## Missouri Association of Nursing Home Administrators

# POWER UP FOR CHANGE



## **2018 MANHA Winterfest**

Conference & Trade Show Attendee Brochure

February 7-9, 2018
Stoney Creek Hotel and Conference Center Independence, MO

### **AGENDA**

CELL

	WEDNESDAY, February 7, 2018
8:00 - 8:30 a.m.	Registration
8:30 - 9:30 a.m.	"Compassionate Employers Cultivate Caring Work Environments" (1.0 CEU)  Presented by Jennifer Barboa  Speaker Sponsored by BKD
9:30 - 9:45 a.m.	Break
9:45 - 10:45 a.m.	"Too Good to Waste-How Food Waste Management Can Benefit You"  Presented by Jared Hogan, Chef - Graves Foods (1.0 CEU)  Speaker Sponsored by Graves Menu Maker Foods
10:45 - 11:00 a.m.	Break
11:00 - 12:00 p.m.	"Facility Resources Analysis Including Staffing Needs and Competency Analysis" Presented by Cheryl Parsons, RN, BSN, LNHA (1.0 CEU)
12:00 -1:00 p.m.	Lunch & Licensure Board Update - Presented by Sally McKee, BNHA (1.0 CEU)
1:00 - 2:30 p.m.	Concurrent Sessions 1. "Mega Rule - Phase II - Baseline Care Plans and Discharge Planing" (1.5 PC CEUs)  Presented by Suzy Harvey, RN-BC, RAC-CT  Speaker Sponsored by BKD
	2. "Behavior Management of Personality Disorders and Traumatic Brain Injury"  Presented by Cynthia Baker, LCSW, LSCSW, LICSW, CSW-Gerontology (1.5 PC CEUs)  Speaker Sponsored by Deer Oaks Behavioral Health
2:30 -4:00 p.m.	Break with Exhibitors
4:00 - 5:30 p.m.	Concurrent Sessions 1. "Methods to Reduce Entrapment in LTC Beds - CDRH Guidance" (1.5 PC CEU)  Presented by Geri McKee, M.Ed. Account Manager Ergo Midwest  Speaker Sponsored by Ergo Midwest
	2. "Foodservice by Numbers: F812 and Sanitation" (1.5 PC CEU)  Presented by Amy Reaman, RD LD MPS  Speaker Sponsored by Health Technologies, Inc.
5:30 p.m.	Cocktail Reception with Heavy Hors D'oeuvres
	THURSDAY, FEBRUARY 8, 2018
8:00 - 8:30 a.m.	Registration
8:30 -10:30 a.m.	"Payment Reform - What's Next!" (2.0 CEUs) Presented by Sherri Robbins, RN, BSN, CLNC, RAC-CT, LNHA Speaker Sponsored by BKD
10:30 -11:30 a.m.	Break with Exhibitors & 1.0 CEU possible with participation.

11:30 - 12:30 a.m.

"Reporting Requirements for Abuse, Neglect, Exploitation" (1.0 CEU)

Presented by Carla Jennings, RN, Manager with DHSS, Section for LTC Regulation

### AGENDA

12:30 - 1:30 p.m. Lunch

1:30 - 2:30 p.m. Final break with Exhibitors

2:30 - 3:30 p.m. **Concurrent Sessions** 

1. "Proposed RCS, Resident Classification System, and It's Impact on Therapy Services"

Presented by Krista Olson, MS, CCC-SLP (1.0 PC CEU)

Speaker Sponsored by Reliant Rehabilitation

2. "Transitions of Care & Rehospitalizations" (1.0 PC CEU)

Presented by Brad Milner

Sponsored by Rehab Care

3:30 - 3:45 p.m. Break

4:30 p.m.

3:45 - 5:15 p.m. "Round Table Discussions" (1.5 CEUs)

Hospitality Sponsored by United Scripts

#### FRIDAY, FEBRUARY 9, 2018

7:30 - 8:30 a.m. Registration and Breakfast Buffet

8:30 - 10:00 a.m. "New Survey Process" (1.5 CEUs)

Presented by Nicky Martin, BS, LNHA NHA Coach & Libby Youse, LNHA NHA Coach

10:00 - 10:15 a.m. Break

10:15 - 11:45 a.m. "The Lessons from Litigation: A Tool for Performance Improvement in Post-Acute &

LTC Facilities" (1.5 PC CEU)

Presented by Randall Huss, MD, CMD

Speaker Sponsored by Ergo Midwest

11:45 - 12:00 p.m. Break with Snacks

12:00 -1:30 p.m. "Regulatory Update" (1.5 CEUs)

Presented by Shelly Williamson, Administrator for the Section for Long Term Care Regulation

1:30 p.m. Adjourn

#### SPONSORED BY:

Missouri Association of Nursing Home Administrators

MISSOURI ASSOCIATION OF NURSING HOME ADMINISTRATORS 4100 COUNTRY CLUB DRIVE - JEFFERSON CITY, MISSOURI 65109 (573) 634-5345 Fax: (573) 634-8590

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### CONNECTIVITY - THE KEY TO CAREER SUCCESS

	$^{Adm.Licens}_{Number}$	$^{FULLPKG}_{Member}$	FULL PKG. Prospective Member	$S_{pouse}^{FULLPKG}$	FULL PKG.	One Day Oni Wed./Thur ./Friday	Total
NAME	Lic. #	\$375	\$475	\$100	\$225	\$125	Per Person

Member Administrator: Includes all educational sessions (total 18 CEUs -5.5 possible PC CEUs) & social functions,

2 breakfast, 2 lunch, 1 reception, breaks, & exhibit hall passes.

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

*Prospective Member:* Same as Member Administrator (total 18 CEUs - 5.5 possible PC CEUs).

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

Wednesday Only: Includes educational sessions (total 4.0 CEUs & 3.0 PC), lunch, and breaks

Thursday Only: Includes educational sessions (total 5.5 CEUs & 1.0 PC), lunch, breaks, and exhibit hall passes.

*Friday Only:* Includes breakfast, breaks and educational session (total 3.0 CEUs & 1.5 PC).



#### **SPECIAL DIET INFORMATION**

#### PLEASE COMPLETE ALL OF THE FOLLOWING INFORMATION!

Send confirmation to (we will	be sending via email) Email:	Adm. Lic. #
Name:	Facility Name: (for name badge)	
Address:		
Fax #:	Method of Payment (check one): CHECK MASTERCARD	_VISADISCOVERAMEX
Card #:	Name on Care	d:
Billing Address		3/4 Digit Security #

### MANHA 2018 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:

Stoney Creek Hotel & Conference Center 18011 Bass Pro Drive Independence, MO 64055

Reservations may be made at 1-800-659-2220

Identify that you are with MANHA to receive the reduced rate of \$114.00

You must reserve your room no later than January 5,2018. 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 full refund will be given if requested by January 19, 2018. No refunds will be given after that date. You may send a substitute.

Special Diets:

If you have a special diet please include that information on the registration form

Accreditation:

Educational seminars are approved for 18 total CEUs of which there are a possible 5.5 Patient Care CEUs. Approved by the Missouri Board of Nursing Home Administrators (TA 029-418.) All attendees will be issued certificates of attendance. **One hour of the 18 total ceus will be given by obtaining pieces of educational materials from participating vendors in the exhibit hall. CEUs will be verified.** 

### Conference Fees:



Member Administrator - (total 18 hours)	\$375
Spouse - (no continuing education hours)	\$100
Prospective Member - (total 18 hours)	\$475
Staff/Associate - Certificate of Attendance	\$225
Individual Days - each day (CEUs)	\$125



### **EDUCATIONAL SESSIONS**

#### Wednesday, February7th - 8:30 to 9:30 a.m. (1.0 CEU)

#### "Compassionate Employers Cultivate Caring Work Environments"

Caring in itself can't be measured but the outcome can have a lasting impact on your Organization. In today's environment of staffing shortages and turnover, it's important to lead by example to create an environment where employees feel a sense of belonging and a passion for your mission. This session will focus on everyday things that organizations can implement to create a caring culture and boast employee morale. *Jennifer Barboa* is a member of BKD health care billing services, a special team within BKD National Health Care Group that is responsible for managing more than \$50 million in revenues for home care and long-term care providers. Her expertise involves coordinating monthly billing services for skilled nursing facilities, including accounts receivable recovery. Jennifer frequently consults and trains SNF on their billing operations. Prior to her career with BKD, Jennifer was responsible for managing and motivating a team responsible for handling Managed Care functions of a large health system. Jennifer is a 2007 graduate of Southwest Baptist University, Bolivar, Missouri, with a B.A. degree in communications.

Wednesday, February 7th - 9:45 to 10:45 a.m. (1.0 CEU) "Too Good to Waste - How Food Waste Management Can Benefit You." Would you ever consider throwing away money? Unfortunately it happens every day in healthcare facility kitchens. Join Chef Jared Hogan as he explains how habits in the kitchen are likely affecting your bottom line. Learn how to recognize excessive waste and identify strategies to regain control. *Jared Hogan* is a Corporate Chef with Graves Menu Maker healthcare team. He studied culinary arts at Missouri Southern State University and received his manage first certification through the National Restaurant Association. Before joining the healthcare team with Menu Maker Foods, Jared worked as an Executive Chef for a healthcare food service management company traveling the Midwest region. His primary focus has been developing company culinary standards, menu planning, and creating employee development programs for health care food service facilities.

#### Wednesday, February 7th - 11:00 to 12:00 p.m. (1.0 CEU)

#### "Facility Resources Analysis Including Staffing Needs & Competency Analysis"

No more staffing for fire code! Staffing must be based on the needs of the resident as identified by the MDS and Care Plan. Additionally, annual review of facility overall resources and needs is now required. We will introduce some tools, templates and resources to help you manage this new requirement and support your management decisions for review by surveyors and corporate decision makers. *Cheryl Parsons* is a registered nurse, long-term care administrator, former skilled facility owner, author, long-term care consultant, speaker and informal dispute resolution reviewer. She has over 36 years of combined nursing, administration, ownership and consulting experience in the industry and has received awards in recognition of her accomplishments and dedication to improving long term care. Cheryl speaks passionately about person-centered care and has dedicated a large part of her speaking career to motivating providers at all levels to leave the institutional model behind. She has published two books, "The Core Building Blocks of Quality in LTC," and "The Crucial Role of Social Services in Long Term Care." In addition she has prepared and spoken on, over 500 seminar programs on various issues which challenge the industry. In July of 2011 she began work with Primairs, Missouri's Quality Improvement Organization, as an Informal Dispute Resolution Reviewer and recently stepped down from that position to take a full time administrator position.

#### Wednesday, February 7th - 1:00 - 2:30 p.m. (1.5 PC CEUs)

"Mega Rule-Phase II - Baseline Care Plans & Discharge Planning." Phase II of the CMS Reform of Requirements for Long-Term Care Facilities was to be in place November 28, 2017 but nursing facilities still have questions. This session will take a look at Baseline and comprehensive care planning including the discharge planning process. These two areas have been identified by CMS as well as OIG as needing to be updated and improved. *Suzy Harvey,RN-BC, RAC-CT* A member of BKD National Health Care Group, Suzy has more than 34 years of experience in health care, with 30 of those years in long-term care. She performs clinical consulting and education for health care providers on Medicare reimbursement strategies. Suzy has trained numerous skilled nursing facilities aswell as swing bed and skilled nursing units on proper completion of the minimumdata set (MDS) to help providers effectively manage their Medicare programs. She performs comprehensive follow-up reviews after the training, which assist providers in improving their Medicare reimbursement as well as focusing on proper patient care and regulation compliance. Suzy's health care experience includes working as a nursing assistant and emergency medical technician while working toward her nursing degree.

### Sessions continued..

#### Wednesday, February 7th - 1:00 to 2:30 p.m. (1.5 PC CEUs)

"Behavior Management of Personality Disorders & Traumatic Brain Injury" Research indicates that at least 1 in 3 residents in facilities have a diagnosable personality disorder which will cause staff frustration, avoidance of care, resistance to care, and contribute to staff burnout and resident disruption. This presentation conveys key information regarding best practices in mental health, identifying personality disorders, how personality disorders create complexity and barriers to care, and how to intervene with behavioral or non-pharmacological interventions. The presenters will provide clear examples highlighting how to provide integrated best practices in medical and mental health services to comply with non-pharmacological interventions with difficult personality disorders. Cynthia Elaine Baker, LCSW, LSCSW, LICSW, CSW-Gerontology Regional Clinical Manager for Deer Oaks Behavioral Health. A Life Long Missourian, Cynthia has been a Licensed Clinical Social Worker since 2003 after earning her Masters of Social Work from the University of Missouri in 2001. Since 2013, Cynthia is a Clinical Provider and Regional Clinical Manager for Deer Oaks Behavioral Health. Cynthia has licenses to practice therapy in three states and has earned a Clinical Specialty in Gerontology endorsed by the National Association for Social Workers. Besides providing Therapeutic Support to Residents in Assisted Living and Nursing Care Communities, Cynthia supervises more than 35 Licensed Clinical Providers throughout four states. In addition to this role, Cynthia applied and helped Deer Oaks receive Ace Certification from Association for Social Work (ASWB) to provide Accredited Clinical Continuing Education to its more than 300 Clinical Providers in 24 states. In 2017, Cynthia presented at Missouri Health Care Association and Missouri Leading Age Annual Conferences. She also provides Regional Trainings about Behavioral Health for MC5 Organization and has been appointed to their State Wide Education Committee.

Wednesday, February 7th - 4:00 - 5:30 p.m. (1.5 PC CEUs) "Methods to Reduce Entrapment in LTC Beds - CDRH Guidance "In this session you will 1)get recommendations intended to reduce life-threatening entrapments associated with hospital bed systems, 2) talk about the background research that assisted the CDRH in developing the guidelines, 3) discuss the bed systems covered and excluded and give the research for why the conclusions were made, 4)demonstrate the movement of the bed deck and the impact this has on the movement of the mattress with a patient and without a patient in the bed (articulation), 5) discuss the Key body parts involved and how to measure them – demonstrate how to measure – hands on each participant will measure someone correctly before the end of the session 6)establish potential zones of the bed deck and frame that may cause entrapment of a resident. Go into depth each of the 7 zones, 7) give the FDA Summary of bed dimensional limit recommendations, each participant will have a tool to calculate the risks and limits 8) demonstrate with a bed how to measure each of the 7 zones for a pass or fail 9) discuss why this is important – give ideas to develop a safe bed policy and program Geri McKee, M.Ed. is a graduate of St. Louis University. She received her Master's in Education in 1989 with a minor in sociology. Currently she works for Ergo Midwest. Geri has worked in a LTC facility where she up-dated the operational, nursing and other departments policies and procedures. Geri has a long history of providing education and training for all healthcare professionals. She has worked in long term care for the past 28 years as a marketer, education coordinator, in business development and as an executive director. Geri is certified to provide training for healthcare workers who deal with patients who have forms of dementia, CPR instructor, EMS Instructor, along with leadership and motivational topics. Her favorite subjects to share are related to \dementia, teambuilding, motivation and humor. Geri is a well known speaker within the healthcare community.

Wednesday, February 7th - 4:00 to 5:30 p.m. (1.5 PC CEUs) "Foodservice by Numbers: F812 and Sanitation" Feeling overwhelmed by food survey standards? Get ready to learn the food service by the numbers! In this session, participants will closely review updated federal guidelines for food safety, sanitation, and nutrition as well as survey process guidelines for foodservice. Amy Reaman, RD LD MPS is the Director of Development for Training and Support Programs at Health Technologies, Inc. In her dietetic career, Amy has focused in food service management including areas of cost control, staff development, safety, sanitation, and compliance. With Health Technologies, Ms. Reaman provides Culture Change consulting for dining services in healthcare paired with customer service training, employee development, and menu design. Ms. Reaman holds Bachelor degrees in Dietetics and Nutrition, and Women's and Gender Studies from the University of Dayton, and a Master's degree in Human Resources from the Pennsylvania State University.

Wednesday/Thursday, February 7-8th - (1.0 CEU) During the breaks with exhibitors you will have the opportunity to visit participating vendors to pick up an educational piece of information. You must collect different educational pieces to be eligible for the 1.0 CEU.

### SESSIONS CONTINUED..

#### Thursday, February 8th - 8:30 to 10:30 a.m. - (2.0 CEUs) "Payment Reform - What's Next!"

Medicare regulations are rapidly evolving and will have a devastating impact on providers not prepared. This session will look the proposed new SNF payment model, Resident Classification System Version 1 or RCS-1 and how the new payment model impact the day to day operation of your SNF. Will your facility be prepared? *Sherri L. Robbins*, BSN, RN, CLNC, RAC-CT. 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<sup>TM</sup> (RAC-CT<sup>TM</sup>) and was previously employed as a licensed practical nurse and certified nurse assistant.

Thursday, February 8th - 11:30 to 12:30 a.m. - (1.0 CEU) "Reporting Requirements for Abuse, Neglect, Exploitation" An overview of the reporting requirements for Abuse, Neglect, Exploitation, Misappropriation of Property, Injury of Unknown Source, and Suspicion of a Crime. Presentation will include discussion on examples of FSR (Facility Self Reports) that were received but not required to be reported as well as tools to assist facility staff in deciding when to report. *Carla Jennings* RN, Manager is with the Department of Health & Senior Services in the Central Office of the Section for Long Term Care Regulation. Carla is the Program Manager for the Quality Assurance and Education Unit which includes; Health Education (CNA registry), Training, and MDS. Previous to joining Central Office, Carla worked in the Region 6 office (Jefferson City) for 18 years serving in the positions of; Region Manager, Facility Advisory Nurse Supervisor, and Facility Advisory Nurse Surveyor. Before joining the Department, Carla worked in the Long Term Care Industry as a Director of Nursing. This year marks Carla's 23th year with the Department.

### Thursday, February 8th - 2:30 to 3:30 p.m. - (1.0 PC CEU) "Proposed RCS, Resident Classification System, and it's Impact on Therapy Services"

A general overview will be given on the background history on the proposed change in Medicare Part A SNF payment system, and what areas are now going to be considered when it comes to reimbursement for Medicare Part A patients, and how it is going to impact therapy services with regards to reimbursement. Discuss potential items to consider when looking at therapy services moving forward with the new reimbursement system and how it may impact long-term care services. \*\*Krista Olson\*\*, MS\*\*, CCC-SLP\*\*, joined Reliant Rehabilitation in May of 2016 as a Regional Director of Business Development. Krista graduated with honors from Baylor University and went on to receive her Masters of Science degree in Speech Pathology from the Callier Center of Communication Disorders from the University of Texas at Dallas. She has over 19 years of healthcare experience providing both clinical services and operations overseeing multiple rehabilitation and medical programs including wound care, employee health, occupational health, and quality management in acute care hospitals, inpatient acute rehabilitation, outpatient, LTAC, and skilled nursing facility settings. Krista has designed and presented educational programs on regulatory issues impacting the long-term care industry and acute inpatient rehabilitation hospitals. She also has consulted with facilities on starting up inpatient and outpatient rehabilitation hospital programs and on obtaining CARF and Joint Commission accreditation including developing stroke excellency programs. Krista's background also includes designing and hosting multi-site educational training programs working with healthcare professionals on improving patient care with rehabilitation patients.

#### Thursday, February 8th - 2:30 to 3:30 p.m. - (1.0 PC CEU)"Transitions of Care & Rehospitalizations"

Transitions of Care and Rehospitalizations Gaps in care coordination and patient engagement contribute to hospital readmissions and poor outcomes. Although hospital unplanned readmission rates have dropped from 21.5% to 17.5% since 2007, there is additional opportunity to improve care coordination between sites of care and healthcare providers. Through both improved care coordination, communication and accountability between health care providers and improved patient engagement healthcare professionals will learn strategies that lead to improved patient experience and outcomes. *Brad Milner* 

Thursday, February 8th -3:45 to 5:15 p.m. - (1.5 CEUs)

**Round Table Discussion/Best Practices** 

### Sessions continued..

Friday, February 9th - 8:30 to 10:00 a.m. - (1.5 CEUs) "New Survey Process" CMS says that "The New LTC Survey Process will replace both the Traditional and QIS processes, which means everyone in the country will use the same process. When designing the New LTC survey Process, they took into account the strengths from both the Traditional and QIS. One strength of the Traditional process was that surveyors could ask residents questions as they would like, which was retained in the New LTC Survey Process to promote surveyor autonomy. Having a computer-based process and using pathways as investigative tools were strengths of the QIS process that were used for the New LTC Survey Process. They also included many innovative ways of conducting various components of the survey." The new survey process has been underway for a few months now. During this session we will review the new survey process to include the new regulatory groupings, the Critical Element Pathways, and share experiences from the field regarding the new process. Nicky Martin, BS, LNHA, functions as our NHA Coach in the southern and St. Louis regions of the state. Nicky has over 20 years of experience in the long-term care (LTC) industry. She began her LTC career as a business office manager in a 60-bed skilled nursing facility in 1996. Promoted to administrator in 2001, Nicky has been active with all departments within the facility and has experience with operational management, budget analysis and accountability, Medicare/Medicaid billing procedures, facility projects and improvements, and team building. Nicky also holds a Bachelor's of Accountancy degree. Libby Youse, LNHA, covers the northern and Kansas City areas of the state. She has over 20 years of experience as a licensed administrator of skilled nursing homes. Libby started her career as a nurse's aide and has served in homes as an effective Administrator showing leadership in developing Quality and Performance Improvement (QAPI) teams, regulatory compliance resulting in good survey outcomes, working with staff in understanding quality measures, proficiency in management, financial accountability and has experience in implementing, encouraging, and developing Culture Change.

## Friday, February 9th - 10:15 to 11:45 am - (1.5 PC CEU) The Lessons from Litigation: A Tool for Performance Improvement in Post-acute & LTC Facilities

This session features an experienced certified medical director of PA/LTC facilities with many years of experience in providing consulting and expert witness services to providers and attorneys involved in various types of litigation in the PA/LTC arena. Dr. Huss has distilled unique teaching points gleaned from many cases and will discuss how providers and facilities can learn from these and implement various interventions, policies and process improvements pertinent to their own facilities to lessen exposure to common areas of liability and potentially avoid litigation. Actual case presentations and interactive discussion with the audience will be included in the presentation. Dr. Huss is board certified in Family Medicine with the Certificate of Added Qualifications in Geriatric Medicine by the American Board of Family Medicine. He also holds certification as a Certified Medical Director by The American Board of Post-Acute and Long Term Care Medicine. He has been a PA/LTC medical director in Rolla, MO for over 30 years, currently serving as medical director of Silverstone Place Skilled Nursing Facility in Rolla. He practices Geriatric and PA/LTC Medicine with Mercy Clinic-Rolla. He was co-founder and first president in 1991 of Missouri Association of Long Term Care Practitioners (MALTCP), the Missouri chapter of AMDA-The Society for Post-Acute and Long Term Care Medicine, and again currently serves as president of MALTCP. Dr. Huss has served on many committees and board positions with AMDA, including as Chair of the House of Delegates, and currently serves on AMDA's Public Policy Committee and Liability Workgroup. He has provided consulting and expert witness services to the legal community in the area of PA/LTC and other geriatric related litigation for over 15 years.

#### Friday, February 9th - 12:00 to 1:30 pm - (1.5 CEUs) Regulatory Update

An update will be given on current regulatory expectations. DHSS Staff: Shelly Williamson, Administrator for the Section for Long Term Care Regulation

