

**Missouri Association of Nursing
Home Administrators**

**2015 Winterfest
Conference & Trade Show**

Attendee Brochure

*“Sweet Success Starts
with MANHA”*



**February 11-13, 2015
Ameristar Hotel & Spa
St. Charles, MO**

AGENDA

WEDNESDAY, February 11, 2015



- 8:00 - 8:30 a.m. Registration
- 8:30 - 10:00 a.m. **"Using Stress To Power Peak Performance"** - (1.5 CEUs)
Presented by Dr. Bowen White
Sponsored by Integrity Pharmacy
- 10:00 - 10:15 am Break
- 10:15 - 11:45 a.m. **Session continues.....** - (1.5 CEUs)
- 11:45 - 12:30 p.m. Lunch
- 12:30 - 2:00 p.m. **Concurrent Sessions**
1. **"OSHA Is Here...OMG!"** - (1.5 CEUs)
Presented by Pat Behen, MS, CSC and Taylor Hankins, BS
Sponsored by Mo. Nursing Home Insurance Trust
 2. **"Wound care Litigation Prep in Long Term Care"**- (1.5 PC CEUs)
Presented by Martha Kelso, RN, HBOT, COO, MWS - Mobile Wound Solutions
Sponsored by Mobile Wound Solutions
- 2:00 - 3:00 p.m. Break with Exhibitors
- 3:00 - 4:30 p.m. **Concurrent Sessions**
1. **"Business Responsibilities Under the ACA"** (1.5 CEUs)
Presented by Michael Fruin, CLU, ChFC, MSFS
Sponsored by Mo. Nursing Home Insurance Trust
 2. **"It Starts With Why"** (1.5 CEUs)
Presented by Tucker Graves
- 4:30 p.m. **Hospitality** *Sponsored by Simplex Grinnell*

THURSDAY, FEBRUARY 12, 2015

- 8:00 - 8:30 a.m. Registration
- 8:30 - 9:30 a.m. **"Legal Issues Affecting The Operation of Nursing Homes"** (1.0 CEUs)
Presented by James Leritz, Leritz, Plunkert, & Bruning, P.C.
Sponsored by Leritz, Plunkert & Bruning, P.C.
- 9:30 - 11:00 a.m. Break with Exhibitors
- 11:00 - 12:00 p.m. **"Administrator Licensure Update"** (1.0 CEU)
Presented by Sally McKee
- 12:00 - 1:00 p.m. Lunch and Education Session - **"Regulatory Update"** (1.0 CEUs)
Presented by DHSS Staff
- 1:00 - 2:00 p.m. **Concurrent Sessions**
1. **"Meatloaf-ing 101: Making the Most of Resident Feedback"** (1.0 PC CEUS)
Presented by Amy Reaman RDN LD

AGENDA

2. **"SNF Corporate Compliance"** (1.0 CEUs)

Presented by Suzy Harvey, RN-BC, RAC-CT and Sherri Robbins, BSN, RN, CLNC, RAC-CT

Sponsored by BKD

2:00 - 3:00 p.m. Break With Exhibitors

3:00 - 4:30 p.m.

Concurrent Sessions

1. **"Community Based Assessments and Culture Change"** (1.5 PC CEUS)

Presented by Hellen Adrian Facility Advisory Nurse III

2. **"Administrator 101"** (1.5 CEUs)

Presented by Rebekah Lucas and Nicky Martin

FRIDAY, FEBRUARY 13, 2015

7:30 - 8:30 a.m. Registration and Breakfast Buffet

8:30 - 9:30 a.m. **"Tell Your Story With IDR"** (1.0 CEUs)

Presented by Cheryl Parsons, Betsy Stevens, Susie Briscoe Panel

9:30 - 9:45 a.m. Break

9:45 - 11:15 a.m. **"Guardianship Issues Revisited "** (1.5 CEUs)

Presented by Cheryl Parsons, RN, LNHA

11:15 - 11:30 p.m. Break

11:30 - 1:30 p.m. **Seminar continued.....** (2.0 CEUs)

1:30 p.m. Adjourn

SWEET SUCCESS STARTS WITH MANHA

	<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>	Total
NAME	Lic. #	\$375	\$475	\$125	\$225	\$125	\$40	Per Person

Member Administrator: Includes all educational sessions (total 16 ceus - 4 possible PC ceus) & social functions, 2 breakfast, 2 lunch, 1 dinner, 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 - 4 possible PC ceus).

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

Wednesday Only: Includes educational sessions (total 6 ceus - 1.5 PC possible), Lunch, and breaks

Thursday Only: Includes educational sessions (total 5.5 ceus - 2.5 PC possible), Lunch, breaks, and exhibit hall passes.

Friday Only: Includes breakfast, breaks and educational session (total 4.5 ceus).



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 2015 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 Resort & Spa
One Ameristar Boulevard
St. Charles, MO 63301

Reservations may be made at 1-636-940-4301

Identify that you are with MANHA to receive the reduced rate of \$109.00 for all suite hotel. Reservations may be made online at www.ameristar.com/Hotel_Reservations.aspx using special offer code: MISB15A

You must reserve your room no later than January 16, 2015. 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 26, 2015. 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 4 Patient Care CEUs. Approved by the Missouri Board of Nursing Home Administrators (TA 029-415.) All attendees will be issued certificates of attendance.

Conference Fees

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



EDUCATIONAL SESSIONS

Wednesday, February 11th - 8:30 to 11:45 a.m. (3.0 CEUs)

Using Stress To Power Peak Performance

Change is a prerequisite and necessity for life. Yet dealing with change is stressful.

First question: how can we use all the dramatic changes that are and will be occurring in the nursing home industry to stimulate more positive responses in us as leaders? Second question: and, then by encouragement, engagement and example, how can we help others we lead and serve do the same? This session will provide some answers to the first question and some clues to help you discover the answers to the second on your own. In 1983 **Dr. Bowen White** founded both the Department of Wellness and Health Promotion and the Department of Preventive & Stress Medicine for Baptist Medical Center in Kansas City, Missouri before leaving to pursue private practice as well as a career as a consultant/speaker. He has given hundreds of keynote addresses and some highlights of his consulting experience include a six-month team building project at NCAA headquarters, three years as corporate medical consultant to the Hazelden Foundation, multiple presentations for Medtronic, Inc. (including their Medtronic Leader program), is the graduation speaker for MFS leadership training programs, multiple presentations for the Institute for Management Studies, lectures at Stanford University's Graduate School on design thinking, play/innovation, keynoted a retreat for the Georgetown University Law School faculty and works with the Association of American Medical Colleges on a program for emerging leaders. With a practice in organizational medicine, he is interested in relationships and how they impact performance and quality in the workplace environment. His programs emphasize the need for individuals to take responsibility for their own behavior as a first step toward creating suspiciously healthy workplaces not just for those that work there but also for those they serve. Therefore subjects like: Leadership, Creating a Healing Environment, Ethics, Teaming for High Performance, Wellness and Well Being, The Juggling Act: Managing Multiple Priorities, Stress, Managing Change and Increasing Relational Intelligence are central interests. Dr. White is married with four daughters. He contributes his time to The Gesundheit! Institute and the National Institute for Play and is the author of two books: Why Normal Isn't Healthy and with John MacDougal, A Clinician's Guide to Spirituality. The website, www.bowenwhite.com, may be helpful.

Wednesday, February 11th - 12:30 to 2:00 p.m. (1.5 CEUs)

OSHA Is Here...OMG!

The nursing home industry is one of OSHA's targeted industries, so inspections are becoming more and more frequent. This seminar will help participants to understand the specific OSHA standards long term care facilities are required to meet, how those standards are applied during an OSHA inspection, the different types of inspections OSHA does, and how safety programs can help reduce your chances of being inspected. This seminar will also give participants the knowledge they need to be able to navigate and manage the inspection process for the best possible outcome. **Pat Behen, MS, CSC**, has more than 25 years of experience in health care operations and health care risk management. His experience as a nursing home Administrator combined with his experience and expertise in risk management gives him the ability to focus on the practical aspects of OSHA standards as they relate to the everyday operations of a health care facility. **Taylor Hankins, BS**, has been with Maxim Insurance Solutions, LC as a Loss Control Consultant since 2011. She has focused on occupational safety in the health care industry, and has a wealth of knowledge of OSHA and its processes.

Wednesday, February 11th - 12:30 to 2:00 p.m. (1.5 PC CEUs)

Wound care Litigation Prep in Long Term Care

Considering the statutes and regulations that govern the healthcare industry, litigation mitigation must be at the forefront of our minds at all time. With visual aids, Martha Kelso will give both theoretical and real-life examples of wound related circumstances in long term care that could have been avoided had proper precautions been put into place. Resources to educate and empower your staff to protect your building from litigious situations will be discussed. Administrators with and without nursing credentials are assured to walk away with a new outlook on wound care. **Martha Kelso** is the founder and Chief Operating Officer of Mobile Wound Solutions (MWS). She oversees the operations of the practice in four states while educating on the art and science of wound healing nationwide and how practical solutions apply to healthcare professionals today. As an entrepreneur in the industry, Martha enjoys being a positive change in healthcare impacting clients suffering from wounds and skin issues of all etiologies. Martha started her career as a Certified Nurse Aide at the age of 15 in Marysville, KS before moving to Kansas City, MO to attend nursing school. She is the only nurse in her family and has a twin brother who is a mechanic. Long Term Care nursing was her first love and her biggest challenge. A variety of hats have been donned over her 20 year healthcare career in no particular order include Certified Nurse Aide, Certified Medication Technician,

SESSIONS CONTINUED..

Charge Nurse, Wound Nurse, MDS Coordinator, Director of Nursing, Corporate Consultant, , Chemotherapy Nurse, Donor Awareness Response Team (Midwest Transplant Network), First Surgical Assistant for Orthopedic Surgeon, Chief Nursing Officer, Licensed CNA/CMT Instructor, Clinical Manager for the Advanced Wound Center, Hyperbaric Oxygen Registered Nurse, physician wrangler, spill cleaner-upper, and light bulb changer. Martha currently participates in the transitional care meetings for the Hospital Engagement Network and presents for Quality Improvement Organizations and corporations around the Midwest. Her desire to make healthcare a better place for consumers motivated her desire to form and found Mobile Wound Solutions.

Wednesday, February 11th - 3:00 - 4:30 p.m. (1.5 CEUs)

Business Responsibilities Under the ACA

The Patient Protection and Affordable Care Act (ACA) has several goals including increasing access to health insurance coverage, expanding federal private health insurance market requirements, and requiring the creation of health insurance exchanges to provide individuals and small employers with access to qualified health insurance. For employers, ACA includes a penalty (termed a “shared responsibility” payment for certain “large” employers who either do not offer health insurance to all of their full time employees, or who offers health insurance coverage that does not meet certain standards The ACA sets out two elements for determining penalties. The following program will be a simplified, high level summary of a complex piece of legislation. Further, rules and regulations issued to implement this legislation are subject to change. The guidance of knowledgeable income tax health insurance, and other financial professionals is highly recommended. This program will discuss the following provisions set forth in the legislation ... Who is a “Large” Employer? Who is a Full Time Employee Minimum Essential Health Insurance What Triggers the Penalty? Calculating the Employer Penalty Other Requirement. **Michael Fruin CLU, ChFC, MSFS**, Mike started in the insurance business with the Equitable Life Assurance Society of New York in 1980. He served as the Equitable’s agent training director for both the Chicago and St. Louis agencies. Mike retired from the Equitable in 1998 and continued to teach insurance industry CE classes around the country. He has presented Federal Benefit workshops for the Department of Agriculture, Farm Service Agency employees in 14 different states.

Wednesday, February 11th - 3:00 to 4:30 p.m. (1.5 CEUs)

It Starts with Why

Marketing starts with understanding your potential customers why and even more importantly their why not. We will discuss the driving forces behind consumers: motivation, change management, and brand loyalty. The goal will be to help you better position your facility’s current marketing strategy to create customers for life. **Tucker Graves** believes in supporting care providers with the tools they need so they can spend more time focusing on the needs of their residents. Tucker is a strong supporter of providing value and recognizes that it starts with listening and true appreciation for his clients world. He is a strong proponent of keeping a somewhat complicated business...simple. Tucker's areas of expertise include: Supply Chain Management, Procurement, Marketing, Food Service Operations, Food Service Distribution. His professional experience includes: Five years as President of Health Services Group Purchasing Organization. Tucker focuses on managing the entire supply chain for senior living providers. He works on connecting the dots among the vendors and end users, the residents. He believes in a “win-win” scenario where open communication and transparency have been established, Five years with Graves Menu Maker Foods as the director over distribution to healthcare providers. Tucker developed his roots for healthcare knowledge in working with clients to meet their financial and operational objectives in food service, eight years in owning / operating multiple food service establishments. After growing up in the world of food distribution, Tucker wanted to expand his expertise in the supply chain by managing and owning retail food establishments. He has always focused on meeting the individual needs of the consumer while respecting the relationship of his vendors.

Thursday, February 12th - 8:30 to 9:30 a.m. - (1.0 CEUs)

Legal Issues Affecting the Operation of Nursing Home

The program will address legal issues affecting the operation of nursing homes, including how to respond to claims and lawsuits claiming nursing negligence. **Jim Lertz** is a lawyer in private practice in St. Louis. He concentrates on the defense of personal injury cases, including defending nursing homes in negligence claims and regulatory matters. He has tried numerous lawsuits, in the St. Louis area and around the state, defending nursing homes and their employees.

SESSIONS CONTINUED..

Thursday, February 12th- 11:00 to 12:00 p.m. - (1.0 CEUs)

Administrator Licensure 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.

Thursday, February 12th - 12:00 to 1:00 a.m. - (1.0 CEUs)

Lunch and Regulatory Update presented by DHSS staff.

Thursday, February 12th - 1:00 to 2:00 p.m. - (1.0 PC CEUs)

Meatloaf-ing 101: Making the Most of Resident Feedback”

As consumers, we are three times more likely to share feedback about a negative experience than a positive one. Resident satisfaction is no different. How can you change the pulse of resident satisfaction related to food service? This session will explore tools and resources to change the way you talk about food service satisfaction within your facility. Discuss strategic food service operations, meal planning, and resident centered dining to boost your consumer reviews. **Amy Reaman** is a Healthcare Specialist. Ms. Reaman is a Registered Dietitian and an active member of the Academy of Nutrition and Dietetics. In her dietetic career, Amy has focused in food service management including areas of cost control, staff development, and compliance.

Ms. Reaman is a graduate of the University of Dayton, in Dayton, Ohio and resides in Columbia, Missouri.

Thursday, February 12th - 1:00 to 2:00 p.m. - (1.0 CEUs)

SNF Corporate Compliance

What should your SNF be doing to meet the regulations for the SNF Compliance Program? For many years the compliance program for SNFs was voluntary and considered a “best practice” but under the Affordable Care Act (ACA) developing and maintaining a compliance program became mandatory. With no clear guidance from CMS, SNFs must rely on OIG guidance published in 2000 and 2008. We will look at the OIG guidance and tools available to develop and maintain an effective compliance program. **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. She has 19 years of experience as a director of nursing and has been involved in the MDS process and changes since mandated by the *Omnibus Budget Reconciliation Act of 1987*. She was a full-time MDS/Medicare coordinator for three years. She is a member of the American Association of Nurse Assessment Coordinators (AANAC) and Missouri League for Nursing. Suzy is a 1984 graduate of Fort Scott Community College, Kansas, with an A.A. degree in nursing and is licensed in the state of Missouri as a Registered Nurse. Suzy is board certified as a gerontological nurse by the American Nurses Credentialing Center and as Resident Assessment Coordinator-certified (RACCT) by AANAC. **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

SESSIONS CONTINUED..

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. She is a frequent presenter to various long-term care and senior living associations. Sherri is a member of the Missouri League for Nursing and serves on the Scholarship and Awards committee. She is a 1992 graduate of St.

John's School of Nursing, Springfield, Missouri, with a registered nurse (RN) certification, and a 1998 graduate of Southwest Baptist University, Bolivar, Missouri, with a B.S. degree in nursing (BSN).

Thursday, February 12th - 3:00 to 4:30 p.m. - (1.5 PC CEUs)

Community Based Assessments and Culture Change

During this session you will learn how to use the Community Based Assessment to help you plan care based on a more person centered/social model of care for the residents living in your Assisted Living Facility. Discussion will include end of life planning and Culture Change in the Assisted Living setting. **Hellen Adrian** is a Facility Advisory Nurse III and State Training Coordinator with the Department of Health and Senior Services. She has been a Facility Advisory Nurse with the Department since 1999. She assists with surveys, trains new staff, coordinates training for surveyors, and works with facilities that choose to create their own Community Based Assessments to get them approved.

Thursday, February 12th - 3:00 to 4:30 p.m. - (1.5 CEUs)

Administrator 101

The course focuses on topics not found in regulation. Most of these topics are learned – usually the hard way. This class will shed some light on the topics frequently asked about among your peers. Topics for this session include: ·Severe Deficiency Tags– Now What ·Writing A Good Plan of Correction ·Self-Reporting Information ·Good Investigation Techniques. **Rebekah Lucas** has worked in Long-Term Care Administration for over 10 years. Mrs. Lucas currently manages Summit Villa; her vitae includes management at the skilled and state levels and has successfully managed in the corporate, not-for-profit, and family owned environment. Mrs. Lucas also owns RSL Solutions, a consulting firm for long-term care management. Mrs. Lucas attended William Woods University where she earned a BS in IT Management in 2006 and a MBA in Healthcare Administration in 2013. Mrs. Lucas is the current board secretary of MANHA and a past board member of the MC5 organization. **Nicky Martin** has over 18 years of experience in the long-term care (LTC) industry. She began her LTC career as a business office manager in a 60-bed skilled nursing facility in 1996. Promoted to administrator in 2001, Nicky has been active with all departments within the facility and has experience with operational management, budget analysis and accountability, Medicare/Medicaid billing procedures, facility projects and improvements, and team building. Nicky also holds a Bachelor's of Accountancy degree.

Friday, February 13th - 8:30 to 9:30 am - (1.0 CEUs)

Tell Your Story With IDR

During this session you will understand the Informal Dispute Resolution (IDR) process. We will review the types of IDR reviews and types of IDR determinations. Learn the process steps and preparing exhibits for an IDR and how to present your best case. This session will identify the benefits to the facility and the industry. **Betsy Stevens** brings over 30 years of long term care experience to the IDR Review team. She began working in nursing homes in high school as a nursing assistant, followed later by an office manager position that led to NHA licensure. 26 years of service as a LNHA gives Betsy the insight and first-hand knowledge necessary for quality IDR review. She attended UMKC. Betsy has been a member of MANHA for more than 20 years, where she has served on numerous committees and served several terms on the board of directors, including three terms as President. She was the recipient of the MANHA Administrator of the Year Award in 1994 and 2006, as well as the 2007 Missouri Healthcare Association District 4 Administrator of the Year. **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

SESSIONS CONTINUED..

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. **Susie Briscoe**, a current practicing Nursing Home Administrator, graduated from Truman University in 1981 with a Bachelor of Science in Business Administration. She began her career in a 120 bed skilled nursing facility not only as a payroll processor, but as a social services clerk. She has performed many nursing home positions including Business Office Manager, Admissions Liaison, and Director of Operations in the K.C. Metro area. Licensed as an Administrator in 1989, she currently is the CEO of The Groves, which consists of 300 skilled, 78 assisted and 78 independent senior living apartments in Independence, MO. Susie has been an active member of the Missouri Association of Nursing Home Administrators, as well as Missouri Healthcare Association.

Friday, February 13th - 9:45 to 1:30 am - (3.5 CEUs)

Guardianship Issues Revisited

Protective oversight or resident rights and the ethical cloud that can make the waters look pretty murky? Guardianship can be an issue especially when the guardian makes decisions for the resident that the facility feels the resident is capable of making on his or her own. IDR has seen this issue on more than one occasion in 2014. This session will review Guardianship Laws in Missouri and provide a national standard for many issues that arise when there are questions and disputes We will also review the SOM and look at surveyor guidance and how to assure that we are meeting regulatory standards whenever possible. **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.