

Missouri Association of Nursing Home Administrators

CONNECTIVITY

THE KEY TO CAREER SUCCESS



EDUCATION AND NETWORKING TO CHARGE UP YOUR CAREER

2017 MANHA WINTERFEST

Conference & Trade Show

Attendee Brochure

February 8-10, 2017

Ameristar Hotel and Spa

St. Charles, MO

AGENDA



WEDNESDAY, February 8, 2017

- 8:00 - 8:30 a.m. Registration
- 8:30 - 10:00 a.m. **"Bob, I'm Really Busy": The Impact of Impersonal Care** (1.5 PC CEUs)
Presented by Dave Walker BSE, LNHA and Sharon Thomas BSN, RN, RAC-CT and Sam Plaster DHSS, State Culture Change Coordinator
- 10:00 - 10:15 am Break
- 10:15 - 11:45 a.m. **"What Every Administrator Needs To Know About Current Trends in Labor & Employment Trends (EEOC, NLRB, MCHR, DOL and others)"** (1.5 CEUs)
Presented by James Foster, Jr.
Speaker Sponsored by McMahon Berger
- 11:45 -12:30 p.m. Lunch
- 12:30 - 1:30 p.m. **"Regulatory Update"** (1.0 CEU)
Presented by Shelly Williamson and Kristen Edwards, DHSS Section for LTC Regulation
- 1:30 -1:45 p.m. Break
- 1:45 - 2:45 p.m. **Concurrent Sessions**
1. **"ADL Coding for Accuracy - Taking Credit For The Work You Do"** (1.0 CEU)
Presented by Wade Scheulen
Speaker Sponsored by PPS Therapies
 2. **"Administrator Licensure Update"** (1.0 CEU)
Presented by Sally McKee, Mo. Board of Nursing Home Administrators
- 2:45 -3:45 p.m. Break with Exhibitors
- 3:45 - 4:45 p.m. **Concurrent Sessions**
1. **"PBJ"** (1.0 CEU)
Presented by Suzy Harvey, RN-BC, RAC-CT & Sherri Robbins, RN, BSN, CLNC, RAC-CT, LNHA
Speaker Sponsored by BKD
 2. **"Dodging Deficiencies: Common Foodservice Citations & Solutions"** (1.0 CEU)
Presented by Jennifer Parham, RDN, LD & Nichole Burnett, MS, RDN, LD
Speaker Sponsored by Graves Menu Maker Foods
- 4:30 p.m. **Hospitality** *Sponsored by United Scripts.*

THURSDAY, FEBRUARY 9, 2017

- 8:00 - 8:30 a.m. Registration
- 8:30 -9:30 a.m. **"Busy Doing Nothing: How To Foster Purpose & Meaning For Seniors In LTC."** (1.0 CEU)
Presented by Kathleen Weissberg, OTD, OTR/L
Speaker Sponsored by Select Rehabilitation
- 9:30 -10:30 a.m. Break with Exhibitors & 1.0 CEU possible with participation.
- 10:30 - 11:30 a.m. **"Effective Strategies for Attracting, Developing and Retaining Talent"** (1.0 CEU)
Presented by Daren Fristoe

AGENDA

- 11:30 - 12:30 p.m. Final Break with Exhibitors
- 12:30 - 1:30 p.m. Lunch
- 1:30 - 2:30 p.m. **Concurrent Sessions**
- 1. "The Right to Refuse What Someone Else Deems Best for You".** (1.0 PC CEU)
Presented by Cheryl Parsons, RN, BSN, LNHA
 - 2. "Section GG"** (1.0 PC CEU)
Presented by Suzy Harvey, RN-BC, RAC-CT & Sherri Robbins, RN, BSN, CLNC, RAC-CT, LNHA
Speaker Sponsored by BKD
- 2:30 - 2:45 p.m. Break
- 2:45 - 4:45 p.m. **"Pain the 5th Vital Sign"** (2.0 PC CEU)
Presented by Dr. Chuck Gokoo
Speaker Sponsored by American Medical Technologies
- 4:45 p.m. Cocktail Reception with Heavy Hors D'oeuvres

FRIDAY, FEBRUARY 10, 2017

- 7:30 - 8:30 a.m. Registration and Breakfast Buffet
- 8:30 - 10:00 a.m. **"Developing the Skill of Patience In Dementia and Person Centered Care"** (1.5 PC CEUs)
Presented by Cheryl Parsons, RN, BSN, LNHA
- 10:00 - 10:15 a.m. Break
- 10:15 - 11:15 a.m. **"Antipsychotic Medication Update"** (1.0 PC CEU)
Presented by Cathy Baker, R.Ph.
Sponsored by Wilkinsons Health Care
- 11:15 - 11:30 p.m. Break
- 11:30 - 1:00 p.m. **"Verbal Intervention Strategies "** (1.5 PC CEUs)
Presented by Jennifer McClure, MAHDFS
Sponsored by SSM Behavioral Health
- 1:00 p.m. Adjourn



SPONSORED BY:

MISSOURI ASSOCIATION OF NURSING HOME ADMINISTRATORS
4100 COUNTRY CLUB DRIVE - JEFFERSON CITY, MISSOURI 65109
(573) 634-5345 FAX: (573) 634-8590
WWW.MLNHA.ORG

CONNECTIVITY - THE KEY TO CAREER SUCCESS

	<i>Adm. License Number</i>	<i>FULL PKG. Member</i>	<i>FULL PKG. Prospective Member</i>	<i>FULL PKG. Spouse</i>	<i>FULL PKG. Staff</i>	<i>One Day Only Wed./Thur /Friday</i>	<i>Extra Banquet</i>	
NAME	Lic. #	\$375	\$475	\$125	\$225	\$125	\$40	Total Per Person

Member Administrator: Includes all educational sessions (total 16 ceus -8.5 possible PC ceus) & social functions, 2 breakfast, 2 lunch, 1 reception, breaks, & exhibit hall passes.

Spouse: Includes all planned social/meal functions, breaks & exhibit hall passes (No CEUs).

Prospective Member: Same as Member Administrator (total 16 ceus - 8.5 possible PC ceus).

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

Wednesday Only: Includes educational sessions (total 4.50 ceus & 1.5 PC), lunch, and breaks

Thursday Only: Includes educational sessions (total 3 .0 ceus - 3.0 PC possible), Lunch, breaks, and exhibit hall passes.

Friday Only: Includes breakfast, breaks and educational session (total 4.0 PC).



PLEASE COMPLETE ALL OF THE FOLLOWING INFORMATION!

Send confirmation to (we will be sending via email) Email: _____

Name: _____ Facility Name: (for name badge) _____

Address: _____ C/S/Z _____

Fax #: _____ Method of Payment (check one): CHECK __ MASTERCARD __ VISA __ DISCOVER __ AMEX __

Card #: _____ Expiration Date: _____ Name on Card: _____

Billing Address _____ 3 Digit Security # _____

COMPLETE AND RETURN TO:
Missouri Association of Nursing Home Administrators
 4100 Country Club Drive - Jefferson City, Missouri 65109 (573) 634-5345 Fax: (573) 634-8590
 E-Mail: gaylas@mlnha.org

MANHA 2017 WINTERFEST CONFERENCE

Missouri Association of Nursing Home Administrators is pleased to invite you to attend our midyear conference, Winterfest. The goal of this conference is to provide long-term care administrators and their staff practical and inspirational education hours along with the opportunity to network and socialize with colleagues. It is also the only MANHA-sponsored conference that provides you a chance to view the latest technology, products, and services offered by suppliers.



GENERAL INFORMATION

Location:

Ameristar Hotel & Conference Center
One Ameristar Boulevard
St. Charles, MO 63301

*Reservations may be made at 1-636-940-4301 or www.ameristar.com with special code MANAB17A
Identify that you are with MANHA to receive the reduced rate of \$109.00*

You must reserve your room no later than January 20, 2017. After that date rooms are on availability basis only.

Cancellation:

Advance registration is preferred. All on-site registration fees will be increased by \$50.00. A full refund will be given if requested by January 20, 2017. No refunds will be given after that date. You may send a substitute.

Accreditation:

Educational seminars are approved for 16 total CEUs of which there are a possible 8.5 Patient Care CEUs. Approved by the Missouri Board of Nursing Home Administrators (TA 029-417.) All attendees will be issued certificates of attendance. **One hour of the 16 total will be given by obtaining pieces of educational materials from participating vendors in the exhibit hall. Participation will be verified.**

Conference Fees

Member Administrator - (total 16 hours)	\$375
Spouse - (no continuing education hours)	\$100
Prospective Member - (total 16 hours)	\$475
Staff/Associate - Certificate of Attendance	\$225
Individual Days - each day (CEUs)	\$125



EDUCATIONAL SESSIONS

Wednesday, February 8th - 8:30 to 10:00 a.m. (1.5 PC CEUs)

Bob, I'm Really Busy: The Impact of Impersonal Care

This presentation will explain the impact of impersonal care on residents with dementia. Learning circles and discussion will take place after watching five short scenarios involving staff providing assistance for a persons living with dementia. This presentation will open up discussion on how best to provide resident specific support and assistance. Each brief scenario is designed to demonstrate the impact of a caregiver's tone, actions, inactions, and level of sensitivity to the resident's needs. **Dave Walker, BSE, LNHA** has over 44 years of experience in healthcare and has been a licensed Administrator for over 30 years. Since 2012 he has been working for the University of Missouri, Sinclair School of Nursing as their Long Term Care Executive Coach helping equip, motivate, and support Long Term Care Administrators and their support staff to produce better outcomes for the elders of our state. He has compiled a free Survey Readiness Manual to help Administrators and support teams have better survey results (www.nursinghomehelp.org). He assists Administrators with resources, process improvement, survey readiness, plan of correction assistance and audits. His passion is culture change and assists Homes in starting or continuing their culture change journey. **Sam Plaster**, serves as State Culture Change Coordinator for Missouri's long-term care regulatory agency, the Missouri Department of Health and Senior Services, Section for Long-Term Care Regulation. He is a member of the Section's upper management team and provides Missouri's long-term care surveyors with culture change training and guidance. He also ensures that culture change is considered in the Section's decision making by serving as advisor to the Second Business and Exceptions committees and participating in the regulation review process. Sam serves as Regulatory Advisor to Missouri's culture change coalition, MC5 (Missouri Coalition Celebrating Care Continuum Change), and Regional Representative Coordinator, supporting the 13 MC5 regional groups throughout the state. He provides culture change training and presentations to long-term care stakeholders and shares the latest culture change happenings on the Section's [culture change blog page](#). Sam is a graduate of Columbia College. He has worked for the State of Missouri for 26 years and has been with the Department of Health and Senior Services for the past twelve. Prior to accepting his current position in 2011, he served as the Section for Long-Term Care Regulation's Planning and Development Manager, overseeing policy development, state regulation promulgation, surveyor training, and provider information. He has also held positions with the Bureau of Quality Assurance, overseeing investigations related to the in-home care program and the Office of Special Investigations, investigating abuse, neglect, and financial exploitation of Missouri's elderly and disabled citizens. **Sharon Thomas, BSN, RN, RAC-CT** *see previous description.*

Wednesday, February 8th - 10:15 to 11:45 a.m. (1.5 CEUs) What Every Administrator Needs to Know About Current Trends in Labor & Employment Trends (EEOC, NLRB, MCHR, DOL and Others) James Foster, who has appeared before the Mo. Association of Nursing Home Administrators many times before, will give us a fast-paced update on the recent developments in these ever-changing areas of the law that every administrator, supervisor/manager must know. The program will provide both an overview as well as detail of the current law, those changes which have recently taken place, and those changes which will likely be part of the landscape in the near future.

Wednesday, February 8th - 12:30 to 1:30 p.m. (1.0 CEU)

Regulatory Update

An update will be given on current regulatory expectations. DHSS Staff: Kristen Edwards, Director Section LTC Regulation and Shelly Williams Deputy Director Section LTC Regulation.

Wednesday, February 8th - 1:45 - 2:45 p.m. (1.0 CEU)

ADL Coding for Accuracy-Taking Credit for the Work You Do In this session, common costly errors and pitfalls associated with coding late loss ADL's will be examined. A review of the regulatory language as well as common inter-departmental terminology will be highlighted in order to reduce the confusion associated with MDS requirements. In addition, the components of each ADL will be reviewed in order to facilitate accuracy in coding among facility staff. **Wade Scheulen** serves as the Executive Vice President of PPS Therapies of Columbia, Mo. Over his 11 year tenure in this position, his primary focus has been on improving the quality of care delivery in local skilled nursing facilities. Working with the administrative team, he has advised on systems and programs that ensure compliance with the established standards of practice, state and federal regulations and QAPI reporting.

SESSIONS CONTINUED..

Wednesday, February 8th - 1:45 to 2:45 p.m. (1.0 CEU) BNHA - Licensure Board Update

Updates will be provided regarding board activities and administrator licensure. Come find out about emerging issues related to long term care administration. **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 the Department of Health and Senior Services and over 8 years in the senior services field. She previously worked in the Section for Long Term Care Regulation and was the editor of the "LTC Bulletin" and the "LTC Information Update" list serve. In addition, she worked in the Division of Senior and Disability Services and was the liaison for the Silver Haired Legislature and the Governor's Advisory Council on Aging.

Wednesday, February 8th - 3:45 - 4:45 p.m. (1.0 CEU)

PBJ The newly mandated Payroll-Based Journal (PBJ) system became effective July 1, 2016 and Nursing facilities must have the first quarter staffing and census information submitted to the CMS by November 14, 2016. Staffing includes contract and agency staff as well as physicians. Failure to comply can result in civil monetary penalties and is a condition of participation in Medicare and Medicaid. PBJ data will eventually be used for the 5-Star Staffing Rating. So knowing the what, when, where and how is detrimental to being a Valued Player in the Future of Long Term Care. **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 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. **Sherri L. Robbins, BSN, RN, CLNC, RAC-CT.** A member of the BKD National Health Care Group, Sherri has more than 20 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 does comprehensive follow-up reviews to assist providers in obtaining appropriate Medicare reimbursement. The reviews are focused on patient-centered care and regulation compliance. She is a Certified Legal Nurse Consultant (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 a Resident Assessment Coordinator-Certified™ (RAC-CT™) and was previously employed as a licensed practical nurse and certified nurse assistant.

Wednesday, February 8th - 3:45 to 4:45 p.m. (1.0 CEU) Dodging Deficiencies: Common Foodservice Citations & Solutions

During this session we will identify the most common foodservice related deficiencies facing acute and long term care facilities. We will identify possible solutions to these deficiencies as we strive to minimize future risk resulting in more favorable inspection outcomes. Join me for a fun, interactive session as we explore options to improve facility and staff compliance related to foodservice. **Jennifer L. Parham**, is a Registered and Licensed Dietitian with Graves Menu Maker Foods Healthcare Team. Jennifer earned her undergraduate degree from Texas Tech University and completed her dietetic internship at the University of Kentucky. She has worked in a variety of nutrition related fields with emphasis in public health and clinical nutrition. Before joining the Healthcare team with Menu Maker Foods, she served as the consulting dietitian for Community Action Resource and Development (C.A.R.D.) Senior Nutrition Program. Jennifer also has a long history with St. John Health System in Tulsa, initially as the Healthy Lifestyles/Fitness-Wellness Dietitian then as the Clinical Nutrition Manager. She conducted weekly, live cooking segments on KOTV Channel 6 news and was a regular guest on KRMG radio's health segment. Currently, with Graves Menu Maker Foods, Jennifer services customers in the states of Missouri, Kansas, Oklahoma and Arkansas providing valuable tools and resources to promote facility goals, and improve resident satisfaction and outcomes related to food service. **Nichole Burnett** is a graduate from the Coordinated Program in Dietetics at Kansas State University and later received her Master's degree in Leadership Education at the University of Nebraska. She has more than 12 years of foodservice experience as well as being a foodservice director for a long-term care facility. She has over 14 years in both Kansas and Nebraska teaching food preparation, preservation, safety, and nutrition to county residents of all ages. For the past 2 ½ years Nichole has worked in K-12 nutrition, first as the nutrition coordinator at the second largest school district in Kansas and then as a consultant in MO and KS for a NE foodservice distributor. Nichole is currently serving as a Healthcare Specialist for Graves Menu Maker Foods.

SESSIONS CONTINUED..

Wednesday/Thursday, February 8-9th - (1.0 CEU)

During the breaks with exhibitors you will have the opportunity to visit participating vendors to pick up an educational piece of information. You must collect different educational pieces to be eligible for the 1.0 CEUs.

Thursday, February 9th - 8:30 to 9:30 a.m. - (1.0 CEU)

Busy Doing Nothing: How to Foster Purpose & Meaning for Seniors in LTC

Are your residents busy doing nothing? Are they actively engaged? Research evidence today's seniors prefer continued engagement in meaningful and purposeful activities and occupations. Those who are occupationally active show positive therapeutic benefits, demonstrate fewer negative behaviors, need less help with self-care tasks, report positive mood, and describe greater quality of life. Despite such positive outcomes of meaningful engagement, recent studies have suggested that elderly residents are inactive for most of their time, are engaged in passive activities, and do not experience significant verbal interaction with their caregivers. Many caregivers continue to focus on the "tending" aspects of their jobs instead of maintaining resident choice and independence. This session will explore meaningful activities by focusing on the intersection of the individual, his/her occupations, and the environment. Participants will be guided through what it means to foster engagement and strategies to connect seniors to their environment, improve community involvement, resident choice in the facility, and help individuals lead. Participants will be guided through a narrative interview for soliciting preferences and be offered four different standardized tools for soliciting individual preferences, interests, roles, and hobbies and using these to encourage client choice and control over activities. As residents' functional abilities change, participation and motivation may change, too. Following the PEO Model of Care, techniques for adapting activities and the environment to continue to meet the needs of changing medical conditions, those with dementia, and the most frail residents will be suggested. Participants will learn the evidence-based activity requirements and techniques for adapting activities for seniors with dementia. The role of nursing will be discussed as a key contributor to facility activity programs; meaningful and purposeful activity is everyone's job, not just the activities department. Finally, factors influencing activity provision including budgets, staffing, activity schedules, education, motivation, and creative activity choices will be explored. Many of these are cited in staff interviews as reasons for not providing abundant and creative activities but do not need to be barriers. Creative solutions to these perceived barriers will be presented and participants will learn how to brainstorm new and different activities that encompass all critical elements for success: participant stimulation, functional components, social connections, and recreation/enjoyment. Despite such positive outcomes of meaningful engagement, recent studies have suggested that elderly residents are inactive for most of their time, are engaged in passive activities, and do not experience significant verbal interaction with their caregivers. This session offers real-time strategies to increase engagement for all residents living post-acute facilities. While this is not new and innovate per say, many caregivers continue to focus on the "tending" aspects of their jobs instead of maintaining resident choice and independence and many administrators are focused on reimbursement and regulatory statutes. The strategies addressed in this session will help individuals go back to their facilities and focus on continued quality improvement plans as they relate to activities and engagement. With this renewed focus and commitment to service and care delivery in this area, client confidence and satisfaction can be enhanced. **Kathleen D. Weissberg, OTD, OTR/L**, is the education director for Select Rehabilitation. She developed 25+ on-line continuing education courses related to therapy in long-term care. Kathleen is responsible for all posted content, instructor credentialing, site maintenance and record keeping. She conducts live seminars for therapists and nurses including aquatics, dementia, continence improvement, and orthopedics. Kathleen oversees a department of 6 individuals whose responsibilities are to create educational content for employees. Developed leadership plans with each individual and mentoring to achieve goals.

Thursday, February 9th - 10:30 to 11:30 a.m. - (1.0 CEU)

Effective Strategies for Attracting, Developing and Retaining Talent

Learn about the 5 Critical Areas of Effectively Attracting, Developing and Retaining Talent in your workplace. Attendees should come prepared for an interactive session on identifying and hiring the 'right' employee, mentoring and keeping employees using targeted tools and processes across the generational workforce. Specifically, we will discuss Employee Development Processes, Coaching / Corrective Counseling, Recognition Programs, 'High Potential Employees', and the Value of Ongoing Communication. Simple recruiting is not enough anymore - this is a proactive session that will lead to higher employee job satisfaction, higher employee retention, happier customers and ultimately a healthier and more productive workplace!

Daren Fristoe brings over twenty-five years of leadership experience gained from corporate positions, civic organizations and consulting services. Prior to joining CAREER PLACEMENT HEALTHCARE, Daren had responsibilities for the overall management of varied disciplines, including human resources, training and education, benefits and salary administration, general office management, franchise services, communication, corporate marketing and event management, as well as community service outreach programs. Among his professional positions held, Daren served as Chief Administrative Officer for CARSTAR, Inc., the largest franchisor of collision repair facilities in North America and Vice President of Human Resources for eScout, LLC, an electronic commerce procurement company. Daren also worked in the industries of telecommunications, staffing, international manufacturing, and property and casualty insurance.

SESSIONS CONTINUED..

Among his civic leadership roles, Daren served as Chairman for the Lee's Summit Economic Development Council, Chairman for the Lee's Summit Planning Commission, and KPA Co-Chair for the Lee's Summit 360 Strategic Planning Initiative. Daren received his Bachelor of Arts degree in Political Science from the University of Missouri - Columbia, and his Juris Doctorate degree from the University of Tulsa College of Law.

Thursday, February 9th - 1:30 to 2:30 p.m. - (1.0 PC CEU)

The Right To Refuse What Someone Else Deems Best For You

Residents have the same rights that you and I have. I may be diabetic but in the real world if I decide I want a cup of "real" ice cream ultimately that decision is mine to make and mine alone. Is it the best decision for me? Probably not! Do I still have the right to make it? Absolutely!!! So how do you protect the resident's rights to autonomy and self-direction and still provide protective oversight, also a requirement of law and one that if ignored can generate some very nasty deficiencies? There is an evidenced based protocol that when followed allows the resident autonomy while at the same time allows you safe guard your facility license and staff all at the same time. So yes the resident can have the cake and eat the ice cream as well!!! All while you maintain regulatory protective oversight! **Cheryl Parsons** is a registered nurse, long-term care administrator, former skilled facility owner, author, long-term care consultant, speaker and informal dispute resolution reviewer. She has over 36 years of combined nursing, administration, ownership and consulting experience in the industry and has received awards in recognition of her accomplishments and dedication to improving long term care. Cheryl speaks passionately about person-centered care and has dedicated a large part of her speaking career to motivating providers at all levels to leave the institutional model behind. She has published two books, "The Core Building Blocks of Quality in LTC," and "The Crucial Role of Social Services in Long Term Care." In addition she has prepared and spoken on, over 500 seminar programs on various issues which challenge the industry. In July of 2011 she began work with Primairs, Missouri's Quality Improvement Organization, as an Informal Dispute Resolution Reviewer and recently stepped down from that position to take a full time administrator position at Pleasant Valley in Liberty, MO.

Thursday, February 9th - 1:30 to 2:30 p.m. - (1.0 PC CEU)

Section GG

Effective October 1, 2016, a formalized method of assessing patients upon Medicare Part A admission and discharge for self-care and mobility activities. Section GG captures both the patient's usual (baseline) performance in the first 3 days of the Medicare stay as well as their goals. Section GG upon discharge includes the patient's performance in the last 3 days of the Medicare stay. Information from section GG beginning October 1, 2016 through December 31, 2016 will be used to determine the "Percentage of LTC hospital patients with an admission & discharge functional assessment & care plan that addresses function" a new Quality Measure.

This information will then begin impacting payment to SNFs in FY 2018. See previous bios for Suzy Harvey and Sherrie Robbins.

Thursday, February 9th - 2:45 to 4:45 p.m. - (2.0 PC CEUs)

Pain The 5th Vital Signs

Pain is a common experience for many older adults. While it may be a factor associated with a number of disease processes, it is a myth that pain is a normal part of aging. Cognitive impairment represents a particular challenge to pain evaluation, interventions and management. As the dementia progresses speech ability declines resulting in the older adults with these conditions unable to verbalize their pain. In actuality they may not remember they have been in pain or interpret the pain sensation. The medical staff perception that pain medication may further increase confusion in the elderly with dementia or that they do not feel pain is a persistent barrier to quality care. Understanding barriers to management and optimizing practice procedures including assessment, treatment and monitoring ensures that the elderly remain as pain free as possible or that their pain is managed will be discussed. The information presented will assist clinicians in understanding the current regulations regarding resident pain and enhanced interventions and outcomes. **Dr. Chuck Gokoo** is the Chief Medical Officer for American Medical Technologies. For over three decades he has provided key strategies to clinicians in the field of wound management. Recently, Dr. Gokoo has turned to the scientific field of pharmacogenomics and its utilization in helping to control adverse drug events, as well as its related impact on wound management. Dr. Gokoo is a member of multiple professional organizations and serves on advisory boards for several prominent biotechnological companies. He is a Diplomat of the American Board of Wound Management and is a founding member of The American College of Clinical Wound Specialists.

SESSIONS CONTINUED..

Friday, February 10th - 8:30 to 10:00 a.m. - (1.5 PC CEUs)

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! **Cheryl Parsons** is a registered nurse, long-term care administrator, former skilled facility owner, author, long-term care consultant, speaker and informal dispute resolution reviewer. She has over 36 years of combined nursing, administration, ownership and consulting experience in the industry and has received awards in recognition of her accomplishments and dedication to improving long term care. Cheryl speaks passionately about person-centered care and has dedicated a large part of her speaking career to motivating providers at all levels to leave the institutional model behind. She has published two books, "The Core Building Blocks of Quality in LTC," and "The Crucial Role of Social Services in Long Term Care." In addition she has prepared and spoken on, over 500 seminar programs on various issues which challenge the industry. In July of 2011 she began work with Primairs, Missouri's Quality Improvement Organization, as an Informal Dispute Resolution Reviewer and recently stepped down from that position to take a full time administrator position at Pleasant Valley in Liberty, MO.

Friday, February 10th - 10:15 to 11:15 am - (1.0 PC CEU)

Antipsychotic Medication Update

The first atypical antipsychotic, clozapine (Clozaril), was introduced in the United States in 1990. Since then, multiple other medications have been developed. In this session, our discussion will include a review of this class of medication and appropriate use, the significance of off-label use, identifying symptoms vs side-effects, and a look at environmental modifications and non-pharmacological approaches. We will also present a comprehensive review the Federal "black box warning". Wilkinson Health Services is under the direction of **Cathy Baker, R.Ph, Chief Pharmacist**. Cathy has worked with long-term care systems for over 20 years. She is a specialist in geriatric care and a Certified Consulting Pharmacist.

Friday, February 12th - 11:30 to 1:00 pm - (1.5 PC CEUs)

Verbal Intervention Strategies

This seminar focusses on how to verbally intervene with individuals that may be challenging, how to effectively set limits, follow through and how to rationally detach from situations that are meant to elicit an emotional response from staff. We find this information to be extremely helpful to staff. Challenging client behaviors seems to be a common issue among staff. Without proper training, these behaviors combined with inappropriate staff responses can quickly lead to escalation in clients, creating unsafe situations and ultimately ...staff turnover (burnout). **Jennifer McClure, MA HDFS** is currently the Lead Recreation Therapist at St. Vincent's (DePaul Hospital) for inpatient behavioral health. She has worked at St. Vincent's as a recreation therapist for six years and has experience working with all ages, children, adolescents, adults and seniors. Jennifer is also a senior level Certified CPI instructor (Crisis Prevention and Intervention), having taught over 900 hours of staff development including Setting Limits and Autism Education. Her previous roles have included Early Childhood Education and Special Education. I hold a BS degree from Upper Iowa University (psychology) and an MA from The University of Missouri, Columbia in Human Development and Family Studies.