

# Utilizing Process Improvement (QAPI) to Avoid a Missouri Top Ten Deficiency

April 17, 2014  
Sheraton Lakeside Chalet  
191 Westport Plaza  
St. Louis, MO 63146

April 21, 2014  
Ramada Oasis Hotel  
2546 North Glenstone Ave.  
Springfield, MO 65803

April 22, 2014  
Harras North Kansas City Hotel  
One Riverboat Drive  
North Kansas City, MO 64116

April 23, 2014  
Comfort Inn  
1851 N. Missouri  
Macon, MO 63552



MANHA  
4100 Country Club Drive  
Jefferson City, MO 65109

## Registration Form - Utilizing Process Improvement QAPI to Avoid a Mo. Top Ten Deficiency

Circle One: April 17 (St. Louis) - April 21 (Springfield) - April 22 (North Kansas City) - April 23 (Macon)

Name: \_\_\_\_\_ Facility: \_\_\_\_\_

Address: \_\_\_\_\_ C/S/Z: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Total payment: \_\_\_\_\_ Check \_\_\_ Visa \_\_\_ MC \_\_\_ Discover \_\_\_ AMEX # \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Name on Card \_\_\_\_\_ Address on Card \_\_\_\_\_ Security Code \_\_\_\_\_

Make Checks Payable to MANHA and fax to 573-634-8590 or mail registration to 4100 Country Club Drive, Jefferson City, Mo 65109  
- 573-634-5345 - [www.mlnha.org](http://www.mlnha.org)

## AGENDA

8:30 - 9:00 AM - REGISTRATION  
9:00 - 10:30 AM - SEMINAR  
10:30 - 10:45 AM - BREAK  
10:45 AM - 12:00 PM - SEMINAR  
12:00 - 1:00 PM - LUNCH ON OWN  
1:00 - 2:15 PM - SEMINAR  
2:15 PM - ADJOURN

## COST

\$ 60.00 Administrator (4 ceus)  
\$ 30.00 Staff

## CANCELLATIONS

MANHA reserves the right to cancel the program if insufficient enrollment occurs. You will be notified prior to the workshop date and a full refund will be given. No refunds will be given if cancellation is received after three working days prior to seminar. You may send a replacement.

## CEUs

Administrators - Approved for 4 ceus as required by the Missouri Board of Nursing Home Administrators. TA029-414. Everyone will receive a continuing education certificate at the conclusion of the seminar.

## LOCATIONS

April 17, 2014

Sheraton Lakeside Chalet  
191 Westport Plaza  
St. Louis, MO 63146  
314-878-1500

April 21, 2014

Ramada Oasis Hotel  
2546 North Glenstone Ave.  
Springfield, MO 65803  
417-522-7722

April 22, 2014

Harrahs North Kansas City Hotel  
One Riverboat Drive  
North Kansas City, MO 64116  
816-889-7365

April 23, 2014

Comfort Inn  
1851 N. Missouri  
Macon, MO 63552  
660-395-8000

## ABOUT THE PRESENTERS

**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.

## **Utilizing Process Improvement (QAPI) to Avoid a Missouri Top Ten Deficiency**

Sure you've been hearing a lot about QAPI, especially how to create a process in your facility and you've probably already started. The question is how to really make it work for quality management and avoid deficiency pitfalls along the way. This seminar will put the process improvement portion to work utilizing case studies based upon MO 2013 top 10 deficiencies. We will review those deficiencies, the deficiency practices associated with them; analyze the root cause of the problem and then utilizing the SOM and some new and innovative approaches develop system interventions to steer clear of deficit practices.

This will be a unique workshop... not all driven by the speaker. We will have some PowerPoint review to create basic understanding and then work in groups to evaluate problems and explore solutions. Finally, we will put it all together in a process improvement plan which you can take home and use as a guide in your own facility. Don't miss this timely and valuable information. Bring a few of your key department heads they might also benefit so bring them along.