

**2013 ANNUAL  
LONG-TERM CARE PROVIDER MEETINGS**

**SPONSORED BY  
THE MISSOURI DEPARTMENT OF HEALTH & SENIOR SERVICES  
SECTION FOR LONG-TERM CARE REGULATION**

**REGION 4  
ST JOSEPH, MISSOURI  
THURSDAY, JULY 25, 2013  
1:00 – 5:00**

- 1:00 WELCOME - UPDATES FROM SLCR AND MC5**
- 1:15 HOW THE CPS CAN HELP YOU IMPLEMENT QAPI IN A CONFIDENTIAL ENVIRONMENT**  
*KATHY WIRE, JD, MBA, CPHRM, PROGRAM MANAGER,  
CENTER FOR PATIENT SAFETY*
- 1:45 RISKY BUSINESS - HONORING CONTROVERSIAL RESIDENT CHOICES**  
*MATT YOUNGER, MS, LNHA, ADMINISTRATOR, SLCR*
- 2:15 APPROPRIATE RESPONSES: RESIDENT-TO-RESIDENT ALTERCATIONS**  
*ZOE DEARING, BME, MT, PROFESSIONAL EDUCATION COORDINATOR,  
ALZHEIMER'S ASSOCIATION – ST. LOUIS CHAPTER*
- 2:45 REFRESHMENTS / NETWORKING**
- 3:00 PUTTING YOUR BEST FORWARD: PREPARING FOR INFORMAL DISPUTE RESOLUTION (IDR)**  
*DOROTHY ANDRAE, MHA, BSRN, CPHQ, DIRECTOR CLINICAL REVIEW AND  
PATIENT SAFETY, HOSPITAL, PRIMARIS*
- 4:00 QAPI: FROM INTRODUCTION TO APPLICATION**  
*MATT YOUNGER, MS, LNHA, ADMINISTRATOR, SLCR*
- ENHANCED LEADERSHIP DEVELOPMENT ACADEMY PARTICIPANTS SHARE ACCOMPLISHMENTS**  
*JEFF ROBBINS, MS, LNHA - THE BLUFFS, COLUMBIA  
JACKI PUDLOWSKI, MSW, LNHA - NHC HEALTHCARE, DESLOGE*