### 5 Hour Programs

#### Building on Effective Care Team: Process, Practice, Performance

**Target Audience:** NHA (5 hours; Administrative)

**Registration:** Program resumes 1:15 – 2:15 p.m.

**Program:** Focus on the importance of having a strong foundation in the process, practice, and performance of effective care teams.

- Identify an effective care team and the importance of having a strong foundation in the process, practice, and performance of effective care teams.
- Discuss best practices and strategies for building and maintaining effective care teams.
- Explore how to assess and improve the effectiveness of care teams.

**Objective:**

1. Identify an effective care team and the importance of having a strong foundation in the process, practice, and performance of effective care teams.

2. Discuss best practices and strategies for building and maintaining effective care teams.

3. Explore how to assess and improve the effectiveness of care teams.

#### Domestics and Capital Stimulation Therapy (CST)

**Target Audience:** NHA (3 hours; Patient Care)

**Registration:** Program resumes 1:15 – 2:15 p.m.

**Program:** Focus on the importance of having a strong foundation in the process, practice, and performance of effective care teams.

- Discuss the evidence-base that supports CST.
- Explore how to assess and improve the effectiveness of CST programs.
- Provide tools for wound health management and effective treatment.

**Objective:**

1. Discuss the evidence-base that supports CST.

2. Explore how to assess and improve the effectiveness of CST programs.


#### Complementary & Alternative Therapies

**Target Audience:** NHA (3 hours; Patient Care)

**Registration:** Program resumes 1:15 – 2:15 p.m.

**Program:** Focus on the importance of having a strong foundation in the process, practice, and performance of effective care teams.

- Identify ways to make sure you feel comfortable taking a day off.
- Discuss the impact of compassion fatigue on individuals and teams.
- Explore strategies for reducing compassion fatigue and maintaining one’s mental health.

**Objective:**

1. Identify ways to make sure you feel comfortable taking a day off.

2. Discuss the impact of compassion fatigue on individuals and teams.

3. Explore strategies for reducing compassion fatigue and maintaining one’s mental health.

# 12 Hour Programs

#### Building on Effective Care Team: Process, Practice, Performance

**Target Audience:** NHA (6 hours; Administrative)

**Registration:** Program resumes 1:15 – 2:15 p.m.

**Program:** Focus on the importance of having a strong foundation in the process, practice, and performance of effective care teams.

- Identify an effective care team and the importance of having a strong foundation in the process, practice, and performance of effective care teams.
- Discuss best practices and strategies for building and maintaining effective care teams.
- Explore how to assess and improve the effectiveness of care teams.

**Objective:**

1. Identify an effective care team and the importance of having a strong foundation in the process, practice, and performance of effective care teams.

2. Discuss best practices and strategies for building and maintaining effective care teams.

3. Explore how to assess and improve the effectiveness of care teams.

#### Domestic and Capital Stimulation Therapy (CST)

**Target Audience:** NHA (6 hours; Patient Care)

**Registration:** Program resumes 1:15 – 2:15 p.m.

**Program:** Focus on the importance of having a strong foundation in the process, practice, and performance of effective care teams.

- Discuss the evidence-base that supports CST.
- Explore how to assess and improve the effectiveness of CST programs.
- Provide tools for wound health management and effective treatment.

**Objective:**

1. Discuss the evidence-base that supports CST.

2. Explore how to assess and improve the effectiveness of CST programs.


#### Complementary & Alternative Therapies

**Target Audience:** NHA (6 hours; Patient Care)

**Registration:** Program resumes 1:15 – 2:15 p.m.

**Program:** Focus on the importance of having a strong foundation in the process, practice, and performance of effective care teams.

- Identify ways to make sure you feel comfortable taking a day off.
- Discuss the impact of compassion fatigue on individuals and teams.
- Explore strategies for reducing compassion fatigue and maintaining one’s mental health.

**Objective:**

1. Identify ways to make sure you feel comfortable taking a day off.

2. Discuss the impact of compassion fatigue on individuals and teams.

3. Explore strategies for reducing compassion fatigue and maintaining one’s mental health.
**3 Hour Programs**

**Building a Vision of Health Care**

Target Audience: NHA (3 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 12:15 p.m.

Purpose: To develop an understanding of potential symptom misidentification in the patient population that they care for and to decide if a tool/algorithm is available to help them in addressing these challenges.

Objectives: 1. To provide the necessary knowledge to recognize the signs and symptoms of sepsis; 2. To develop a tool to help providers identify better care that they say they want with what they actually get during the final stages of life care; 3. To provide the necessary knowledge and skills to recognize and prevent bullying in the health care workplace.

**Sepsis: Identifying it Early**

Target Audience: NHA (3 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 12:15 p.m.

Purpose: To discuss the process mapping and mapping the process in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**Improving Patient Outcomes in the Final Chapters of Life**

Target Audience: NHA (3 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 12:15 p.m.

Purpose: To develop an understanding of potential symptom misidentification in the patient population that they care for and to decide if a tool/algorithm is available to help them in addressing these challenges.

Objectives: 1. To provide the necessary knowledge to recognize the signs and symptoms of sepsis; 2. To develop a tool to help providers identify better care that they say they want with what they actually get during the final stages of life care; 3. To provide the necessary knowledge and skills to recognize and prevent bullying in the health care workplace.

**Building on Effective Care Teams: Process in the Process**

Target Audience: NHA (5 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 2:15 p.m., Program resumes 1:15 – 2:15 p.m.

Purpose: To discuss issues related to the FLSA, FMLA, ACA, and social media policies.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**Demographic and Capitalist Stimulation Therapy (CST)**

Target Audience: NHA, RN, LPN, AD, OT, PT, RD/DTR, SW

Program: Registration 8:30 a.m. – Program 9 a.m. – 3:30 p.m., Lunch 12 – 1 p.m.

Purpose: To equip health care professionals with the knowledge to process mapping the process in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**Leadership: Become the Leader that You have Always Wanted to Be**

Target Audience: NHA, RN, LPN, AD, OT, PT, RD/DTR, SW

Program: Registration 8:30 a.m. – Program 9 a.m. – 3:30 p.m., Lunch 12 – 1 p.m.

Purpose: To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**Legal Update: An Overview of the Rapidly Changing Employment Laws Over the Last Year**

Target Audience: NHA, RN, LPN, AD, OT, PT, RD/DTR, SW

Program: Registration 8:30 a.m. – Program 9 a.m. – 3:30 p.m., Lunch 12 – 1 p.m.

Purpose: To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**Spacial Memory:**

Target Audience: NHA (3 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 12:15 p.m.

Purpose: To provide the necessary knowledge to recognize the signs and symptoms of sepsis; 2. To develop a tool to help providers identify better care that they say they want with what they actually get during the final stages of life care; 3. To provide the necessary knowledge and skills to recognize and prevent bullying in the health care workplace.

Objectives: 1. To provide the necessary knowledge to recognize the signs and symptoms of sepsis; 2. To develop a tool to help providers identify better care that they say they want with what they actually get during the final stages of life care; 3. To provide the necessary knowledge and skills to recognize and prevent bullying in the health care workplace.

**Building on Resident Transition In**

Target Audience: NHA (3 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 12:15 p.m.

Purpose: To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**5 Hour Programs**

**Enhancing Service: Creating a Culture of Excellence**

Target Audience: NHA, RN, LPN, AD, OT, PT, RD/DTR, SW

Program: Registration 8:30 a.m. – Program 9 a.m. – 3:30 p.m., Lunch 12 – 1 p.m.

Purpose: To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**Wound Management in Long-Term Care: Collaboration**

Target Audience: NHA (5 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 12:15 p.m., Lunch 12 – 1 p.m.

Purpose: To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

**Building an Effective Care Team: Process in the Process**

Target Audience: NHA (5 hours; Patient Care)

Program: Registration 8:30 a.m. – Program 9 a.m. – 12:15 p.m., Lunch 12 – 1 p.m.

Purpose: To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.

Objectives: 1. To equip health care professionals with proper preadmission tools; 2. To train health care professionals in the importance of mapping in their long-term care community.
3 Hour Programs

Building and Maintaining a Successful Health Care Team

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 12:15 p.m.

Purpose: To provide a comprehensive training for leaders to help them develop and maintain successful teams that have the skills and knowledge to effectively deliver high-quality care.

Objectives

1. Identify the top 10 qualities of team members.
2. Differentiate between groups and teams.
3. Demonstrate effective and deliberate team communication.
4. Demonstrate effective message delivery techniques used in customer service roles.
5. Identify the top 10 qualities of team members.
6. Differentiate between groups and teams.
7. Demonstrate effective and deliberate team communication.
8. Demonstrate effective message delivery techniques used in customer service roles.

3 Hour Programs

Building an Effective Care Team

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 12:15 p.m.

Purpose: To help participants achieve the skills needed to create and maintain an effective team in their long-term care program.

Objectives

1. Identify barriers to hospice in long-term care.
2. Educate the beginning of the disease trajectory which leads to late start on long-term care providers will learn how to collaborate their care to maximize the benefit and the environment of long-term care. Through this education hospice and long-term care setting will also be discussed.

5 Hour Programs

Domestic Violence Stimulation Therapy (CST)

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 2:00 p.m.

Purpose: To provide an introduction to the concept of Domestic Violence Stimulation Therapy (CST) and its application in the treatment of domestic violence.

Objectives

1. Define dementia and geriatric syndromes.
2. Describe the evidence-base that supports CST.
3. Describe the functionality of CST.
4. Demonstrate the use of the key features and principles of CST.
5. Demonstrate effective message delivery techniques used in customer service roles.

5 Hour Programs

Building on Effective Care Teams: Proven Tips and Strategies for Managers

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 2:00 p.m.

Purpose: To help participants learn the key skills and strategies that are needed to build and maintain an effective care team.

Objectives

1. Describe the intersection of leadership and executive functions in the long-term care setting.
2. Describe the characteristics of successful long-term care leaders.
3. Demonstrate the use of the key features and principles of CST.
4. Demonstrate effective message delivery techniques used in customer service roles.

12 Hour Programs

Living Your Life Well

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 12:15 p.m.

Purpose: To provide a comprehensive training for leaders to help them develop and maintain successful teams that have the skills and knowledge to effectively deliver high-quality care.

Objectives

1. Identify barriers to hospice in long-term care.
2. Educate the beginning of the disease trajectory which leads to late start on long-term care providers will learn how to collaborate their care to maximize the benefit and the environment of long-term care. Through this education hospice and long-term care setting will also be discussed.

Day 2 Focus on the Whole-Person: Meet the Holistic Person in the Process

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 12:15 p.m.

Purpose: To help participants learn the key skills and strategies that are needed to build and maintain an effective care team.

Objectives

1. Define the holistic approach to health.
2. Describe the evidence-base that supports CST.
3. Demonstrate the functionality of CST.
4. Demonstrate the use of the key features and principles of CST.
5. Demonstrate effective message delivery techniques used in customer service roles.

Day 1 Live Your Life Well

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 12:15 p.m.

Purpose: To provide a comprehensive training for leaders to help them develop and maintain successful teams that have the skills and knowledge to effectively deliver high-quality care.

Objectives

1. Identify barriers to hospice in long-term care.
2. Educate the beginning of the disease trajectory which leads to late start on long-term care providers will learn how to collaborate their care to maximize the benefit and the environment of long-term care. Through this education hospice and long-term care setting will also be discussed.

Legal Update: An Overview of the Rapidly Changing Legal Landscape

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 12:15 p.m.

Purpose: To help participants identify differences between standard, usual, and customary care, the legal implications of those differences, and recognize how those differences can be used to enhance their performance.

Objectives

1. Describe the overall process and the principles of CST.
2. Demonstrate the use of the key features and principles of CST.
3. Demonstrate effective message delivery techniques used in customer service roles.

Day 1 Focus on the Whole-Person: Meet the Holistic Person in the Process

Target Audience: WIPC, WILP, APE, APE, PT, BE, BE

Program: Registration 8:00 a.m., Program 9 a.m. – 12:15 p.m.

Purpose: To help participants learn the key skills and strategies that are needed to build and maintain an effective care team.

Objectives

1. Define dementia and geriatric syndromes.
2. Describe the evidence-base that supports CST.
3. Demonstrate the functionality of CST.
4. Demonstrate the use of the key features and principles of CST.
5. Demonstrate effective message delivery techniques used in customer service roles.

2017 Calendar of Continuing Education for HEALTH CARE PROFESSIONALS
CE Approved for Nursing Home Administrators

CE Approved for Nursing Home Administrators

CE/CERTIFICATE OF ATTENDANCE INFORMATION

See individual program for ID approval codes and target audiences.
AD ACTIVITY DIRECTION: May alter the requirements of the National Certification Council for Activity Professionals.
EM ETHICAL MANAGEMENT: May alter the requirement for greenhouses by the Certifying Board of Dietary Managers.
LPN LICENSED PRACTICAL NURSE: Certificates of attendance may be awarded.

MARCH 3-4 2017 | Old Kinderhook | Camdenton, Missouri
26th Annual Nursing Home Administrator Conference

MARCH 6-8 2017 | Hilton Branson Convention Center | Branson, Missouri
Octoberfest Nursing Home Administrator Conference

MARCH 10-12 2017 | Orlando’s Event and Conference Center | St. Louis, Missouri
Charge Nurse and CNA Conference

MARCH 13-15 2017 | Hilton Cape Rey Carlsbad | Carlsbad, California
MLN Management Conference

MARCH 14-16 2017 | Denver Marriott City Center | Denver, Colorado
Directions for Change Conference

MARCH 19-21 2017 | The University of Kansas Medical Center | Kansas City, Missouri
Kansas League for Nursing 2017 Conference

MARCH 20-22 2017 | Country Club Plaza | Kansas City, Missouri
Missouri League for Nursing 2017 Convention

MARCH 21-23 2017 | The University of Kansas Medical Center | Kansas City, Missouri
Kansas League for Nursing 2017 Conference

MARCH 21-23 2017 | Lakefront Marriott | Milwaukee, Wisconsin
MLN Management Conference

MARCH 22-24 2017 | America’s Center | St. Louis, Missouri
MLN Healthcare Conference

MARCH 25-26 2017 | Hilton San Diego/Bayfront | San Diego, California
Directions for Change Conference

MARCH 28-30 2017 | The University of Kansas Medical Center | Kansas City, Missouri
Kansas League for Nursing 2017 Conference

MARCH 30-31 2017 | The University of Kansas Medical Center | Kansas City, Missouri
Kansas League for Nursing 2017 Convention

APRIL 2-4 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

APRIL 4-5 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

APRIL 7-9 2017 | Iowa Events Center | Des Moines, Iowa
Midwest League for Nursing 2017 Conference

APRIL 10-12 2017 | The University of Kansas Medical Center | Kansas City, Missouri
Kansas League for Nursing 2017 Conference

APRIL 17-19 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

APRIL 20-22 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

APRIL 25-27 2017 | Dallas, Texas
MLN Management Conference

APRIL 27-29 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

APRIL 27-29 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

MAY 1-3 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

MAY 3-5 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

MAY 8-10 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

MAY 15-17 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

MAY 22-24 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

MAY 23-25 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

MAY 30-31 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

JUNE 5-7 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

JUNE 19-21 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

JUNE 20-22 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

JUNE 27-29 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

JULY 24-26 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

JULY 31-AUGUST 3 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

SEPTEMBER 29-30 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

OCTOBER 5-7 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

OCTOBER 18-20 2017 | Hilton Branson Convention Center | Branson, Missouri
Octoberfest Nursing Home Administrator Conference

November 1-3 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

November 8-10 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

November 15-17 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

November 22-24 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

December 20-22 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
MLN Management Conference

December 27-29 2017 | The Westin Kansas City At Crown Center | Kansas City, Missouri
Directions for Change Conference

2017 Calendar of Continuing Education
Geographical Listing

- March 23: Customer Service (5 A hours)
- Kirksville
- May 17-18: Springfest (9 A and 3 PC hours)
- Kansas City
- April 26: Leadership (5 A hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- May 18-19: Springfest (9 A and 3 PC hours)
- May 9: Leadership (5 A hours)
- May 23: Customer Service (5 A hours)
- June 22: Customer Service (5 A hours)

Geographical Listing

- April 7: Identifying It Early (5 A hours)
- Springfield (5 A hours)
- May 10: Bailing, Incivility, and Workplace Violence (6 A hours)
- May 12: Identifying It Early (5 A hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- May 23: Leadership (5 A hours)

Geographical Listing

- April 11: Building an Effective Care Team (5 A hours)
- March 9: Wounds (5 PC hours)
- March 24: Customer Service (5 A hours)
- March 22: Wounds (5 PC hours)
- June 9: Complementary & Alternative Therapies (5 PC hours)
- June 22: Customer Service (5 A hours)

Geographical Listing

- May 10: Bullying, Incivility, and Workplace Violence (3 A hours)
- May 23: Dementia and Cognitive Stimulation Therapy (5 PC hours)
- Park Hills
- April 26: Sepsis: Identifying it Early (3 PC hours)
- Springfield
- March 31: Customer Service (5 A hours)
- Poplar Bluff
- May 23: Dementia and Cognitive Stimulation Therapy (5 PC hours)
- Park Hills

Geographical Listing

- March 14: Charge Nurse and CNA Conference
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- June 11: Spring (5 PC hours) and 12: Spring (5 PC hours)

Geographical Listing

- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- May 10: Bullying, Incivility, and Workplace Violence (3 A hours)
- May 18-19: Springfest (9 A and 3 PC hours)
- May 11: Leadership (5 A hours)

Geographical Listing

- May 1: Customer Service (5 A hours)
- May 11-12: Springfest (9 A and 3 PC hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- May 23: Leadership (5 A hours)
- May 23: Wounds (5 PC hours)

Geographical Listing

- May 9: Leadership (5 A hours)
- May 9: Complementary & Alternative Therapies (5 PC hours)
- May 23: Customer Service (5 A hours)
- May 23: Customer Service (5 A hours)
- May 23: Customer Service (5 A hours)

Geographical Listing

- March 31: Customer Service (5 A hours)
- April 26: Leadership (5 A hours)
- March 26: Leadership (5 A hours)
- March 16: Improving Patient Outcomes (6 A hours)
- May 23: Leadership (5 A hours)
- May 23: Leadership (5 A hours)
- May 23: Leadership (5 A hours)
- May 23: Leadership (5 A hours)
- May 23: Leadership (5 A hours)

Geographical Listing

- April 26: Leadership (5 A hours)
- April 26: Leadership (5 A hours)
- April 26: Leadership (5 A hours)
- April 26: Leadership (5 A hours)
- April 26: Leadership (5 A hours)
- April 26: Leadership (5 A hours)
- April 26: Leadership (5 A hours)

Geographical Listing

- March 22: Wounds (5 PC hours)
- St. Joseph
- May 23: Dementia and Cognitive Stimulation Therapy (5 PC hours)
- May 24: Dementia and Cognitive Stimulation Therapy (5 PC hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- April 26: Leadership (5 A hours)

Geographical Listing

- March 24: Customer Service (5 A hours)
- March 22: Wounds (5 PC hours)
- St. Joseph
- May 24: Dementia and Cognitive Stimulation Therapy (5 PC hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- April 27: Complementary & Alternative Therapies (5 A hours)

Geographical Listing

- February 16: Building an Effective Care Team (5 A hours)
- March 9: Wounds (5 PC hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 24: Customer Service (5 A hours)
- April 11: Building an Effective Care Team (5 A hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 24: Customer Service (5 A hours)

Geographical Listing

- March 22: Wounds (5 PC hours)
- St. Joseph
- May 24: Dementia and Cognitive Stimulation Therapy (5 PC hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- April 27: Complementary & Alternative Therapies (5 A hours)
- April 27: Complementary & Alternative Therapies (5 A hours)

Geographical Listing

- February 16: Building an Effective Care Team (5 A hours)
- March 9: Wounds (5 PC hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 24: Customer Service (5 A hours)
- April 11: Building an Effective Care Team (5 A hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 24: Customer Service (5 A hours)

Geographical Listing

- February 16: Building an Effective Care Team (5 A hours)
- March 9: Wounds (5 PC hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 24: Customer Service (5 A hours)
- April 11: Building an Effective Care Team (5 A hours)
- March 16: Complementary & Alternative Therapies (5 PC hours)
- March 24: Customer Service (5 A hours)