

Missouri Association of Nursing Home Administrators



CMS Updates PDPM Website and RAI Manual to Arrive Early

After receiving a barrage of feedback, CMS is updating its new website for the Patient-Driven Payment Model and touting an early release for a much anticipated regulatory/training manual.

The website includes training presentations, implementation tools and frequently asked questions about the dramatic new payment system.

Officials also said that the RAI manual should be released in May, rather than August, to give providers more time. PDPM rolls out October 1.



Patient Driven Payment Model (PDPM) – Prepare for Success

In order to help you get ready for the PDPM roll out, the Missouri Association of Nursing Home Administrators (MANHA) and the Missouri Health Care Association (MHCA) are co-sponsoring the following PDPM training sessions:

April 29, 2019

*Holiday Inn SW Route 66
10709 Watson Road
St. Louis, MO 63127*

May 2, 2019

*Oasis Hotel & Convention Ctr.
2546 North Glenstone Ave.
Springfield, MO 65803*

April 30, 2019

*Comfort Inn
1821 N. Missouri
Macon, MO 63552*

June 20, 2019

*Hawthorn Bank
3600 Amazonas Drive
Jefferson City, MO*

May 1, 2019

*Stoney Creek Hotel
18011 Bass Pro Drive
Independence, MO 64055*

*Get your staff prepared
before October 1st!*



Missouri Association of Nursing Home Administrators

4100 Country Club Drive
Jefferson City, MO 65109
573-634-5345



See What's Planned!

PDPM SEMINARS

- April 29, 2019 – *St. Louis*
- April 30, 2019 – *Macon*
- May 1, 2019 – *Independence*
- May 2, 2019 – *Springfield*
- June 20, 2019 – *Jefferson City*

RAI PROCESS FROM START TO FINISH

- April 17-18, 2019 – *Kansas City*
- June 18-19, 2019 – *Chesterfield*
- August 6-7, 2019 – *Columbia*
- October 15-16, 2019 – *Springfield*

MEDICARE FROM START TO FINISH

- May 21, 2019 – *Springfield*
- July 16, 2019 – *Kansas City*
- September 17, 2019 – *Chesterfield*
- November 13, 2019 – *Columbia*

ALZHEIMER'S DISEASE/DEMENTIA CARE SEMINAR

- May 7, 2019 – *Jefferson City*
- October 22, 2019 – *Jefferson City*

SOCIAL SERVICE DESIGNEE WORKSHOP

- May 20-23, 2019 – *Jefferson City*

ACTIVITY DIRECTOR WORKSHOP

- July 22-25, 2019 – *Jefferson City*

CLINICAL SUPERVISOR WORKSHOP

- June 3, 2019 – *Jefferson City*

CNA INSTRUCTOR/STATE EXAMINER WORKSHOP

- June 4, 2019 – *Jefferson City*

CMT INSTRUCTOR WORKSHOP

- June 5, 2019 – *Jefferson City*



MANHA offers our warmest welcome to the following new members. We look forward to working with you in the years to come!

Timothy Brooks
Luther Manor Association

John Clayton Cole
General Baptist Nursing Home of Linn

Tia Homeier-Blehm
Stonecrest at the Plaza

Ryan Hovendick
Rockhill Manor

Marty Schenk
The Mary Culver Home for Visually Impaired Women

Joseph Shafer
Prime Health Care Management

Tawanda Story
Ashley Manor Care Center

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Updates on the 2019 Missouri Legislative Session

The following are bills which MANHA is watching during the current Missouri Legislative Session. We will keep you abreast of movement on these bills.

Bill Number	Description
HB 138	Establishes "Simon's Law" which changes the laws regarding life-sustaining or nonbeneficial treatment policies of health care facilities.
HB177	Requires long-term care facilities to have on staff one person trained in suicide assessment, treatment, and management.
HB188	Establishes the Narcotics control Act.
HB244	Establishes a pilot program to transfer the authority to inspect nursing homes from DHSS to Senior Services to local health departments.
HB307	Requires certain health care professionals to complete two hours of cultural competency training as a condition of licensure.
HB337	There is hereby established in the department of health and senior services the "Senior Services Growth and Development Program" to provide additional funding for senior services provided through the area agencies on aging in this state. Beginning January 1, 2020, two and one-half percent, and beginning January 1, 2021, and each year thereafter, five percent of the premium tax collected under sections.
HB433	Modifies the law regarding certificates of need.
HB461	Authorizes the next-of-kin of a deceased person to delegate control of the final disposition of the remains.
HB600	Modifies provisions relating to Medicaid per diem reimbursement rates.
HB622	Modifies the law regarding certificates of need.
HB639	Requires DHSS to develop a voluntary nonopioid directive form to allow a person to refuse the administrator or prescription of opioids.
HB657	Requires long-term care insurers to file their premium rates with the Department of Insurance, Financial Institutions and Professional Registration and annual rate increases over 20% to be approved by director.
HB675	Establishes the Authorized Electronic Monitoring in Long-term Care Facilities Act.
HB693	Changes provisions relating to advanced practice registered nurses.

Legislative Updates *(from page 3)*

Bill Number	Description
HB719	Establishes the Authorized Electronic Monitoring in Long-Term Care Facilities Act.
HB817	Changes provisions relating to certified nursing assistants.
HB829	Creates provisions stating any litigation that Missouri is involved in due to medical marijuana shall be paid out of DHSS portion of the Missouri Veterans Health and Care Fund.
HB858	Modifies provisions relating to the state minimum wage rate.
HB958	Modifies licensing requirements for nursing home administrators.
SB70	Modifies provisions relating to personal care assistance services.
SB82	Modifies provisions of law relating to healthcare facilities and certificates of need.
SB95	Modifies provisions relating to employee wages.
SB165	Repeals the certificate of need law.
SB375	Modifies licensing requirements for nursing home administrators.



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Whether you like it or not, Gen Z is coming to the workplace. Are you ready?

Millennials have long been the scapegoat of the contemporary business world. Aside from being accused of killing almost every industry (chain restaurants, diamonds, fabric softener, and yes, hospitality), millennials are disdained in the public eye as lazy, entitled, selfish, impatient and thoroughly imbued with special-snowflake syndrome. “These young people!” we hear, “are destroying the workplace! What with their Facebook and avocado toast – what will become of this nation when millennials are at the helm?”

Here’s the catch – this young, tech-obsessed, and yes, avocado-toast-eating generation are not millennials – they’re Gen Z. And you’ve got them all wrong.

At this point in time, the oldest millennials are turning 40. Many of them have obtained upper management positions and have families, houses, and complaints about taxes like the rest of us. The image of millennials as brunch-obsessed and apathetic individuals devoid of the responsibilities of older generations no longer stands up to scrutiny.

Yes, millennials – the young, the tech-savvy, the destructive employee – are out. Gen Z is in.

GEN Z – Who?

Gen Z has managed to fly somewhat under the radar in the media and business world: They were born after 1996, making the oldest among them only 23 – they are just beginning to enter the workplace). They have avoided the intense scrutiny and negative stereotypes of millennials. Unfortunately, this means that the business world is largely unprepared for their entry into the workforce. This will be a mistake.

By some estimates, Gen Z will make up 20% of the workforce by 2020. And we need to be prepared. Gen Z is vastly different than any generation that has come before it, and requires new and different attitudes and actions by employers in order to be successful. Before we can begin to solve the Gen Z problem, however, we must first try to understand them. Who is the Generation Z, anyway?

Some Background Info on Generation Z

Gen Z has grown up in an increasingly uncertain world. They have watched the generations before them (millennials, in particular) struggle with crippling student debt and a rapidly changing job market. Institutional and economic unsteadiness, widening political rifts, job insecurity, depleting resources and climate change have characterized this period, influencing this generation to be more anxious and uncertain about the future than ever before. But with the growth of technology and connectivity, Gen Z is also the most globally competent and informed generation to date.

The combination of these factors has led to a variety of social movements led almost exclusively by young people, making Gen Z (in general), the most socially-conscious, making a difference-focused and diverse generation of any to date. And, of course, they are the generation that has grown up with almost unlimited access to

Preparing for Gen Z *(from page 5)*

technology, with smartphones at their fingertips, and with both the best and worst digital citizenship of any generation.

So What Does This Mean for The Workplace?

Here's the good news: Gen Z is driven, pragmatic, and determined to do good work and make an impact on the world. They are multi-talented, creative, quick to learn, and eager to contribute. They undoubtedly will change the American and global landscape forever with their cross-cultural and innovative methods, and will continue to drive social and technological change and innovation.

Sound too good to be true? As wonderful as Gen Z may be in certain aspects, they, like any other generation, also have (sometimes crippling) downfalls and a culture altogether unfamiliar to today's employers. Gen Z thrives in group psychology and social connection. They have created an online community that universally and almost intentionally excludes other generations from participation by use of new, radical, and divergent slang and culture that is virtually unintelligible for those outside of the community.

Their humor is pessimistic, fatalistic, embodying a strong us-vs-the-world attitude rooted in their uncertainty about the future. It is random and nonsensical, designed to create an exclusive community in the uncertain world in which Gen Zs feel that they do not belong and which holds for them precarious futures. And these attitudes translate to social interaction within the workplace.

This social culture will lead Gen Z to tend to want to blur the lines between employer and employee. They want friends, coaches, confidantes, mentors – something to make their world friendlier and more certain. Many require frequent feedback, and validation when necessary. They thrive with a management style that is completely nontraditional, one that might be unfamiliar and uncomfortable to established managers.

And it's not just social interaction that is driven by their formative environment of uncertainty. It also has led to major weaknesses in Gen Z concerning anxiety. Not only does this generation have a higher rate of anxiety disorders than any other preceding it; their experiences with adjacent generations have given them fears of the future, their place in the workplace, and general life satisfaction. These anxieties give rise to fears of underperformance and invisibility in the workplace. Managers will need to work harder to make Gen Z feel heard and valued as a part of a team, and will need to create a stronger, more inclusive environment for all of their employees.

The Anxious GEN Z

And of course, this anxiety can be directly connected to Gen Z's most concrete and tangibly problematic flaw – a lack of experience with face-to-face interaction.

While many stereotypes concerning today's youth and technology are flawed, there are a few that stand up to scrutiny. Gen Z has grown up hand-in-hand with technology, and though this is useful in technological proficiency, a significant fraction of Generation Z used the Internet to

replace much of their social interaction in their formative years. This means that though Gen Z's technical skills are much stronger, their soft skills are in general much weaker than those of their predecessors. Many activities that established professionals find easy and intuitive can be extremely difficult for Gen Z – including skills such as writing professional emails, meeting new people, and answering the phone. So ... what can we do to prepare for the Gen Z wave?

As Gen Zs flood the workplace, we will begin to see a wave of change in the business world. This is a wave we need to follow. No matter how irritating and disruptive you might find this generation, they are the future – and with the pace at which society is accelerating, we all know getting left in the past will not enhance one's chances for success. These changes in the workplace could be simple, such as better utilizing online communications and changing managerial attitudes toward the work-life or employer-employee divide.

However, the most comprehensive changes will be the most effective. For example, making technology a culture in your workplace, and being as cutting-edge in your usage as possible (using up and coming technologies such as AI, machine learning, and complex analytics) can and will attract Gen Zs and make your workplace as innovative and efficient as possible. Even more comprehensive changes might include restructuring of the division of labor in the workplace. Gen Zs enjoy learning, variety and creativity,

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and it has been suggested that a more fluid organization of the workplace (including rotational programs, shadowing, and increased opportunities for learning and development) would benefit not only Gen Z employees, but employees of all generations.

But the most important change employers can make in transitioning Gen Z into the workforce lies in training. Expanding new employee training into soft skills will reduce stress and make the workplace run more efficiently for Gen Zs and older generations alike. Though soft skills training is most effective face-to-face, other specific skills could be more efficiently delivered through micro-learning – a new type of training that styles lessons or Youtube-like videos into small segments, making them less time-consuming, easier to fit into the work week, and better at taking into account the younger generations' fascination for learning new things and sometimes shortened attention span.

Finally, we must acknowledge that with Gen Z's entrance into the workforce will come a shift in employee recruitment. Though employers won't want to hear it, their companies are about to become a commodity just like everything else. With the rise of the Internet comes the rise of review culture, and with the rise of Gen Z comes the rise of an attitude that a workplace should do as much for them as they do for it. Young people will no longer be satisfied with a boring, unsatisfying work life, especially if that comes with poor benefits and low pay in proportion to their effort, time commitment, and education. As companies become

commodities, they will have to work harder to gain and retain employees. This means having a better, larger, and more active online presence, as well as a more attractive workplace. It means catering to young people in a way that companies have never had to do with previous generations, and viewing employment as more of a give-and-take than a privilege.

Gen Z is a generation unlike any the professional world has ever seen. Their influx into the workforce will change the culture of employment,

recruitment, and management style, and their contributions will leave unadaptable industries and employers behind, while catapulting companies that embrace their eccentricities to new successes. This generation – despite their modern flaws – is innovative, hardworking, and more globally aware than ever before. They are starting to graduate high school and college, and are ready to change the world.



Annual Convention

June 2-5, 2019



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