8th - 4:30 to 5:30 p.m. - (1.0 CEUs)

Keys to a Safe Kitchen: Standards for Every Day, Every Meal and Every Time!

Learn the latest issues that affect safe food and the associated state regulations Develop a strategy for training all staff that handle food for compliance with regulations and assurance of safe food. **Barbara Bardle** - (see above description)

Wednesday, February 8th - 4:30 to 5:30 p.m. - (1.0 CEUs)

HIPAA - As It Applies to LTC

Learn about the Health Insurance Portability and Accounting Act ("HIPAA") as it applies to nursing home administrators. This hour-long seminar will cover the HIPAA regulations, its application, and how nursing homes can use and disclose their residents' information. There will also be a discussion of "best practices" in which attendees will be invited to participate in an open forum. **Julie W. O'Dell, Seyferth, Blumenthal & Harris LLC.** Ms. O'Dell, a partner with Seyferth, Blumenthal & Harris LLC, focuses her practice on assisting and counseling employers with their legal needs. She counsels and advises clients on a broad range of employment-related and compliance issues under federal and state laws, including the Family Medical Leave Act, Title VII and the Health Insurance Portability and Accounting Act. She partners with clients to achieve creative solutions to minimize potential conflicts and to support the company's business needs. Ms. O'Dell is also an experienced litigator. Her employment litigation experience includes representation of employers in defense of claims of race, disability, age and sex discrimination, as well as claims of sexual harassment, retaliation and wrongful discharge. She has handled cases at every stage of the litigation process, from preliminary investigation to discovery and trial in state and federal court, as well as arbitration.

SESSIONS CONTINUED..

Thursday, February 9th - 8:30 to 10:30 a.m. - (2.0 PCCEUs)

The World Through the Eyes of the Resident - Learning how to empathize as a way to educate is the goal of our program, "Through the Looking Glass." Participants of our program were given a diagnosis when they moved in and were required to live that diagnosis the duration of their stay. Each day the participants faced daily challenges our elders do every day like incontinence, bathed by staff, and one even "suffered a massive stroke." The reward for staying the longest was \$500. The winner lived in our community for 8 days. In this session you will see how quickly boredom, the loss of dignity and depression happens for these employees. As a result of this program we have been able to discontinue the use of all personal body alarms, reduce the amount of elders in wheelchairs, increase the amount of personalized activities and improve our dining program. **Leslie Pedtke, BA, LNHA**, has been the Administrator at Aviston Countryside Manor since 1994. She is a member of the Illinois Nursing Home Administrators Association, Illinois Health Care Association, the Southwestern Illinois Pioneer Coalition Leadership Team and the Vice-President of the Illinois Pioneer Coalition. Leslie has been the Illinois Pioneer Coalition Summit Coordinator since 2010. She completed the Certificate for Non-Physicians in Geriatrics in 2007. In 2005, Leslie was part of the planning committee for the Metro-East Alzheimer's Association Memory Walk. She has participated in the "Person-Centered Care Dementia Certificate Program" taught by the Alzheimer's Association, St. Louis Chapter. Leslie has been instrumental in incorporating culture change in the Aviston Countryside Manor community. She was featured in the Spring, 2011 LTC Today publication, "Consistent Assignments", the April 2010 issue of McKnight's Long-Term Care News in the article, "Empathy Crash Course" and the April 9th HCCI Members Only newsletter for her Intergenerational program, "Bringing Resident's Stories to Life." She was named one of the Health Care Council of Illinois' 2010 Heroes in Long Term Care. Leslie graduated in 1994, from Southern Illinois University – Carbondale with a Bachelor of Arts in Speech Communication.

Thursday, February 9th - 12:30 to 2:30 a.m. - (2.0 CEUs)

Managing Rehab Denial - Update on the current regulatory environment

Guidance on understanding Medicare policies (LCDs) for therapy services Insight into the medical review process from an experienced Medicare reviewer Tools for navigating the denials process **Jaclyn Warshauer, PT** is the Senior Clinical Claims Review Specialist for Aegis Therapies. At Aegis Therapies she conducts documentation reviews, monitors regulatory affairs, and is a resource regarding Medicare coverage, coding and documentation requirements. Prior to employment with Aegis therapies, Jaclyn was a Medicare Medical Reviewer for 9 years with National Government Services, a Medicare FI/MAC. She was the Lead of the NGS Therapy Unit. She authored the NGS LCD on Outpatient PT and OT Services and was co-author of multiple NGS rehab-related LCDs. Jaclyn has served as a resource to CMS in Baltimore on subjects related to coverage of therapy services.

While at NGS, Jaclyn conducted many national teleconferences and seminars on Medicare coverage, coding and documentation guidelines for rehabilitation services. Prior to her Medicare work, she worked for 13 years in a variety of clinical settings as a Physical Therapist. **Sherri Robbins** is a member of the BKD National Health Care Group, Sherri has more than 20 years of experience, with a focus on long-term care. She performs clinical consulting for health care providers and educates providers on Medicare reimbursement strategies. Sherri has trained numerous skilled nursing facilities as well as swing bed and skilled nursing units on proper minimum data set completion to effectively manage the Medicare program. She does comprehensive follow-up reviews to assist providers in obtaining appropriate Medicare reimbursement. The reviews are focused on patient-centered care and regulation compliance. She is a Certified Legal Nurse Consultant (CLNC) and a licensed nursing home administrator. As a CLNC, Sherri assists attorneys that represent health care providers. Her health care experience includes 10 years as a director of nursing and administrator in a skilled nursing facility. Sherri is a Resident Assessment Coordinator-Certified™ (RAC-CT™) and was previously employed as a licensed practical nurse and certified nurse assistant. She is a frequent presenter to various long-term care and senior living associations. Sherri is a member of the Missouri League for Nursing and serves on the Scholarship and Awards committee. She is a 1992 graduate of St. John's School of Nursing, Springfield, Missouri, with a registered nurse (RN) certification, and a 1998 graduate of Southwest Baptist University, Bolivar, Missouri, with a B.S. degree in nursing (BSN).

Thursday, February 9th - 12:30 to 2:30 a.m. - (2.0 CEUs)

Conflict Resolution for the Health Care Professional?

This program is for administrators, nurses, social workers, counselors and family therapists, dietitians and dietary managers, occupational and physical therapists, activity professionals, and certified case managers. You will discuss conflict and conflict resolution for the health care professional in healthcare settings, causes of conflict in the workplace, approaches to conflict management, key components of conflict resolution. **Jim Collins, Ph.D.** has spent his career developing and presenting continuing education seminars and workshops for 19 years and has taught college courses in Sociology, Psychology, Anthropology and Gerontology for over 15 years. He speaks at numerous professional conferences. Jim holds a Bachelor's Degree in Gerontological Studies, a Master's Degree in Sociology, a Certificate in Life Span Development and Gerontology, and a Ph. D. in Health Administration. He publishes articles in various health care magazines and has written and trained extensively on person-centered care. Jim has owned and operated a Geropsychiatric Practice, a nursing home consulting company and is proud to be a part of the Provider Services family of rehabilitation and long term care facilities in the State of Ohio.

SESSIONS CONTINUED..

Thursday, February 9th - 3:00 to 5:00 p.m. - (2.0 CEUs)
Being Part of the Shift, The Changing Paradigm in LTC

When we look at what is happening in the industry, the evidence shows there is a deep paradigm shift. This presentation will look at the different ways that facilities have been creative in meeting the mandate to provide 'Patient Centered Care'. Different ideas will lead to discussions on what works and what does not. Exploring several different ideas that will have little financial impact for the facility. **Geri McKee** is a graduate of St. Louis University. She received her master of Education in 1989 with a minor in sociology. Currently she works for Outreach Eye Care as the director of education. She is responsible for business development and educational services in the long term care facilities, community outreach groups and associations in Missouri. She has worked in long term care for the past 21 years as a marketer, education coordinator and executive director. Geri also has been certified to provide training in Dementia along with many topics such as behavior issues, leadership and motivational topics for facilities. Geri is an American Heart Association BLS Healthcare Provider CPR Instructor. Her favorite topics to share are related to teambuilding, motivational topics and humor. Geri is a well known speaker within the healthcare community.

Thursday, February 9th - 3:00 to 5:00 p.m. - (2.0 CEUs)

Resident Rights vs. Protective Oversight

"I don't care if I choke to death. I want a real glass of water!" The Resident does not have a guardian and has not been declared incompetent or incapacitated. Discharge and ignoring the protest are not the only answers. The right answer is to allow resident self determination, after risk and potential consequence education, while continuing protective oversight based upon a policy and a set of tools which guide deviation from your standard policy or acceptable standards within the industry. Participants will be provided a complete set of tools from assessment, auditing, writing and implementing the care plan to continuing monitoring for developing increased risk or development of an actual problem. Policy guidance is also included to guide your facility policy. This is a hot issue and one that is currently being cited in the state by surveyors. **Cheryl Parsons RN, LNHA.**

Friday, February 10th - 9:00 to 11:00 am - (2.0 PCCEUs)

Appropriate Use of Medications - F329

Given the rise of F329 related tags, it is important to evaluate all medications for appropriate use. This discussion will focus primarily on medications used to treat behaviors. The objectives are to understand the role of medications to modify behaviors, to review proper documentation procedure and to recognize when discontinuation of medication should be done. In addition, the recent report from the OIG will be reviewed and discussed. **Eric Barker** is currently Clinical Manager of Operations for the Midwest District of Pharmacia. In that role he is responsible for the training, education and development of 23 long term care consultant pharmacists. His group provides clinical and regulatory support to over 200 facilities. Eric also sits on PharMerica's national Pharmacy and Therapeutic committee. Eric has been involved in long term care throughout his career going back to internship. He also is involved in teaching new pharmacy students and is an adjunct assistant professor of pharmacy practice in the Butler University College of Pharmacy. Eric is also a Board Certified Psychiatric Pharmacist as well as a Certified Geriatric Pharmacist, one of only two pharmacists in Indiana to hold that dual distinction.

Friday, February 10th - 11:15 to 2:00 am - (2.5 CEUs)

Am I A Leader By Choice or Chance

Deep inside is you are a leader, or maybe it is not deep inside, it may be on the surface. Finding out who you are is the first step in unleashing the leader inside. This presentation will discuss what it takes to be the person everyone will follow, no matter what. The presenter will discuss attributes and skills needed to lead the way in Long Term Care. **Geri McKee** is a graduate of St. Louis University. She received her master of Education in 1989 with a minor in sociology. Currently she works for Outreach Eye Care as the director of education. She is responsible for business development and educational services in the long term care facilities, community outreach groups and associations in Missouri. She has worked in long term care for the past 21 years as a marketer, education coordinator and executive director. Geri also has been certified to provide training in Dementia along with many topics such as behavior issues, leadership and motivational topics for facilities. Geri is an American Heart Association BLS Healthcare Provider CPR Instructor. Her favorite topics to share are related to teambuilding, motivational topics and humor. Geri is a well known speaker within the healthcare community.

WITH YOU IN THE 70s IN THE 80s IN THE 90s AND BEYOND

	FULL PKG. Member	FULL PKG. Prospective Member	FULL PKG. Spouse	FULL PKG. Staff	One Day Only Wed./Thur. /Friday	Extra Banquet	
NAME	\$325	\$425	\$110	\$200	\$125	\$35	Total Per Person

Member Administrator: Includes all educational sessions (Total 17 hours 6.5 possible PC hours) & social functions, 2 breakfast, 2-lunch, 1-dinner, breaks, & exhibit hall passes.

Spouse: Includes all planned social/meal functions, breaks, exhibit hall passes (No CEUs).

Prospective Member: Same as Member Administrator (Total 17 hours of those - 6.5 possible PC hours).

Staff/Associate: Same as Member Administrator (No Administrator CEUs), Certificate of Attendance

Wednesday Only: Includes educational sessions (Total 6.5 hours - 2.5 PC possible), Lunch, and breaks

Thursday Only: Includes educational sessions (Total 6 hours - 2 PC possible), lunch, breaks, and exhibit hall passes.

Friday Only: Includes breakfast, breaks and educational session (Total 4.5 hours 2.0 PC possible).

Your name

Please fill out the form below indicating the <u>Concurrent sessions</u> you plan to attend. This will help to plan the correct room size and the amount of handouts for each session.			
A Person Centered Approach to Manage Falls - PC			
Elevating Your Care with Healthcare Technology			
Are You Ready for the Bariatric Patient? - PC			
Individualized Nutrition for the Elderly - They Can Have Their Cake & Eat It Too! - PC			
Keys to a Safe Kitchen: Standards for Every Day, Every Meal and Every Time!			
HIPAA - As It Applies to LTC			
Managing Rehab Denial			
Conflict Resolution for the Health Care Professional			
Being Part of the Shift, The Changing Paradigm In LTC			
Resident Rights vs. Protective Oversight			

PLEASE COMPLETE ALL OF THE FOLLOWING INFORMATION!

Send confirmation to (we will be sending via email) Email: _____

Name: _____ Facility name: (for name badge) _____

Address: _____ C/S/Z _____

Fax #: _____ Method of Payment (check one): CHECK ___ MASTERCARD ___ VISA ___ DISCOVER ___

Card #: _____ Expiration Date: _____ Name on Card: _____

Billing Address _____ 3 Digit Security # _____

COMPLETE AND RETURN TO:
Missouri Association of Nursing Home Administrators
4100 Country Club Drive - Jefferson City, Missouri 65109 (573) 634-5345 Fax: (573) 634-8590
E-Mail: gaylas@mlnha.org

MANHA 2012 WINTERFEST CONFERENCE

Missouri Association of Nursing Home Administrators is pleased to invite you to attend our midyear conference, Winterfest. The goal of this conference is to provide long-term care administrators and their staff practical and inspirational education hours along with the opportunity to network and socialize with colleagues. It is also the only MANHA-sponsored conference that provides you a chance to view the latest technology, products, and services offered by suppliers.

GENERAL INFORMATION

Location:

Harrah's North Kansas City Hotel
One Riverboat Drive
N. Kansas City, MO 64108

Reservations may be made at 1-800-427-7247. Be sure to mention use the following code: S2NHA12 to receive the reduced rate of \$99.00 sgl/dbl occupancy.

You must reserve your room no later than January 23, 2012. After that date rooms are on availability basis only.

Cancellation:

Advance registration is preferred. All on-site registration fees will be increased by \$50.00. A 100% refund will be given if requested at least 10 work days prior to the conference. A 50% refund will be given if requested 7 work days prior to the conference. NO refund will be given if requested less than 5 work days prior to the conference.

Accreditation:

Educational seminars are approved for 17 total ceus of which there are a possible 6.5 Patient Care CEUs. Approved by the Missouri Board of Nursing Home Administrators (TA 029-412.) All attendees will be issued certificates of attendance.

Conference Fees

Member Administrator - (Total 17 hours)	\$325
Spouse - (No continuing education hours)	\$110
Prospective Member - (Total 17 hours)	\$425
Staff/Associate - Certificate of Attendance	\$200
Individual Days - each day (CEUs)	\$125