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