

Missouri Association of Nursing Home Administrators

Annual Convention

June 2-5, 2019



It's the Connection that
Keeps Me Hanging On

Tan-Tar-A Resort
Osage Beach, MO

SUNDAY, JUNE 2, 2019

1:00 pm - 1:30 pm *Registration*

1:30 pm - 3:00 pm *General Session*

CASPER - Certification and Survey Provider Enhanced Reports (1.5.CEUs)

Presented by Stacy Bryan, BSN, RN, RAC-CT

During the program, she will cover how to get access to the CASPER system, how to run and retrieve reports and how to interpret the reports. Reports from the CASPER system are tools to assist providers in quality improvement, timeliness of the RAI/MDS process in the facility, understanding their Five-Star rating, compliance with the SNF Quality Reporting Program (QRP) and preparing for survey. **Stacey Bryan, BSN, RN, RAC-CT** has been a Facility Advisory Nurse/surveyor with the Section for Long-Term Care Regulation within the Department of Health & Senior Services for over seven years. In addition, she has been Missouri's State RAI Coordinator for over the last four years. Stacey works in the State MDS/RAI Coordination Unit in Central Office. She frequently works in the CASPER system and assists Skilled Nursing Facilities (SNFs) and Nursing Facilities (NFs) with questions regarding the system and reports obtained from it.

3:15 pm - 4:45 pm *General Session*

Quality Measures - Where Are We Now? *Speaker Sponsored by BKD* (1.5.CEUs)

Presented by Suzy Harvey, RN-BC, RAC-CT

With all the changes in the past 2 years with conditions of participation and the measures related to SNF Quality Reporting and Value-Based Purchasing, how are quality measures impacted and are they still important. The Quality Measures are important not only from a marketing aspect but financially. This session will look at the current quality measures and assist providers to be proactive in improving and maintaining your facility's Five Star Rating.

By attending this session attendees will learn:

1. Learn why the quality measure are important to your facility.
 2. Understand how each quality measure determined.
 3. Learn proactive ways to improve your facility's quality measures. **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 as well as swing bed and skilled nursing units on proper completion of the minimum data set (MDS) to help providers effectively manage their Medicare programs. She performs comprehensive follow-up reviews after the training, which assists 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.
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Monday, June 3, 2019

7:30 am - 8:30 am *Registration*

8:30 am - 9:30 am *General Session*

Compassionate Care *Speaker Sponsored by BKD* (1.0 CEU)

Presented by Sherrie Robbins, RN, BSN, CLNC, RAC-CT, LNHA

Staffing turnover costs senior living providers thousands every year. Finding staff that are more than just employees but compassionate caregivers can be mentally and physically exhausting. Developing a compassionate culture to better meet employee needs may be the answer.

By attending this session attendees will learn:

1. Understand the meaning of a compassionate culture
2. Identify key drivers of the compassionate culture
3. Learn techniques to develop a compassionate culture in your facility **Sherri Robbins** is a member of the BKD National Health Care Group, Sherri has more than 30 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 conducts comprehensive follow-up reviews to assist providers in obtaining

Monday, June 3, 2019

appropriate Medicare reimbursement. The reviews are focused on patient-centered care and regulation compliance. She is 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 RAC-CT™.

9:45 am - 11:15 am *General Session*

(1.5 CEUs)

The Modern Workforce

Presented by Rae Lyon

Staffing turnover costs senior living providers thousands every year. Finding staff that are more than just employees but People from generations, other than our own, were influenced by different events. As a result, we have different ways of communicating, managing, and working which can sometimes lead to misunderstandings in the workplace. This session will give participants the information and tools they need to work effectively with the four generations in today's workplace: Baby Boomers, Generation X, Millennials, and Digital Natives. It's important to remember: "It's not right or wrong, it's just different." **Rae Lyon** serves as the Associate Director for Missouri Training Institute (MTI) with more than 20 years of management, leadership and training experience in the banking, marketing, human resource, and education industries. Rae consults with organizational leaders to develop and deliver customized training programs on a variety of supervisory and management-related topics.

11:15 am - 12:00 pm *Lunch General Membership Meeting*

12:00 pm - 1:30 pm *General Session*

(1.5 CEUs)

Regulatory Update

Presented by Shelly Williamson, Administrator Section for LTC Regulation. An update will be given on current regulatory expectations. *Shelly Williamson, Administrator Section for Long-Term Care Regulation.*

1:45 pm - 3:15 pm *General Session*

(1.5 CEUs)

Active Shooting in Senior Living Communities, Are You And Your Staff Prepared?

Presented by Keith Maggard

Over the past few months and years, we have seen many headlines about active shooting incidents occurring at airports, college campuses, senior living facilities, hospitals, military bases, and primary schools. The average active shooter incident lasts 12 minutes, and 37 percent last less than five minutes. In addition, 49 percent of the shooters committed suicide, 34 percent were arrested, and 17 percent were killed, according to FBI statistics. These statistics are a good reason to be proactive and prepare in advance for an active shooter incident. More than likely law enforcement and first responders are going to arrive after the shooting ends. Are you prepared? **Keith Maggard** is a FEMA Emergency Responder and current National Tactical Officers Association member. Keith serves as a member of Multi County Jurisdiction – S.W.A.T Team and is a Mo Sheriffs Association Firearms instructor. He owns Maggard's Security and Consulting and has 25 years in teaching self-defense and awareness programs.

3:30 pm - 5:00 pm *Concurrent Session*

(1.5 CEUs)

Assisted Living Facilities and Individualized Service Plans

Presented by Tracy Niekamp

Individualized Service Plans are road maps used to ensure proper care is provided to individuals living in assisted living facilities. During this session, learn about the basic components of developing and implementing ISPs, along with examining recent citations made by the Section for Long-Term Care Regulation related to ISPs. **Tracy Niekamp** is Assistant Administrator for the Section for Long-Term Care Regulation. She has worked in the long term care regulatory field for over 17 years.

Monday, June 3, 2019

Phase III Survey Process

Presented by Nicky Martin, BS, LNHA, CDP

The session will include a brief overview of Phase 1 and Phase 2 as well as a deep dive into Phase 3 scheduled for implementation on November 28, 2019. This session will break down the requirements and provide resources, tools and more to get your facility ready! Join us for this intensive session focused on Phase 3 of the Requirements of Participation. Attendees will:

- Get a refresher of the ROP's with an overview of Phase 1 and Phase 2
- Receive and in depth review of Phase 3:
 - Infection Preventionist
 - Trauma informed care
 - QAPI
 - Ethics program
- Be provided resources to use to help navigate through the current and upcoming regulation changes.

Nicky Martin, BS, LNHA, CDP, University of Missouri Long-term Care Leadership Coach, Sinclair School of Nursing Quality Improvement Program for Missouri Nursing Homes. Nicky is a leadership coach for the MU Sinclair School of Nursing who covers the southern and St. Louis regions of the state. Nicky has over 22 years of experience in the long-term care (LTC) industry. She began her LTC career as a business office manager in a rural 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 team building, operational management, budget analysis and accountability, Medicare/Medicaid billing procedures and facility projects and improvements. Nicky is a Certified Dementia Practitioner, holds a Bachelor's of Accountancy degree and is also currently a graduate student at the University of Missouri.

6:00 pm

Reception

Tuesday, June 4, 2019

7:30 am - 8:30 am

Registration

8:30 am - 10:00 am

General Session

(1.5 CEUs)

Administrator Resources - How to Interpret and Analyze

Presented by Nicky Martin, BS, LNHA, CDP & Libby Youse, BGS, LNHA

Navigating the CMS website can be frustrating and time consuming. In this session attendees will learn which resources are reliable sources of information and data, be provided with an in depth review of CMS resources including the many web pages dedicated to long-term care and learn how to use, interpret and analyze data and information derived from CMS and other resources available. Attendees will:

- Learn how to search for LTC related resources
- Learn how to use and analyze information and data from government resources
- In depth review of resources to include but not limited to:
 - CMS QCOR
 - CMS PDPM
 - Medicare.gov Nursing Home Compare
 - Show-me Long-Term Care

Nicky Martin, BS, LNHA, CDP and Libby Youse, BGS, LNHA. Youse serves the north half and the Kansas City areas of Missouri as an Administrative Leadership Coach through the MU Sinclair School of Nursing. Libby's experience in the nursing home and medical field span over 25 years, first as a nurses' aid then later a licensed nursing home administrator. She guides homes in developing Quality and Performance Improvement (QAPI) teams, executing regulatory compliance resulting in positive survey outcomes, working with staff in understanding quality measures, proficiency in management, implementing financial accountability, encouraging and developing culture change. Libby is a graduate of the University of Missouri – Columbia with a Bachelor of General Studies modules included Business, Finance and Health Science.

Tuesday, June 4, 2019

10:15 am - 11:45 am *General Session*

Social Media Marketing - How Do You Use? (1.5 CEU)

Presented by Kenney and Natlie Newville

Social Media is an invaluable tool in every organization's marketing tool belt, but how do you use it? With the ever-occurring changes, what is the best way to make social media work for you? Natalie and Kenney will teach you how to strategically use social media to promote your organization and reach more members of your target audience.

By the end of the presentation, you will be able to:

- Tell your organization's story via social media
- Find and utilize brand ambassadors
- Engage on social media to increase your reach
- Discover tools and systems to make managing your social channels more efficient
- Learn how to use insights and data

Kenney and Natalie Newville are a dynamic team who discuss marketing techniques over the dinner table. They both geek out on all things strategy and love to discover new ways to share great ideas with their community. They share social media news, tactics, and ideas at the Jefferson City Area Chamber of Commerce Social Media Forum regularly, and love attending community events and festivals with their daughter Catherine.

11:45 am - 12:30 pm *Lunch*

12:45 pm - 1:45 pm *General Session* (1.0 PC CEU)

Creative Cooking for Senior Dining Success *Speaker Sponsored by Graves Foods*

Presented by Chef Andrew Murray, CDM, CFPP & Jennifer Parham, RD, LD

It is a fact that many of us select what we are going to eat based largely on how the food or dish looks. Therefore, the appearance and ultimately the flavor of the foods we choose to eat are of extreme importance! Particularly when what we consume equates to our overall health and wellbeing. This is especially true for the senior population that we are privileged to serve each day. Join the Graves Foods team, as they explore various cooking techniques and methods to enhance the meals you serve each day. By using seasonings, adding visual contrast and garnish you can achieve a greater interest and demand for a dish or meal while maintaining its nutrient value.

1. Recognize and understand the changing dietary needs and concerns of the seniors you serve.
2. Learn how to use simple ingredients and kitchen tools to help enhance the flavor and/or appearance of meals served.
3. Identify a variety of cooking techniques and methods commonly used to enhance quality and health without sacrificing flavor and appearance.
4. Understand how to use simple techniques and tricks-of-the-trade to enhance the visual appeal of finished products, buffets or service lines resulting in better senior participation and consumption.
5. Use marketing to raise awareness of your health conscious, flavorful approach to appeal to current and potential residents.

TUESDAY, JUNE 4, 2019

2:00 pm - 3:00 pm *General Session*

(1.0 CEU)

Missouri Medical Marijuana – What Employers Should Know

Speaker Sponsored by McMahon - Berger

Presented by James Foster

- What is a Missouri Employer to do?
- Federal Enforcement
- Drug Free Workplace Act
- Americans with Disabilities Act
- Missouri's Medical Marijuana Law
- Reconsidering the Pre-Employment Drug Test
- Post-Employment Drug Screens

James N. Foster, Jr. practices in all areas of labor and employment law representing employers exclusively in negotiations, and in litigation before the courts, the National Labor Relations Board and the National Medication Board. In addition, he advises clients on employment-related matters such as personnel policies, daily human resources issues, employment contracts, severance agreements, and employee handbooks.

3:15 pm - 4:15 pm *General Session*

(1.0 PC CEU)

Low Vision

Speaker Sponsored by Rehab Care

Presented by Arthur Levesque, CP, OTR/L, CLT

The presentation will touch upon a brief examination of the anatomy and physiology of the human eye and the link to the visual cortex and cerebration as a whole. Visual perceptual impairments will be examined including their etiology, epidemiology and subsequent impact on the individual and the collective healthcare system. Domestic statistics as well as global data will be addressed. This education venue will also look at the proper identification and use of visual-perceptual evaluation tools used by clinicians to delineate questionable anomalies impacting functional autonomy and safety.

Appropriate rehabilitation, habituation and compensatory treatment interventions will be reviewed.

1. Distinguish between cognitive and physiological optical illusions and how they impact interactions in the environment.
2. Identify the basic anatomical structures comprising the eye proper and the visual cortex.
3. Identify and describe the physiology of the human eye.
4. Identify and describe the intricate relationship between the eyes and brain.
5. Identify the common causes of visual loss including: etiology, epidemiology, impact on patient & caregivers, and its impact on the healthcare system.
6. Identify the major pathologies attributed to low vision.
7. Identify evaluation tools and treatment strategies for patients with low vision. **Arthur Levesque, CP, OTR/L, CLT** has worked in the field of occupational therapy for over twenty years. He has been both lead therapist and Rehabilitation Director for two inpatient rehab hospitals affiliated with the prestigious University of Massachusetts Medical Hospital network. In addition to his background in acute rehab and outpatient settings, Arthur has considerable experience in skilled nursing & long-term care environments. He recently presented his work on Low Vision at the 2014 American Occupational Therapy Association in Baltimore, Maryland. His work on Low Vision has been presented across the United States. He has helped to develop Seating & Positioning outpatient clinics as well as Driving Clinics in Massachusetts. He has been employed by Kindred Rehabilitation Services for 13 years. Currently, he is a Director of Clinical Operations and a Clinical Performance Specialist.

4:00 pm

Hospitality

WEDNESDAY, JUNE 5, 2019

8:00 am - 8:30 am Registration

8:00 am - 9:00 am Breakfast

8:30 am - 9:30 am General Session (1.0 CEU)

Licensure Board Update

Presented by Sally McKee

Changes to rules governing licensed administrators will be presented. **Sally McKee** is the Board Coordinator for the Missouri Board of Nursing Home Administrators. She is a member of the National Association of Long-Term Care Administrator Boards, American College of Health Care Administrators, and the Missouri Local Area Network for Excellence. Sally has over eleven years experience in DHSS and over 8 years in the senior services field. 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.

9:45 am - 12:45 am General Session (3.0 PC CEUs)

Addressing Sexuality in LTC: A Person-centered Approach to Intimacy and Dementia

Presented by Wendy Boren, RN, BS & Cynthia Elaine Baker, LCSW, CSW-Gerontology

Addressing sexuality with dementia in long-term care is difficult at best. Everyone has legal concerns, questions, fears, and yet some even have compassion. Currently there are 5.7 million Americans living with Alzheimer's or some type of dementia. That number is expected to triple by the year 2050. The baby boomer generation began entering skilled nursing homes about 6 years ago. In the next 25 years, homes will see a huge influx of people who grew up in a time of "free love" and where nudity was a natural expression of humanism. Unfortunately, many of these people will have dementia too. As the mind travels backwards and the need for pleasurable, physical sensation overtakes cognitive function, we would be naïve to think that whatever sex is going on in our homes now is all there's going to be. As dementia hits people earlier and larger numbers of younger persons with mental illnesses come into our homes, sex and intimacy should no longer be discussed with whispers and eye rolls. Get your care plans ready and get on board because despite what we may think, sex is already happening! This presentation will focus on sex and intimacy related to those with cognitive impairment. The tools, assessments, and discussions are appropriate and relevant to those with dementia and other cognitive impairments such as traumatic brain injury, some types of developmental disabilities, and those sub-types of dementia, such as Parkinson's. **Wendy Boren, RN, BS** is a clinical nurse educator for the Quality Improvement Program for Missouri (QIPMO). She supports and educates administrators, DONs, and clinical nursing staff in the Southeast region of Missouri. She has worked as a registered nurse in long-term care for 10 years in multiple administrative and clinical roles. Wendy volunteers as an Alzheimer's Association Community Educator (AAACE) and as a Blue Mind Ambassador. Her passion is studying neurological change due to trauma and disease and finding ways through ecotherapy, art, music, and mindful occupation to cognitively stimulate those who suffer from dementia, PTSD, traumatic brain injury, and other neuroses. Wendy's mantra is simple: "Life shouldn't change just because you need a little help. And there's *always* hope." **Cynthia Elaine Baker, LCSW, CSW-Gerontology** is a Clinical Provider and Regional Clinical Director for Deer Oaks Behavioral Health. Cynthia has license to practice Psychotherapy in four states and has earned a Clinical Specialty in Gerontology endorsed by the National Association for Social Workers. Besides providing Therapeutic Behavioral Health Support to Residents in Assisted Living and Nursing Care Communities, Cynthia provides consultation and continuing education to clinical providers in 29 states.

12:45 pm Adjourn

Sponsored by: Missouri Association of Nursing Home Administrators

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Jefferson City, MO 65109

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www.mlnha.org



REGISTRATION INFORMATION

REGISTRATION FEES:

MEMBER ADMINISTRATOR	20 TOTAL CEUs - 5 PC	\$375
NON-MEMBER ADMINISTRATOR	20 TOTAL CEUs -5 PC	\$475
STAFF/ASSOCIATE	No CEUs	\$225
SPOUSE PACKAGE	MEAL TICKETS	\$100

Member, Non-member and Staff/Associate registrations include all meal functions, seminars and activities listed in the brochure. Advance registration is appreciated. All on-site registration fees will be increased by \$50. A 100% refund minus a \$50 processing fee will be given if requested by May 24, 2019. No refunds will be given after that date. You may send a substitute.

If attending one or more of the break out tracks, hours may be more or less including PC hours.

LOCATION: TAN TARA RESORT

494 TAN TARA DRIVE, STATE ROAD KK, OSAGE BEACH
Accommodations are the individual's responsibility. MANHA's special room rate at the Resort is \$120. Reservations can be made by calling 1-800-826-8272. Be sure to specify you are attending the Missouri Association of Nursing Home Administrators' Convention. Or online at www.tan-tar-a.com. The room block will be released on May 5, 2019. Reservations made after that date will be subject to availability. Make your reservation before May 5, 2019 to ensure a room.

ACCREDITATION:

MANHA is approved by the Missouri Board of Nursing Home Administrators as a training agency (TA 029-420)

**REGISTRATIONS MAY BE MADE BY PHONE: 573/634-5345 FAX: 573/634-8590 OR EMAIL: ELYSEW@MLNHA.ORG
OR MAIL TO: MANHA, 4100 COUNTRY CLUB DRIVE, JEFFERSON CITY, MO 65109**



REGISTRATION FORM

	MEMBER PACKAGE	NON-MBR. PACKAGE	STAFF/ASSOC. PACKAGE	SPOUSE ONLY	SUN. ONLY	MON OR TUE PER DAY	WED. ONLY	TOTAL PERSON
NAME	\$375	\$475	\$225	\$100	\$75	\$150	\$75	TOTAL
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____

TOTAL ENCLOSED \$ _____

MEMBER Package: Includes all educational sessions (20 CEUs - 5 PC), meals, breaks, and activities listed

Spouse: Includes all planned social/meal functions

Non Member: Same as Member Administrator (20 CEUs -5 PC)

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

Individual Days: *Sunday* includes sessions and breaks, *Monday and Tuesday* includes sessions, lunch and breaks.

Wednesday includes educational sessions, breakfast and breaks



SEND CONFIRMATION TO: NAME: _____ FACILITY: _____
ADDRESS: _____ ADMIN. LICENSE #: _____
FAX: _____ E-MAIL: _____ PHONE: _____

METHOD OF PAYMENT: CHECK MASTERCARD VISA DISCOVER AMEX

CARD NO: _____ **EXPIRATION DATE:** _____ **3/4 DIDGIT SECURITY CODE:** _____

NAME ON CARD: _____ **CARD MAILING:** _____