



**Missouri League**  
*for* **Nursing**

***January - June***  
***2012***

Calendar  
of Continuing Education  
CE Approved

Online Courses  
and Webinars  
Available

Sixteen  
One-Day Workshops  
Offered in 20 Cities  
PLUS  
Conferences and Institutes

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***Keep this calendar as your resource for our Spring 2012 programs!***

***Mission: To support the delivery of quality health care by nurses and other health care providers through education, collaboration, and information.***

## Meeting Your Learning Needs

This **Continuing Education Calendar** will assist you with planning your educational needs from January through June 2012. Features include:

- Sixteen stimulating one-day workshop topics approved for five clock/contact hours offered at **81 sites**.
- CE approval information and location details.
- 21<sup>st</sup> Annual MLN Institute for Nursing Home Administrators providing 20 hours of CE requirement in 2 ½ days, March 1-3, 2012, Lodge of Four Seasons, Lake Ozark (see page 4 for details).
- MLN's 59<sup>th</sup> Annual Convention, April 11-13, 2012, and MLN Nursing Home Administrator Pre-Convention Program, April 10-13, 2012, Tan-Tar-A Resort, Osage Beach, provide a variety of invigorating topics and networking opportunities. Attending both will provide the opportunity to earn up to 20 hours of CE requirement (see pages 5-8).
- Geographical listing of CE offerings in **20 areas** across the state (see pages 26-28).
- Additional conferences and institutes (see page 28).
- 12-Hour Conference in a Friday (12 - 6:30 p.m.) and Saturday (8 a.m. - 3:30 p.m.) format in St. Louis and Kansas City.

**MARK YOUR CALENDAR now for the educational offerings you plan to attend in 2012!**

*Note: Save at least \$35 per offering if you join the MLN. Save more by taking advantage of our group rate to meet the learning needs of your staff (see page 30 for details).*

### Become an MLN Member!

**Benefits include:**

- Continuing education opportunities at reduced rates
- Opportunities for participation in regional, state, and national health care issues
- Newsletters and bulletins
- Professional and personal growth
- Continuing education attendance maintained for six years

**See back panel of calendar for Registration Form and Membership Application!**

#### **\$75 Workshop Rate - MLN Member Benefit**

**You spoke... We listened!** Are you looking for an affordable way to train your staff? Do you want continuing education for your professional development, but do not need CE credit? The MLN has the solution you are looking for, available to MEMBERS ONLY! If you are a member and do not want CE credit, you can attend one-day workshops for \$75. If you have staff who do not want CE credit, they can attend a workshop for \$75 per person, ONLY if they are an MLN member (agency or individual). If staff are nonmembers, they must pay the nonmember rate of \$160. If a member or nonmember is seeking CE credit, regular rates will apply (\$125 Member; \$160 Nonmember). Group rate does not apply to this offer.

# Online Courses

## MeLearNing

The following courses will meet the CE needs of health care professionals: nursing home administrators, RN's, LPN's, and many more! Nursing home administrators can earn up to 20 hours of CE through online courses/webinars every two years. Registration form located on page 32.

Course fees per hour: \$30 Member; \$50 Nonmember.

### 1 Hour Courses:

#### **Building Caring Relationships: Working Toward Mutual Goals** (A clock/contact hour)

Purpose: To discuss building caring relationships with patients/residents and their families, and with coworkers to promote quality care and improve outcomes.

#### **Clostridium Difficile Management in Long Term Care** (PC clock/contact hour)

Purpose: To provide a framework for resident safety which prevents the spread of Clostridium difficile infection in long term care settings including regulatory framework and best practices to improve the quality of care.

#### **Communication and the Health Care Team** (A clock/contact hour)

Purpose: To provide an understanding of the basic principles of communication, how the law and professional ethics affect nurse to patient/resident to family communications, the purpose and principles of therapeutic communication, and much more.

#### **Culture Change: Making a Difference** (PC clock/contact hour)

Purpose: To learn how providing person centered care creates an environment where residents can live a life of peace, happiness, and purpose.

#### **Delegation in Nursing Practice** (Contact hour only)

Purpose: To assist you in learning the basic principles of delegation, particularly delegation of duties to unlicensed assistive personnel (UAP).

#### **Delegation for Health Care Professionals** (A clock/contact hour)

Purpose: To assist you in learning the basic principles of delegation as they relate to nursing staff in long term care settings.

#### **Diabetes Overview: Putting It All Together** (PC clock/contact hour)

Purpose: To discuss complications of diabetes, standards of care, and treatment of diabetes.

#### **Geriatric Emergencies** (PC clock/contact hour)

Purpose: To review traumatic and medical emergencies within the geriatric population.

#### **Infection Control: Cover It All** (PC clock/contact hour)

Purpose: To review the differences between infection, colonized, infectious, and health risks associated with the various diseases and conditions.

#### **Medication Errors** (A clock/contact hour)

Purpose: To present health care providers an overview of the impact of medication errors on our population and to review current approaches to reducing this problem.

#### **Medications Used in the Treatment of Diabetes** (PC clock/contact hour)

Purpose: To review the usual medications used to treat diabetes, common dosages, side effects, and precautions needed with each.

#### **Pressure Ulcer Prevention: Back to the Basics** (PC clock/contact hour)

Purpose: To provide a framework for resident safety which prevents the development of pressure ulcers in long term care settings.

#### **Restraints Reconsidered** (PC clock/contact hour)

Purpose: To provide an introduction to the limitations, regulations, and possible consequences use of physical restraints pose in the long term care setting.

#### **The Basics of Diabetes** (PC clock/contact hour)

Purpose: To review the causes and prevalence of all types of diabetes as well as various treatment options and prevention.

**1.5 Hour Course:****Abuse and Neglect (PC clock/contact hours)**

Purpose: To understand undertaking your personal responsibility in detecting and preventing abuse and neglect. You are the key.

**2 Hour Courses:****Critical Thinking (A clock/contact hours)**

Purpose: To teach the critical thinking process—all the elements that it is comprised of and how these elements work together.

**Death and Dying (PC clock/contact hours)**

Purpose: This course is designed for health care professionals or volunteers working with those who are dying and their families. Upon completion participants will be able to recognize the grief process and select interventions appropriate for clients and family members.

**Ethics in Health Care Settings: Everyday Principles (A clock/contact hours)**

Purpose: To explore some of the ethical questions that come up every day in health care settings. A look at the history of many of the ethical principles used in personal relationships and professional daily practices will be addressed.

**Professional Demeanor (A clock/contact hours)**

Purpose: Our profession is held in high esteem by the public, yet what makes us different than other professions? In order to understand the differences, we need to start at the beginning and learn what makes a profession.

**3 Hour Course:****Promoting Better Health Through Prevention and Control of Diabetes (PC clock/contact hours)**

**Please note:** This course is comprised of the three, one hour diabetes courses listed above (The Basics of Diabetes, Medications Used in the Treatment of Diabetes, and Diabetes Overview: Putting It All Together). You **cannot** receive CE hours for the 3-hour diabetes course AND any of the 1-hour diabetes courses. You may either register for the 1-hour courses individually or the 3-hour course (which includes all three 1-hour courses).

You Spoke...  
We Listened  
**REDUCED Rates!**

# Webinars

Train  
Staff

Earn CE credit with MLN webinars! Train your entire staff for free! Only one person has to register and pay and then your entire staff is FREE! If you have staff that want CE credit, an additional fee of \$30 must be submitted per person. Additional staff requesting CE ***MUST BE an Individual or Agency Member of the MLN.*** The first registrant pays regular rate, then each additional person requesting CE pays the reduced rate of \$30. All additional staff requesting CE must be pre-registered in order to take advantage of this offer. NHAs can earn up to 20 hours of CE every two years through webinars/online courses! **Webinar fees: \$50 Member; \$70 Nonmember.**

**Webinar Schedule:** \*Pending clock hours

Date	Webinar
March 13, 1 - 2 p.m. *(1 contact hr)	Strokes and Heart Attacks: Time is Tissue
April 25, 1 - 2 p.m. *(1 contact hr)	Conflict Management: Causes & Approaches to Solving
May 10, 10 - 11 a.m. *(1 contact hr)	Leadership Secrets: All the Best
June 5, 2 - 3 p.m. *(1 contact hr)	Performance Evaluation Tips

**21<sup>st</sup> ANNUAL MLN INSTITUTE FOR NURSING HOME ADMINISTRATORS**  
**March 1-3, 2012** (20 contact/clock hours-6.5 PC, 13.5 A)

**Thursday, March 1, 2012**

**Fundamentals of Wound Care**

Speakers: Amy Bierk, RN, CWOCN, Program Director, Boone Hospital Wound Healing Center, and Kim Mitchell, RN, Clinical Nurse Manager, Boone Hospital Wound Healing Center

**Refresh With Humor**

Speaker: Denise Schorp, BSN, RNC, Nurse Utilization Specialist, St. John's Hospital Case Management

**Walking the Talk of HIPAA**

Speaker: Laura Gerdes Long, JD, Principal at Danna McKittrick, P.C., Attorneys at Law

**Minefields in Employment Law**

Speaker: Ruth A. Binger, JD, Principal at Danna McKittrick, P.C., Attorneys at Law

**Getting Paid From the Beyond: How to Collect From Estates**

Speaker: Misty A. Watson, JD, Attorney at Danna McKittrick, P.C., Attorneys at Law

**Friday, March 2, 2012**

**Using a Quality Improvement Approach to Manage Falls**

Speaker: Alexis Roam, MSN, RN, Program Manager, Nursing Home Services, Primaris

**What's New With MDS 3.0**

Speaker: Carol Siem, MSN, RN, BC, GNP, Clinical Educator, University of Missouri-Sinclair School of Nursing

**Geriatric Medical Emergencies: What Happens After the Ambulance Leaves**

Speaker: Cecil Downing, CCEMT-P, Paramedic Instructor, IHM Health Studies Center

**Legal Issues Affecting Long Term Care Administrators and EMS**

Speaker: Cecil Downing, CCEMT-P, Paramedic Instructor, IHM Health Studies Center

**Most Frequently Cited Rules and Regulations**

Speaker: Shelly Williamson, MS, Assistant Section Administrator for the Section for Long Term Care Regulation, Missouri Department of Health and Senior Services

**Saturday, March 3, 2012**

**Motivation: Going From Ho-Hum to Gung-Ho**

Speaker: Colleen Neill, MA, MS, President/CEO, Neill Communications, LLC

**Healthy Body, Healthy Brain: How You Can Get Stronger and Smarter—And Stay That Way**

Speaker: Deborah Kukal, PhD, ABPP, Psychologist, St. John's Center for Pain Management

**DATE & SITE:** March 1-3, 2012, Country Club Hotel & Spa, Lake Ozark, Missouri

**FEES:** Postmarked by February 1, 2012 MLN Member...\$395 Nonmember...\$495  
 Postmarked after February 1, 2012 MLN Member...\$445 Nonmember...\$545

**NOTE:** If you are unable to attend this course, sign up for the **MLN Annual Convention and NHA Pre-Convention Program, April 10-13, 2012**, to obtain 20 hours of CE (see pages 5-7).

## NURSING HOME ADMINISTRATOR PRE-CONVENTION PROGRAM

April 10-11, 2012

(8 contact/clock hours)

This pre-convention program is being offered in conjunction with MLN's Annual Convention at Tan-Tar-A Resort, Osage Beach, MO to allow NHAs the opportunity to earn 20 hours of CE which includes a selection of patient care hours.

**Tuesday, April 10, 2012**

**Polypharmacy: Too Much of a Good Thing**

Speaker: Janice Ceriotti, Director of Clinical Services, Interlock Pharmacy

**Individualizing Diabetes Management in Long Term Care**

Speaker: Sharon Thomas, BSN, RN, Clinical Consultant/Quality Educator, MU MDS and Quality Research Team, University of Missouri Sinclair School of Nursing

**Nursing Care of Lower Extremity Ulcerations: Differentiation and Treatment**

Speaker: Mary Dorsey, MSN, Instructor, St. Louis Community College, Meramec Campus and Advance Practice Nurse, St. Louis University Medical Center

**Hepatitis C in the Elderly**

Speaker: Ken Palermo, MM, Provider Health Educator, Missouri Department of Health and Senior Services

**Wednesday, April 11, 2012**

**Regulatory Update**

Speaker: Shelly Williamson, MS, Assistant Section Administrator for the Section for Long Term Care Regulation, Missouri Department of Health and Senior Services

**Infection Control: What You Don't see is What You Get**

Speaker: Sharon Thomas, BSN, RN, Clinical Consultant/Quality Educator, MU MDS and Quality Research Team, University of Missouri Sinclair School of Nursing

**Fees:**

- NHA Pre-Convention Program **AND** 59<sup>th</sup> Annual Convention (20 contact/clock hours), *April 10-13, 2012*. See pages 5-7.
 

Postmarked by March 1, 2012	MLN Member...\$399	Nonmember...\$499
Postmarked after March 1, 2012	MLN Member...\$449	Nonmember...\$549
  
- NHA Pre-Convention Program **ONLY** (8 contact/clock hours), *April 10-11, 2012*.
 

Postmarked by March 1, 2012	MLN Member...\$195	Nonmember...\$295
Postmarked after March 1, 2012	MLN Member...\$245	Nonmember...\$345

**Note:** If you are unable to attend this conference, you can receive 20 hours of CE by attending the **21<sup>st</sup> Annual MLN Institute for Nursing Home Administrators** to be held March 1-3, 2012 (see page 4).

You can earn the total 40 hours of required NHA CE by attending the **21<sup>st</sup> Annual MLN Institute for Nursing Home Administrators**, the **59<sup>th</sup> Annual Convention**, and the **Nursing Home Administrator Pre-Convention Program**.

59<sup>th</sup> ANNUAL CONVENTION

April 11-13, 2012

(12 contact hours)

**NHAs:** Attend the NHA Pre-Convention Program (see page 5) in addition to the 59<sup>th</sup> Annual Convention to earn 20 hours of CE requirement.

Wednesday, April 11, 2012

**Opening Session: Positively Handling Changing Times**

Speaker: Kent Rader, Professional Speaker and Comedian

**Concurrent Sessions**

- **Leadership: Empower Your Employees**

Speaker: Kent Rader, Professional Speaker and Comedian

- **The Language of Culture Change: What You say Really Does Matter**

Speaker: Thomas Brozka, Executive Director, Sunrise Assisted Living of Des Peres

**Concurrent Sessions**

- **Culture Change: Where is Missouri Headed**

Speaker: Sam Plaster, State Culture Change Coordinator, Department of Health and Senior Services, Section for Long Term Care Regulation

- **Plan of Care With Hospice Agencies**

Speakers: Jeff Young, JD, RN, Regional Director of Marketing and QA, and Sonya Newton, BS, NHA, Director of Operations, Preferred Hospice

Thursday, April 12, 2012

**General Session: Honoring Nurses Through Culture Change**

Speaker: Carmen Bowman, Regulator turned Educator, Edu-Catering: Catering Education for Compliance and Culture Change

**Concurrent Sessions**

- **Creating Home II: National Symposium on Culture Change and the Food and Dining Requirements – Results and Recommendations**

Speaker: Carmen Bowman, Regulator turned Educator, Edu-Catering: Catering Education for Compliance and Culture Change

- **Defensible Documentation**

Speaker: Mary E. Stassi, RN-BC, Health Occupations Coordinator, St. Charles Community College

**Concurrent Sessions**

- **Social Media and Employment Issues**

Speaker: Ivan Schraeder, JD, Senior Attorney, The Lowenbaum Partnership, L.L.C.

- **How to Gain “Buy In” for Culture Change**

Speaker: Rebekah Lucas, BS, Nursing Home Administrator, Summit Villa

**Concurrent Sessions**

- **Legal and Employment Law 2012 Updates**

Speaker: Ivan Schraeder, JD, Senior Attorney, The Lowenbaum Partnership, L.L.C.

- **Communicating With ALL Generations**

Speaker: Matthew Cowell, MBA, President, Ascend Business Strategies

Friday, April 13, 2012

**General Session: Affordable Care Act: Are You Ready for Change**

Speaker: Judy Baker, MHA, Regional Director, US Department of Health and Senior Services

**Concurrent Sessions**

• **The Never-Ending Journey to Culture Change**

Speakers: Beth Simpson, Retired Director, Long-Term Care Ombudsman Program, Central Missouri Area Agency on Aging, and Patty King, LPN, Resident Care Coordinator, Gasconade Manor

• **Food-Borne Illnesses**

Speaker: Marilyn Grizard, Consultant Dietitian, Health Technologies, Inc.

**Closing Session: Leading High Performance Work Teams**

Speaker: Matthew Cowell, MBA, President, Ascend Business Strategies

**DATES & SITE:** April 11-13, 2012 Tan-Tar-A Resort, Osage Beach, Missouri

FEES: Postmarked by March 1, 2012

MLN Member \$275 Nonmember \$375

Postmarked after March 1, 2012

MLN Member \$325 Nonmember \$425

Support our Nursing Scholarship Fund  
by attending our  
**Live Scholarship Auction on**  
**Wednesday, April 11.**



A light dinner will be provided.

Join us in the exhibit hall for  
prizes, food, and networking!

59<sup>th</sup> ANNUAL CONVENTION  
NURSE EDUCATOR TRACK

April 11-13, 2012

(12 contact hours)

Wednesday, April 11, 2012

**Positively Handling Changing Times**

Speaker: Kent Rader, Professional Speaker and Comedian

**Evidence-based Nursing Education: What it Means to *You* as an Educator**

Speaker: Marilyn Oermann, PhD, RN, FAAN, ANEF, Professor and Adult/Geriatric Health Division Chair, School of Nursing University of North Carolina at Chapel Hill

Thursday, April 12, 2012

**Education in Evidence-based Practice: Preparing Students for Today's Health Care Systems**

Speaker: Karen Balakas, PhD, RN, CNE, Professor and Director, Clinical Research Partnerships, Goldfarb School of Nursing at Barnes-Jewish College

**Nurse Educator Learning Circles**

Nurse educators will have the opportunity to share ideas and best practices on a variety of hot topics.

**Update on the Institute of Medicine Report Recommendations**

Speaker: Nelda Godfrey, PhD, ACNS-BC, Associate Dean for Undergraduate Programs, Clinical Associate Professor, University of Kansas School of Nursing

**Who is the "Other": Cultural Sensitivity in Nursing Situations**

Speaker: Martha Baker, PhD, RN, CNE, Dean, College of Nursing, Southwest Baptist University

Friday, April 13, 2012

**Affordable Care Act: Are You Ready for Change**

Speaker: Judy Baker, MHA, Regional Director, US Department of Health and Senior Services

**Focused Outcome Simulation: Optimizing Student Learning in the Simulation Environment**

Speaker: Cheryl Swallow, MSN, RN, Professor, St. Louis Community College

**Leading High Performance Work Teams**

Speaker: Matthew Cowell, MBA, President, Ascend Business Strategies

**\*All convention sessions are open to all attendees.**

**DATES & SITE:** April 11-13, 2012 Tan-Tar-A Resort, Osage Beach, Missouri

<b>FEES:</b>	Postmarked by March 1, 2012	MLN Member \$275	Nonmember \$375
	Postmarked after March 1, 2012	MLN Member \$325	Nonmember \$425

# Nurse Educators

## Look What We Have in Store for You!

### Pharmacology: Simplify Do Not Mystify

Speaker: Barb Bancroft, MSN, RN, PNP

Friday, March 2, 2012

Renaissance St. Louis Hotel Airport, St. Louis, MO.

### **Objectives:**

1. Differentiate among the various classes of drugs by using the "suffix" for each class.
2. Discuss the clinical uses of the above classes of drugs.
3. Discuss the common treatment regimens for selected clinical conditions.
4. Discuss clinical interactions with food and alternative therapies.
5. Identify strategies to teach the complex mechanisms of action for each of the above classes of drugs.

Registration opens soon; watch your mailbox or check our website for more information!

### 59<sup>th</sup> Annual Convention

Featuring: Marilyn Oermann, PhD, RN, FAAN, ANEF

April 11-13, 2012

Tan-Tar-A Resort, Osage Beach, MO

Check out the Nurse Educator Track! See page 8 for more details.

New for 2012 – Call for Poster Abstracts

### Midwest Leadership Institute for Nurse Educators/Deans and Directors,

*June 20-22, 2012, Courtyard by Marriott, Columbia, MO.* This institute is designed to expand the skills of the nurse educator and dean/director in the academic setting.

### Overland Park, KS 2012

We are in the process of planning two more one-day workshops for nurse educators featuring NATIONAL SPEAKERS. These workshops are being planned for summer and fall 2012.

**CRISIS MANAGEMENT**

(5 contact/clock hours)

CE Approval Codes: NHA(A), RN, LPN, AD, CCM, DM, SW

**PURPOSE:** To provide practical and competent experiences dealing with people in different stages of crisis escalation.

**OBJECTIVES:**

1. Review communication theories of people in crisis.
2. Develop tools for managing verbal crisis escalation and appropriate responses.
3. Discuss self-protection for crisis-driven, physical attacks.
4. Discuss laws of seclusion and restraint.
5. Practice crisis de-escalation techniques.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Communication in Crisis

Therapeutic Relationships

Follow the Path (Exercise)

Communication Techniques

Demonstration and Practice of Tactics to De-escalate Crisis

Stages of Escalation

Staff Responses

Limit Setting

Role Play

Post Crisis Review With Staff, Patient/Resident, Family

Staff Protection

Physically Aggressive Patient/Resident

Grabbing, Hugging, Choking, Hair Pulling

Seclusion and Restraints

Guidelines, Safety Issues

**SPEAKER:** **Jonathan Bair, MS, MHA**, President, Crisis Management Solutions, Inc., and Administrator, Royal Oaks Hospital, Windsor, Missouri. Jonathan manages day-to-day operations of a 40-bed inpatient psychiatric facility, establishes and maintains the budget, and implements and oversees marketing. His experience provides leadership and promotes partnership in an environment that thrives on continuous improvement in service delivery and management of resources.

**DATES & SITES:**

**May 30** **Cape Girardeau**, Cape Girardeau Career and Technology Center, Room 112, 1080 S. Silver Springs Rd.

**May 31** **St. Peters**, St. Charles Community College, Student Center, Room 205, 4601 Mid Rivers Mall Dr. (Park in the green lot.)

**June 8** **Springfield**, St. John's College of Nursing, Classroom E, 4431 S. Fremont Ave.

**June 21** **St. Joseph**, Living Community of St. Joseph, Benedictine Hall, 1202 Heartland Rd.

**June 22** **Kansas City**, North Kansas City Hospital, Burlington Room, 2790 Clay Edwards Dr. (Park in the visitors lot; Entrance #1.)

## CULTURE CHANGE: PREPARING YOUR COMMUNITY

(\*5 contact/clock hours) CE Approval Codes: NHA(A), RN, LPN, AD, CCM, DM, OT, PT, RD/DTR, SW

**PURPOSE:** To provide participants with knowledge and resources to create their own successful journey toward culture change.

### OBJECTIVES:

1. Identify Dr. John Kotter's eight steps of change.
2. Discuss the process examined through the eight steps of culture change.
3. Identify which step participants are currently operating under in their facility.
4. Create at least one strategic goal to implement upon returning to their facility.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Where do You Start

Why do We Need It, Why is It so Hard, Why do Kotter's Eight Steps Work

Create Urgency

Identifying Barriers, Starting Honest Discussions, Developing Enthusiasm

Form a Powerful Coalition

Identifying Your Leaders

Create a Vision for Change

Communicate the Vision

Leading by Example

Remove Obstacles

Preparing for "What Works," Eliminating "What Does not Work"

Create Short-Term Wins

Investing in Successes

Build on the Change

Accepting the Ever-Changing Environment

Anchor the Changes

Telling Success Stories, Sustaining Culture When Key Leaders Move On

Starting It in Your Community-Make a Plan

**SPEAKERS:** (may vary at sites) **Zoe Dearing, BME, MT**, Professional Education Coordinator, Alzheimer's Association, St. Louis Chapter, St. Louis, Missouri. Zoe creates and develops curricula to meet the needs of professional caregivers. She is also the Education Committee chairperson on the Missouri Coalition Celebrating Care Continuum Care (MC5) board. **Rebekah Lucas, LNHA**, Administrator, Summit Villa, Holts Summit, Missouri. Rebekah has over 10 years of professional experience including nursing home administration, staff development, and culture change education. She also serves on the MC5 board as the Regional Representation Education Coordinator.

### DATES & SITES:

\***March 23** **Kansas City** (*Friday, 6 CE hours; 12 - 6:30 p.m.*), Saint Luke's Northland Hospital, Barry Medical Park, Conference Center, 5844 N.W. Barry Rd. (The Conference Center is next to the hospital.)

**May 1** **Springfield**, The Neighborhoods at Quail Creek, Ozark Room, 1514 W. Lark St.

**June 7** **Columbia**, Primaris, Rooms B and C, 200 N. Keene St.

**June 14** **Cape Girardeau**, Cape Girardeau Career and Technology Center, Room 112, 1080 S. Silver Springs Rd.

\***June 15** **St. Louis** (*Friday, 6 CE hours; 12 - 6:30 p.m.*), Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Bldg., Lally Room, 7601 Watson Rd.

\*See "12-Hour Conference" under Registration Information on page 30.

### DEALING WITH DIFFICULT PEOPLE

(5 contact/clock hours)

CE Approval Codes: NHA(A), RN, LPN, AD, CCM, OT, PT, SW

**PURPOSE:** To assist health care providers in navigating the task of working with difficult people including peers, patients, vendors, visitors, family, and many more.

**OBJECTIVES:**

1. Distinguish between various types of personality and behavior patterns.
2. Discuss the significance of personality in the communication process.
3. Explore strategies to work with difficult people in the health care environment.
4. Apply knowledge of personality and communication styles in a situation working with a difficult coworker or patient/resident.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Communication Styles

Passive vs. Assertive vs. Aggressive

Personality Patterns

Personality Screenings and Their Relation to the Health Care Setting

Strategies for Effective Communication With Difficult People

Innovative Strategies for Engaging Conversation With Difficult People

**SPEAKER:** **Jeana Wilcox, PhD, RN, CNS, CNE**, Associate Professor and Associate Dean of Undergraduate Programs, Graceland University, Independence, Missouri. Jeana has been an American Association of Critical-Care Nurses Certified Adult Psychiatric Clinical Nurse Specialist with prescriptive authority for 11 years. She has primarily worked in outpatient mental health facilities with chronically and mentally ill clients.

**DATES & SITES:**

**March 8** **Jefferson City**, Missouri League for Nursing, 604 Dix Road

**March 9** **St. Louis**, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.

**March 16** **Springfield**, St. John's College of Nursing, Classroom E, 4431 E. Fremont Ave.

**March 23** **St. Joseph**, Living Community of St. Joseph, Benedictine Hall, 1202 Heartland Rd.

**March 30** **Kansas City**, North Kansas City Hospital, Burlington Room, 2790 Clay Edwards Dr. (Park in the visitors lot; Entrance #1.)

**DEMENTIA MANAGEMENT: A CLOSER LOOK**

(5 contact/clock hours)

CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, DM, SW

**PURPOSE:** To provide insight, techniques, and solutions for dementia management.**OBJECTIVES:**

1. Differentiate signs, symptoms, and diagnoses of dementia.
2. Illustrate caregiver tendencies.
3. Identify person-centered needs.
4. Discuss needs clusters.
5. Formulate ways to think outside the box.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Symptoms and Diagnosis

Stages of Dementia

What Dementia Feels Like

Caregiver Tendencies

Maintaining Personhood With Dementia

Person-Centered Needs

Needs Clusters

Six Needs Clusters

Ten Types of Interactions

New vs. Old Cultures

Thinking Outside the Box

Why, How, and What has Worked

**SPEAKER:** **Thomas Rippey, BS, RN**, Director of Nursing, The Neighborhoods at Quail Creek, Springfield, Missouri. Thomas has personal experience dealing with dementia. This, coupled with over 30 years of experience in the health care industry, gives him both personal and professional knowledge in managing dementia.

**DATES & SITES:**

- April 19** St. Peters, St. Charles Community College, Student Center, Room 205, 4601 Mid Rivers Mall Dr. (Park in the green lot.)
- April 20** Osage Beach, Lake Regional Health System, Conference Room C, 54 Hospital Dr. (Enter through hospital main entrance.)
- May 10** St. Joseph, Living Community of St. Joseph, Benedictine Hall, 1202 Heartland Rd.
- May 11** Lee's Summit, John Knox Village, Ambassador Room, 400 N.W. Murray Rd. (The Ambassador Room is located by the KC Internal Medicine office.)
- May 31** Springfield, The Neighborhoods at Quail Creek, Ozark Room, 1514 W. Lark St.

## ETHICS AND SOCIAL RESPONSIBILITY IN HEALTH CARE

(5 contact/clock hours)

CE Approval Codes: NHA(A), RN, LPN, AD, CCM, OT, PT, SW

**PURPOSE:** To provide health care professionals with the knowledge and tools needed to understand ethics and their impact on the health care industry.

### OBJECTIVES:

1. Define ethics and translate it into practical application.
2. Discuss how to formulate and implement a code of ethics and corporate compliance plan.
3. Discuss how to monitor your organization for compliance.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Translating Ethics Into Practical Application

Meaning of Ethics in Health Care

Implication of Ethics

Code of Ethics

Formulating and Implementing

Translating Ethics Into Expectations and Standards

Corporate Compliance Plan

Formulating and Implementing

Individualizing the Plan for Different Organizations

Monitoring Your Organization for Compliance

Monitoring Tools and Processes

**SPEAKER:** **Linda Hagler-Reid, MBA, LNHA**, President and CEO, West Vue, Inc., West Plains, Missouri. Linda has been a long term care administrator and chief operating officer in retirement communities in both Missouri and Kansas. She has taught graduate and undergraduate courses in ethics and social responsibility since 2004.

### DATES & SITES:

**February 9** **St. Peters**, St. Charles Community College, Student Center, Room 205, 4601 Mid Rivers Mall Dr. (Park in the green lot.)

**February 10** **Sikeston**, Missouri Delta Medical Center, Classroom, 1008 N. Main St.

**March 9** **Kansas City**, Saint Luke's Northland Hospital-Smithville, Multipurpose Room, 601 S. 169 Hwy.

**March 22** **Springfield**, The Neighborhoods at Quail Creek, Ozark Room, 1514 W. Lark St.

**March 23** **Poplar Bluff**, Three Rivers Community College, Bess Activity Center, Conference Rm., 2080 Three Rivers Blvd.

## FALLS AND RESTRAINTS: A PRACTICAL APPROACH TO REDUCTION

(\*5 contact/clock hours)

CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, DM, OT, PT, SW

**PURPOSE:** To provide participants with techniques that can be used in the long term care setting to minimize falls and reduce restraint usage.

### OBJECTIVES:

1. Identify the most frequent cause of falls among older adults.
2. Describe the roles of team members in reducing fall risk.
3. Identify modifications to the environment and staff approach that can result in reduced falls.
4. Discuss options to physical restraints.
5. Analyze specific cases and scenarios to help reduce falls and restraints.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Causes for Falls Among Older Adults

Missouri Fall Statistics

Impact of Aging on Risk of Falls

Team Approach to Fall Prevention

Nursing, Therapy, Activities, Physician, Non-Clinical Departments, Family

Environmental Changes to Reduce Fall Risk

Restraint Reduction

Alternative Positioning

Behavioral Approaches

Case Studies

**SPEAKER:** **Cindy Kempf, MA, OTR/L**, Director of Clinical Services, Rehabilitation Professionals, Inc (RPI Therapy Services), St. Louis, Missouri. Cindy has presented on national, state, and local levels addressing a variety of topics related to the older adult. She has worked in the long term care setting for the past 20 years, and is an adjunct instructor at St. Louis University School of Occupational Science and Occupational Therapy.

### DATES & SITES:

**March 23** **Columbia**, Preferred Hospice of Missouri, Conference Room, 1900 N. Providence Rd., Suite 311

\***March 24** **Kansas City (Saturday, 6 CE hours: 8 a.m. - 3:30 p.m.)**, Saint Luke's Northland Hospital, Barry Medical Park, Conference Center, 5844 N.W. Barry Rd. (The Conference Center is next to the hospital.)

**April 25** **Kennett**, Twin Rivers Regional Medical Center, Classroom, 1301 First St.

**April 26** **Cape Girardeau**, Cape Girardeau Career and Technology Center, Room 112, 1080 S. Silver Springs Rd.

\***June 16** **St. Louis (Saturday, 6 CE hours: 8 a.m. - 3:30 p.m.)**, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.

\*See "12-Hour Conference" under Registration Information on page 30.

### GRIEF, LOSS, AND HEALING

(5 contact/clock hours)

CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, SW

**PURPOSE:** To review concepts related to grief, loss, and the healing process by identifying interventions that promote healing.

**OBJECTIVES:**

1. Identify types of loss affecting our patients/residents.
2. Explain the phases of grief.
3. Describe coping mechanisms for dealing with loss.
4. List the signs of the healing process.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

What Does It Mean to Experience Loss

Types of Loss

Sudden Loss/Trauma

Serious Illness and Death

Grief Process

Stages of Grief

Bereavement

Coping With Loss

Normal Grief

Dysfunctional Grief

Helpful Resources

Healing After Loss

Saying Goodbye

Establishing a New Reality

**SPEAKER:** **Colleen Haynie, MSN, BSN**, Advanced Practice Nurse, Ozarks Medical Center Behavioral Healthcare, West Plains, Missouri. Colleen is an ANCC certified clinical specialist in adult psychiatric and gerontological nursing.

**DATES & SITES:**

**January 26 Poplar Bluff**, Oakdale Care Center, Conference Room, 2702 Debbie Ln.

**January 27 West Plains**, West Vue Nursing Center, Classroom, 210 Davis Dr.

**February 23 Kansas City**, Saint Luke's Northland Hospital, Barry Medical Park, Conference Center, 5844 N.W. Barry Rd. (The Conference Center is next to the hospital.)

**February 24 Springfield**, St. John's College of Nursing, Classroom E, 4431 S. Fremont Ave.

**March 29 St. Louis**, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.

**March 30 Rolla**, Phelps County Regional Medical Center, Private Dining Room 2, 1000 W. 10<sup>th</sup> St.

**HIRING AND FIRING: WHAT IS IN BETWEEN**

(5 contact/clock hours)

CE Approval Codes: NHA(A), RN, LPN, CCM, SW

**PURPOSE:** To provide participants with the tools they need to teach successful strategies on hiring, retention, and termination.

**OBJECTIVES:**

1. Evaluate current hiring practices.
2. Practice the behavioral interview.
3. Evaluate the in-between by inspecting current retention practices and how to modify to reflect those of successful health care organizations.
4. Review progressive discipline.
5. Discuss communication techniques and the effect termination has on employee morale.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

**Hiring Practices**

Current Hiring Practices

**Behavioral Interviewing**

History, Trends, Benefits

Apply and Improve Current Behavioral Interviewing Skills

Tasks for a Particular Position

Develop Behavioral Questions

Steps of Behavioral Interviewing

**Evaluate the In-Between**

Current Retention Practices

How to Modify to Reflect Successful Health Care Organizations

How the In-Between Affects Culture Change

**Preparing for Termination**

Progressive Discipline

Formulating a Plan When Nothing Else Works and Things get Worse

Communication Techniques

Effect of Termination on Employees

**SPEAKER:** **Lisa Martin, MA, BS**, Psychometrist, Mental Health Management Services, Inc., Fulton, Missouri. Lisa's work in human performance allows her to speak on topics such as customer service, auditing, employee issues, morale, hiring and firing, and overall organizational development.

**DATES & SITES:**

**March 6** Sikeston, Missouri Delta Medical Center, Classroom, 1008 N. Main St.

**March 7** Park Hills, Mineral Area College, North College Center, Room A, 5270 Flat River Rd.  
(Park in student lots F or G.)

**April 4** Kansas City, Kingswood Senior Living Community, 10000 Wornall Rd., Somerset Room

**April 24** St. Louis, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.

**April 25** Jefferson City, Missouri League for Nursing, 604 Dix Rd.

## INFECTION CONTROL PRACTICES:

### NUGGETS OF KNOWLEDGE FROM THE BUG (BANISH UGLY GERMS) PATROL

(5 contact/clock hours) CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, DM, OT, PT, RD/DTR

**PURPOSE:** To increase the knowledge of health care professionals regarding infection control practices and what we can do to protect our staff, residents, and visitors.

#### OBJECTIVES:

1. Develop tools for an effective hand hygiene program.
2. Apply tools to conduct an infection control risk assessment of your facility.
3. Discuss commonly found pathogens.
4. Discuss program content in an open and fun way.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

ABCD...Happy Birthday...Twinkle, Twinkle

When do We Need to Perform Hand Hygiene

Why do We not do It

How do We do It

Is That a Problem

Purpose of the Facility Specific Risk Assessment

Risk Assessment Tools

How to Conduct a Risk Assessment

Realistic Goal Setting and Evaluation of Your Plan

What is That

Colonization vs. Infection

MRSA, C. Difficile, Influenza/Pneumonia, Tuberculosis

It Takes All of Us

**SPEAKER:** **Carol Jordan, BSN, RN, CIC**, Infection Prevention and Control Coordinator, SoutheastHEALTH, Cape Girardeau, Missouri. Carol's experience with infection control started with the county health department as a Ryan White case manager and later into the position of communicable disease nurse for the county.

#### DATES & SITES:

**February 3** Cape Girardeau, SoutheastHEALTH, Room 106, 1701 Lacey St.

**February 29** Springfield, The Neighborhoods at Quail Creek, Ozark Room, 1514 W. Lark St.

**March 1** Rolla, Phelps County Regional Medical Center, Private Dining Room 1, 1000 W. 10<sup>th</sup> St.

**March 6** Poplar Bluff, Three Rivers Community College, Bess Activity Center, Conference Rm.  
2080 Three Rivers Blvd.

**March 20** St. Louis, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.

**LEADING WITH RESPECT AND ACCOUNTABILITY:  
GETTING THE BEST FROM YOURSELF AND OTHERS**

(5 contact/clock hours)

CE Approval Codes: NHA(A), RN, LPN, CCM, SW

**PURPOSE:** To learn the language of accountability and respect and the role attitude plays in creating a work group/organization that produces ethical behavior and responsible actions by all.

**OBJECTIVES:**

1. Discuss the language of accountability and respect.
2. Review the role of attitude in creating an ethical and responsible culture of care.
3. Name three ways leaders can motivate staff.
4. List multiple ways leaders can develop their own positive attitude.
5. Discuss the importance of a strategic plan to support accountability and respect in the workplace.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Leadership

Attitude

Accountability

A Culture of Accountability Starts With the Leader

Respect

Creating an Expectation

The Language of Accountability

Four Steps

Ownership

Leadership Actions

Must-Do List to Lead Effectively

The Role of Motivation

How to Guide, Energize, and Excite Your Organization

The Importance of Strategic Planning

Strategies and Expectations

Where do You go From Here in Applying What You Have Learned

**SPEAKER:** **Marty Martin-Forman, ACSW, LCSW**, Chief Operating Officer, Missouri Department of Mental Health, Fulton State Hospital, Fulton, Missouri. Marty has extensive experience nationally and internationally consulting in the area of non-coercive, trauma-informed treatment. She serves as a consultant for the National Association of Program Mental Health Directors and maintains a private practice serving as an employee assistance program counselor in a long term care facility.

**DATES & SITES:**

**April 19**     **Kirksville**, Kirksville Area Technical Center, PN Classroom, 1103 S. Cottage Grove Ave.

**May 1**        **Poplar Bluff**, Three Rivers Community College, Bess Activity Center, Conference Rm.,  
2080 Three Rivers Blvd.

**May 2**        **St. Louis**, St. Anthony's Hyland Education and Training Center, Great Room,  
10020 Kennerly Rd. (Building is on the right in back of the campus.)

**May 22**     **Kansas City**, Saint Luke's Northland Hospital, Barry Medical Park, Conference Center,  
5844 N.W. Barry Rd. (The Conference Center is next to the hospital.)

**May 23**     **Jefferson City**, Missouri League for Nursing, 604 Dix Rd.

**MENTAL ILLNESS: OVERCOMING CHALLENGES OF OLDER ADULTS**

(5 contact/clock hours)

CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, DM, OT, PT, SW

**PURPOSE:** To assist health care professionals in overcoming challenges they face working with patients/residents with mental health illnesses.

**OBJECTIVES:**

1. Recognize unique symptoms and behaviors associated with mental illness in the aging population.
2. Recognize causes of impaired mental functioning in older adults.
3. Describe the various treatments, alternative therapies, and holistic approaches that can improve older adults' mental health.
4. Describe ways to establish rapport and effectively communicate with older adults who have mental challenges.
5. Identify community resources for older adults with mental health challenges.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Characteristics of Mental Illness in the Aging Population

Symptoms and Behaviors

Coping With Age Diversity: Impaired Older Adults

Causes of Impaired Mental Functioning

Case Scenarios

Current Treatments

Behavior Therapy

Common Alternative Therapies and Holistic Approaches

Intervention and Rapport Building Skills

Strategies for Communicating

Community Resources

**SPEAKER:** **Amy Copeland, MS, LPC**, Vice President, Mental Health America of the Heartland, Kansas City, Missouri. Amy is responsible for the oversight of Mental Health America of the Heartland's programs and initiatives and the Heartland Housing Initiative.

**DATES & SITES:**

**February 14** **St. Louis**, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.

**February 15** **Columbia**, Primaris, Rooms B and C, 200 N. Keene St.

**April 3** **Springfield**, The Neighborhoods at Quail Creek, Ozark Room, 1514 W. Lark St.

**April 4** **Joplin**, Spring River Christian Village, Basement Chapel, 201 S. Northpark Ln.

**April 14** **Lee's Summit**, John Knox Village, Ambassador Room, 400 N.W. Murray Rd.  
(The Ambassador Room is located by the KC Internal Medicine office.)

## NUTRITION RELATED TO GOOD HEALTH AND DISEASE

(5 contact/clock hours)

CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, DM, RD/DTR

**PURPOSE:** To discuss how nutrition plays an important role in developing chronic diseases. Physical and psychological aspects for the patient with chronic diseases will also be discussed.

### OBJECTIVES:

1. Explore human nutrition in terms of the major systems of the body.
2. Discuss the nutritional connection with common chronic illnesses in the elderly.
3. Discuss nutrition in terms of elders' aging process.
4. Review current diet therapies in practice.
5. Explain when it is appropriate to use comfort measures.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Nutrition Intake and Energy

How the Major Body Systems are Fueled

Major Diseases

Obesity, Diabetes, Hypertension, Congestive Heart Disease, Cancer, COPD, Asthma, Arthritis,  
Parkinson's Disease, Kidney Failure, Incontinence

Improving Health With Nutritional Intake

The Power of Positive Thinking

What is Acceptable for Each Disease

Diet Therapies

Is Nutritional Support Necessary

Making Nutrition Interesting for the Patient/Resident

Comfort Measures

**SPEAKER:** Pamela Nagel, MA, RD, LD, WIC Nutritionist, Human Development Corporation; Dietitian Consultant, Missouri First Steps Program, St. Louis, Missouri. Pamela has worked as a dietitian in a diabetic center and dialysis unit, and was part of a team that established a transitional care unit for two different hospitals. She has consulted for home health agencies, adult care centers, childrens homes, behavioral care hospitals, and group homes. Pamela also teaches for the University of Phoenix.

### DATES & SITES:

- |                |   |
|----------------|---|
| <b>May 24</b>  | <b>St. Louis</b> , Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.    |
| <b>June 1</b>  | <b>Park Hills</b> , Mineral Area College, North College Center, Room A, 5270 Flat River Rd. (Park in student lots F or G.)                            |
| <b>June 13</b> | <b>Kansas City</b> , Truman Medical Center Lakewood, Truman 2, 7900 Lee's Summit Rd. (Park in the visitors lot and enter through the South entrance.) |
| <b>June 14</b> | <b>Macon</b> , Loch Haven Nursing Home, Activity Room, 701 Sunset Hills Dr.   |
| <b>June 21</b> | <b>Springfield</b> , Select Specialty Hospital, Cafeteria, 1630 E. Primrose St.   |

**PAIN MANAGEMENT: CREATING AN ENVIRONMENT FOR OPTIMAL PAIN MANAGEMENT**  
(5 contact/clock hours) CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, MT, SW

**PURPOSE:** To provide participants essential tools to assist in the assessment, management, and advocacy for individuals experiencing pain.

**OBJECTIVES:**

1. Identify the impact of pain on individuals in your care.
2. Describe the pathophysiology that occurs when a person experiences pain.
3. Assess pain using client self-report and/or a valid pain instrument in order to target interventions.
4. Discuss specific treatment strategies for pain management.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Incidence of Pain in Older Adults

Long Term Care Setting, Hospital Setting, Community Setting

Pathophysiology

Pathways

Nociception, Neuropathic, Psychogenic

Four Basic Processes Involved

Transduction, Transmission, Perception, Modulation

Hierarchy of Pain Assessment

Patient/Resident Self-Report

Pain Producing Events

Behavior Indicators

Surrogate Reports

Analgesic Trial

Harmful Effects of Untreated Pain

Pharmacologic and Nonpharmacologic Approaches

**SPEAKER:** **Carolyn Flint, MSN, RN-BC**, Senior Education Specialist, Organizational Development Department, Phelps County Regional Medical Center, Rolla, Missouri. Carolyn facilitates all instruction for new direct patient care provider orientation, and researches and advises clinical nursing issues throughout the medical center. She is a past chair member of Phelps County's Pain Team where she was responsible for data collection and reporting hospital quality monitoring on pain measures.

*The MLN is grateful to Phelps County Regional Medical Center for their support of this program.*

**DATES & SITES:**

**January 27** **Rolla**, Phelps County Regional Medical Center, Private Dining Room 2, 1000 W. 10<sup>th</sup> St.

**February 9** **Springfield**, The Neighborhoods at Quail Creek, Ozark Room, 1514 W. Lark St.

**March 15** **Cape Girardeau**, SoutheastHEALTH, Room 106, 1701 Lacey St.

**April 4** **St. Peters**, St. Charles Community College, Student Center, Room 205, 4601 Mid Rivers Mall Dr. (Park in the green lot.)

**April 5** **Park Hills**, Mineral Area College, North College Center, Room A, 5270 Flat River Rd. (Park in student lots F or G.)

## REDUCING MEDICATION RELATED PROBLEMS: MAKING A DIFFERENCE

(5 contact/clock hours)

CE Approval Codes: NHA(PC), RN, LPN, AD, CCM, OT, PT, SW

**PURPOSE:** To understand, recognize, and predict medication related problems, and gain insight in reducing these problems, especially in high-risk residents/patients.

### OBJECTIVES:

1. Discuss the epidemiology and etiology of drug interactions and drug related problems.
2. Review the Beer's List of Inappropriate Medications.
3. Analyze the role of Cytochrome P450 in drug interactions.
4. Explore the top 10 dangerous drug interactions.
5. Identify how technology can help avoid drug interactions.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Epidemiology and Etiology

High-Risk Patients/Residents

High-Risk Medications

Beer's List of Inappropriate Medications

Cytochrome P450

Enzyme Induction and Inhibition

Drug Interactions

Technology

CPOE, eMAR, and Other Tools

**SPEAKER:** **Curt Wood, RPh**, President and Director of Clinical Services, Elder Care Pharmacy Consultants, LLC. Elder Care Pharmacy Consultants, LLC was founded by Curt to help nursing facilities maintain regulatory compliance and to ensure that our seniors receive outstanding care and maintain their quality of life. He is a certified geriatric pharmacist and has been a featured speaker for health care organizations in Missouri.

### DATES & SITES:

- March 8** Kirksville, Preferred Family Healthcare, Conference Room, 900 E. LaHarpe St.
- May 8** St. Louis, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.
- May 9** Troy, Lincoln County Medical Center, Classroom, 1000 E. Cherry St.  
(Enter through main hospital entrance.)
- June 26** Lee's Summit, John Knox Village, Ambassador Room, 400 N.W. Murray Rd.  
(The Ambassador Room is located by the KC Internal Medicine office.)
- June 27** Columbia, Primaris, Rooms B and C, 200 N. Keene St.

**RESIDENT SAFETY: SUPPORTING SAFETY THROUGH JUST CULTURE**

(5 contact/clock hours)

CE Approval Codes: NHA(A), RN, LPN, AD, CCM, SW

**PURPOSE:** To share concepts that support reliable resident care.**OBJECTIVES:**

1. Develop an understanding of safety culture in long term care (LTC).
2. Identify the need for the safety-culture survey.
3. Formulate the implementation of a safety-culture survey.
4. Employ just-culture concepts to address identified safety issues.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Introduction to Safety Culture in LTC

Safety Culture

Supportive Research

History of the Agency for Healthcare Research and Quality (AHRQ) LTC Tool

What a Safety-Culture Survey can Tell You

Survey Tool and Representative Responsive Data

Use of Data to Design Safety Improvements

Just Culture

Treatment of Errors

Error vs. Wrongdoing

Dealing With Drift

Responses to Human Behavior

Just Culture in Action

Group Activity - Safety Culture and Just Culture

How can Just Culture Help

**SPEAKERS:** (may vary at sites) **Carol Hafley, MHA, BSN, RN, FACHE**, Assistant Director, Missouri Center for Patient Safety, Jefferson City, Missouri. Carol focuses on priority project areas that include the initiation of adverse event reporting for emergency medical service providers across the state.

**Kathryn Wire, JD, MBA, FASHRM, CPHRM**, President, Kathryn Wire Risk Strategies, and Independent Consultant, Missouri Center for Patient Safety, Jefferson City, Missouri. Kathryn consults on risk management and patient safety with a focus on communication and process issues. She is involved in providing risk management and loss prevention information to health care organizations.

**DATES & SITES:****February 22 Hannibal**, Pleasant View Assisted Living, Multipurpose Room, 641 Euclid**February 23 St. Louis**, Cardinal Ritter Senior Services on the Cardinal Carberry Campus, Mother of Perpetual Help Building, Lally Room, 7601 Watson Rd.**February 29 Kansas City**, Truman Medical Center Lakewood, Truman 2, 7900 Lee's Summit Rd. (Park in the visitors lot and enter through the South entrance.)**March 1 Sedalia**, Four Seasons Living Center, Spring Hill Apartments, 2800 Rt. TT**May 22 Cape Girardeau**, SoutheastHEALTH, Harrison Room, 1701 Lacey St.

**WOUND CARE: PRACTICAL UNDERSTANDING AND APPLICATION**

(5 contact/clock hours)

CE Approval Codes: NHA(PC), RN, LPN, DM, CCM, RD/DTR

**PURPOSE:** To provide a practical knowledge base for success in wound care at all levels.**OBJECTIVES:**

1. Analyze F-Tag 314 regulations.
2. Evaluate wound care systems.
3. Discuss proper MDS coding and care planning methods.
4. Review types of wounds and associated treatments.
5. Illustrate person-centered wound care.

**PROGRAM:** *Registration 8:30 a.m., Program 9 a.m. - 3:30 p.m., Lunch 12 - 1 p.m.*

Overview of Skin and Wound Care

Regulatory Look at Skin and Wound Care Including F-Tag 314

Evaluation of Clinical Systems for Skin and Wound Care

Tackling the Wound

Types of Wounds

Treatments and Protocols

Factors That Impact Healing

Person-Centered Wound Care

Prevention

Staff

Survey Readiness

MDS Coding and Care Planning for Skin and Wounds

MDS Coding - Emphasis on Section M

Skin and Wound Care Plans and Resources

**SPEAKER:** Sharon Wooten, MBA, BA, LPN, LNHA, Senior Consultant and Business Advisor, Prospective Healthcare Consultants, LLC, St. Charles, Missouri. Sharon has over 18 years of health care experience. As a health care consultant, she provides corporate training and seminars, national teleconferences, and local seminars on various topics related to long term care and/or senior services.

**DATES & SITES:****May 2** **Kansas City**, North Kansas City Hospital, Burlington Room, 2790 Clay Edwards Dr.

(Park in the visitors lot; Entrance #1.)

**May 3** **Columbia**, Primaris, Rooms B and C, 200 N. Keene St.**May 17** **Springfield**, The Neighborhoods at Quail Creek, Ozark Room, 1514 W. Lark St.**May 18** **St. Peters**, St. Charles Community College, Social Sciences Building, Room 1208, 4601 Mid Rivers Mall Dr. (Park in the green lot.)**June 8** **Poplar Bluff**, Three Rivers Community College, Bess Activity Center, Conference Rm. 2080 Three Rivers Blvd.

## January - June Geographical CE Listings

### Cape Girardeau

February 3	Infection Control Practices: Nuggets of Knowledge From the BUG Patrol
March 15	Pain Management: Creating an Environment for Optimal Pain Management
April 26	Falls and Restraints: A Practical Approach to Reduction
May 22	Resident Safety: Supporting Safety Through Just Culture
May 30	Crisis Management
June 14	Culture Change: Preparing Your Community

### Columbia

February 15	Mental Illness: Overcoming Challenges of Older Adults
March 23	Falls and Restraints: A Practical Approach to Reduction
May 3	Wound Care: Practical Understanding and Application
June 7	Culture Change: Preparing Your Community
June 27	Reducing Medication Related Problems: Making a Difference

### Hannibal

February 22	Resident Safety: Supporting Safety Through Just Culture
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### Jefferson City

March 8	Dealing With Difficult People
April 25	Hiring and Firing: What is in Between
May 23	Leading With Respect and Accountability: Getting the Best From Yourself and Others

### Joplin

April 4	Mental Illness: Overcoming Challenges of Older Adults
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### Kansas City Area

February 23	Grief, Loss, and Healing
February 29	Resident Safety: Supporting Safety Through Just Culture
March 9	Ethics and Social Responsibility in Health Care
*March 23	Culture Change: Preparing Your Community
*March 24	Falls and Restraints: A Practical Approach to Reduction
March 30	Dealing With Difficult People
April 4	Hiring and Firing: What is in Between
April 24	Mental Illness: Overcoming Challenges of Older Adults
May 2	Wound Care: Practical Understanding and Application
May 11	Dementia Management: A Closer Look
May 22	Leading With Respect and Accountability: Getting the Best From Yourself and Others
June 13	Nutrition Related to Good Health and Disease
June 22	Crisis Management
June 26	Reducing Medication Related Problems: Making a Difference

### Kennett

April 25	Falls and Restraints: A Practical Approach to Reduction
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### Kirksville

March 8	Reducing Medication Related Problems: Making a Difference
April 19	Leading With Respect and Accountability: Getting the Best From Yourself and Others

**Macon**

June 14 Nutrition Related to Good Health and Disease

**Osage Beach**

April 20 Dementia Management: A Closer Look

**Park Hills**

March 7 Hiring and Firing: What is in Between

April 5 Pain Management: Creating an Environment for Optimal Pain Management

June 1 Nutrition Related to Good Health and Disease

**Poplar Bluff**

January 26 Grief, Loss, and Healing

March 6 Infection Control Practices: Nuggets of Knowledge From the BUG Patrol

March 23 Ethics and Social Responsibility in Health Care

May 1 Leading With Respect and Accountability: Getting the Best From Yourself and Others

June 8 Wound Care: Practical Understanding and Application

**Rolla**

January 27 Pain Management: Creating an Environment for Optimal Pain Management

March 1 Infection Control Practices: Nuggets of Knowledge From the BUG Patrol

March 30 Grief, Loss, and Healing

**Sedalia**

March 1 Resident Safety: Supporting Safety Through Just Culture

**Sikeston**

February 10 Ethics and Social Responsibility in Health Care

March 6 Hiring and Firing: What is in Between

**Springfield**

February 9 Pain Management: Creating an Environment for Optimal Pain Management

February 24 Grief, Loss, and Healing

February 29 Infection Control Practices: Nuggets of Knowledge From the BUG Patrol

March 16 Dealing With Difficult People

March 22 Ethics and Social Responsibility in Health Care

April 3 Mental Illness: Overcoming Challenges of Older Adults

May 1 Culture Change: Preparing Your Community

May 17 Wound Care: Practical Understanding and Application

May 31 Dementia Management: A Closer Look

June 8 Crisis Management

June 21 Nutrition Related to Good Health and Disease

**St. Joseph**

March 23 Dealing With Difficult People

May 10 Dementia Management: A Closer Look

June 21 Crisis Management

St. Louis Area

February 9	Ethics and Social Responsibility in Health Care
February 14	Mental Illness: Overcoming Challenges of Older Adults
February 23	Resident Safety: Supporting Safety Through Just Culture
March 9	Dealing With Difficult People
March 20	Infection Control Practices: Nuggets of Knowledge From the BUG Patrol
March 29	Grief, Loss, and Healing
April 4	Pain Management: Creating an Environment for Optimal Pain Management
April 19	Dementia Management: A Closer Look
April 24	Hiring and Firing: What is in Between
May 2	Leading With Respect and Accountability: Getting the Best From Yourself and Others
May 8	Reducing Medication Related Problems: Making a Difference
May 18	Wound Care: Practical Understanding and Application
May 24	Nutrition Related to Good Health and Disease
May 31	Crisis Management
*June 15	Culture Change: Preparing Your Community
*June 16	Falls and Restraints: A Practical Approach to Reduction

Troy

May 9	Reducing Medication Related Problems: Making a Difference
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West Plains

January 27	Grief, Loss, and Healing
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MLN Conferences/Institutes

Below are special CE offerings that are not included in this booklet. Mark your calendar and check the MLN website at [www.mlnmonursing.org](http://www.mlnmonursing.org) or contact the MLN office at 573-635-5355 for additional information.

- **Pharmacology: Simplify Do Not Mystify**, *March 2, 2012*, Renaissance St. Louis Hotel Airport, St. Louis, MO. Speaker: Barb Bancroft, MSN, RN, PNP
- **DON in LTC Management Institute**, *March 21-23, 2012*, Courtyard by Marriott, Columbia, MO. This institute will assist the DON in long term care to acquire the skills needed to provide quality care for their residents. (This program will also be offered in the fall of 2012.)
- **Midwest Leadership Institute for Nurse Educators/Deans and Directors**, *June 20-22, 2012*, Courtyard by Marriott, Columbia, MO. This institute is designed to expand the skills of the nurse educator and dean/director in the academic setting.
- **NEW CONFERENCE! Nursing Home Administrator Oktoberfest**, *October 3-5, 2012*, Radisson Hotel Branson, Branson, MO. Earn CE credit and enjoy the beautiful, fall season in Branson! This is a new conference that will assist nursing home administrators with essential information needed to effectively serve long term care residents and perform their leadership role and job responsibilities.

## CE APPROVAL INFORMATION

All programs may be approved for contact hours and/or clock hours unless otherwise stated.

<b>CODE</b>	<i>See individual program page (upper right corner) for CE approval codes.</i>
<b>AD</b>	<b>ACTIVITY DIRECTOR:</b> May meet the requirements of the National Certification Council for Activity Professionals.
<b>CCM</b>	<b>CERTIFIED CASE MANAGER:</b> Credits may be procured/sponsored by the Case Management Society of St. Louis for membership. <u>You must contact Colleen Cashner at CMSS, 314-963-4634 or cashner2739@att.net, 60 days prior to start of workshop to ensure credit has been approved.</u> <i>Proof of Case Management Society of St. Louis membership is <u>required</u> in order to receive CCM credit and certificate.</i>
<b>DM</b>	<b>DIETARY MANAGER:</b> Approved for general hours by the Certifying Board of Dietary Managers.
<b>LPN</b>	<b>LICENSED PRACTICAL NURSE:</b> Approved through the Missouri State Association of Licensed Practical Nurses.
<b>MT</b>	<b>MASSAGE THERAPIST:</b> May meet the requirements of the Missouri Board for Massage Therapy.
<b>NHA(A)</b>	<b>NURSING HOME ADMINISTRATOR (ADMINISTRATIVE):</b> Approved for administrative clock hours by the Missouri Board of Nursing Home Administrators through TA #044-712.
<b>NHA(PC)</b>	<b>NURSING HOME ADMINISTRATOR (PATIENT CARE):</b> Approved for patient care clock hours by the Missouri Board of Nursing Home Administrators through TA #044-712.
<b>OT</b>	<b>OCCUPATIONAL THERAPIST:</b> May meet the requirements of the Missouri Board of Occupational Therapy.
<b>PT</b>	<b>PHYSICAL THERAPIST:</b> May meet the requirements of the Missouri Advisory Commission for Professional Physical Therapists.
<b>RD/DTR</b>	<b>REGISTERED DIETITIAN/REGISTERED DIETETIC TECHNICIAN:</b> Submitted for CPE hours by the Commission on Dietetic Registration (CDR) of ADA.
<b>RN</b>	<b>REGISTERED NURSE:</b> The Missouri League for Nursing, Inc., is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. MONA Provider Approval #113-VI <b>RECIPROCITY:</b> This approval is reciprocal in all states and for all specialty organizations that recognize the ANCC approval process. Please contact your State Board of Nursing if licensed in states other than Missouri to ensure that this program meets the requirements for your state.
<b>SW</b>	<b>SOCIAL WORKER:</b> May meet the requirements of the State Committee for Social Workers.



Find us on Facebook! Search "**Missouri Nursing**" to stay up-to-date on activities occurring in your city! Join discussion boards, network with new graduates, make new friends, and meet new people!

## REGISTRATION INFORMATION

**REGISTRATION FEES for one-day workshops** will include all course materials, CE, and beverage breaks. Lunch is on your own. Program hours are 9 a.m. - 3:30 p.m. One-day registration fees for CE credit are: Member \$125; Nonmember \$160. The registration fee for members not requesting CE is \$75 (See page 1 for more information on this offer.) **Group Rate:** Three pre-paid registrations for the same workshop topic will each receive a \$10 discount. Registrations must be received together accompanied by ONE check or Discover/MasterCard/Visa charge. No credits or refunds will be granted for group rate cancellations. Group rate is not valid with the no CE rate option.

**12-HOUR CONFERENCE:** Get 12 CE hours for the price of 10! Two one-day workshops, *Culture Change: Preparing Your Community and Falls and Restraints: A Practical Approach to Reduction* have been paired together in St. Louis and Kansas City to provide 12 hours of CE credit in a two-day, Friday and Saturday format. Only workshop dates indicated by asterisks will be 6 hours in length instead of 5 hours. **Friday format will be 12 - 6:30 p.m. and Saturday will be 8 a.m. - 3:30 p.m.** You may attend either day or both. One-day fees: Member \$125; Nonmember \$160; Two-day fees: Member \$250; Nonmember \$320.

**MEMBERSHIP RATES:** Save on registration fees by joining MLN: \$50 for one year/\$80 for two years, Individual; \$195 for an Agency. Note: Agency membership is per facility and all employees may attend educational offerings at the reduced member rate.

**PAYMENT OF REGISTRATION FEES:** Payment/registration must be received by noon the day prior to the educational offering. Make checks or money orders payable to the Missouri League for Nursing. **WE CANNOT BILL YOU.** Registrations may be submitted by mail, phone between normal business hours of 8 a.m. - 4:30 p.m., fax, or online at [www.mlnmonursing.org](http://www.mlnmonursing.org). We accept credit/debit cards (Discover/MasterCard/Visa). There is a \$25 service charge on returned checks.

**ONSITE REGISTRATIONS:** Onsite registration is permitted only if space is available and on a first-come, first-served basis with payment of fees plus an additional \$15. **NOTE:** If registration fees have not been received in the MLN office by noon the day prior to the educational offering, you must register according to this onsite registration policy.

**SUBSTITUTIONS AND CANCELLATIONS:** Substitutes are allowed. You may cancel (except with group rate) your registration up to 48 hours prior to the one-day workshops and receive full credit or a partial refund (upon receipt of a written request, your registration fee, less a \$25 processing charge, will be refunded). If you cancel less than 48 hours prior to an educational offering, you may (1) send a substitute or (2) transfer your registration to another offering within 12 months. Refunds/credits cannot be made if registrant fails to attend without prior notification. We reserve the right to cancel an educational offering if insufficient enrollment occurs. A credit or refund will be offered to you. MLN may provide a substitute presenter without notice in case of unforeseen circumstances.

**CONFIRMATION OF REGISTRATION:** Written confirmations will NOT be sent. To verify registration, please call 573-635-5355 between 8 a.m. - 4:30 p.m.

**AMERICANS WITH DISABILITIES ACT:** If you have special needs addressed by this Act, please notify the MLN office. Reasonable efforts will be made to accommodate your needs.

### ADDITIONAL INFORMATION:

- Income tax deductions are permitted by U.S. Treasury Regulation 1.162-5 for educational purposes.
- Please bring a sweater or jacket due to variations in meeting room temperature.
- Smoking, use of cellular phones, and children will not be allowed in the meeting room.

## BE AMONG THE BEST



**P**rimaris has worked with nursing homes since 1995.

- Over the last three years, we helped 37 homes reduce their restraint use from 400 residents down to just 13.
- We helped another 34 homes reduce their pressure-ulcer cases by a third, outperforming most homes in the state in pressure-ulcer reduction.

Now Primaris is offering all homes in Missouri the same opportunity for success. Contact us before the end of the year at [dfinley@primaris.org](mailto:dfinley@primaris.org) if you want your home to stand among the best.

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Healthcare Business Solutions

(573) 817-8300 toll-free (800) 735-6776 [www.primaris.org](http://www.primaris.org)

### ONLINE COURSE REGISTRATION FORM

Name \_\_\_\_\_ Last Four Digits of your S.S. # \_\_\_\_\_

Home Address \_\_\_\_\_

Home City, State, Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Position \_\_\_\_\_  NHA  RN  LPN  OTHER \_\_\_\_\_

Place of Employment \_\_\_\_\_

Work Address \_\_\_\_\_

Work City, State, Zip \_\_\_\_\_

Work Phone \_\_\_\_\_ Fax \_\_\_\_\_

**\*\*You MUST provide a username and password to sign up and access your course(s).**

If using the number 1, make it look different than the letter L.

Email \_\_\_\_\_

Password \_\_\_\_\_

Check the course(s) you want to sign up for (Rates per hour: \$30 Member, \$50 Nonmember):

**1 Hour Courses** (Rates: \$30 Member, \$50 Nonmember):

- |   |  |
|---|--|
| <input type="checkbox"/> Building Caring Relationships              | <input type="checkbox"/> Geriatric Emergencies                         |
| <input type="checkbox"/> Clostridium Difficile Management           | <input type="checkbox"/> Infection Control: Cover It All               |
| <input type="checkbox"/> Communication & the Health Care Team       | <input type="checkbox"/> Medication Errors                             |
| <input type="checkbox"/> Culture Change: Making a Difference        | <input type="checkbox"/> Medications Used in the Treatment of Diabetes |
| <input type="checkbox"/> Delegation in Nursing Practice             | <input type="checkbox"/> Pressure Ulcer Prevention: Back to the Basics |
| <input type="checkbox"/> Delegation for Health Care Professionals   | <input type="checkbox"/> Restraints Reconsidered                       |
| <input type="checkbox"/> Diabetes Overview: Putting It All Together | <input type="checkbox"/> The Basics of Diabetes                        |

**1.5 Hour Course** (Rate: \$45 Member, \$75 Nonmember):

- Abuse and Neglect

**2 Hour Courses** (Rates: \$60 Member, \$100 Nonmember):

- |  |   |
|--|---|
| <input type="checkbox"/> Critical Thinking | <input type="checkbox"/> Ethics in Health Care Settings |
| <input type="checkbox"/> Death and Dying   | <input type="checkbox"/> Professional Demeanor          |

**3 Hour Course** (Rate: \$90 Member, \$150 Nonmember):

- Promoting Better Health Through Prevention and Control of Diabetes (\*See page 3)

Please check method of payment. *We cannot bill you.*

Check Enclosed       Debit Card       Discover/MasterCard/Visa

Purchase totals: \_\_\_\_\_ Hours x \$ \_\_\_\_\_ Rate = \$ \_\_\_\_\_ Total Price

Card # \_\_\_\_\_

Exp. Date \_\_\_\_\_ 3-Digit Security Code \_\_\_\_\_

Zip Code of Credit Card Billing Address \_\_\_\_\_

Signature \_\_\_\_\_

*Send payment to: Missouri League for Nursing, PO Box 104476, Jefferson City, MO 65110-4476 or fax to 573-635-7908.*

**MLN REGISTRATION FORM & MEMBERSHIP APPLICATION**

*(Please print or type – for multiple registrations, please copy form.)*

Name \_\_\_\_\_

Last Four Digits of your S.S. # \_\_\_\_\_

Home Address \_\_\_\_\_

Home City, State, Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

NHA  RN  LPN  OTHER \_\_\_\_\_

Place of Employment \_\_\_\_\_

Position \_\_\_\_\_

Work Address \_\_\_\_\_

Work City, State, Zip \_\_\_\_\_

Work Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

*Providing your email address authorizes MLN to send you timely information.*

<p>Workshop Title _____</p> <p>Date _____ City _____</p>
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**Please Check:** (These fees are for one-day workshops.)

- \_\_\_ Individual Member \$125 (For CE Credit)
- \_\_\_ Agency Member \$125 (For CE Credit)
- \_\_\_ Member **NOT** Requesting CE Credit \$75
- \_\_\_ Nonmember \$160 (For CE Credit)
- \_\_\_ Group Rate Member (3 or more) \$115 each (For CE Credit)
- \_\_\_ Group Rate Nonmember (3 or more) \$150 each (For CE Credit)

**Save: Add a membership effective with this registration.**

- \_\_\_ Agency Membership Dues \$195
- \_\_\_ Individual Membership Dues:  1 year \$50  2 years \$80
- \_\_\_ Add  \$1  \$5  \$10 to support nursing scholarships

<p><b>Please check method of payment.</b> <i>We cannot bill you.</i></p> <p><input type="checkbox"/> Check Enclosed <input type="checkbox"/> Debit Card</p> <p><input type="checkbox"/> Discover/MasterCard/Visa Total Enclosed \$ _____</p> <p>Card # _____</p> <p>Exp. Date _____ 3-Digit Security Code _____</p> <p>Zip Code of Credit Card Billing Address _____</p> <p>Signature _____</p> <p><i>Send payment to: Missouri League for Nursing, PO Box 104476, Jefferson City, MO 65110-4476 or fax to 573-635-7908.</i></p>
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