

# Discover Hidden Treasures with MALA!

## MISSOURI ASSISTED LIVING ASSOCIATION'S SPRING CONFERENCE

**When:** April 21~23, 2013

**Where:** Chateau on the Lake  
Branson, MO

# MALA

Missouri Assisted Living Association

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# Discover Hidden Treasures

## Conference At a Glance

### Sunday, April 21

12:00 – 5:00	Registration
1:30 – 1:45	Opening Remarks
1:45 – 3:15	<b><i>Legislative and Regulatory Updates</i></b> - Jorgen Schlemeier
3:15 – 3:30	Break
3:30 – 5:00	<b><i>The Basics of Nutrition and Diabetes</i></b> - Lucy Crain, Health Care Specialist Dietitian
5:30	Hospitality Event

### Monday, April 22

7:00 – 8:00	Breakfast Buffet
8:00 – 9:00	<b><i>You Have the Power</i></b> - Laura Morris
9:00 – 9:15	Break
9:15 – 10:15	<b><i>Conflict Resolution</i></b> - Matt Cowell, Ascend Business Strategies
10:15 – 11:15	Break with Exhibitors
11:15 – 12:15	<b><i>Increasing Revenue by Improving Residents Daily Function</i></b> - Tammy Eaton
12:15 – 1:15	Lunch and Deficiency Free Awards
1:15 – 2:45	<u>Concurrent Sessions</u>
	1. <b><i>Stress in the Workplace</i></b> - Dr. Novella Perrin
	2. <b><i>The Basic Facts about Schizophrenia</i></b> - Dr. Steve Harvey, MD
	3. <b><i>Administrator Licensure Update</i></b> - Sally McKee, Board Coordinator, MO Board of Nursing Home Administrators
2:45 – 3:45	Break with Exhibitors
3:45 – 5:15	<b><i>Health Care Reform 101 and its Impact on You</i></b> - Heffernan Insurance Brokers

### Tuesday, April 22

7:00 – 8:00	Breakfast Buffet
8:00 – 9:00	<b><i>Anger Management</i></b> - Dr. David Swift, Psychologist
9:00 – 9:30	Break – Hotel Checkout
9:30 – 10:30	<b><i>Anger Management</i></b> (cont'd) - Dr. David Swift, Psychologist
10:30 – 10:45	Break
10:45 – 11:45	<b><i>Culture Change for Assisted Living and Residential Care Homes</i></b> - Sam Plaster, State Culture Change Coordinator
12:00 – 1:15	<b><i>MALA Overview</i></b> - Bob Adams, President of MALA Lunch and PAC Awards
1:30 – 3:00	<b><i>Signs of Employee Substance Abuse and Diversion</i></b> - Janet Wolken, Board Coordinator, MO Board of Nursing
3:00	Closing Remarks/Prize Drawings

# Discover Hidden Treasures

Sunday, April 21

1:45 – 3:15 PM      **General Session: *Legislative and Regulatory Updates***

1.5 A

**Jorgen Schlemeier**, of Gamble & Schlemeier, LTD, has a political science degree from the University of Missouri. In 1989, Jorgen began his career in Jefferson City as an administrative aid to Senate Minority Floor Leader, Tom McCarthy. In 1992, Jorgen left his position with the Senate to join William Gamble in a governmental consulting firm. Jorgen gained experience lobbying for MALA, the Missouri College of Emergency Physicians, and the Missouri Hotel and Lodging Association. Gamble & Schlemeier was formed in 1995, and represents numerous organizations.

**Session Description:** In this session Jorgen will update attendees on the legislative issues that affect the assisted living and residential care industry and address related questions and concerns.

3:15 – 3:30 PM      **Break**

3:30 – 5:00 PM      **General Session: *The Basics of Nutrition and Diabetes***

1.5 PC

**Lucy Crain, MS, RD, LD, CDE** started at Kohl Wholesale as the Healthcare Specialist Dietitian in August 2012. Lucy has been a registered and licensed dietitian since 2002. She received her Bachelor's and Master's of Science degrees from Eastern Illinois University. She completed internships at Passavant Area Hospital in Jacksonville, Illinois and the United States Department of Agriculture in Boston. Lucy is a registered dietitian with the Commission on Dietetic Registration & an active member of the Academy of Nutrition & Dietetics, American Association of Diabetes Educators and St. Louis Area Diabetes Educators. Lucy has worked in a variety of healthcare settings, including clinical nutrition, community wellness and the retail food industry. Lucy is also a Certified Diabetes Educator. Lucy is available to provide assistance with therapeutic diets, Health Technologies menu program & software, as well as serves as a resource for cycle menus planning, standardized recipes, nutrition analysis, and in-services for foodservice employees.

**Session Description:** What is a diabetic diet? *Is it diabetic diet? Low concentrated sweets? No concentrated sweets?* With so many ways to feed people with diabetes, no wonder there is so much confusion when you put someone on a “diabetic diet.” Let Lucy Crain, Certified Diabetes Educator with Kohl Wholesale, explain what foods affect your resident’s blood sugar and how food on a “diet” doesn’t have to taste like it.

**5:00 Hospitality Event – Please join us Sunday evening** as MALA will host a “Pirates of the Caribbean” party in our hospitality suite. Take this opportunity to get away from it all and do a little networking at the same time. There will be entertainment, food, refreshments, and friends. We guarantee you will have a swashbuckling good time!

# Discover Hidden Treasures

Monday, April 22

8:00 – 9:00AM **General Session: *You Have the Power***

1.0 A

**Laura Morris** was a Regional Director of Sales and National Sales Trainer for Marriott Corporation before opening The Second Chance Foundation, a non-profit organization that created and facilitated preventive programs for youth of all ages on bullying, addictions, suicide and other topics. In 2010 she was honored as a Zonta “Woman of Achievement” and City Magazine’s “Ones to Watch”. She is currently the Director of Sales and Marketing for the Courtyard Marriott in Columbia and an ongoing motivational speaker for numerous associations.

**Session Description:** This motivational seminar concentrates on the premise that everyone has the ability to be extraordinary. By analyzing scientific evidence that our sub-conscious brain will respond and fulfill what we allow it to react to, we can control our success and outcomes by choosing what we introduce it to. People who achieve incredible things hold true to 5 Principles:

1. The “Power” of Believing
2. The “Power” of Positive Thinking
3. The “Power” of Doing
4. The “Power” of Failure
5. The “Power” of Choice

Through testimonials, audience participation and humor attendees will walk away with a simple philosophy that can be used personally and professionally; as a manager or employee to motivate and inspire.

9:00 – 9:15AM **Break**

9:15 – 10:15AM **General Session: *Conflict Resolution***

1.0 A

**Matt Cowell**, President of Ascend Business Strategies has been in the Leadership and Professional Training Field for over 20 years designing and developing training programs to allow people to accomplish their goals. Matt serves as an adjunct professor at William Woods University in the Business Department. He has been teaching graduate and undergraduate classes for the past 12 year. Matt and his wife have two children.

Having taught theory for so many years, Matt has decided that the future of training is about teaching simple processes that can be understood and executed with simple behaviors. He has created a world class program called Executing in Leadership that takes management theories and delivers them in a visual step by step process.

In addition to his training background, Matt has held various leadership positions in public and private organizations. Matt is also certified in the Extended Disc Communication Tools, Franklin Covey, and Executive Coaching. Matt has developed over 30 safety programs that exceed OSHA requirements.

**Session Description:** We all have conflict in our lives. Some of the conflict is easier to deal with than others. This workshop will teach you how to handle the emotional side of conflict and teach you ways to resolve conflict using our unique program called The Dimension Model.

- **The Dimensions model** looks broadly at three different “layers” or areas where we can focus our work, and how those three areas affect the resolution and recurrence of conflict.

You will be instructed how to walk through all three of these styles and you will learn to apply each style in situations that are best suited for you to resolve conflict.

10:15 – 11:15AM **Break with Exhibitors**

# Discover Hidden Treasures

Monday, April 22 (cont'd)

11:15 – 12:15PM **General Session: *Increasing Revenue by Improving Daily Function of Residents***

1.0 PC

**Tammy Eaton, Assisted Living Allies** Tammy Eaton graduated from College of the Ozarks with a Health & Wellness and Psychology degree. She is certified as a Personal Trainer through the National Strength & Conditioning Association as well as the Cooper Institute. She has trained on her own in Springfield for 17 years and in 2009 opened her own personal training gym-Git Fit Headquarters. Through the years her focus has become training older adults and improving and maintaining their quality of life. She currently trains 10 clients that are over 70, 3 of which are over 90.

**Session Description:** Tammy will show common problems/issues with older adults and how these manifest into bigger problems, simple techniques to improve activity and functioning of residents and thereby reducing fall risk, and cost of falls to ALF and RCF vs cost of full time trainer.

12:15 – 1:15PM **Lunch**

1:15 – 2:45PM **Concurrent Sessions**

## **Breakout Session 1: *Stress in the Workplace***

1.5 A

**Novella Perrin, PhD**, retired as the Assistant Provost for Research and Dean of The Graduate School at the University of Central Missouri in Warrensburg, Missouri. She also was a professor of sociology and the Director of the UCM Gerontology Institute. She earned her doctorate in sociology with an emphasis in gerontology from the University of Kansas.

She is a consultant and author of numerous books and articles as well as a frequent presenter at local, state and national meetings on aging related issues. Her most current research focuses on nurse aide retention, care giving, rural aging, elder abuse and aging in place.

Dr. Perrin also is active in numerous professional and service organizations. She is the past president of the Missouri Board of Nursing Home Administrators. She is the past Executive Director of Sigma Phi Omega, the national gerontology honorary and past Executive Officer of the Sociological Practice Association. She also was selected as an issue expert on elder abuse for the White House Conference on Aging.

**Session Description:** The health care industry is a stressful environment. A hearty laugh can go a long way in making us feel good as well as making us more productive and able to have positive interactions with our co-workers. This session will identify the positive and negative effects of stress on the individual. Specifically, the session will focus on strategies to manage stress and reduce it in each person's personal and professional life. The major goal of this session is to put a little humor in your life and in your workplace to relieve and manage your stress.

At the conclusion of this session the participant will be able to:

1. Identify positive and negative effects of stress on each person;
2. Identify stress management strategies; and
3. Identify tips that can be utilized to put appropriate humor in the workplace.

# Discover Hidden Treasures

Monday, April 22 (cont'd)

## Breakout Session 2: *The Basic Facts about Schizophrenia*

1.5 PC

**Dr. Steve Harvey** attended college, medical school, and residency at Washington University in St Louis. He is part of a large group practice where he practices general psychiatry, and is also on the part time faculty of Washington University School of Medicine. Dr. Harvey also spends a significant portion of his time working in residential care facilities and skilled facilities.

**Session Description:** In this session, we will cover the basics of everything you want to know about schizophrenia. This includes epidemiology, etiology, diagnosis, medications, symptoms, physiology, and several other aspects of the disease. There will be time for questions and answers also.

## Breakout Session 3: *Administrator Licensure Update*

1.5 A

**Sally McKee**, Board Coordinator, Missouri Board of Nursing Home Administrators – 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 and MO LANE (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 worked in the Section for Long Term Care Regulation as a Health Program Representative 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.

**Session Description:** Updates will be provided regarding board activities and administrator licensure. Come find out the emerging issues related to long term care administration.

2:45 – 3:45 Break with Exhibitors

3:45 – 5:15 **General Session: *Navigating Health Care Reform and Your New Benefit Strategy*** 1.5 A

**Michael J. Boone** is Senior Vice President and Practice Leader for Care Providers Business Insurance and former owner and founder of Best Choice Insurance. Michael specializes in business relating to care for all lines of coverage to include property, liability and benefits.

**Linda Huber** is Senior Vice President and Practice Leader of the benefits department. She has 24 years experience as a broker and Senior Executive for various insurance companies and agencies. Her knowledge is specific to Health Care Reform as it relates to benefits and benefit strategies.

**Session Description:** Presentation will include Health Care Reform 101 and Navigating Health Care Reform. We will dig into details of the law as of today. The presentation will also focus on "Pay or Play "Strategies related to Health Care Reform for the Care Industry..."Industry Specific"

# Discover Hidden Treasures

Tuesday, April 23

8:00 – 9:00 **General Session: *Anger Management***

2.0 A

**Dr. David Swift** is a Licensed Clinical Psychologist. Having spent the last 12 years of his career in corporate management, Dr. Swift recognized the need to understanding personality for effective management. During his Residency he developed a management training system which has since proven successful in helping both large and small companies improve managerial relationships, reduce turnover, improve production and improve overall employee satisfaction. The Swift Personality Profiling System (SPPS) is the result of 5 years of research combined with practical corporate experience.

**Session Description:** This session discusses how and why people use anger as their "go to" emotion, and how to de-power and improve coping skills. We will discuss multiple aspects of anger, correlated stress/behaviors, and the devastating consequences of misguided coping mechanisms. Anger is much like a drug: it makes you feel good (powerful) when you use it, and ultimately causes terrible consequences.

9:00 – 9:30 **Break – Hotel Checkout**

9:30 – 10:30 ***Anger Management* – Dr. David Swift (cont'd)**

10:30 – 10:45 **Break**

10:45 – 11:45 ***Culture Change for Assisted Living and Residential Care Homes***

1.0 PC

**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. As State Culture Change Coordinator, Sam promotes culture change by not only ensuring that Missouri's long-term care surveyors receive the most up-to-date culture change training, but also by traveling throughout the state talking about culture change. He also shares the latest culture change happenings on the Section's culture change blog page at [https://health.mo.gov/ltcblog/?page\\_id=417](https://health.mo.gov/ltcblog/?page_id=417).

Sam ensures that culture change is considered in the Section's decision making processes by serving as a member of the Regulation Review, Second Business, and Exceptions committees. Sam also serves as Regulatory Advisor to Missouri's culture change coalition board of directors, MC5 (Missouri Coalition Celebrating Care Continuum Change), and as Regional Representative Coordinator, supporting the 11 MC5 regions throughout the state.

Sam is a graduate of Columbia College. He has worked for the State of Missouri for 23 years and has been with the Department of Health and Senior Services for the past ten. Prior to accepting his current position in 2011, he was the Section for Long-Term Care Regulation Planning and Development Manager, overseeing policy development, state regulation promulgation, surveyor training, and provider information. He has also held positions in 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.

**Session Description:** This session will provide an overview of the core person-centered values of culture change and the assisted living and residential care regulations that mandate those values. There will be a review of recent state regulatory agency initiatives in support of the culture change movement, as well as a photo presentation of culture change examples from throughout the state.

12:00 – 1:15 **Lunch and PAC Awards**

# Discover Hidden Treasures

Tuesday, April 23 (cont'd)

12:00 – 1:15 **MALA Overview**

1.0A

**Bob Adams, President, MALA** Bob has been on the MALA board for many years and was elected President of the association in October. He was granted his Missouri Nursing Home Administrators license in 1976, and served as an Administrator of skilled facilities until 1993. He is a graduate of Southeast Missouri State University with a degree in Business Management. He was also Administrator of Ripley County Memorial Hospital in the mid nineties. He purchased The Colonial Home, a 31 bed Assisted Living facility, located in Doniphan, in 1991. In 1993 he purchased Walnut Street Assisted Living, a 35 bed facility also in Doniphan. In 1995, he opened Central Gardens in Dexter, MO and operated it until 2007. He also started an In-Home Service Agency, Colonial Home Care in Doniphan in 1995, and in 2011, he and his wife Janice started First Option, a senior technology company based in Doniphan.

Bob is active in his community, serving as President of the Ripley County Health Center for 12 years and is Treasurer of the First Christian Church in Doniphan. He also served on the Doniphan RI school board for nine years; Bob and his wife Janice make their home in Doniphan, where they raised two beautiful daughters, Kacie & Ashley.

**Session Description:** We will explore issues facing the RCF and ALF facilities. Where we've been, where we are now, and where we're heading. Facilities deal with constant changes in policy, regulation and business practices. We will shed light on current items that may be affecting your facility, what operators need, want and expect, as well as possible solutions to attain those objectives.

1:30 – 3:00 ***Signs of Employee Substance Abuse and Diversion***

1.5A

**Janet Wolken, MBA, RN**, received a Bachelor of Science in Nursing from Northeast Missouri State University. From February 2005 to September 2006 she was the Practice Administrator for the Missouri State Board of Nursing. Since September 2006, Mrs. Wolken has been the Discipline Administrator for the Missouri State Board of Nursing. In her current position, Mrs. Wolken monitors registered professional nurses and licensed practical nurses that have their nursing licenses suspended or probated by the Board of Nursing. She also reviews investigative reports from complaints that have been filed to the Board of Nursing.

**Session Description:** This session will include signs of addiction, relapse dangers and the information to obtain when diversion is suspected.

3:00 **Closing Remarks/Prize Drawings**



# MALA 2013 Spring Conference

Chateau on the Lake, Branson, MO

April 21-23, 2013

**ACCOMMODATIONS:** MALA has negotiated a room rate \$109 per night (plus tax). This price is guaranteed through **March 21**. After March 21, these rates will be based on availability. For reservations, call (888) 333-5253, **mention the MALA Spring Conference for the discounted rate.**

## ATTENDEE REGISTRATION FORM

Limit 3 attendees per form, submit additional forms as needed. Print names and titles as they should appear on the name tag. Discount *only* applies to third person registered. **If you want to confirm your registration for the conference, please e-mail [cindy@malarcf.org](mailto:cindy@malarcf.org) or [keith@malarcf.org](mailto:keith@malarcf.org) or contact our office.**

Name (Attendee 1): \_\_\_\_\_ Title: \_\_\_\_\_ LNHA #: \_\_\_\_\_

Name (Attendee 2): \_\_\_\_\_ Title: \_\_\_\_\_ LNHA #: \_\_\_\_\_

Name (Attendee 3): \_\_\_\_\_ Title: \_\_\_\_\_ LNHA #: \_\_\_\_\_

Facility Name: \_\_\_\_\_ MALA Member(★): **Yes or No**

**Will you be tracking the Continuing Education Units (CEUs) you earn at this conference?**  yes  no

If you marked "yes" above; you will be provided with a document to track the sessions that you attended throughout the conference. Certificates with CEU hours obtained will not be issued. The tracking document will be proof of the hours you earned. Upon request, a certificate of attendance will be issued to those who do not require CEU hours.

**Are you a MALA Corporate Member?** Yes No (Bristol Care, Inc; Americare, Inc; Care Network, or other)

Corporate Members receive one complimentary attendee registration for each paid registration.

**Meals must still be purchased for the complimentary registrants. See Guest Meal Package section below.**

**Full Conference Registration:** Includes all meals, sessions and admittance to exhibit hall. Register 2 attendees at the prices above. Take \$50 off the price for the third registration. ***This offer does not apply to MALA Corporate members.***

Registration Prices:	Early Bird (by March 21)	Regular (by April 1)	Late (after April 1)	Discount \$50 off 3rd registration	Total
Member	\$270	\$300	\$375		
Non-Member	\$370	\$400	\$475		

**Single Day Registration** (no discounts)  
Includes meals, sessions and exhibit hall on Monday.

Check One:	Member	Non-Member	Total
Sunday <input type="checkbox"/>	\$100	\$200	
Monday <input type="checkbox"/>	\$200	\$300	
Tuesday <input type="checkbox"/>	\$165	\$265	

**Special Dietary Needs?** Please indicate which attendee: 1 2 3  
(We will contact you to make arrangements for a special menu)

GUEST MEAL PACKAGES	Price	Qty	Total
Monday - Breakfast and Lunch	\$50		
Tuesday - Breakfast and Lunch	\$50		

### PAYMENT METHOD:

Check (Payable to MALA)  MasterCard  Visa  Discover

Credit Card #: \_\_\_\_\_ Exp: MM \_\_\_\_ YY \_\_\_\_

Three digit security code: (back of card) \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

**GRAND TOTAL**

\$

### All Registration Forms must be signed

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Registration is NOT complete until payment is received.**

Mail this form with payment to:  
Missouri Assisted Living Association  
2407B Hyde Park Road  
Jefferson City, MO 65109

Credit card payments:  
Fax: (573) 634-7344  
Questions:  
Call: (573) 635-8750

**Early Bird Registrations** must be postmarked by **March 21** to receive the discounted rate and to be entered into the Early Bird Drawing.

**CANCELLATION POLICY:** Refunds will be given, less a \$50 administrative fee, for written cancellations received on or before **April 1**. Such refunds will be issued following conference.