

MHCA

Missouri Health Care Association



November 1 & 2, 2016

Camden on the Lake

2359 Bittersweet Road
Lake Ozark, MO 65049
888-365-5620

Camden on the Lake will have rooms available at a group rate of \$99 per night. Please call the number listed above to make your reservations and mention that you are with the "Missouri Health Care Association group."

Cost:

\$50 per facility
(price includes unlimited registrations, meals, t-shirt and entertainment for each attendee)

Additional Information:

Michelle Walters
MHCA Director of Education,
Meetings, & Events
michellew@mohealthcare.com
573-893-2060

Or

Cindy Wrigley
MANHA Executive Director
cindyw@mlnha.org
573-634-5345

CNA/Nurse Leadership Conference

Join facilities around the state for our 5th Annual CNA/Nurse Leadership Conference!

This is a great opportunity to send your CNAs and Nurses (Charge Nurse, DON, etc.) to a conference that not only provides education but also *CELEBRATES* and *INSPIRES* them to continue making a difference in the lives of our residents.

Projected Schedule of Events

November 1, 2016

1:00 pm - Registration and Welcome

1:30 - 2:30 pm - Opening General Session

“ICE—Innovation, Collaboration & Execution”

2:45 - 3:45 pm - Concurrent Sessions

CNA Session - “Your Role in the Survey Process”

Nurse Session - “Performance Management and Employee Development”

4:00 - 5:00 pm - Concurrent Sessions

CNA Session - “The Role of the Care Giver in Food and Dining Excellence”

Nurse Session - “Your Role in the Survey Process”

6:00 pm - Dinner

7:00 - 10:00 pm - Dance & Entertainment

November 2, 2016

8:00 am - Breakfast/Registration

8:30 - 10:00 am - General Session

“Communication in the Workplace”

10:15 - 11:30 am - General Session

“Developing the Skill of Patience in Dementia and Person-Centered Care”

11:45 am - 1:00 pm - Closing General Session, Lunch & Prize Giveaways

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Seminar Descriptions

ICE - Innovation, Collaboration and Execution

ICE is a focused approach to fostering productive group thinking in the workplace, expanding team based processes and identifying opportunities for successful outcomes. Attendees will learn more about consistently motivating the workforce, coaching employee improvement, resolving conflict and communicating effectively. The takeaway from this session will be tools and techniques to sustain a positive and more productive workplace, resulting in higher customer and employee satisfaction, as well as key employee retention.

CNA Role in the Survey Process

Join us for this session that will cover survey readiness for the CNA. Survey readiness is what happens every day that the surveyor does not step onto the floor, all in preparation for the day that he or she does. Be ready! Learn about survey trends and what is happening in SNFs around the state. You will be provided with many tools and resources to help you before, during, and after the survey.

Performance Management and Employee Development

Learn more about managing employee performance and developing top talent. Discover how to develop goals that give an employee direction and motivation. Learn how to identify and retain high potential employees. Gain useful tools on how to deliver feedback and counseling. Learn how to surround yourself with and retain engaged employees.

The Role of the Direct Care Giver in Food and Dining Excellence

Food and dining lead all activities for which we have the opportunity to impress our residents and make them feel satisfied, happy and well taken care of. Providing a positive experience includes how the caregiver approaches the service. The dietary staff prepares and helps serve the food but just like in a fine dining restaurant those who wait on the tables, respond to customer requests/needs and bring the food to the table make or break the experience. So you didn't know that to be a good CNA you also needed to be a good waitress/waiter? Well you do now. So let's talk about how to make you really good at this part of your job.

Nurses Role in the Survey Process

Join us for this session that will cover survey readiness for LTC Nurses. Survey readiness is what happens every day that the surveyor does not step onto the floor, all in preparation for the day that he or she does. Be ready! Learn about survey trends and what is happening in SNFs around the state. You will be provided with many tools and resources to help you before, during, and after the survey.

Communication in the Workplace

Communication is important...not only does it ensure your residents are getting the best possible care and their families are happy and informed, it can also prevent conflicts among facility staff. This interactive session will open up the lines of communication between the CNAs and the nurses as well as provide other tips and tools you can take back to the facility to use with other staff and residents.

Developing the Skill of Patience in Dementia and Person Centered Care

Get all these tasks done or you didn't do your job! Have you heard that before? So how do you develop patience when doing so may slow you down? REMEMBER WHY YOU DO WHAT YOU DO? Do you do what you do so you can have the largest list of accomplishments by the end of the shift? Or do you do what you do because you care about people and in turn you want them to feel cared for by you? It's that simple. Put yourself in the shoes of the resident for a little bit and really think about the need to slow down and let them direct their care and needs. Give them back some of the control they have had taken away and you will complete your day feeling good about what you do...everyday!

Closing General Session

Be sure to join us for the upbeat, motivational closing session! LTC employees spend most of their lives taking care of others...sit back, listen and enjoy while you are reminded why you yourself are just as important as those you care for.

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Registrations may be sent to:

MHCA
236 Metro Drive
Jefferson City, MO 65109
573/893-5248 (fax)

Or

Register online at
[http://www.mohealthcare.com/
events/event_list.asp](http://www.mohealthcare.com/events/event_list.asp)

Cost:
\$50 per facility
(price includes unlimited
registrations, meals, t-shirt and
entertainment for each attendee)

**TO RECEIVE A
T-SHIRT
REGISTRATION
MUST BE
RECEIVED BY
OCTOBER 18!**

CNA/Nurse Leadership Conference - Registration

Facility: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Email: _____

Please list below the names of all persons registering, their title and shirt size

Name/Title: _____ Shirt Size: _____

Method of Payment

Check Enclosed Visa MasterCard Bill Me

American Express *3.5% service charge applies*

Credit Card Information: _____

Expiration Date: _____ / _____ 3-Digit Security Code: _____

Authorizing Signature: _____