



## PMDA Regional Meeting: Demanding Residents – “I Want It and I Want It Now”

### Date / Fee / Register / Credits

Thursday, February 7, 2019 / 6-8 P.M.

Fee: Free

Register Online: <http://bit.ly/a642919>

Credits: AMA, CMD, and NHA

### Speaker / Rebecca Ferrini MD MPH CMD

Dr. Ferrini is a full-time medical director for the County of San Diego. She received the 2009 AMDA Medical Director of the Year Award.

#### Purpose/Audience/Objectives

This meeting will discuss ways to improve management of demanding residents in long term care settings.

All health care staff in post-acute and long-term care settings, medical directors, physicians, advanced practice professionals, nursing staff and nursing home administrators, and non-PMDA members are welcome to attend.

Define demanding residents

Identify practices that may make a demanding resident worse

Model a conversation with a demanding resident about their needs versus their wants

Define a behavioral care plan

Identify four strategies to manage demanding residents

#### Schedule/ 6 – 8 P.M.

6:00 Exhibits and Dinner

6:30 Presentation

7:30 Speaker Q&A and Wrap-Up

7:45 PMDA Update, Announcements

8:00 Adjournment

#### Locations (via Zoom webinar)

Bethlehem – ManorCare  
Chapel Meeting Room  
2021 Westgate Drive  
Bethlehem, PA 18017

Erie – Hamot Women’s Hospital  
Lincoln Education Center  
118 East Second Street  
Erie, PA 16507

Harrisburg – UPMC Pinnacle  
Brady Building  
Susquehanna/Riverview Rm: 1<sup>st</sup> fl  
205 S. Front Street  
Harrisburg, PA 17104

Lancaster – Mennonite Home  
Juniata Room  
1520 Harrisburg Pike  
Lancaster, PA 17601

Muncy – Muncy Valley Hospital  
Skilled Nursing Unit – Activity Rm  
215 East Water Street  
Muncy, PA 17756

Pittsburgh – Cumberland Woods  
Village Conference Center  
700 Cumberland Woods Drive  
Allison Park, PA 15101

Philadelphia area – Boyd-Horrox  
Funeral Home  
200 West Germantown Pike  
Norristown, PA 19401

Pittston – United Methodist Home  
Wesley Village: Patridge-Tippett  
Building  
Pittston, PA 18640

### Credit / AMA, CMD, NHA credits are available

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Penn State College of Medicine and The Pennsylvania Society for Post-Acute and Long-Term Care Medicine. Penn State College of Medicine is accredited by the ACCME to provide continuing medical education for physicians. Penn State College of Medicine designates this live activity for a maximum of 1 AMA PRA Category 1 Credit(s). Physicians should claim only the credit commensurate with the extent of their participation in the activity.

#### Nurses Using AMA Credit

Nurses will receive a certificate from Penn State College of Medicine verifying their participation in 1 hour of approved continuing medical education. Continuing education activities which are approved by accredited institutions of higher education and that are relevant to patient care or professional nursing meet the requirements of mandatory continuing education for registered nurses in Pennsylvania, as required by the Pennsylvania State Board of Nursing. The Board of Nursing recommends that nurses retain their certificates for a period of at least five years. Additional information is available through the State Board of Nursing at: <http://bit.ly/dospagovnurse>

This live activity has been pre-approved by the American Board of Post-Acute and Long-Term Care Medicine (ABPLM) for a total of 1 management hour toward certification as a Certified Medical Director in post-acute and long-term care medicine. The CMD program is administered by the ABPLM. Each physician should claim only those hours of credit actually spent on the activity

The State Board of Examiners of Nursing Home Administrators has approved this program for 1 clock hour under provider number PR000201L.

#### Questions?

Course A6429-19-V

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Email [ContinuingEd@pennstatehealth.psu.edu](mailto:ContinuingEd@pennstatehealth.psu.edu)

The University reserves the right to cancel or postpone any activity because of insufficient enrollment or other unforeseen circumstances.

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