

# Getting Focused for the Future!



**Missouri Assisted Living Association  
Fall Conference  
October 7-9, 2018  
Camden on the Lake, Lake Ozark**

**Kathy McCrary - Chair**

*Joy Assisted Living, Springfield*

**Elizabeth Brown**

*Landmark Villa, Cabool*

**Josh Brown**

*Blue Hills Rest Home, Independence*

**Teresa Compton**

*Auburn Creek, Cape Girardeau*

**Jackie Hartman**

*Crab Apple Village Senior Estates, St. Clair*

**Rebekah Lucas**

*Summit Villa Lifecare, Holts Summit*

**Michelle Mincks**

*Blue Castle of the Ozarks, Bolivar*

**Jodi Pate**

*Silver Spur, St. Louis*

**Pat Behen, Dan Hittson, Skip Johnson**

*Associate Members*

**Keith Sappington & Cindy Hager** *MALA Staff*

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**2017-2018 MALA Board of Directors**

**Executive Committee**

Jackie Hartman, President

Tim Blattel, Vice President

Kathy McCrary, Treasurer

Michelle Mincks, Secretary

Jodi Pate, Past President

**Regional Representatives**

Kathy McCrary (Region 1)

Bob Adams (Region 2)

Josh Brown (Region 3)

Joyce Furnell (Region 4)

Kathy Miller (Region 5)

Jackie Hartman (Region 6)

Jodi Pate (Region 7)

**At-Large Representatives**

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Daniel "Ross" Prevo

Ann Amos

Tina Buckley

Liz Brown

Jenifer McGowan

John Gammon

Rebekah Lucas

Michelle Mincks

Tim Blattel

Teresa Compton

Roger Martin - Emeritus

Bill Kenny - Emeritus

# Welcome

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On behalf of the MALA Board of Directors, Education Committee and Staff, we would like to welcome you to your 2018 Fall Conference.

The conference theme is

**"Getting Focused for the Future"**

and based on this theme we have many things in store for you over the next three days. We at MALA are certain this conference will provide you with the information and skills needed in getting you prepared for 2019 and on.

The conference has been approved for a total of 14.5 CEUs with a maximum 7 PC hours. Don't forget to check the agenda at a glance to ensure you don't miss any of these educational sessions and events.

Our accomplishments would not be realized without the support of our members. Great appreciation is extended to our associate members for their continued partnership with MALA. Please take time to visit MALA's partners at the exhibit hall and see what exciting new products and services are available to you.

Camden on the Lake offers its guests many amenities, including shopping and dining so we hope you take this time to relax and enjoy yourself during your stay.

Have a great conference!



*Jackie Hartman*  
MALA President



*Keith Sappington*  
MALA Executive Director

# Don't Miss These Events

## Sunday, October 7

5:15 First Time Attendees "Meet & Greet"

5:30 Welcome Reception

*Sponsored by: Long Term Care Rx*



## Monday, October 8

12:00 Lunch/At Large Board of Directors Election

5:00 Hospitality Reception

*Sponsored by:*

- Rich & Cartmill
- ServiceMaster DSI
- SGC Foodservice
- Grinnell Fire Protection Solutions
- Stephen's Pharmacy

## Tuesday, October 9

11:45 - MALA Overview/Annual Meeting/PAC Drawings

Ticket Prices: \$5 each or 3 for \$10

Support MALA PAC and purchase tickets for a chance to win great prizes!

Winners will be announced on Tuesday during lunch

*Remember: "You can't win if you don't play"*



# Agenda at a Glance

## Sunday, October 7

10:00 - 5:00	Registration	
1:00 - 1:15	Opening Remarks	
1:15 - 2:15	Legislative Update - <i>Jorgen Schlemeier</i>	1.0 A
2:15 - 2:30	Break	
2:30 - 4:00	Bullying in Long Term Care - <i>Sarah Lake</i>	1.5 PC
4:00 - 4:15	Break	
4:15 - 5:15	Caring for the Senior with Diabetes - <i>Bethany Brummell</i>	1.0 PC
5:30 - 7:30	Welcome Reception	

## Monday, October 8

7:00 - 8:00	Registration and Breakfast Buffet	
8:00 - 9:30	Turning Bad Leadership On Its Head - <i>Dr. Paul Thomlinson</i>	1.5 A
9:30 - 10:30	Break with Exhibitors	
10:30 - 12:00	Why Do People Die by Suicide? - <i>Dr. Paul Thomlinson</i>	1.5 PC
12:00 - 1:15	Lunch and At Large Board of Directors Election	
1:15 - 2:45	Washington DC's Impact on ALF Financing - <i>Jason Almiro</i>	1.5 A
2:45 - 3:45	Break with Exhibitors	
4:00 - 5:00	Social Media Management - <i>Erika Kramer</i>	1.0 A
5:00 - 7:00	Poolside Hospitality Event	

## Tuesday, October 9

7:00 - 8:00	Breakfast Buffet	
8:00 - 9:30	How Assisted Living Facilities Can Become Invincible to Lawsuits and Save Thousands in Taxes - <i>Don Pendleton</i>	1.5 A
9:30 - 10:00	Break/Hotel Checkout	
10:00 - 11:30	Concurrent Sessions	
<b>Session 1</b>	Care Giver Safety - <i>Michelle Christiansen</i>	1.5 A
<b>Session 2</b>	Prevention of Unnecessary Hospital Encounters - <i>Dr. Jerry Bruggeman &amp; Karen Duncan</i>	1.5 PC
12:00 - 1:00	Lunch - MALA Overview/Annual Meeting/PAC Drawings	1.0 A
1:00 - 2:30	Effective Communication/Conflict Resolution - <i>Dr. Debbie Byrd</i>	1.5 PC
2:30	Closing Remarks	



### **Continuing Education Hours:**

MALA is an approved provider of continuing education by the MO Board of Nursing Home Administrators (TA-046-119). This agenda has been approved for a **total of 14.5 clock hours, this *includes up to 7.0 (PC) Patient Care hours.***

***The tracking document will be the only proof*** of the hours you earned while attending this conference. It is your responsibility to keep this with you during the conference. Be sure to have this document stamped at the close of each session.

**The top copy of the tracking document MUST be returned to a MALA Board member or staff before you leave the conference.** MALA will retain the top copy and the carbon is for your records. Following the conference MALA will review the calculation of hours and report these to the Missouri Board of Nursing Home Administrators. If any errors are found, you will be contacted by phone or e-mail.

### **VERY IMPORTANT:**

If you do not receive a stamp for each session, you will not receive CEU hours. Please keep this form in a safe place as this is yours and MALA's **ONLY** proof of attendance. If this form is lost there will be no record that you were present for the session. ***If you are not a licensed nursing home administrator,*** but would like a proof of attendance, please use this form as proof of attendance.

# *In Memory of Kevin Edmonds*

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"I am truly blessed". Kevin spoke these words in a video he left for his family. He also professed his profound love of God, Family, and Friends, stating he was truly blessed to have all of these things in his life. Although he also stated that he hoped no one would see the video until so far into the future that the technology was obsolete, sadly, that was not to be.

Kevin Leon Edmonds, 54, of Nixa, MO. passed away Sunday, May 20th, 2018 in Springfield, MO. He was born to Kenneth and Joy Edmonds March 29th, 1964 in Kansas City, Kansas. Kevin loved life and lived every day to the fullest! He never met a stranger and eagerly awaited steel guitar conventions. Some of his most cherished moments included playing with his granddaughter and spending time with family. He absolutely loved playing music with his kids and once even played onstage with Roy Clark at the Grand Ole Opry.


Kevin's accomplishments in the assisted living industry were far reaching. A national speaker at trade industry meetings, former member of the Missouri Certificate of Need Advisory Committee, NAB Committee member that developed the RCAL testing standards, Member of a Blue Ribbon Commission that brought Personal Care Funding to the industry and multiple term President of the Missouri Assisted Living Association, he was known far and wide within the industry. Kevin's efforts over the past 30 years changed people's lives and helped many people in the state of Missouri.


Kevin is survived by his wife- Carolyn Edmonds; his parents- Kenneth and Joy Edmonds, In laws- Mark and Denise Myers; his children- Kassondra Maher, Kendra Porter, Klayton Edmonds. He was also Father to Brandon and Tyler Cabral. Son in laws - Cole Porter and Stephen Maher; Granddaughter - Vanessa Rose Maher; Sister - Kathy McCrary and her husband, Kelly; Nephews- Jeremy McCrary, Jonathan McCrary and wife Lorigen; Great nephew - Rowan McCrary and Great Niece - Kaiya McCrary

Donations can be made to [Guitarsintheclassroom.org](http://Guitarsintheclassroom.org). Kevin loved playing music and this organization helps teachers integrate music into public schools.

EXP. DATE \_\_\_\_\_  
APG \_\_\_\_\_

**START** →



**John's  RX**

# Your facility is unique.

Do your pharmacy  
services meet your  
unique needs?

We don't believe in one-size-fits-all service. From packaging to reporting, and consulting to education, we customize our service to meet your needs.

## Are you getting the best pharmacy services available?

Contact us for a free, no obligation review of your current pharmacy services and practices.

**John's  RX**

A Division of John's Pharmacy serving Endocrinology Clinics

573-334-1300 | [www.JohnsRX.com](http://www.JohnsRX.com)

# THEY TRUST YOU TO BE THEIR GUARDIAN. YOU CAN TRUST US TO BE YOURS.™



At Guardian, our philosophy is to take care of you and your community so you can take care of your residents. We get to know each customer personally and work together to develop innovative and collaborative solutions to ensure accuracy and efficiency in resident care.

As part of the Guardian Pharmacy Services family, we are able to offer the personal service of a local pharmacy with the resources of a larger pharmacy provider.

#### WE OFFER:

- 7 day per week delivery with 24/7 medication availability
- High touch customer service and account management
- Specialized medication packaging for safe & reliable dispensing of medications
- Infusion services
- Automated emergency drug kits
- Board certified geriatric clinical consultant pharmacist
- Pharmacy interface with all major EHR systems
- On site clinical nursing and education services
- QAPI and antibiotic stewardship expertise

## GUARDIAN PHARMACY OF MISSOURI

ST. LOUIS, MO  
SPRINGFIELD, MO

GUARDIANPHARMACYMISSOURI.COM  
866.860.4179



# Exhibitor Booths

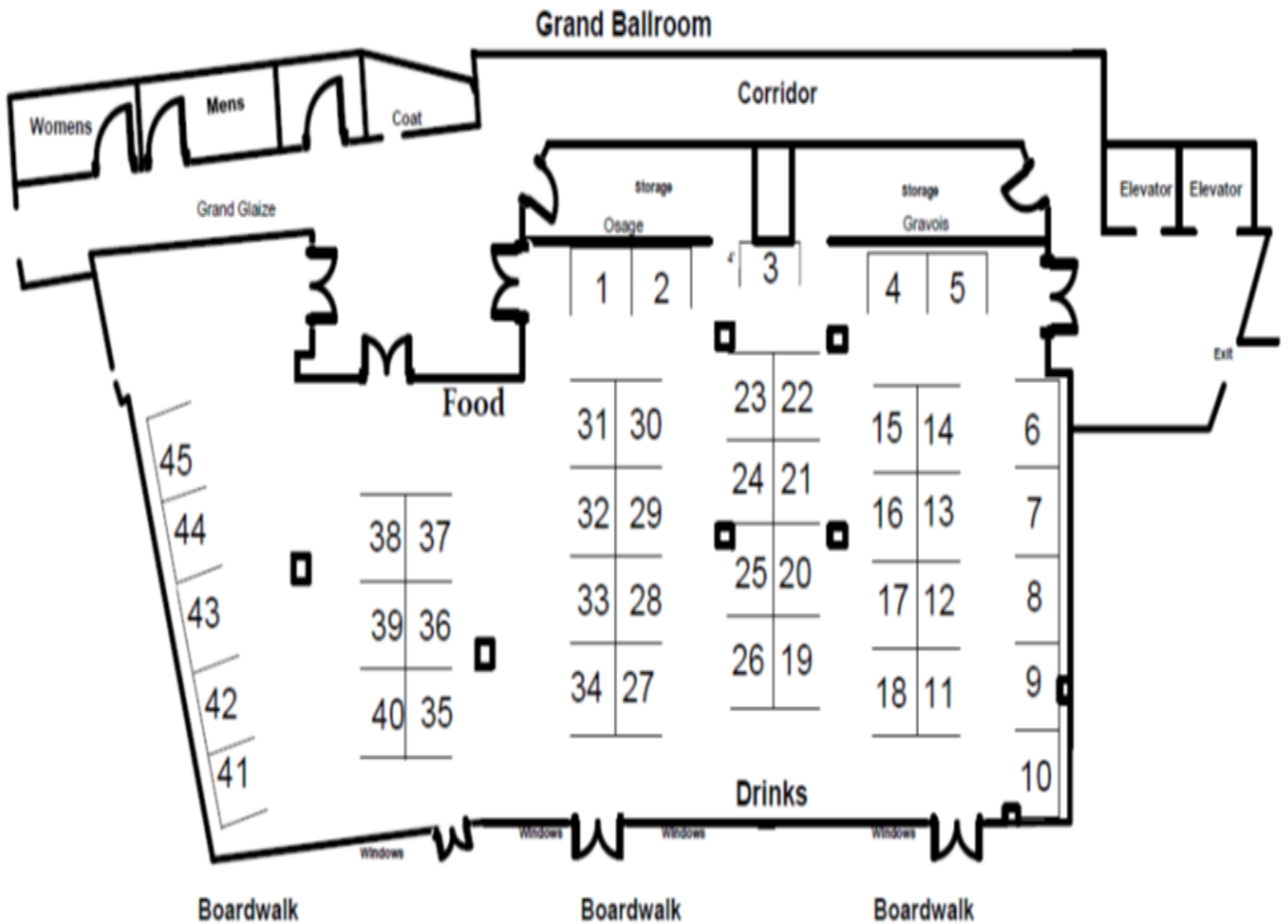
1. Guardian Pharmacy	24. Legacy Healthcare Services
2. WellSky	25. Graves Foods
3. Boyce & Bynum Pathology Laboratories	26. Broadway LTC Pharmacy
4. Grinnell Fire Protection Solutions	27. Meyer Laboratory
5. Service Master DSI	28. RehabCare
6. Rich & Cartmill	29. Mobilex USA
7. Health Direct Pharmacy Services	30. Auburn LTC Pharmacy
8. Bio Tech X-ray	31. First Call of Springfield
9. United Scripts	32. Missouri Residential Care Services (MRCS)
10. Southern Bus & Mobility	33. Ozark LTC Pharmacy
11. Maxim Insurance Solutions, LC	34. Aegis Therapies
12. Martin Bros Foodservice Distributing	35. Xpert Group Contracting & Roofing
13. Aroma Impressions	36. Tin Cup Printing
14. Haven Healthcare	37. Long Term Care Rx
15. John's Pharmacy	38. SGC Foodservice
16. Bates Forum	39. Gerwick Purchasing, LLC
17. Bates Forum	40. EverSpring Pharmacy
18. Carpenter & Company	41. Corizon Health
19. Tri-State Water, Power & Air	42. Relay Missouri
20. Advanced Senior Care	43. SSM Health at Home and Hospice
21. First Community National Bank (FCNB)	44. MALA PAC
22. Kohl Wholesale	45. MALA PAC
23. Heffernan Insurance Brokers	

**MALA would like to thank all of our vendors for their participation in the Fall Conference. Without their support and partnership we would not be able to put on such a great conference!**



# Exhibit Hall Floor Plan

## Missouri Assisted Living Camden on the Lake October 7-8, 2018



(44) 6'D X 8' W Booths  
(1) 4'D X 8' W / #3

Lake of the Ozarks

P.B.C.S  
11-20-17

## **Booth #1**

### **Guardian Pharmacy of Missouri**

***\*\*Platinum Sponsor\*\****

2103 E. Rockhurst Street Suite 108

Springfield, MO 65802

Phone: 417-864-5873

Toll Free: 866-860-4179

[www.guardianpharmacymissouri.com](http://www.guardianpharmacymissouri.com)

Guardian Pharmacy of Missouri is a locally owned long-term care pharmacy serving the state of Missouri. We are committed to developing long-term facility partnerships which advance pharmacy services through efficiency, safety and results.

## **Booth #2**

### **WellSky**

***\*First Time Exhibitor\****

999 Executive Parkway

Suite 320

Creve Coeur, MO 63141

Phone: 888-538-4604

[www.blustrataehr.com](http://www.blustrataehr.com)

A cloud based Electronic Health Records software for the Long Term Care market.

## **Booth #3**

### **Boyce & Bynum Pathology Laboratories**

***\*First Time Exhibitor\****

200 Portland Street

Columbia, MO 65201

Phone: 573-886-4600

Toll Free: 800-392-2748

Beverly Hallowell, Long Term Care Director

[bhallowell@bbpl.com](mailto:bhallowell@bbpl.com)

Phone: 573-219-6868

[www.bbpl.com](http://www.bbpl.com)

Laboratory Services and Mobile Phlebotomy.

## **Booth #4**

### **Grinnell Fire Protection Solutions**

Skip Johnson, Fire Sprinkler Solutions Representative

11019 Strangline Road

Lenexa, KS 66215

Phone: 816-588-9341

Johnson Controls is the North American leader in fire and safety. Their fire systems and services protect tens of thousands of facilities. Johnson Controls can do it all: fire detection, alarms, sprinklers and extinguishers. All backed by 24/7 emergency service.

# Partner Information



## **Booth #5**

### **ServiceMaster DSI**

ServiceMaster Recovery Management

11632 Grandview Rd

Kansas City, MO 64137

Jeanetta Favour, National Account Manager

Cell: 816-918-5501

Phone: 800-954-9444

[www.servicemasterdsi.com](http://www.servicemasterdsi.com)

"How much revenue loss could your facility survive in the event of heavy storm or fire damage? If you are like most, every day that your beds are empty is a day of lost money! *ServiceMaster Recovery Management* offers you peace of mind by managing the restoration of your property in the least amount of time, putting you **back in business and serving your residents**. With national resources and local personal attention, we provide 24/7/365 response to your disaster (large or small) with the highest level of technical expertise and customer service in the industry. Learn more by visiting with us at booth #5".

## **Booth #6**

### **Rich & Cartmill Insurance     *\*\*Silver Sponsor\*\****

4945 N. Town Centre Drive

Ozark, MO 65721

Phone: 877-725-4564

[www.rcins.com](http://www.rcins.com)

Rich & Cartmill Insurance offers special programs with pricing and coverages tailored to special sectors of business like long term care facilities. A full line of coverages such as package policies, workers compensation, commercial auto, and umbrella liability are available.

## **Booth #7**

### **Health Direct Pharmacy Services**

1351 Airpark Dr.

Farmington, MO 63640

Phone: 573-760-0333 office

Phone: 573-330-6225 cell

[torieyoung@hdrxservices.com](mailto:torieyoung@hdrxservices.com)

HealthDirect Pharmacy provides industry leading, personalized and customizable pharmacy services and clinical support to skilled nursing, assisted living, group homes and residential care facilities.

## **Booth #8**

### **Biotech X-ray     *\*First Time Exhibitor\****

1065 Executive Parkway Suite 770

St Louis Mo.

Phone: 417- 370-8806

[www.biotechxray.com](http://www.biotechxray.com)

Biotech X-ray provides quality diagnostic X-ray, Ultrasound, and Doppler exams at the patient's bedside reducing their need of hospitalization. Our EHR technology makes ordering and reporting simple either connecting to your current system or by viewing ours online at [biotechxray.com](http://biotechxray.com).

## **Booth #9**

### **United Scripts**

1861 Craig Park Ct.  
Maryland Heights, MO 63146  
Phone: 888-726-5060

[www.unitedscripts.com](http://www.unitedscripts.com)

United Scripts provides prompt, professional, personalized Long-Term Care pharmacy services at the lowest possible costs. We offer several types of dispensing systems that can be tailored to your specific needs. To better serve you, United Scripts offers extended pharmacy hours to accommodate late admissions, new orders, and physician visits.

## **Booth #10**

### **Southern Bus & Mobility**

80 South Highway Drive  
Valley Park, MO 63088  
Phone: 866-327-1600

[www.southernbusandmobility.com](http://www.southernbusandmobility.com)

Southern Bus & Mobility is a distributor for: new and pre-owned commercial buses, full size and lowered floor wheelchair accessible vans. Southern Bus & Mobility has a full-service facility with a body shop that specializes in A/C and wheelchair lift repairs and body work. They also adapt vehicles with a variety of mobility equipment.

## **Booth #11**

### **Maxim Insurance Solutions, LC**

3215 S. Providence Rd., Suite 4  
Columbia, MO 65203  
Phone: 573-446-9100

[www.mnhit.com](http://www.mnhit.com)

Maxim Insurance Solutions, LC provides a full range of insurance and financial services, along with our newest line of employer resources, for the long-term care industry. We are the TPA for MNHIT, providing underwriting, administration, loss control, claims administration, and marketing services. Give us a call so we can help you reach the success you deserve!

## **Booth #12**

### **Martin Bros Foodservice Distributing**

6623 Chancellor Drive  
Cedar Falls, IA 506123  
Phone: 1-800-847-2404

[www.martinbros.com](http://www.martinbros.com)

Martin Bros is a family-owned independent full-line foodservice distributor. As a full-line distributor, we are able to offer our customers not only an extensive inventory of food products but also janitorial/cleaning supplies, large equipment, small wares and even medical supplies. We are a customer-centric, employee-owned company with a mission to support our 2000+ healthcare customers with services such as: customized menu services, cost control resources, innovative educational opportunities, culinary & dining enhancement resources and theme events.

# Partner Information



## **Booth #13**

### **Aroma Impressions**     *\*First Time Exhibitor\**

6840 West 70th Street  
Shreveport, Louisiana 71129  
Phone: 318-934-1125 ext. 150  
Mobile: 870-736-0080

[www.aromaimpressions.com](http://www.aromaimpressions.com)

Aroma Impressions provides aroma therapy programs for Memory Care environments, which are specially designed to stimulate appetite, enhance mental clarity, and reduce unwanted behaviors, such as sundowning. When combined with music and lighting, aroma therapy can help reduce the need for antipsychotic medications.

## **Booth #14**

### **Haven Healthcare**     *\*First Time Exhibitor\**

850 N. 25th St  
Ozark MO 65721  
Phone: (417)581-1234

[www.havenhomeus.us](http://www.havenhomeus.us)

Haven Healthcare is the 417's leading provider of Home Health and Home Care services, Hospice Care, Outpatient Physical Therapy, and Facility Rehab Management. Haven is a community-based agency whose reputation was built on an unwavering foundation of care for our clients, our employees, and all of our fellow community members.

## **Booth #15**

### **John's Pharmacy**     *\*\*Platinum Sponsor\*\**

2001 Independence Street  
Cape Girardeau, MO 63703  
Phone: 573-334-1300

[www.johnsrx.com](http://www.johnsrx.com)

Locally owned and operated, John's Rx is a division of John's Pharmacy dedicated to providing the customized personal care that you and your residents deserve. John's Rx has been providing service to nursing homes for over 35 years. We offer pharmacy services, including consulting, for long term care and residential facilities from our locations in Cape Girardeau and Ozark to cover Southeast and Southwest Missouri. Our consultant pharmacists are specially trained by the American Society of Consultant Pharmacists to conduct regular and comprehensive medication reviews, in-services, training, and other additional staff support. In addition to competitively priced prescriptions, our services include synchronized cycle fill schedules, pharmacist reviews and therapy optimization, daily deliveries throughout the region, 24/7 on call availability, compounded medications, and more. As a locally owned independent pharmacy, we have the ability to customize our service to meet your unique needs.

## **Booths #16 & #17**

### **Bates Forum**

433 W. Walnut  
Springfield, MO 65806  
Phone: 417-865-2065

[www.batesarchitects.com](http://www.batesarchitects.com)

Bates is an award-winning design practice whose focus is outstanding design and exceeding client expectations. Our success is measured by an overwhelming number of repeat client relationships and by using innovative methods and technologies to provide a service that surpasses traditional firms. Bates believes in a more efficient, more accurate service which provides tangible fiscal benefits for our clients during the construction process and throughout the life of the building.

## **Booth #18**

### **Carpenter and Company, Inc.**

8301 State Line Road  
Kansas City, MO 64114  
Phone: 816-932-9333

[www.carpcom.com](http://www.carpcom.com)

Serving MALA since 1984 for all insurance needs.

## **Booth #19**

### **Tri-State Water, Power & Air**

1220 S. West End Boulevard  
Cape Girardeau, MO 63703  
Phone: 636-744-3465

[www.tristatewhywait.com](http://www.tristatewhywait.com)

Tri-State Water, Power & Air provides Detergent Free Laundry Solutions, Standby Generator Products, Water Treatment Systems and Air Purification to residential living facilities and hotels throughout the Tri-State area.

Since 1992, Tri-State has more than 35,000 customers who have trusted us to take care of their individual needs. We are proud to offer our customers a wide array of exceptional products that will improve the quality of their everyday lives, provide savings and enhance the value of their homes and businesses. We focus on providing a custom solution that best fits your needs.

We offer exceptional services at competitive prices, and our products come from leading brands such as Rainsoft, GE, Rheem, Noritz, Briggs & Stratton, and many others, and will be installed by factory-trained technicians with many years of experience. So, you can rest assured that when you choose us you will be getting the absolute best value for your money and will be investing in products that can stand the test of time.

## **Booth #20**

### **Advanced Senior Care**

***\*First Time Exhibitor\****

910 N. College Avenue, Suite 4  
Columbia, MO 65201  
Phone: 636-642-1215

[www.advseniorcare.com](http://www.advseniorcare.com)

Advanced Senior Care, Inc. (ASC) is a long-term care and post-acute medical practice, based in Columbia, serving mid-Missouri at all levels of long-term care and skilled nursing facilities.

The core purpose of ASC is to furnish primary care providers for patients in these communities. ASC has a team of physicians' board certified in Internal Medicine, Family Medicine, Geriatrics and Hospice/Palliative Medicine. The ASC team also includes Advance Practice Nurses, Licensed Clinical Social Workers and a hand-picked lineup of office-based nurses and clinical assistants.

ASC is committed to embracing best practices and evidence to achieve the highest quality patient care possible, while serving these long-term care communities and their staff. We call this commitment: "*Just Better Care*"

*Just Better Care* allows us to provide comprehensive healthcare counsel for our patients and their families. ASC also provides outreach education for long-term care staff and the greater community in conjunction with consulting and medical director services.

# Partner Information



## **Booth #21**

### **First Community National Bank (FCNB)      *\*First Time Exhibitor\****

450 Meramec Boulevard

Eureka, MO 63025

Phone: 636-938-1206

[www.fcnb.com](http://www.fcnb.com)

First Community National Bank is a strong and progressive independent, community bank serving the Missouri communities of Eureka, Steelville, Cuba, Sullivan, and Rolla. FCNB specializes in commercial real estate, commercial and industrial lending, small business lending and business banking, as well as consumer banking and lending. For complete banking solutions, contact Commercial Loan Officer Jason Bone at 636-938-1206, stop by our Eureka Financial Center located at 450 Meramec Boulevard in Eureka, Missouri or visit us online at [www.fcnb.com](http://www.fcnb.com).

## **Booth #22**

### **Kohl Wholesale**

130 Jersey Street

Quincy, IL 62301

Phone: 217-222-5000

[facebook.com/kohl.wholesale](https://facebook.com/kohl.wholesale)

[www.kohlwholesale.com](http://www.kohlwholesale.com)

Kohl Wholesale is focused on fulfilling the broadline foodservice needs of operations seeking an independent and customer driven distributor. Value added services include food safety education, menu programs, on-site nutrition and culinary training, premier industry food shows, and a beverage, chemical, and equipment service team. We'd like the opportunity to be your partner in assisted living!

## **Booth #23**

### **Heffernan Insurance Brokers**

16100 Swingley Ridge Rd., Ste. 250

Chesterfield, MO 63017

Phone: 636-489-0191

[www.heffins.com](http://www.heffins.com)

Heffernan Insurance Brokers is the 13th largest independently owned insurance agency and top 36<sup>th</sup> overall. Our work in the healthcare sector began in 1988. Over the years we have placed a significant emphasis on this industry leading to the formation of the *CareProviders* niche practice. With hundreds of healthcare industry clients, we have forged strong and mutually beneficial relationships with our clients and carriers within the practice and have formed exclusive programs with carriers to benefit our clients.

Our independent and entrepreneurial spirit allows us to deliver creative, exclusive and competitive solutions to our health care provider client base. Heffernan Insurance Brokers: [www.heffins.com](http://www.heffins.com) *"Enjoy, Respect, Respond!"*

## **Booth #24**

### **Legacy Healthcare Services**

3001 Spring Forest Road

Raleigh, NC 27616

Phone: 919-424-5080

[www.legacyinc.com](http://www.legacyinc.com)

Legacy Healthcare Services is a therapist-owned and operated company specializing in Senior Care. We deliver the highest quality contract therapy services (PT, OT, SLP) to Skilled Nursing Facilities, Assisted Living Facilities, Continuing Care Retirement Communities, Out-patient Agencies and Home Health Agencies.

## **Booth #25**

### **Graves Foods**

913 Big Horn Drive  
Jefferson City, MO 65109  
Phone: 573-893-3000  
[www.gravesfoods.com](http://www.gravesfoods.com)

Delivering to customers in Missouri, Oklahoma, Kansas, Arkansas and Iowa, Graves Foods is a family-owned broadline distributor with over 70 years of experience. Our Healthcare department is dedicated to providing the best customer services and will partner with you to achieve regulatory compliance, cost containment and resident dining satisfaction. Ask our Healthcare Specialists how we can assist you in attaining your goals.

## **Booth #26**

### **Broadway LTC Pharmacy**

37 Doctors' Park, Suite 7  
Cape Girardeau, MO 63703  
Phone: 833-803-2040  
[www.broadwayrx.health](http://www.broadwayrx.health)

Broadway LTC Pharmacy provides quality care and cost efficiency to the long-term care facility. This Show-Me-State owned and operated long-term care pharmacy combines the most advanced medication management technologies with the old-fashioned individual personalized care that you and your residents deserve. Whether it be for assisted living or residential care, Broadway LTC Pharmacy understand the unique needs of the long-term care community. Broadway LTC Pharmacy meets those needs to make the care providers job easier while helping the resident maintain a healthier life.

## **Booth #27**

### **Meyer Laboratory**

Randy Walder, Central Territory Manager  
2401 W. Jefferson  
Blue Springs Mo. 64015  
Phone: 660-707-3205  
[rwalder@meyerlab.com](mailto:rwalder@meyerlab.com)  
[www.meyerlab.com](http://www.meyerlab.com)

Meyer manufactures Laundry, Dietary, and Housekeeping products along with support items for the health care industry. We have been a long-standing member of the MALA association and value the relationships that we have built with the membership due to the services and products that we provide. We look forward to helping to create a strong industry with our in-service training programs and personal service that we are known for. Please stop by our booth and let us show you how we can make a difference in your facility.

## **Booth #28**

### **RehabCare**

680 South 4<sup>th</sup> Street  
Louisville, KY 40202  
Phone: 314-378-1159  
[www.rehabcare.com](http://www.rehabcare.com)

RehabCare is the leading provider of rehabilitation services, including physical, occupational and speech-language therapies, to over 2,000 hospitals and long-term care facilities in 46 states. We are the premier provider of rehab throughout the full continuum of care, including long-term acute care hospitals, nursing and rehabilitation centers, inpatient acute rehab units, independent rehabilitation facilities and hospice and home care locations.



## **Booth #29**

### **MobilexUSA**

Division of TridentUSA Health Services

6185 Huntley Road, Suite A

Columbus, OH 43229

Phone: 614-888-2226

[www.mobilexusa.com](http://www.mobilexusa.com)

[www.tridentusahealth.com](http://www.tridentusahealth.com)

Mobilex USA is the region's largest provider of round-the-clock, bedside x-ray, EKG and accredited ultrasound services.

## **Booth #30**

### **AuBurn LTC Pharmacy**

125 S. Washington

Nevada, MO 64772

Phone: 417-667-2500

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## **Booth #31**

### **First Call of Springfield**

3354 S. National, Suite D

Springfield, MO 65807

Phone: 417-886-1001

[www.my-firstcall.com](http://www.my-firstcall.com)

Since First Call Medical opened in 1997, our commitment to high clinical standards has earned us the recognition for supplying top quality private duty staff to assist with personal care in homes, nursing homes, residential facilities, assisted living facilities and hospitals. First Call's knowledge and expertise will insure that you will receive services specifically designed to meet your or your loved one's needs.

First Call Medical is also a recognized leader in the healthcare industry. When you have medical staffing needs, First Call can provide experienced, credentialed personnel for long or short-term assignments.

## **Booth #32**

### **Missouri Residential Care Services (MRCS)**

222 E. Primrose, Suite E  
Springfield, MO 65807  
Phone: 417-889-6727  
[www.mrcsnet.com](http://www.mrcsnet.com)

Back in 1992 the late Kevin Edmonds was selected to serve on a committee that ultimately allowed Personal Care Services to be provided in residential care & assisted living facilities. Shortly thereafter, Kevin founded Missouri Residential Care Services to assist owners and operators with all aspects of their Personal Care Program. Over the years MRCS has helped hundreds of people and would love to help you too!

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## **Booth #33**

### **Ozark LTC Pharmacy**

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## **Booth #34**

### **Aegis Therapies**

2601 Network Blvd, Suite 102  
Frisco, TX 75034  
Phone: 877-877-9889  
[www.aegistherapies.com](http://www.aegistherapies.com)

Aegis Therapies® is a national contract rehabilitation and wellness company providing physical, occupational and speech-language therapy across the continuum of care. We provide inpatient and outpatient rehabilitation services to help our patients return to the activities they love.

## **Booth #35**

### **Xpert Group Contracting & Roofing**

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[www.xpertgroupcontracting.com](http://www.xpertgroupcontracting.com)

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# Partner Information



## **Booth #36**

### **Tincup Printing**

2612 Old Mount Hope

Lonedell, MO 63060

Phone: 314-541-7997

[www.tincupprinting.com](http://www.tincupprinting.com)

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## **Booth #37**

### **LongTermCareRx**

1A Document Drive

Saint Louis, MO 64114

Phone: 314-961-4405

[www.longtermcarerx.com](http://www.longtermcarerx.com)

Since 1986, Long Term Care Rx has been a locally-owned and operated pharmacy in Saint Louis, Missouri. With 30 years' experience, we, at Long Term Care Rx, understand the uniqueness of each patient and facility. In this time, we have adapted to the ever-changing world of long term care, whether with new state and federal mandates or with technology allowing for quicker and safer medication dispensing. Long Term Care Rx focuses on key areas to help foster census retention for the facility as well as quality of care for the residents by implementing programs such as our **Hospital Readmission Reduction** program, **Medication Reconciliation**, and **Transitions of Care**.

## **Booth #38**

### **SGC Foodservice**

2415 W. Battlefield

Springfield, MO 65807

Phone: 800-299-9595

[www.sgcfoodservice.com](http://www.sgcfoodservice.com)

SGC Foodservice is a family owned full line food distributor that services customers in the Midwest. We are your healthcare experts. Our services are specialized each to Long Term Care, Assisted Living and Acute Care Facilities and we know the healthcare industry is always changing and presents challenges unique to each operation. We have dedicated healthcare professionals in place that understand these issues and provide solutions that will assist you with all your resident's dietary needs.

SGC Foodservice has the capability to ensure your healthcare operation's success by providing you with an extensive specialized product line, healthcare specific value-added programs and superior customer service. In addition to our line of healthcare products to fulfill dietary and supplement needs, we also have a diverse selection of disposables, chemicals and equipment. Our educated healthcare professionals are ready to partner with you and are dedicated to providing product solutions to meet the challenging needs of your healthcare facility. At SGC, we understand the challenges facing healthcare foodservice operations: Controlling Costs, Quality of Care, Patient/Resident Satisfaction and Regulatory Changes.

## **Booth #39**

### **Gerwick Purchasing**

7612 W. 148<sup>th</sup> Terrace  
Overland Park, KS 66223  
Phone: 913-710-4358

[mallred@gerwickpurchasing.com](mailto:mallred@gerwickpurchasing.com)

We are a Group Purchasing Organization designed to help reduce costs in the healthcare area. Our services are free to our membership which includes assisted living communities, daycares, behavioral health, homeless shelters, skilled nursing homes, ILF and much more. We help provide nationally contracted prices in a variety of areas to include food, office supplies, medical supplies and many others. Our goal is to work with the independent operators to get you the pricing some of your national competitors are receiving.

There are no contracts to sign to tie you into a long-term commitment, only a participation agreement with no upfront fees or any monthly dues, it is 100% no charge to our members.

## **Booth #40**

### **EverSpring Pharmacy**

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Phone: 314-344-9094

[www.everspringrx.com](http://www.everspringrx.com)

EverSpring offers comprehensive pharmaceutical care to the senior market and others in need of medication assistance and consultation. EverSpring is privately owned and operated and provides exceptional personalized care through its “patients first” philosophy.

## **Booth #41**

### **Corizon Health**

103 Powell Court  
Brentwood, TN 37027  
Phone: 800-729-0069

[www.corizonhealth.com](http://www.corizonhealth.com)

As the correctional healthcare pioneer and leader for 35+ years, Corizon Health provides client partners with high quality healthcare and reentry services that will improve the health and safety of our patients, reduce recidivism and better the communities where we live and work. We are a company built on innovation and expertise. Our people, practices and commitment to success through evidence-based medicine enable us to consistently meet and exceed client expectations.

## **Booth #42**

### **Relay Missouri**

200 Corporate Place  
Suite 200  
Rocky Hill, CT 06067  
Phone: 860-899-1097

[www.relaymissouri.com](http://www.relaymissouri.com)

Relay Missouri is a service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind and speech disabled.

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## **Booth #43**

**SSM Health at Home and Hospice**     *\*First Time Exhibitor\**

2505 Mission Drive, S#320

Jefferson City, MO 65109

Phone: 573-681-3777

[www.ssmhealthathome.com](http://www.ssmhealthathome.com)

SSM Health at Home provides post-acute services such as skilled nursing, physical therapy, occupational therapy and speech therapy to aide in recovery and healing for the residents in assisted living and residential care facilities.

SSM Health at Home and Hospice provides a comforting alternative to the traditional hospital setting making hospice services possible for limited life expectancy patients to remain in their own environment and receive highly skilled, experienced and passionate care working closely with physicians to carry out patients' treatment plans.

## **Booths #44 & #45**

**MALA Political Action Committee (PAC)**

Phone: 573-635-8750

The purpose of this committee is to assist in financial participation in the State electoral process and to assist in the nomination and election of candidates for state and local offices. This group may also participate in elections involving state and local ballot measures in Missouri. The committee will plan events or activities that promote fund raising. The Committee will work with the lobbyist in accounting and reporting of financial activity.

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# Welcome First Time Exhibitors

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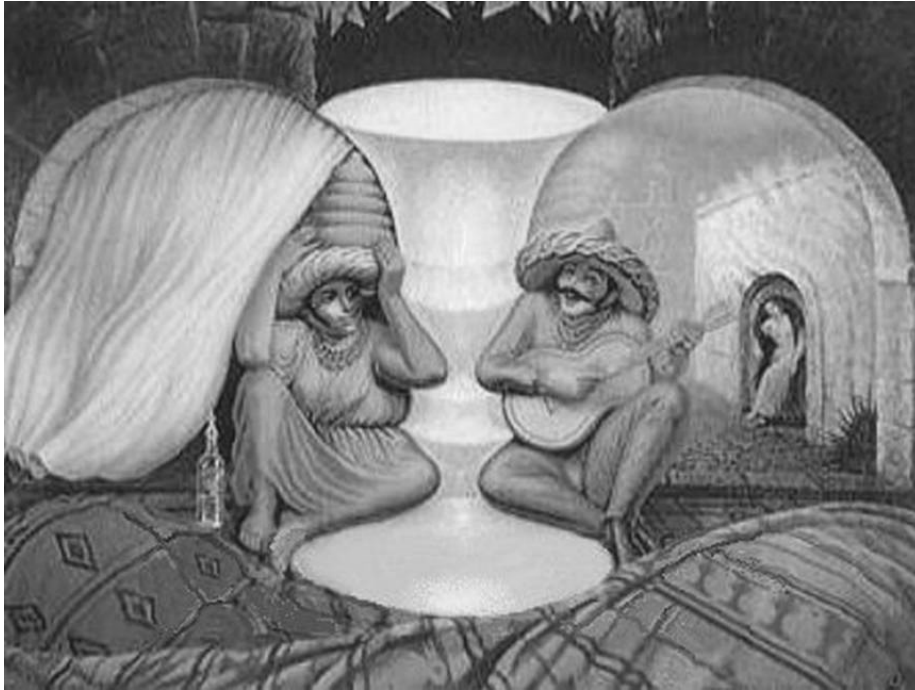
Legacy's **exceptional LIVEWELL® Program** is drawing much praise from assisted and independent living residents nationwide.

Legacy is committed to ensuring that all seniors in our care have access to services aimed at helping **maintain the highest level of function and independence.**

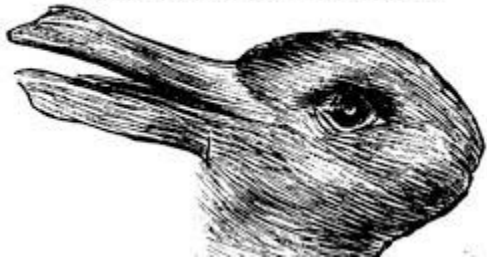
**CONTACT: Mason Hackler,**  
**Regional Director of Business Development**  
 Tel: 913-274-9693 Email: [mhackler@legacyinc.com](mailto:mhackler@legacyinc.com) [www.legacyinc.com](http://www.legacyinc.com)



# How focused are you? What do you see?



## Rabbit or Duck?



### How does optical illusions trick your brain?

Optical Illusions can use color, light and patterns to create images that can be deceptive or misleading to our brains. The information gathered by the eye is processed by the brain, creating a perception that in reality, does not match the true image.

### How does the human eye interpret optical illusions?

The lens of the eyeball focuses light back onto the retina, where photoreceptive rods and cones are affected by the wavelength of the light. Information about the light entering the **eye** travels through the optic nerve, where it is then **interpreted** by the brain.



Can you find the two women in this picture?



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Ronald Conway from  
Colonial Residential Care is the winner  
of the "Early Bird" drawing.

Ron receives a complimentary  
registration to the Spring or Fall 2019  
MALA Conference.



***Congratulations Ron!!***

**Be sure to visit the MALA PAC (Political Action Committee) Table  
Support MALA PAC and purchase tickets for a chance to win great prizes!**

**Ticket Prices: \$5 each or 3 for \$10**

The purpose of this committee is to assist in financial participation in the State electoral process and to assist in the nomination and election of candidates for state and local offices. This group may also participate in elections involving state and local ballot measures in Missouri. The committee will plan events or activities that promote fund raising. The Committee will work with the lobbyist in accounting and reporting of financial activity.

### **Note To Attendees:**

Name badges must be worn to gain admittance to all educational sessions and the exhibit floor.

**No exceptions.** If you misplace your name badge, you may request a replacement at the registration desk.

**Drawings will be held throughout the  
conference for a chance to win prizes and  
gift cards!**



# Detailed Agenda



## Sunday, October 7

10:00 - 5:00	<b>Registration</b>	
1:00 - 1:15	<b>Opening Remarks</b>	Harbor Room
1:15 - 2:15	<b>Legislative Update</b>	1.0 A Harbor Room

*Sponsored by: Gamble & Schlemeier*

**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 aide 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	<b>Bullying in Long Term Care</b>	1.5 PC Harbor Room
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*Sponsored by: Rich & Cartmill*

**Sarah Lake** has been a mental health professional for the past 18 years. She has a Bachelor's degree in psychology from the University of Illinois, Springfield. She has experience working in both the outpatient setting in case management and inpatient environment working with persistently mentally ill and individuals in crisis, as well as patients with dementia. She has worked with various mental health agencies in Illinois and Missouri including but not limited to Coles County Mental Health and Burrell Behavioral Health. During her career she has also supervised group homes and independent supported living programs for individuals with intellectual disabilities. Sarah is currently employed in social services at Citizens Memorial Hospital Parkview Geriatric Wellness unit and coordinates discharge planning and services for patients. She also serves on the behavioral assessment team for the emergency department as well as various committees.

**Session Description:** In recent years there has been a lot of focus on bullying occurring in educational settings. However, little has been addressed with bullying that occurs in the residential/ assisted living settings. Bullying not only affects residents at these facilities but it also affects employees as well. During the course of this presentation we will look at what is bullying, types of bullying, mental and physical effects of bullying, peer to peer bullying, and resident to staff bullying, and staff to staff bullying. We will discuss signs and symptoms when someone is being bullied and the difference between bullying and challenging behaviors. Finally, we will look at how to

# Detailed Agenda

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1. Introduction
2. What is bullying
3. Types of Bullying
4. Why do people bully
5. Difference between challenging behaviors and bullying
6. Signs and symptoms of those being bullied
7. Intervention
8. Prevention
9. Questions

4:00 - 4:15

**Break**

4:15 - 5:15

***Caring for Seniors with Diabetes: Treatment, Options & Challenges***

1.0 PC

Harbor Room

*Sponsored by:* **Guardian Pharmacy**

**Bethany Bramwell** is a Clinical Consultant Pharmacist from West Plains, Missouri. Currently, she currently serves as the Director of Clinical Services for Guardian Pharmacy of Missouri, overseeing the provision of Clinical Pharmacists' Services for partner Long-Term Care facilities across Central and Southern Missouri and Northern Arkansas. She graduated from Southwestern Oklahoma State University's School of Pharmacy in 1999 and is Board Certified in Geriatrics. Mrs. Bramwell is a member of the American Society of Consultant Pharmacists, has received Medication Therapeutic Plan Authority from the Missouri State Board of Pharmacy, has received advanced training in infectious disease pharmacotherapy and dementia care, and received certification in Diabetes Disease State Management. She has served as a preceptor for 6th-year pharmacy students from the University of Missouri-Kansas City, St. Louis College of Pharmacy, and Creighton University.

**Session Description:** The care of older adults with diabetes can be complicated. This program will discuss the factors considered when individualizing care goals for the older adult with diabetes with an emphasis on prevention of hypoglycemia. Medications commonly used to manage diabetes and cardiovascular risk in older adults and their potential adverse effects will be reviewed. Participants will have an opportunity to discuss challenges in diabetes management in the long-term care setting from the patient, facility, and practitioner perspectives.

5:30 - 7:30

**Welcome Reception**

*Sponsored by:*



# Detailed Agenda

## Monday, October 8

7:00 - 8:00

**Breakfast Buffet**

**Lakeside Room**

8:00 - 9:30

**Keynote:**

***Turning Bad Leadership On Its Head: Lessons from the Darkside***

*Sponsored by: John's Pharmacy*

1.5 A

**Harbor Room**

**Dr. Paul Thomlinson** holds a Bachelor's degree in psychology and sociology, a Master's degree in general/experimental psychology, a Ph.D. in industrial/organizational psychology, and a Post-Doctoral Respecialization Certificate (Psy.D.) in clinical psychology. He is a Missouri-licensed psychologist and is a Certified Compliance and Ethics Professional, as well as having completed training as a Psychological Autopsy Investigator. His career has included seven years as a full-time academic, teaching at both the undergraduate and graduate levels, and 20+ years in behavioral health administration, research, and clinical practice. His research, grant writing, and consultation interests and experience include leadership, suicide prevention, health promotion, and integrated health/behavioral healthcare. He also plays high energy rock, blues, funk and pop music with his band Innuendo, and plays many solo acoustic gigs each year...and he usually tries to incorporate music into his presentations as an attempt to "do what he is."



**Session Description:** There are good leaders and there are bad leaders, and we have all witnessed examples of both. What can we learn from our observation of ineffective or just plain bad leaders? In this 90-minute session, Dr. Paul Thomlinson will spotlight some of the worst leader behaviors and strategies, based on decades.

9:30 - 10:30

**Break with Exhibitors**

**Grand Ballroom**

10:30 - 12:00

**Dr. Paul Thomlison:**

***Why Do People Die By Suicide, and What Can We Do About It?***

1.5 PC

**Harbor Room**

**Session Description:** Over 44,000 people died by suicide in the US last year—suicide is the 10<sup>th</sup> leading cause of death for all ages, and the 2<sup>nd</sup> leading cause of death from ages 10-35. In this 90-minute session, Dr. Paul Thomlinson will provide the best scientific explanations of why people die by suicide and will build on that information to suggest how we can prevent those in our care, and in our lives, from dying by suicide.

12:00 - 1:15

**Lunch & At Large Board of Directors Election**

**Lakeside Room**

*Sponsored by: Southern Bus & Mobility*

1:15 - 2:45 Washington DC's Impact on ALF Financing

1.5 A Harbor Room

**Jason Almiro** is Director of Healthcare Research at BOK Financial, a \$32 billion bank holding company. Mr. Almiro is responsible for monitoring and analyzing all healthcare regulatory/legislative issues and industry trends as they pertain to BOK Financial's \$2.5 billion of healthcare bank loan portfolio. Before joining BOK Financial, Mr. Almiro was a healthcare analyst and portfolio manager at ING Investment Management (now Voya Financial) which managed a \$15 billion leveraged bank loan portfolio. Mr. Almiro analyzed, underwrote and recommended for investment leveraged bank loan opportunities within the healthcare industry. Prior to ING Investment Management, Mr. Almiro spent eight years performing corporate finance and restructuring engagements for troubled healthcare companies.

Mr. Almiro is a Certified Public Accountant and a Chartered Financial Analyst. He received his Bachelor of Science degree in accounting from Marquette University and his Masters of Business Administration from the University of Notre Dame.

**Session Description:** The assisted living industry continues to face dramatic changes that are impacting the bottom-line of assisted living organizations. Access to capital is more important than ever as assisted living organizations scramble to build scale, vertically integrate, and invest to remain competitive. There are several debt financing options available to assisted living organizations, but the most cost-effective are being offered to those who are embracing change and performing well. In this session attendees will learn about the latest issues (legislative, regulatory, new construction, M&A, valuation, etc.) facing the assisted living industry and how they are impacting the financial performance and financing of assisted living organizations. Attendees will also learn about the differing financing options available and who's currently lending and at what rates.

### Learning Objectives

1. Understanding of the latest legislative and regulatory issues facing the assisted living industry and how they are impacting the financial performance and financing of assisted living organizations
2. Understanding of the new construction levels, M&A environment, and valuation trends for assisted living facilities
3. Understanding of the differing financing options available to assisted living organizations (bank, non-bank, government/HUD) and their requirements
4. Understanding of the current financing rates and structures for assisted living organizations
5. Predictions on the environment for assisted living organizations and the availability of capital over the near-term

# Detailed Agenda

2:45 - 3:45

Break with Exhibitors

Grand Ballroom

4:00 - 5:00

*Social Media Management*

1.0 A

Harbor Room

**Erika Kramer**, LNHA, graduated from the University of Northern Iowa with a BA in Business Management. She started as an intern for Martin Brothers in 2005 and became full time in medical supplies in May of 2006. She became the marketing and education director in June of 2009, focusing on nursing education events and webinars as well as tools for the nursing side in Long term care. Since April, 2014, Erika has been the Healthcare Market Developer for Missouri, focusing on the nutritional services in Senior Living Communities. She recently pursued her administrators license at Des Moines Area Community College and passed her national administrator boards in March of 2017.

## Session Description:

- Understand how the Freedom from Abuse, Neglect, and Exploitation regulation (§483.12) relates to the social media world and how it effects all staff members.
- Review recent cases in which social media has incurred substantial fines for some facilities.
- Discuss several cases of social media abuse and discover how you can use these cases to fully educate your staff on what is allowed and not allowed in the workplace setting.

5:00 - 7:00

Poolside Event



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# Detailed Agenda



## Tuesday, October 9

7:00 - 8:00 Breakfast Buffet Lakeside Room

8:00 - 9:30 *How Assisted Living Facilities Can Become Invincible to Lawsuits and Save Thousands in Taxes* 1.5 A Harbor Room

**Don Pendleton** is an expert in the areas of lawsuit protection, tax reduction, and estate planning and has authored several publications on the subjects. He is the co-author of the books, *The Asset Protection Handbook*, *The Asset Protection Bible*, and *7 Legal Tools Made Easy*. Don has presented at numerous association meeting, advanced training seminars, webinars, and workshops on the subject of asset protection. He is one of the nation's top asset protection advisors and has helped thousands of professionals learn how to property structure themselves for lawsuit protection and tax reduction.

**Session Description:** Learn the strategies and tools the nation's top law firms use to save their clients millions of dollars each year. This lecture provides solutions to three major problems: lawsuits, taxes, and probate. From this lecture you will learn:

- How to make yourself unattractive to a plaintiff attorney so they will not pursue a lawsuit against you.
- Five tax reduction strategies often missed by professionals and their advisors.
- Tools you can use to pass assets to your heirs tax free.

Objectives:

1. Structure business for lawsuit protection and prevention
2. Reduce liability insurance costs.
3. Minimize taxes.
4. Create successful estate and business succession plan.

9:30 - 10:00 Break/Hotel Checkout

### Be sure to visit the MALA PAC booth

**MALA Political Action Committee (PAC)**  
Phone: 573-635-8750

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# Detailed Agenda

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10:00 - 11:30

## Concurrent Sessions

### Breakout #1 *Caregiver Safety*

1.5 A

Grand Glaize  
Room

**Michelle Christianson** MS, PA, CN-E, CCDS Michelle is the Vice President of Clinical Sales and Marketing for Medline's Personal Care Division- manufacturer of disposable incontinence products and the Ready Care Division- manufacturer of disposable wipes, oral care kits and CHG bathing solutions. Some of her specialties have included skin antiseptics/prepping techniques, surgical process improvement, hair removal, closed wound drainage, urologicals (adult/pediatric), Interventional Radiology, regulated waste management, O.R. turnover improvement & safety, patient positioning and pressure ulcer prevention and PICC insertion & maintenance.

In 2010, Michelle joined the Medline team in the Critical Care Division as a clinical nurse specialist and field trainer. Michelle's clinical, research and educational background provides the necessary foundation for educational compliance, surgical techniques, and recommended practice changes within the health care arena. Michelle is a fundamental link between science, sales, and the healthcare community by providing evidence-based data with procedural focus on standardization.

Michelle has over 17 years of clinical experience in University and Community healthcare institutions. Her experiences as a Physician Assistant for General & Orthopedic Services include management and educational precepting. Later, after specializing in Urology, Michelle had coordinated with surgeons, anesthesiologists, ICP's, RN's, etc to deliver care in a cost-effective environment. Michelle continues to share her knowledge by presenting research, speaking at healthcare conferences and hosting/speaking at key opinion leadership dinners.

**Session Description:** This session will address common questions, comments and concerns to improve safety for care givers in long term settings.

### Breakout #2 *Prevention of Unnecessary Hospital Encounters -*

1.5 PC

Gravois/Osage  
Room

*It's not just for skilled nursing anymore*

**Dr. Jerry Bruggeman** is the co-founder of Advanced Senior Care, a growing and thriving long term care practice servicing the Mid-Missouri marketplace, centered in Columbia, Missouri. He is honored to represent Hospice Compassus (Columbia-Jefferson City) as their Associate Medical Director and also serves as medical director for 13 additional long-term care facilities in the Mid-Missouri market.

Jerry has concentrated his practice activity in geriatrics and palliative/hospice care since 2007 and has quickly become recognized for his heart and innovative expertise. The breeding ground for this concentration came from years of primary care clinic practice that mainly focused on rural and under-served populations.

**cont'd** Jerry received his bachelor's degrees in Chemistry and Physics from the University of Missouri -Columbia. Dr. Bruggeman received his medical degree from the University of Missouri-Columbia as well, where he also completed his residency and a year as chief resident in Family and Community Medicine. Dr. Bruggeman also holds an MBA in Health Management from William Woods University. He is board certified in Family Medicine, as well as Hospice and Palliative Medicine, and is a Certified Medical Director by the American Medical Director's Association.

He is personally blessed with an active and loving family life with his wife Brenda and their three (3) teenage sons.

**Karen Duncan** is a Registered Nurse who works for Option Care Home Infusion to assist in transitioning infusion patients from the acute care setting to their homes. Karen believes that individuals heal more quickly in their home environment. She knows that a successful transition from hospital to home leads to greater compliance and improved quality of patient care. Karen's nursing experience includes neurosurgical ICU, labor and delivery, and 10 years in hospice including serving as director and clinical liaison for Compassus Hospice and Palliative Care. She is a Certified Hospice and Palliative Care Nurse, a member of the Infusion Nurses Society, a certified CPR instructor for the American Red Cross and a certified Level 1 Med Aide instructor.

Karen holds an Associate Degree in Nursing from Columbia College, a Bachelor of Nursing from Western Governors University and is currently pursuing her Master of Nursing from Western Governors University.

**Session Description:**

- \* Achieving good (timely) communication with primary care providers
- \* Advance Care Planning
- \* Chronic care management
- \* Rethinking our traditional approach to in-home/outpatient services such as infusion treatments
- \* Improved utilization of therapy services, counseling services, as well as screening tools (fall risk, and wellness programs)
- \* Education of staff, residents, families, and the greater community

11:45 - 12:45

**Lunch & MALA Overview/Annual Meeting/PAC Drawings**

1.0 A

**Lakeside Room**

**Session Description:** MALA board president and executive director along with other leadership board members will present to the membership the current state of the association and provide an overview of what the previous year held along with association's priorities and goals are for the upcoming year.

# Detailed Agenda

1:00 - 2:30 *Effective Communication/Conflict Resolution*

1.5 PC Harbor Room

*Sponsored by: EverSpring Pharmacy*

**Dr. Deborah L. Byrd** is a native of Columbia, Missouri and has over 30 years in program development/ administration and providing psychotherapy services. Her private practice has allowed her to provide services to a variety of agencies and communities including: faith-based; military; child, youth, and family; senior adults; and persons with addictive disorders. She has provided her services through individual, couple, family, and group therapy and facilitation of retreats to include team building, leadership, spiritual growth and personal and family enrichment. As a Program Director for Laurel Ridge Hospital in San Antonio she developed and implemented the chemical dependency treatment programs including inpatient, partial hospitalization, intensive outpatient, outpatient, and continuing care.

She helped open Seniorcare Psychiatric Inpatient Units in both San Antonio and New Orleans through Trinity MedCare. As president of the San Antonio Chapter of Christian Counselors of Texas she implemented a number of conferences bringing together local pastors, churches, agencies, and ministries. She has appeared on both radio and television and has published numerous articles on a variety of topics, including stress management, healthy communication, conflict resolution, time management, personal responsibility, and effective parenting techniques. Dr. Byrd is currently employed as the CREDO facilitator at Naval Station Guantanamo Bay, Cuba where she has been since 2016.

Dr. Byrd has completed the following educational institutions: Columbia College - Bachelor of Social Work; University of Missouri - Master of Social Work; California Coast University - Doctorate of Psychology. She is a Licensed Clinical Social Worker (LCSW) in both Texas and Missouri and is also certified as a Substance Abuse Professional (SAP) and a Trauma Resolution Therapist (CTRT).

Dr. Byrd's personal interests include traveling, water sports, reading, and participating in mission trips.

**Session Description:** In order for communication to occur there needs to be both a sender and a receiver. Obstacles and enhancers of effective communication will be defined and discussed. Styles of communication, including passive, aggressive, and assertive, will be demonstrated. The benefits and liabilities of communicating through email, text, pictures, in person and through social media will also be discussed. Guidelines to healthy conflict resolution will be identified, examples will be provided and you will leave this session with the tools to help you resolve conflict with others more positively.

2:30

**Closing Remarks**

# Notes





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# Welcome First Time Attendees

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Sandi Weber, Holly Hills Retirement Home, St. Louis

Cynthia Deal, Special Force Family Ministries, Nixa

Gina Huckstep, Harbor Place Estates, Linn

Bobbie Pitts, Crystal Manor, Adrian

Linda Hagler-Reid, Americare

Sandra Kobermann, Sunnyhill Independence Center, DeSoto

Amy Adams, Lutheran Assisted Living, Cape Girardeau

David Compere, Marshfield Place, Marshfield

Cathy Upton, Jane Howell Stupp Apartments, Overland

Penny Worthley, Hillcrest Residential Care, Columbia

Kerri Oth, Sugar Creek Assisted Living, Troy

Jen Otto, Valley Park Retirement Centers, Holts Summit

Joshena Lee, Valley Park Retirement Centers, Fulton

Chad Griggs, Valley Park Retirement Centers

Jackie Oden, Valley Park Retirement Centers, California

Pam Lindsey, Park Place Apartments, Mountain View

Emily Lattin, Cedars of Liberty, Liberty

Veronica Baker, Sunnyview Nursing Home & Apartments, Trenton

Dave Smith, Delmar Gardens Enterprises, Chesterfield

Kim Kraemer, Garden Villas South, St. Louis

Bristol Care Inc.: Stephanie Leinbach  
Donna Hazlett  
Crystal Carter  
Sabrina Leavell  
Dawn Dillon  
Holli Bircher  
Jennifer Sprout



# Welcome our New MALA Members

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## **Facility Members:**

Webwood Assisted Living, Neosho

The King's Daughter's Home, Mexico

Raytown Bickford House, Raytown

Popa Good Samaritan Services, Verona

The Timbers, Holts Summit

Stonecrest of Wildwood, Wildwood

Senior Star at Wexford Place Assisted Living & Memory Care, Kansas City

Lutheran Home Assisted Living, Cape Girardeau

Dunn Dunn House, LLC, St. Louis

## **Associate Members:**

Advanced Senior Care, Columbia, MO

Haven Healthcare, Ozark, MO

Symbria Inc., Warrenville, IL

FCNB Bank (First Community National Bank), Eureka, MO

The Values Conversation, St. Louis, MO

Bio Tech X-ray, St. Louis, MO

SSM Health at Home and Hospice, Jefferson City, MO

Aroma Impressions, Shreveport, LA

Boyce & Bynum Pathology Laboratories, Columbia, MO

WellSky, Creve Coeur, MO

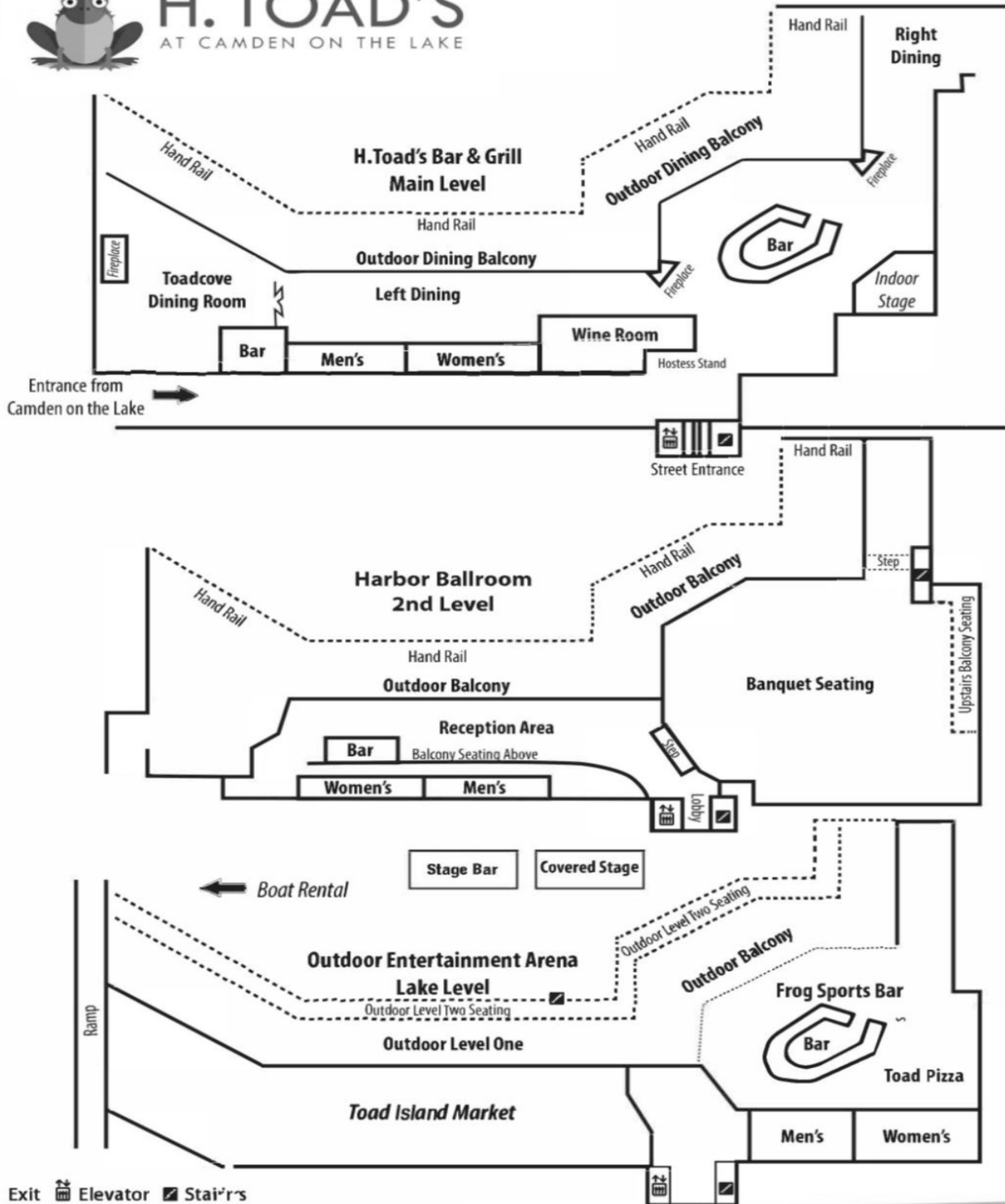




# H. TOAD'S

AT CAMDEN ON THE LAKE

## Property Map

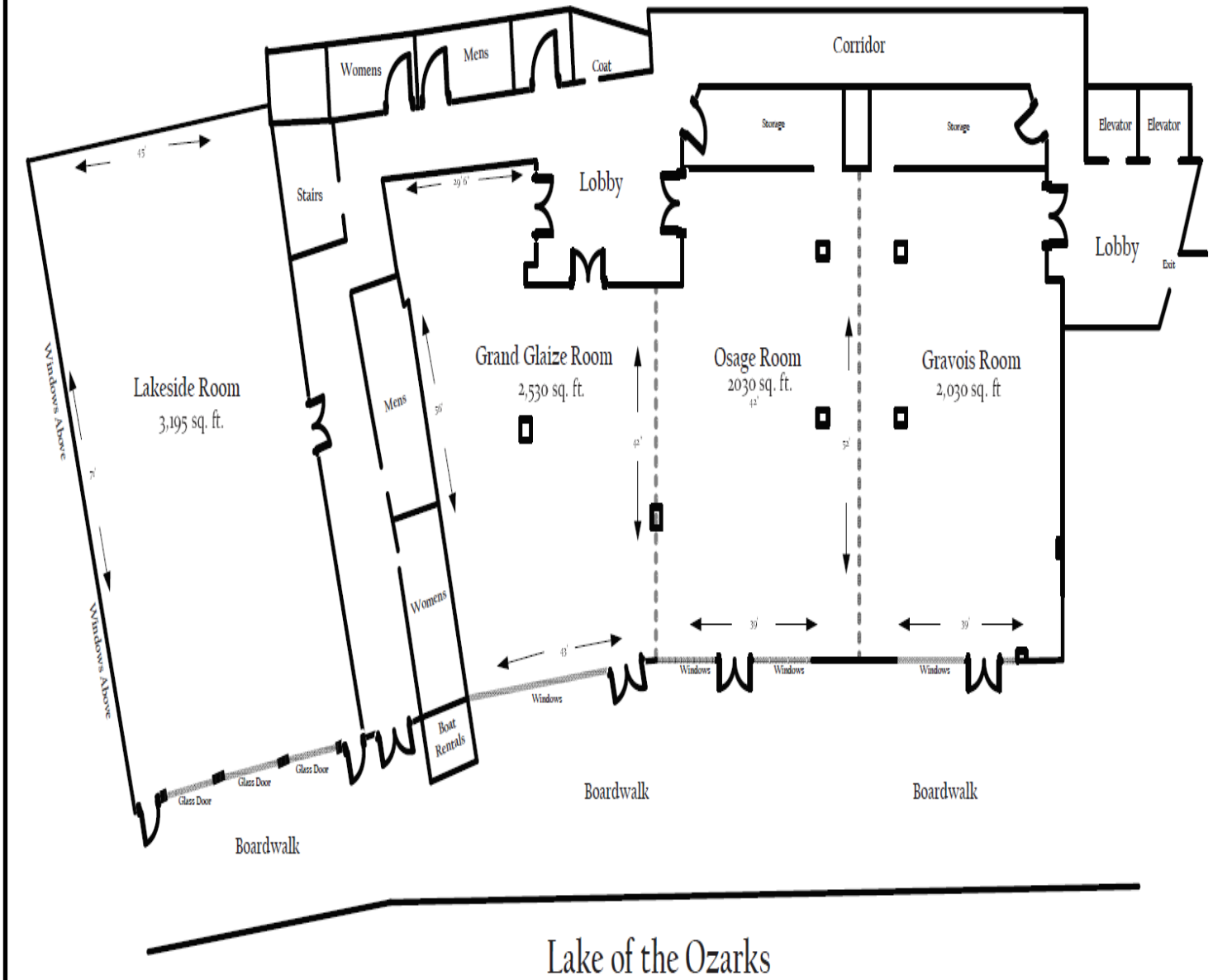


**PLEASE NOTE:** All General Sessions on Sunday and Monday are being held in the Harbor Room. The Harbor Room is located on the floor below H Toads Restaurant. **Watch for signs directing you to this room.**



# Camden on the Lake Grand Ballroom

6,590 sq. ft.



*If there is anything that does not meet your expectations during your time at the conference, please contact Keith or Cindy. Enjoy your stay!*

# THANK YOU TO OUR SPONSORS!

**PLATINUM:** *Guardian Pharmacy*  
*John's Pharmacy*

**GOLD:** *EverSpring Pharmacy*

**SILVER:** *Rich & Cartmill*

**Sunday Welcome Reception:** *Long Term Care Rx*

**Monday Hospitality:** *Grinnell Fire Protection Solutions*  
*Rich & Cartmill*  
*SGC Food Service*  
*ServiceMaster*  
*Stephens Pharmacy*

**Monday Lunch Sponsor:** *Southern Bus & Mobility*

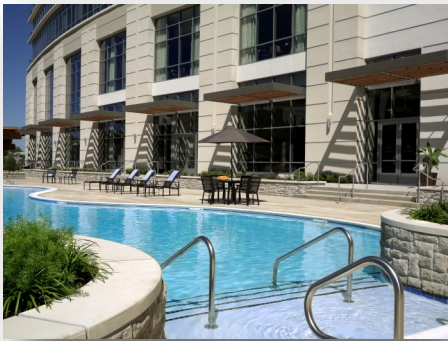
**Lanyards:** *Mobilex USA*

**Keycards:** *Gerwick Purchasing*

**Additional Sponsor**  
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**MALA Spring Conference**  
**April 7-9**  
**Hilton Branson Landing & Convention Center, Branson**



**The MALA Board of Directors, Education Committee, and staff appreciate your continued support and attendance at our Spring and Fall Conferences.**

Mark your calendars now for the 2019 Spring Conference at the Hilton Branson Landing & Convention Center.

Plan on joining us as we return to this hotel with all its great amenities.

MALA's Education Committee is pleased to announce our Keynote Speaker for this conference is:

**Joel Weintraub**

Joel will speak on **“Stress Reduction”** and his second session will focus on **“Reducing Employee Turnover”**

Mark your calendars today! Be sure to watch your mail, and the MALA website for more information coming soon.



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