

Excellence in Assisted Living:

Streamlining Care from Start to Finish

Seminar Dates:

April 23, 2025
Hilton Garden Inn
19677 E. Jackson Dr.
Independence, MO 64057

May 7, 2025
Drury Plaza Hotel
380 Mulholland Dr.
St. Charles, MO 63303

May 14, 2025
Inn at Grand Glaize
5142 Osage Beach Pkwy
Osage Beach, MO 65065

**Pending Approval for
6.0 PC CEUs by MO.
Board of Nursing Home
Administrators**

Join MANHA and MHCA for a comprehensive, day-long education session designed specifically for professionals in assisted living and residential care facilities. This session will cover essential topics to enhance the quality of care and compliance within your community.

This comprehensive event will feature discussions on community-based assessments, personal care services, reimbursement strategies, and individualized service planning. Participants will also explore best practices for working with ombudsmen and families, understand the intersection of hospice and assisted living, and uncover key insights into dining and kitchen compliance to avoid common citations. Whether you're a provider, administrator, or industry professional, this session will equip you with practical tools and strategies to enhance resident care, maintain compliance, and optimize operations. Don't miss this opportunity to network with peers and gain actionable insights!

We will have a full day of presentations, panel discussions, and roundtable discussions.

Registration Fee:

\$160 – includes refreshments
and lunch

Sponsored by:

MHCA
Missouri Health Care Association

Missouri Association of
Nursing Home
Administrators

For More Information: MANHA | 915 Southwest Blvd. Ste. J | Jefferson City, MO 65109 | 573-634-5345 ext. 3 |

dotties@mlnha.org

MHCA | 236 Metro Drive | Jefferson City, MO 65109 | 573-893-2060 | michelle@mohealthcare.com

Agenda:

9:00 AM – 10:00 AM | Panel Discussion: *Optimizing Community-Based Assessments, Personal Care Services & Reimbursement* - Industry experts will explore best practices for conducting community-based assessments, delivering personal care services, navigating HCBS requirements, and maximizing reimbursement strategies.

10:15 AM – 11:15 AM | Interactive Session: *Understanding Ombudsman Program* - Learn about the role of the Ombudsman Program and how they can benefit your residents and families. Missouri's Long-Term Care Ombudsman Program is a vital advocacy service designed to protect the rights and well-being of residents in long-term care facilities, such as nursing homes and assisted living communities. Ombudsmen are trained staff and volunteers who serve as independent advocates for residents, ensuring they are treated with dignity and respect. Their role involves regularly visiting facilities, listening to residents' concerns, resolving complaints, and working with facility staff to improve quality of care. They also help educate residents, families, and facility employees about residents' rights under state and federal laws. Ultimately, their responsibility is to ensure that long-term care residents have a voice and that their rights and quality of life are upheld.

11:30 AM – 1:00 PM | Lunch and Education Session: *Dining & Kitchen Regulations: Common Citations & How to Avoid Them* - A deep dive into common kitchen and dining-related citations in assisted living facilities, with strategies to maintain compliance and uphold food safety standards.

1:15 PM – 2:15 PM | Roundtable Discussion: *Individualized Service Plans & Navigating Complex Transitions* - Gain insights into crafting individualized service plans, determining pathways to safety, understanding ALF 1 vs. ALF 2 regulations, and making informed decisions about discharges—including emergency discharges.

2:30 PM – 3:30 PM | Expert Panel: *Hospice & Assisted Living: Collaboration for Quality Care*
Discover how assisted living communities can effectively partner with hospice providers to deliver compassionate, high-quality end-of-life care while meeting compliance standards.

Registration Form

Location Attending: April 23 – Independence May 7 – St. Charles May 14 – Osage Beach

Attendee 1: _____

Attendee 2: _____

Email: _____

Phone: _____

Facility: _____

Payment Information: Check MasterCard Visa Discover AmEx

Card #: _____ **Ex. Date:** _____

Security Code: _____ **Name on Card:** _____

Fax or E-Mail to: MANHA 573-634-8590 | dotties@mlnha.org

A refund minus a \$25 processing fee will be given if requested within 5 days prior to seminar. No refunds will be given after that date. You may send a substitute.