Missouri Association of
Nursing Home Administrators

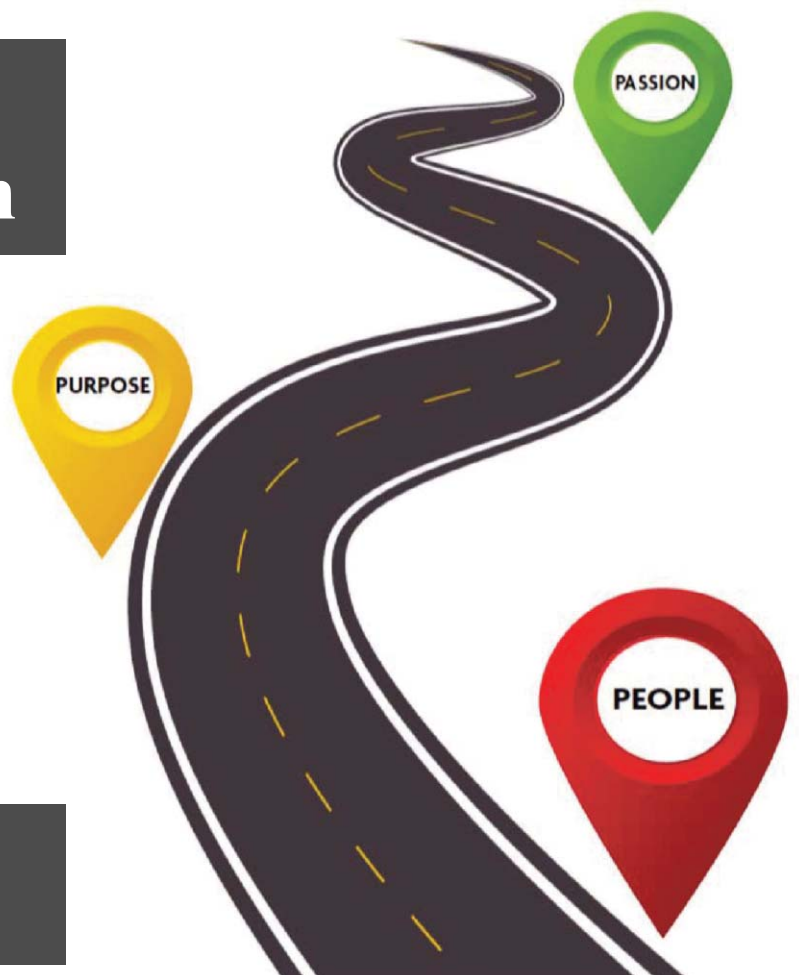**MANHA**

The Pathway to Success

People, Purpose, and Passion

MANHA
Annual Convention

June 6-9, 2021

All Suites - Camden On The Lake
Lake Ozark, MO

20.0 CEUs, of which there is a possible
5.0 Patient Care CEUs

PASSION

PURPOSE

PEOPLE

MANHA Committees

If you would like to be more involved in your association, consider joining one of our committees.

Committees are a vital part of Missouri Association of Nursing Home Administrators. In order to fully represent our membership and to ensure that the views of long-term care providers are reflected in the actions of MANHA, we need your help.

MANHA committees are made up of administrators who have a special interest in a specific area. Through periodic meetings, these committees make recommendations to the MANHA Board of Directors which help fashion the positions and policies of the organization; continue our traditions and carry out our mission.

Today's long-term care providers require a timely flow of information, continuing education, and aggressive representation on issues to cope with current challenges. Working together, MANHA can provide the support you need. Please review the enclosed information and show your support by giving careful consideration to becoming a member of one of our committees.

Governmental Liaison – Chris Dehn, Chair

Responsible for developing and implementing a comprehensive governmental relations program which includes, but is not limited to, reviewing legislation and regulatory proposals, notifying members of any concerns, proposing official actions to board, maintaining the flow of information between MANHA and officials and agencies.

Education Committee – Penny Worthley, Chair

Addresses the educational needs of administrators and long-term care staff to enhance professionalism and quality of care. Responsible for the planning and execution of all educational programs for administrators and staff.

Membership Committee-Toni Travis, Chair

Plays a key role in strengthening the organization. Responsible for membership recruiting, contact and retention. Duties include the development of an effective campaign to reach an annual goal set by the committee.

Convention Committee – Lisa Young, Chair

Chooses the site, plans the educational programming and social agenda for the annual convention and Winterfest Conference. Responsibilities include budgeting, marketing and coordinating events.

Nominating Committee- Jordan Wagner, Chair

Consists of three current board members and four members-at-large. Responsible for nominating a slate of 12 candidates for the board of directors.

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**Missouri Association of
Nursing Home Administrators**
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Legislative Update

Medicaid In FY 2022 State Budget

The Missouri House of Representatives passed a $32 billion state operating budget for the upcoming fiscal year that defunds Medicaid in a last-ditch attempt to block a constitutionally mandated expansion of the program's eligibility threshold. Representatives made multiple attempts to restore funding during debate; but ultimately the funding was not put back into the budget.

Because the state constitution now requires Medicaid to cover adults earning up to 138 percent of the federal poverty level, an estimated 275,000 additional Missourians will be eligible for the program starting July 1. Without the necessary spending authority for the expansion, the program could exhaust its funding partway through the 2022 fiscal year, which starts July 1.

Under the federal Affordable Care Act, the federal government will pay 90 percent of the cost of expansion, or about $1.4 billion for FY 2022. In addition, Missouri would receive an additional $1.5 billion under the most recently passed COVID-19 relief bill for implementing expansion. Prominent business organizations, including the Missouri Chamber of Commerce and Industry, support accepting the funding because of the massive economic boost and job creation that would result from infusing that much new revenue into the state's economy.

Governor Parson included the additional Medicaid funding in his state budget proposal and acknowledged that health care savings resulting from expansion and the increased economic activity from the infusion of federal funds would be more than sufficient to cover the state's share. If the Senate doesn't restore the funding and it isn't in the final budget, a lawsuit to enforce the constitutional requirement is guaranteed.

Senate Endorses Prescription Drug Monitoring Bill

The years of effort to adopt a statewide prescription drug monitoring program (PDMP) overcame a key hurdle this week when the Senate granted a PDMP bill preliminary approval. Missouri holds the dubious distinction of being the only state in the nation that does not have a statewide PDMP, a key tool to identify and reduce opioid abuse.

For eight straight years, PDMP legislation routinely passed the House of Representatives but did not progress in the Senate. With the bill's previous House sponsor now a senator, the bill started in the upper chamber this year. A second vote is required to advance Senate Bill 63 to the House.

MANHA Monitoring

MANHA is watching the following bills during the current session. We will keep you abreast of movement of bills. Right now, not much is moving.

HB 1222 – Repeals provisions relating to certificates of need.

HB1342 – Repeals provisions relating to certificates of need.

HB84 – Modifies provisions relating to advanced practice registered nurses.

HB118 – Modifies provisions relating to MO HealthNet eligibility

HB1064 – Establishes provisions relating to civil actions arising from COVID-19

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HB475 – Modifies provisions relating to the professional registration of dietitians.

HB200 – Modifies provisions for providing copies of medical records.

HB329 – Requires DHSS to promulgate regulations consistent with CDC guidelines for prescribing opioids for chronic pain.

HB409 – Modifies provisions relating to minimum wage.

SB1 – Extends the sunset on certain health care provider federal reimbursement allowance.

SB42 – Modifies provisions relating to civil actions arising during a declared state of emergency due to COVID-19.

SB51 – Establishes provisions relating to civil actions arising from COVI-19 pandemic.

SB303 – Modifies the process for the delivery of workers compensation benefits.

SB180 – Modifies provisions relating to the adoption and review of administrative rules by state agencies.

SB192 – Modifies provisions relating to CON.

SB342 – Modifies provisions relating to hospice inspections.

SB308 – Modifies criminal background check procedures for certain professional licensing authorities.

SB232 – Companion bill to HB475

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

This year, the oldest millennials are turning 43. Many of them have obtained upper management positions and have families, houses, and complaints about

Generation Z *(from page 4)*

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.

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 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

Generation Z *(from page 4)*

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, 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 considering 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.

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See you in June at the Annual Convention!

When Will Nursing Homes Be Surveyed On Compliance?

And Will You Be Ready?

Nursing Home Compliance Update!

The Affordable Care Act made compliance and ethics programs MANDATORY for ALL nursing homes. This requirement went into effect in November 2019. This means that nursing homes are required by law NOW to have compliance and ethics programs.

But, this requirement has not yet been enforced. So, what's next?

At some point, compliance and ethics programs will be part of nursing home surveys – and nursing homes without compliance programs will face F-Tags.

In August 2020, CMS announced that it would resume onsite surveys, and expand desk reviews. In December 2020, we learned that the pandemic has created significant state survey backlogs. We are still waiting on two pieces of guidance:

1) A final rule implementing the compliance and ethics requirements

2) Surveyor guidance on the compliance and ethics requirements

At some point – any day now – this guidance will be available, and compliance will become part of survey.

What should nursing homes be doing now?

Many nursing homes put compliance on hold when COVID-19 hit. If your organization is not ready to be surveyed on compliance, now is the time to get ready. Here is what you need:

• Written standards, policies and procedures
• Assignment of responsibility to high-level personnel
• Sufficient resources and authority
• Take care not to delegate to those with a propensity to commit crimes
• Policy communication to staff, contractors and volunteers
• Auditing and monitoring
• Reporting system
• Disciplinary enforcement
• Corrective action
• Annual review

Chains of 5+ SNFs also need:

• Mandatory annual compliance training
• Compliance officer who reports to the governing body
• Compliance liaisons at each facility

While these requirements could change with the issuance of the Final Rule and surveyor guidance, MPA recommends building your program to meet these guidelines plus OIG guidance – and adjusting your program if and when changes are made.

MPA Can Help

MPA has SNF compliance programs available for purchase and download on our store. They meet current Affordable Care Act requirements, and they come with 12 months of updates – if requirements change, MPA updates the program for you at no additional charge. MPA can also conduct your annual review – and we have HIPAA Toolkits, and a Compliance Newsletter.

MANHA members: Take 25% off of MPA's store with coupon code: MANHA (www.healthcareperformance.com/store)
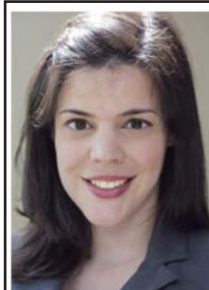
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