

**Missouri Assisted Living Association
2017 Fall Conference – October 8, 9 and 10
Camden on the Lake, Lake Ozark, MO**

Sunday, October 8

1:00 – 1:15 Opening Remarks

1:15 – 2:15 *Legislative Update*

1.0 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.

2:15 – 2:30 Break

2:30 – 4:00 *How a Foodservice Design raises Resident Satisfaction*

1.5 PC

Greg Gorgone is a graduate and former Chef Instructor of Johnson & Wales University with over 33 years of experience in foodservice and hospitality management, including restaurant concept development and transition management. With a successful track record in the restaurant and hospitality industry, Greg has brought his unique insights and leadership style to the healthcare industry to deliver a more patient centered, culinary driven experience while still keeping careful focus on financial objectives and Patient Satisfaction Scores.

During the initial stages of his career, Greg quickly transitioned from Executive Chef to restaurant and hotel general management to hospitality and restaurant development. Energized by the recent changes in healthcare foodservice, Greg has been helping transform the healthcare world to a more hospitality based foodservice model. Greg has developed and implemented operational policy and procedures for all types and sizes of operations. In addition to his operational experience, Greg has managed concept development projects, kitchen design plans and grand openings for hotels, restaurants, QSRs and healthcare operations.

Greg has been a speaker and presenter at the regional and national conferences for the *Association of Food and Nutrition Professionals (ANFP)*, the *Association of Healthcare Foodservice (AHF)* and DMA's "*Good to Best*" Conference, as well as the Alumni Association at Johnson and Wales University.

Greg's goal is to design hospitality foodservice environments through proper planning and restaurant style design.

Session Description:

- Today's foodservice trends in LTC
- What you can do today with little investment to raise Resident satisfaction with foodservice
- Why a hospitality based foodservice program can improve viability and win over new residents
- What is Restaurant Style Dining and why your Residents deserve it
- Proper kitchen planning and design improves both Resident and Staff Satisfaction
- The right foodservice program improves consumption and reduces the use of supplements

4:00 – 4:15 **Break**

4:15 – 5:15 ***Human Resources 101***

1.0 A

Marcus Wilbers is a Vice President and leads the Compliance Consulting Department at J.W. Terrill. Marcus has expertise in virtually all aspects of labor and employment law, including state and federal wage and hour laws, state and federal discrimination laws, the Family Medical Leave Act and National Labor Relations Act. He also has experience advising employers about how the Affordable Care Act impacts their business.

Before joining J.W. Terrill, Marcus worked as a litigator for a St. Louis-based, 150+ attorney law-firm for over seven years where he focused primarily on defending clients from labor and employment lawsuits. He also has experience defending medical malpractice and commercial lawsuits before mediators, arbitrators and jury trials. While practicing law, Marcus developed extensive experience in the practical legal consequences facing businesses and employers.

He obtained his undergraduate degree from Westminster College and his law degree from the University of Missouri, where he served as Lead Articles Editor for the Missouri Law Review.

Session Description: Employer Risk in Assisted Living

- employment challenges unique to the assisted living industry
- employment laws that assisted living employers may be subject to based on the number of employees
 - State and federal fair employment laws
 - What they require and what they prohibit
 - How liability may arise
 - Leaves of absence
 - What laws apply
 - What they require and what they prohibit
 - How liability may arise
 - State and federal wage and hour laws
 - What they require
 - Problem areas for compliance
 - How liability may arise
 - Employee benefit laws
 - Current state of healthcare reform
 - What the laws require
 - How liability may arise
- Compliance and HR Strategies
 - Employer policies and procedures
 - Employee compensation and benefit benchmarking
 - General best practices

Tactical and Practical

7. Indicators to help identify potential workplace violence.

2:45 – 3:45 Break with Exhibitors

4:00 – 5:00 *Changes and Opportunities in the Legal World*

1.0 A

Nicole Jobe is an associate at Thompson Coburn LLP and a member of the firm's Health Care Practice Area. Nicole analyzes health care regulatory issues with an eye toward effective, proactive compliance for a broad range of health care clients. She counsels hospital systems, long term care facilities, physician practices, ancillary providers, and health plans on various regulatory issues, including HIPAA, fraud and abuse, billing, licensure, and various Medicare and Medicaid matters. Nicole previously served as general counsel for a regional skilled nursing and assisted living facility operator. In that role, she led numerous health care transactions ranging from operation transfers to real estate and health-care receivable financings. She also secured licensing and certificates of need.

Matt Bober is a partner at Thompson Coburn LLP and a member of the firm's Business Litigation Practice Area. Matt represents a variety of clients ranging from small family-owned businesses to Fortune 500 companies. Matt has represented assisted living facilities in various matters including the purchasing of facilities, real estate issues, employment issues, and non-payment issues. For his practical, efficient approach to business disputes of all kinds, clients routinely turn to Matt when problems or questions arise in the daily course of business. Matt received his law degree from Saint Louis University and was named a "Rising Star" by Missouri & Kansas Super Lawyers in 2013. Matt is licensed to practice in both state and federal courts in Missouri and Illinois.

Session Description: Want to catch some recent court cases? How about wading through HIPAA? This session will feature a discussion on both topics as well as other recent decisions relevant to assisted living facilities, their owners, and their employees.

Tuesday, October 10

8:00 – 9:30 DHSS Regulatory Review/Common Deficiencies

1.5 A

Shelly Williamson is currently the Assistant Administrator for the Section for Long Term Care Regulation with the Department of Health and Senior Services. Ms. Williamson began employment with the Section in 1995 as a Facility Surveyor and became the Assistant Administrator in 2011. She currently serves as a Regional Representative for the Association of Health Facility Survey Agencies which represents survey agencies across the country. She is a graduate of the University of Central Missouri with a Master of Science in Social Gerontology.

Session Description: This session will provide regulatory updates from the Section for Long Term Care Regulation as well as a review of the most commonly cited deficiencies for residential care and assisted living facilities.

9:30 – 10:00 Break/Hotel Checkout

10:00 – 11:30 Concurrent Sessions

Breakout #1: Laundry 101

1.5 A

Dan Hittson started with Tri-State Water Power & Air, in 1994 as a water treatment specialist. Consulting and designing water treatment systems to meet individual needs. In just a short few years he was elevated to a management position helping Tri-State Water to achieve the status of number 3 RainSoft dealership world.

In 2000, Dan was recruited by RainSoft corporate to duplicate these efforts around the nation with new and existing RainSoft dealerships. After three years traveling the country consulting, training and improving existing dealerships he returned home to St. Louis to raise a family. Returning to Tri-State Water Power & Air and picking back up where he left off. In late 2014, Dan was approached with a new challenge, learning commercial laundry in hospitality and medical applications and how they apply to ozone technologies. After intense schooling, he was asked to pioneer a new product line on a relatively young technology. Now, two years into the program Dan has placed in service over 120 ozone units treating laundry across the state of Missouri.

Session Description: Dan will share what he has learned not only from his education from laundry procedures but also proper methods of collecting laundry, CDC specifications on proper laundry practices, stain removal, setting up laundry rooms and evaluating the cost of running a laundry room. You will find the information beneficial to improve the lives of your residence.

Breakout #2: Retaining and Developing Staff

1.5 A

Ruth Napier started her own health education business, **Edu-Care Services, LLC** in 2010. Through Edu-Care Services, Ruth and her team provide CPR/First Aid Certification, Medication Aide Certification, CNA classes and State Exams, Insulin Certification, team building and motivational training through DMH, DHSS and MCCA to facilities throughout Missouri. Prior to her present ventures, Ruth was an instructor with Ozark Technical College and worked as a registered nurse in the areas of labor/delivery, neurology and psychology with Cox Health Systems. When Ruth isn't busy running her business, she enjoys gardening, basketball, cycling and church activities.

Session Description: In this session, we will discuss the pervasive problem of retention and development of direct care staff. Strategies and tools will be given to the attendees along with networking and brainstorming within the group regarding these topics.

Breakout #3: A Mental Health Primer for Patient Care in Assisted Living

1.5 PC

Dr. Paul Thomlinson is a Missouri licensed psychologist with 25 years of experience in the behavioral health field, both in academia and, for the past 21 years, at Burrell Behavioral Health. He has been vice president for research and quality assurance, and acting CEO, at Burrell. He is a mental health first aider, and a certified mental health first aid instructor.

Session Description: This 90-minute workshop will leave participants with an understanding of some of the most common mental health challenges and diagnoses, along with an overview of some of the most effective treatment options. Participants will also be provided with a brief overview of mental health first aid.

11:45 – 12:45 Lunch & MALA Overview/Annual Meeting

1.0 A

Jackie Hartman, current MALA Board of Director President, has been in the long term care arena for the past 30+ years. She is a nurse, Administrator, Social Services Designee, and Activity Director. She has worked in a skilled nursing facility prior to building her own 41 bed assisted living facility in St. Clair, MO.

Session Description: We will explore issues facing the RCF and ALF facilities throughout the state and introduce the regional board members. Attendees will be given information on how to contact their respected regional board member in the event facility owners/administrators need to discuss changes in policy, regulation and business practices.

Donna Wobbe is employed by Central Missouri Area Agency on Aging and serves as the Regional Long-Term Care Ombudsman Director for Central Missouri. One of her main responsibilities is to educate residents, long term care staff, families and other community members regarding the Ombudsman's role of advocating for Residents Rights in residential care, assisted living and skilled care homes.

After attending Meramec Community College, Donna studied HealthCare Business at Maryville University in St. Louis. She later obtained her PHR and Life Coach Certifications. Donna is a Regional Co-Rep for MC5 Central, Life Member of MGMA-Mo and also attends many other continued educational programs.

Prior to accepting her role in Columbia, MO as Regional Ombudsman in 2012, Donna resided in St. Louis and gained eighteen years of experience as the Administrator for a multi-specialty medical practice in the Barnes Jewish area, followed by 13 years in Project Management and two more years as Marketing Director/Person Centered Care Educator in Home Health.

Session Description: How you begin with new residents and family members will set the stage for how your relations will go and grow. Fully informing new residents and family members of what to expect in your assisted living home begins with your first meeting. Donna will share some of the things that will be most helpful.

- How your policies and procedures promote safety and security for everyone.
- Why we have state regulations.
- What does your home offer?
- Who determines the Decision Maker?
- How you begin will determine how your home is viewed by new residents, their family members and also by the community.

2:30 **Closing Remarks/Prize Drawings**