

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12

### TRACKS FOR SESSIONS

AL – Assisted Living  
 ADS – Adult Day Services  
 CC – Care Centers  
 Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services  
 Peer Genius – providers sharing expert, hands-on insights  
 SH – Independent Senior Housing

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All Sessions
MN Board of Social Work	Keynote, 101, 208, 209, 210, 301, 304, 402, 403, 404, 405
MN Board of Nursing	Keynote, 101, 105, 106, 202, 208, 209, 210, 301, 303, 304, 305, 307, 402, 403, 404, 405, 406, 407, 408, 409, 410
National Certification Council for Activity Professionals	Keynote, 101, 104, 105, 202, 208, 209, 210, 211, 301, 302, 304, 307, 309, 402, 403, 404, 405, 408
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	Keynote, 101, 104, 202, 208, 210, 211, 301, 306, 308, 309, 402, 403, 405, 408, 409

*Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.*

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 101 – Bridging the Gap: Building Effective Interdepartmental Communication (All Settings; Peer Genius)

- Learn the formula for departmental language: motivation + barriers = prioritization and explore goal-oriented communication.
- Facilitate effective communication in varying departmental languages, by practicing translating a message to different languages based on a shared goal.
- Identify the impact of stress on communication and listening and practice grounding and breathwork to use in high-stress situations.

*Kiran Dahlin, MT-BC, E-RYT, Director of Campus Life Enrichment, Chris Johnsen, RN, Director of Infection Prevention and Staff Education, and Roxana Tietz, LPN, Director of Adult Day Program, Catholic Eldercare, Minneapolis*

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#### **102 – Credit Check: How to Raise Your Organization's Credit Score with Investors** (AL, CC, SH; Deep Dive; Peer Genius)

- Understand underwriting parameters which affect a mutual fund investor's or bank lender's decision to invest in your project debt from new construction to refinancing.
- Learn best practices for ongoing disclosure provided to investors, including financial and operating report formats, as well as content for disclosure calls with bondholders.
- Navigate a negative credit event with bondholders by learning best practices for requesting waivers for covenant defaults, negotiating forbearance agreements and negative press.

*Aaron Engler, Vice President, Bremer Bank, St. Paul; Jeff King, Vice President of Finance, Cassia, Edina; Paul Youngquist, Senior Vice President, Sit Mutual Funds, Minneapolis; and Moderator: Jenny Wade, Senior Vice President, HJ Sims, Bloomington*

#### **103 – Harnessing GenAI: Transforming Senior Living Sales and Marketing** (AL, CC, SH; Peer Genius)

- Understand the core capabilities and limitations of GenAI tools like ChatGPT or Microsoft Copilot.
- Identify at least three high-value use cases for applying GenAI in senior living sales and marketing.
- Create a sample marketing asset or sales script using GenAI through guided hands-on exercises.

*Angi Moore, Associate Vice President of Marketing, Cassia, Edina*

#### **104 – Cooking Up a Dining Services Solution for the Younger Aging Population** (ADS, AL, CC)

- Gain a comprehensive understanding of the nutritional preferences and expectations specific to the younger boomer demographic in long-term care settings.
- Learn practical strategies to tailor nutrition plans and menu options that meet the diverse needs and preferences of younger boomers.
- Acquire insights into innovative approaches and best practices for enhancing satisfaction, health outcomes, and quality of life through nutrition in long-term care communities.

*Naomi Hass, Business Solutions Specialist, US Foods, Hillsboro, Ore.*

#### **105 – So...You are Now in Charge of Quality – Where Do You Start?** (AL, CC)

- Identify key strategies for incorporating quality and performance improvement into daily practice.
- Understand how these strategies support your broader quality program approach and support you in meeting regulatory requirements.
- Discuss how to create a culture that prioritizes quality throughout everything you do and across your entire team.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis; and Cyndi Siders, RN, MSN, CPHRM, CPPS, CEO/Executive Consultant, Siders HealthCare Consulting, LLC, Grand Forks, N.D.*

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#### 106 – Care Center Rate and Policy Update (CC)

- Describe the 2025 rate setting process for care centers and planning for the PDPM transition.
- Review implementation of nursing home funding from the 2023 legislative session, including the financially distressed facility loan program, critical access, and incentive grant cost reporting.
- Discuss the auditing process and issues that come up regularly in the setting of care center payment rates.

*Kim Brenne, Audit Director, Minnesota Department of Human Services, St. Paul*

#### 107 – Physical Environment Survey Findings (AL)

- Identify the most common engineering citations for AL and ALDC licensed communities.
- Discuss how to navigate door locks in assisted living and best practices for moving snow or using space heaters in colder months.
- Outline when engineering needs to review construction plans.

*Bob Dehler, PE, Engineering Manager, Minnesota Department of Health, St. Paul*

#### 108 – Fund Development Leader Panel (All Settings; Peer Genius)

- Identify the unique challenges and opportunities of fundraising in older adult services.
- Highlight the important role philanthropy can play in our future.
- Discuss best practices and strategies for fundraising specific to our field.

*Brendan Bannigan, Director of Philanthropy, Ebenezer, Edina; Joslyn Biever, Senior Vice President, Foundation/Chief Philanthropy Officer, Benedictine, Fridley; Matthew Crawford, Vice President of Philanthropy, Cassia, Edina; and Moderator: Gina DiMaggio, Foundation Director, LeadingAge Minnesota Foundation, Minneapolis*

9:45 – 11:30 a.m.

#### OPENING KEYNOTE

#### The Courage Gap: Bring Your Bravest Self to Your Biggest Challenges

*Dr. Margie Warrell, leadership advisor, executive coach, keynote speaker, Washington, D.C.*

(See page 9.)

11 a.m. – 1:30 p.m.

#### Grand Opening of Exhibit Hall

11 a.m. – 3 p.m.

#### Exhibit Hall Exploration Hours and Meet Your Regulator Table

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11:35 – 11:55 a.m.

**Solutions Stage: Mastering the Minnesota Nurse Aide Registry** (AL, CC, HCBS)

(See page 44.)

12:05 – 12:25 p.m.

**Solutions Stage: Elderly Waiver Customized Living Update** (ADS, AL, CC, HCBS)

(See page 44.)

12:35 – 12:55 p.m.

**Solutions Stage: Licensing Update for Care Centers** (CC)

(See page 44.)

1:05 – 1:25 p.m.

**Solutions Stage: DHS Provider Enrollment Updates** (AL, CC)

(See page 44.)

1:30 – 2:30 p.m.

### CONCURRENT SESSIONS

#### **201 – Sales and Marketing: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing sales and marketing staff in aging services including effectively engaging families and decision-makers.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to attract a growing resident population.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Barbara Landeen, Senior Director of Leadership and Member Experience, LeadingAge Minnesota, Minneapolis*

#### **202 – Nurse Leaders: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing nurse leaders in aging services including workforce and case complexity.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to provide quality resident care.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul*

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#### **203 – Chief Operating Officers: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing operations in aging services including regulatory compliance and evolving resident and staff needs.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to innovate.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Lori Meyer, Senior Vice President and Chief Operating Officer, LeadingAge Minnesota, Minneapolis*

#### **204 – Chief Financial Officers: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing long-term care finance departments and discuss how you are addressing them in your organization.
- Discuss what you expect to be the most positive aspect of your financial outlook for 2025 and what represents the biggest obstacle to a successful fiscal year.
- Share best practices, tools, and tips that help your organization operate successfully.

*Jeff Bostic, Director of Data and Financial Policy, LeadingAge Minnesota, Minneapolis*

#### **205 – Human Resources: The Power of Peers** (All Settings; Peer Genius)

- Identify effective and targeted recruitment and retention strategies that are attracting and retaining high-quality staff in senior care settings.
- Share programs, policies, or new innovations that promote employee well-being, job satisfaction, and create a supportive workplace culture.
- Discuss strategies to maintain compliance with the latest HR regulatory requirements, including labor laws and health and safety regulations, to reduce risk.

*Anna Mowry, Director of Workforce Solutions, LeadingAge Minnesota, Minneapolis*

#### **206 – Fund Developers: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing fundraising staff in aging services.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to attract resources.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Gina DiMaggio, Foundation Director, LeadingAge Minnesota Foundation, Minneapolis*

#### **207 – Independent Living Executives: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing independent living settings in aging services.
- Discuss strategies and solutions to overcome challenges and embrace opportunities.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Jessica Lacher, Director of Membership, LeadingAge Minnesota, Minneapolis*

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#### **208 – Understanding Risk, Respecting Choice, and Keeping the Balance** (ADS, AL, CC, HCBS)

- Understand how to assess and understand risk for a person while providing opportunities for choice.
- Explore the use of simple, but effective person-centered planning tools such as Risk Assessment, Important To/For, Decision-Making Profile and Agreement, and Learning Log.
- Identify situations when these person-centered tools are powerful and implement their use in everyday supports for persons receiving care.

*Jennifer Billington, Person-Centered Services Director, and Sarah Stein, Educational Services Director, STAR Services, St. Paul*

#### **209 – Empowering Care: Strategies to Prevent and Respond to Workplace Violence** (All Settings)

- Define workplace violence and identify its physical and emotional impacts on both residents and employees.
- Recognize risk factors and triggers associated with workplace violence in senior care.
- Implement techniques in effective communication and de-escalation to manage potentially violent situations.

*Scott Rief, CSP, OHST, MEHS, Safety Consultant, Marsh McLennan Agency, Minneapolis*

#### **210 – Is this a Safe Plate? Preventing Dietary Related Harm** (AL, CC; Peer Genius)

- Understand, through deep dive analysis, the root causes of dietary-related adverse events that can lead to resident harm.
- Discuss solutions to help ensure that all residents are served a “safe plate.”
- Describe and apply practical approaches to implementing dietary safety solutions in your organization.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis; Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove; and Jenny Parker, RN, C ADON, Quality Performance, Education and Employee Wellness, Bethesda, Willmar*

#### **211 – Fire Safety Updates for Senior Housing, Assisted Living, and Adult Day Services** (ADS, AL, SH)

- Understand which fire safety requirements apply to senior housing, assisted living, and adult day services.
- Learn specific requirements for fire alarm systems, locking arrangements, and other building features.
- Clarify the roles of the Minnesota State Fire Marshal and local fire code officials in interpreting and applying applicable codes.

*Bob Rexeisen, Deputy State Fire Marshal, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

2:30 – 3 p.m.

**Connection Break and Exhibit Hall Exploration Time**



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3 – 4 p.m.

#### CONCURRENT SESSIONS

##### **301 – Smoking in Long-Term Care: Legal Considerations and Clinical Strategies** (AL, CC)

- Explore key legal issues around smoking in long-term care communities.
- Assess and manage residents who smoke, considering their health and safety as well as neighbors and staff in both smoking and non-smoking environments.
- Apply strategies for implementing smoking policies and resident care plans in accordance with both legal requirements and clinical best practices.

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul; and Ryan Usher, Associate Attorney, Rodè @ Coffin, LLC, St. Paul*

##### **302 – Leveraging the Voice of the Customer to Impact Resident Experience** (ADS, AL, HCBS, SH; Peer Genius)

- Understand the Voice of Customer process and its significance in fostering resident-centered care and continuous improvement in senior living communities.
- Develop practical skills for gathering, organizing, and analyzing resident feedback.
- Turn feedback into actionable improvements and measure their effectiveness.

*Jessica Lacher, Director of Membership, LeadingAge Minnesota, Minneapolis; and Gift Matemba-Mutasa, Senior Vice President, Marketing and Sales, Benedictine, Fridley*

##### **303 – Skilled Nursing Facilities and Accountable Care Organization Networks** (CC)

- Recognize referral opportunities where ACO participants can help healthcare centers maintain referrals.
- Focus on value-based care, emphasizing quality outcomes, including lower hospitalization rates, readmissions, and shorter length of stays.
- Define financial Incentives to understand how ACOs share in cost savings through better care coordination.

*Julie Karafa, CRCR, CSPR, Senior Consultant Healthcare Consulting, Wipfli LLP, St. Charles, Mo.*

##### **304 – The Armed Intruder/Active Shooter in the Senior Care Setting** (ADS, AL, CC, SH)

- Understand the steps to take to create a state of preparedness.
- Review “lessons learned” from an actual active shooter case study in a senior care community that ended with catastrophic outcomes.
- Explain “The Four Outs” of the Active Shooter Safety Action Plan for senior care communities and how to choose the right steps to implement to maximize survivability.

*Steve Wilder, President and Senior Healthcare Consultant, Sorensen, Wilder @ Associates, Bradley, Ill.*

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### 305 – Thriving in Uncertainty: Strategies for Challenges Facing Nursing Homes (CC; Deep Dive, Peer Genius)

- Understand the current realities driving providers to explore the role of the SNF in serving their community today and into the future.
- Evaluate the key factors of your SNF and its role in your organization's current and future relevance.
- Discover real life solutions that are being implemented to address the challenges of operating a SNF while also addressing the needs of Baby Boomers in their community.

*Duane Helwig, Partner, Vice President of Design, and John Huhn, Vice President of Senior Living Operations, Community Living Solutions, Minneapolis; and Candas Schouvieller, NHA, HSE, CEO/Administrator, Oak Hills Living Center, New Ulm*

### 306 – Engaging Culinary Teams in Skill Development: Strategies for Senior Living (ADS, AL, CC, SH)

- Learn how to cultivate a learning culture and understand the importance of continuous skill development in senior living culinary roles for enhancing dining experiences.
- Apply practical techniques for effective culinary training and daily operational integration in senior living communities for your dining team members.
- Implement strategies to create a supportive learning environment and knowledge sharing among peers along with recognition of team member achievements.

*John Cramutola, Corporate Director, Culinary, Cura Hospitality, Canonsburg, Pa.; and Kate Munson, Corporate Director, Menu Management, Cura Hospitality, Edina*

### 307 – Performance Improvement Using Six-Sigma Tools and Strategies (All Settings; Peer Genius)

- Understand how Six-Sigma tools and strategies can be used to identify improvement opportunities and support quality improvement activities.
- Define Standard Work to create an environment that promotes the use of best practices that drive improvement.
- Practice applying a core Six-Sigma tool to address improvement opportunities in your organization.

*Julie Thurn, RN, BSN, Administrative Clinical Officer, and Janet Zastrow, RN, MBA, Sr. Quality Improvement Consultant, Ebenezer, Edina*

### 308 – Leveraging Labor Market Data to Shape Workforce Strategies (All Settings)

- Analyze rural and metro job seeker trends and labor force projections to understand their impact on the older adult services workforce, supporting strategic and responsive employer planning.
- Recognize Minnesota's statewide shortage of essential caregivers and assess the potential impacts of added workforce pressures.
- Explore new hiring opportunities by leveraging labor market forecasting, as well as workforce development initiatives from DEED and CareerForce.

*Shayla Drake, SHRM-CP, Workforce Strategy Consultant, and Anthony Schaffhauser, Regional Analyst, Northwest Minnesota, Minnesota Department of Employment and Economic Development, St. Paul*



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#### 309 – State Fire Marshal Life Safety Code Update for Care Centers (CC)

- Identify the top 10 K-tags being cited in life safety surveys to help you remain in compliance.
- Learn about current activities and initiatives within the State Fire Marshal's inspection team.
- Explore other timely topics related to the Life Safety Code.

*Travis Ahrens, Deputy State Fire Marshal-Supervisor, Health Care and Correctional Facilities, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

#### 310 – Assisted Living and Comprehensive Home Care License Updates (AL, HCBS)

- Describe assisted living survey trends from the MDH Health Regulation Division.
- Understand trends in home care surveys.
- Identify helpful assisted living and home care provider resources to achieve compliance with licensing laws and rules and avoid citations.

*Casey DeVries, Regional Evaluation Supervisor, and Daphne Ponds, RN, MSN, JD, State Executive Operations Manager | OHFC Director, Minnesota Department of Health, St. Paul*

#### 311 – Strategies for Planned Giving Successes in Aging Services (All Settings)

- Identify key components of launching or revamping a planned giving program, including engaging critical stakeholders.
- Discuss how to identify potential donors, approach conversations, and transition one-time donors to planned giving contributors.
- Illustrate techniques to effectively engage board members in advocating for planned giving and clearly communicate choices to donors for informed decision-making.

*Christy Boysen, MA, FCEP, CFRM, Founder, CEO, Legacy Planning Consultant, Apex Legacy Consultants, Roseville*

4 – 4:15 p.m.

#### Connection Break

4:15 – 5:15 p.m.

#### TWILIGHT CONCURRENT SESSIONS

#### 401 – Sales and Marketing Metrics to Reach Your Occupancy Goals (AL, CC, SH)

- Understand the different values each marketing channel has related to lead conversion.
- Calculate a growth plan to determine the number of move-ins, leads, and tours you will need to complete to reach occupancy goals.
- Identify sales zone activities, their impact on your sales pipeline, and how best to track lead management success through your CRM.

*Melissa Kirchhoff, LALD, Principal Consultant, Adept Senior Living Solutions, St. Paul*

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#### 402 – Care Conferences to Corrective Actions: Facilitating Crucial Conversations (AL, CC; Peer Genius)

- Understand the chemistry of stress and learn to reframe why all crucial conversations are not bad, so that you can step into them with confidence.
- Use the LEARN acronym as a roadmap for successfully navigating crucial conversations.
- Identify and/or create organizational tools and resources to use when discussing the issues brought forward in crucial conversations.

*Kayla Kildahl, Senior Regional Director of Health and Wellbeing, and Jenny Krizan, Training and Development Director, The Waters Senior Living, Minnetonka*

#### 403 – Evaluating Compliance and Ethics Programs in Senior Living and Care (All Settings; Deep Dive)

- Examine OIG and CMS guidelines for senior living and care compliance and ethics programs and understand their significance.
- Identify key methods for assessing and enhancing the effectiveness of compliance and ethics programs.
- Utilize existing organizational resources to practically meet federal guidelines and create a culture of compliance.

*Jacob Hauschild, Associate, Faegre Drinker Biddle @ Reath LLP, Minneapolis; and Amy Johnson, Partner, Faegre Drinker Biddle @ Reath LLP, Washington, D.C.*

#### 404 – Focus on Families in the Dementia Neighborhood: Fellowship, Hope, and Joy (AL, CC; Peer Genius)

- Examine family case studies to determine issues that families face with a dementia loved one.
- Engage in discussion around ways that joy, compassion, and fun can be developed in family units and in community social interactions.
- Brainstorm trust building engagements and apply these ideas to their own communities.

*Barbara Short, Dimensions (Memory Care) Manager, Orchards of Minnetonka*

#### 405 – Generations Work: Eliminating Ageism and Reframing Aging in Long-Term Care (All Settings)

- Understand the impact of ageism on our health.
- Explain the strategies around reframing aging.
- Integrate common sense strategies to eliminate ageism.

*Rajeon Moore, PhD, LNHA, Faculty Director - LTC Administration, University of Minnesota, Minneapolis*

#### 406 – Reimbursement Optimization: Navigating PDPM Impact and Compliance (CC)

- Gain an understanding of PDPM's deep impact on reimbursement strategies.
- Acquire key tools for optimizing financial performance.
- Develop insights into documentation and coding practices to support reimbursement and compliance.

*Anna Olinger, NHA, Administrator, Aurora on France TCU, Edina; and Michelle Stober, CEO, Senior Care Solutions, Stillwater*

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#### 407 – Safe Lift: A Human Centered Design Approach to Safe Mechanical Lift Use (CC)

- Identify key factors contributing to mechanical lift falls based on research conducted as part of the LeadingAge Minnesota Foundation Mechanical Lift Fall Project.
- Understand how the design of equipment and processes impact staff behavior and contribute to resident safety.
- Discuss initial steps that can be taken to strengthen your approach to mechanical lift safety.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis; and Jess Roberts, PhD, Founder and Lead, ByDesign, LLC, St. Paul*

#### 408 – Minnesota OSHA Inspections – Is Your Community Prepared? (AL, CC)

- Understand the inspection process, types, and priorities for Minnesota OSHA in the healthcare sector.
- Identify inspection trends including the most frequently cited standards and best practices to avoid citations and penalties.
- Discuss the significance and requirements for ergonomics program requirements, including grant opportunities.

*Rasana Rana, Senior Industrial Hygienist, Workplace Safety Consultation, Emily Tintes-Schiwal, Senior Industrial Hygienist, and Breca Tschida, MSPH, CPE, Ergonomics Supervisor, OSHA Compliance, Minnesota Department of Labor and Industry, St. Paul*

#### 409 – Food Code Concerns, Requirements, and Resources for Assisted Living (ADS, AL)

- Understand the Minnesota Food Code and resources available to maintain compliance, including Adult Day Centers that provide food.
- Review the types of kitchen surveys, what to expect during survey, and how to prepare.
- Discuss recent assisted living licensure survey trends related to food code and how to avoid getting cited.

*Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove; and Angie Wheeler, Environmental Health Manager, Minnesota Department of Health, St. Paul*

#### 410 – CMS Long-Term Care Surveyor Guidance Updates: Implications for Providers (CC)

- Identify the revisions to CMS long-term care surveyor guidance.
- Examine the significant updates regarding admission agreement prohibitions, chemical restraints and psychotropic medications, assessments, and professional standards of practice.
- Explore strategies for aligning care practices with the new CMS requirements to ensure compliance by February 24, 2025.

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul; and Mark Schulz, Vice President of Policy and Regulatory Affairs, LeadingAge Minnesota, Minneapolis*



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#### 4:11 – Annual Giving: Innovative Approaches to Engage and Inspire Donors (All Settings)

- Understand how to develop your goals to start or expand an annual giving program.
- Review key elements of an annual giving program, including multi-channel approaches, giving days, and employee giving initiatives, to drive meaningful engagement, increased giving, and donor retention.
- Discuss planning, implementing, and evaluating annual giving strategies, including setting clear objectives, measuring outcomes, and using data to inform future initiatives.

*Heidi Freisinger, Fundraising Consultant, Brave Fundraising, Minneapolis*

5:15 p.m.

**Adjourn for the Day**

8:30 – 11:30 p.m.

**Johnny Holm Band – Live in Concert!**

(See page 48.)

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# Johnny Holm Band



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CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	General Session, 501, 502, 503, 504, 505, 506, 507, 508, 601, 602, 603, 604, 605, 607, 608, 701, 702, 703, 704, 705, 706, 707, 708, 801, 802, 803, 804, 805, 806, 807, 808
MN Board of Social Work	General Session, 501, 502, 503, 505, 506, 602, 607, 703, 704, 706, 707, 708, 801, 804, 805, 806
MN Board of Nursing	General Session, 501, 502, 503, 505, 506, 601, 604, 608, 701, 703, 704, 707, 708, 801, 805, 806
National Certification Council for Activity Professionals	General Session, 502, 505, 506, 602, 606, 607, 702, 703, 704, 706, 707, 708, 801, 804, 805, 806, 808
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	General Session, 504, 702, 704, 707, 801, 804, 805

*Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.*

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 501 – Assisted Living Contract Terminations: Real World Case Studies (AL)

- Identify situations when terminating a resident's contract might be necessary.
- Evaluate the impact of the termination process on providers, residents, and family members.
- Analyze real-world scenarios of contract terminations to identify both effective and ineffective approaches to improve outcomes.

*Michelle R. Klegon, Attorney, Klegon Law Office, Ltd., Minneapolis*

#### 502 – Compassionate Care: Support for Residents with Substance Use Histories (AL, CC; Deep Dive)

- Recognize the unique needs of residents with substance use disorders.
- Implement person-centered strategies to care plan for residents with histories of substance use.
- Practice support systems related to caring for residents with substance use disorders.

*Tabitha Meyer, Quality Improvement Advisor, Lisa Olson, Quality Improvement Advisor, and Jane Pederson, MD, Chief Medical Quality Officer, Stratis Health, Bloomington*



# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
Deep Dive – for experienced professionals  
with prior topic knowledge

HCBS – Home- and Community-  
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#### 503 – IDT Process for GG: Increase Reimbursement, Quality, and Accuracy (CC; Deep Dive)

- Understand the purpose and components of Section GG of the MDS, including the scoring system used in Section GG assessments.
- Gain insights into documentation guidelines for accurate recording of functional abilities.
- Understand the process of monitoring resident progress towards CMS expectations for improvement and the importance of interdisciplinary collaboration in care planning.

*Megan Nelson, RN, National MDS Director, Advanced Health Institute, Bloomington*

#### 504 – Key HR Trends and Innovations: LeadingAge Minnesota Data Analysis (AL, CC)

- Analyze anonymized data to identify key HR challenges and opportunities in senior care.
- Discuss best practices for improving HR compliance, efficiency, and employee satisfaction.
- Explore innovative solutions for addressing workforce challenges in the senior care industry.

*Kasey Devine, Vice President of Strategic Growth, Procare HR, Minneapolis*

#### 505 – Weed, Privacy Rights, Employee Use, and Objectional Behavior by Employees (All Settings)

- Create a game plan to navigate challenges if some of your workforce choose to use recreational cannabis.
- Understand employee investigations, employment actions, and discipline if an employee is working under the influence.
- Identify requirements for reasonable accommodations under the ADA for employees that may have a substance use disorder.

*Rebecca Coffin, Attorney, and Robert, Rode, Attorney, Rode & Coffin, LLC, St. Paul*

#### 506 – Who is the Medical Decision-Maker? (AL, CC)

- Understand the difference among various documents that can help inform who the medical decision-maker is.
- Discuss these tools in the context of honoring patient choices and complying with legal requirements.
- Explore ways to manage disputes when disagreements arise regarding the course of care.

*Maggie Green, Attorney, and Tracy Jacobs, Attorney, Winthrop & Weinstine, P.A., Minneapolis*

#### 507 – Elevate Your Outcomes: 2025 Trends and Winning Strategies in Senior Living (AL, CC, SH; Deep Dive)

- Gain insight into the top trends shaping senior living and care.
- Discover the strategies employed by successful providers to prepare for these imminent changes.
- Assess the potential impact of these transformations on your organization and market positioning.

*Amber Rogotzke, President and Principal, and Erin Shvetzoff Hennessey, NHA, CPG, CEO, Health Dimensions Group, Hopkins*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, *cont'd.*

### TRACKS FOR SESSIONS

AL – Assisted Living  
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#### 508 – BELTSS License Updates for HSE, NHA, and LALD (AL)

- Review rule revisions, updates, and changes to licensee responsibilities.
- Understand the latest information related to licensure requirements, renewals, and deadlines.
- Get answers to your questions related to LALD and other licenses from BELTSS staff.

*Steve Jobe, Executive Director, and Rebecca Bollig, LHSE, Director of Assisted Living and Education, Board of Executives for Long-Term Services and Supports, St. Paul*

9 a.m. – 12:30 p.m.

#### Exhibit Hall Exploration Hours and Meet Your Regulator Table

9:30 – 10:30 a.m.

#### Dedicated Exhibit Hall Exploration Hour

9:35 – 9:55 a.m.

#### Solutions Stage: Office of Health Facility Complaints Update (AL, CC)

(See page 44.)

10:05 – 10:25 a.m.

#### Solutions Stage: Care Center Regulatory Updates (CC)

(See page 44.)

10:30 – 11:30 a.m.

#### CONCURRENT SESSIONS

#### 601 – Falls and the Built Environment: Building to Protect Residents and Staff (AL, CC; Peer Genius)

- Articulate how falls impact senior care residents and staff, as well as operational performance.
- Describe elements of the built environment that play a role in fall prevention, detection, and protection.
- Explore how the built environment can be used to support providers and their fall management strategies.

*Lucy Boxrud, President, Elysian Senior Homes, Red Wing; Andrew Centanni, MBA, AIA, NCARB, Vice President of Building Design and Development, Cassia, Edina; Clare Hahneman, Director of Business Development, Ecumen, Shoreview; and Bress Nicneven, Account Manager, CFS Interiors @ Flooring, Eagan; and Moderator: Joel Cormier, Director of Sales and Engineering, Viconic Health, Dearborn, Mich.*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
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#### **602 – Finding Freedom through Forgiveness: A Journey from Hurt to Healing** (All Settings; Peer Genius)

- Understand the emotional and psychological impact of unresolved anger and its effects on well-being.
- Explore practical strategies for acknowledging pain, healing, and practicing forgiveness.
- Identify tools for personal growth and cultivating positive relationships through forgiveness.

*Erin Hurley Robinson, Team Wellness Chaplain, Vivie, Coon Rapids; and Thomas Waknitz, MDiv, ICF, INELDA, Chaplain | Doula, Vivie, Lake Elmo*

#### **603 – Removing the Chaos Around Technology Within Senior Housing** (AL, CC, SH; Deep Dive)

- Discuss the three most common mistakes communities make in planning for, purchasing, and deploying technology.
- Identify how technology increases your resident safety, well-being, and health outcomes.
- Discuss best practices for planning and using technology to alleviate pressure and inefficiency with staff and operations.

*Mike Elness, Vice President of Sales, ELDR, Mendota Heights*

#### **604 – Skilled Nursing Facility: A New Era (MDS, VBP, QRP, and More!)** (CC; Deep Dive)

- Discuss the impact of the RAI process on the standards of participation.
- Review the MDS item changes that will affect the Quality Reporting Program.
- Review the impact of the final rule for fiscal year 2024.

*Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, Vice President of Clinical Services, Pathway Health, Lake Elmo*

#### **605 – Connecting to an International Workforce - Virtually** (AL, CC; Deep Dive)

- Gain a current understanding of published workforce research and related impacts specifically for long-term care providers.
- Develop tools to evaluate the essential components of an effective and accountable international recruitment program including how to evaluate disparate international models.
- Explore the potential applications of virtual care services in long-term care organizations.

*Ron Hoppe, CEO, WorldWide HealthStaff Solutions Ltd., Kannapolis, N.C.*

#### **606 – Four Steps to Improving Quality in Adult Day Settings** (ADS)

- Define four key quality improvement steps that can be applied to any problem to be solved in your organization.
- Discuss strategies to engage all levels of your organization in continuous improvement.
- Participate in activities to effectively target areas for improvement in adult day settings to drive and sustain change.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis*



# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

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#### 607 – DHS and MDH: Commissioners' Agency Vision (All Settings)

- Understand the vision of DHS and MDH in providing care to a growing population of older adults.
- Discuss agency initiatives impacting older adults.
- Review legislative session activities on issues impacting senior care.

*Carol Backstrom, MHA, Assistant Commissioner, Health Systems Bureau, Minnesota Department of Health, St. Paul; Minnesota Department of Human Services staff to be announced, St. Paul; and Moderator: Erin Huppert, Vice President of Advocacy, LeadingAge Minnesota, Minneapolis*

#### 608 – Nursing Scope of Practice: Guidelines for Safe and Competent Care (AL, CC)

- Identify the key components and legal framework of the Minnesota Board of Nursing's scope of practice for nurses.
- Apply the scope of practice guidelines to make informed and ethical decisions in patient care scenarios, while maintaining compliance with state regulations.
- Recognize appropriate delegation practices and understand how to collaborate effectively with interdisciplinary teams within the boundaries of their nursing scope of practice.

*Deborah Schuhmacher, DNP, MAN, PHN, RN, Emerita Professor, Director of Nursing Education, and Deb Topham, PhD, JD, RN, Director of Practice and Compliance, Minnesota Board of Nursing, Mendota Heights*

11:30 a.m. – 12:30 p.m.

**Snacks in the Exhibit Hall**

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11:35 – 11:55 a.m.

**Solutions Stage: Background Studies in Aging Services: Process and Updates (AL, CC)**

(See page 44.)

12:05 – 12:25 p.m.

**Solutions Stage: Q&A for Care Center Engineering (CC)**

(See page 44.)

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

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12:30 – 2:15 p.m.

#### GENERAL SESSION

##### Unstoppable

*Alex Weber, Keynote Speaker, Author, Austin, Texas*

(See page 10.)

2:15 – 2:30 p.m.

#### Connection Break

2:30 – 3:30 p.m.

#### CONCURRENT SESSIONS

##### 701 – Nurse Leadership Panel (AL, CC, HCBS; Peer Genius)

- Describe effective nursing leadership traits.
- Discuss essentials for achieving leadership effectiveness.
- Identify where you are in your personal nursing leadership journey.

*Shelly Hanneken, BSN, LNHA, LALD, SNF Quality Director, St. Francis Health Services of Morris; Jesse Noska, RN, LALD; Director of Clinical Quality, ProgressiveCare, Grand Rapids; Brianna Olson, BSN, RN, LALD, PHN, Housing Clinical Consultant, Vitality Healthcare Management, Aitkin; and Moderator: Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul*

##### 702 – Benefits and Tools to Build a Multigenerational Workforce (All Settings)

- Understand how shifting aging demographics creates new opportunities to leverage the advantages of an aging population.
- Consider a new perspective on aging and how we think about older workers, including the benefits of a multigenerational workforce.
- Review a comprehensive toolkit developed by a regional economic development agency to help employers develop a Returnships program to attract and retain diverse talent.

*Georgia Lane, LSW, Senior Program Developer, Arrowhead Area Agency on Aging, Duluth*

##### 703 – Exercise your Brain with Aromatherapy and Improve Mental Cognition (All Settings)

- Identify how our olfactory system can drastically improve mental cognition.
- Demonstrate how olfactory enrichment activities can be adapted into sensory stimulation programs.
- Experience a memory activity to determine for yourself if aroma impacts your cognitive abilities.

*Jodi Baglien, Aromatherapy Educator, Jodi Baglien Aromatherapy, Osseo*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

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#### 704 – See ME: The Power of Service in Person-Centered Care (ADS, AL, CC, HCBS)

- Understand the unique needs and challenges of each individual by developing skills in highly responsive questioning, reading body-language, and discerning oral cues.
- Learn to replace bias and personality differences with conscious actions and behaviors to provide high-quality care no matter how they might feel about the individual.
- Develop skills on how to interact effectively with coworkers whose culture, values, and style are different and encourage cooperation and collaboration.

*Petra Marquart, CEO and Program Developer, See ME Inc., Minnetonka*

#### 705 – Unlocking the Power of AI in Aging Services: A Panel Discussion (All Settings)

- Understand potential applications of machine learning and predictive analytics and dispel common misconceptions about AI in the context of long-term care.
- Analyze real-world applications of AI in long-term care to enhance operational efficiency, resident care, and regulatory compliance, with case studies examples.
- Discuss strategies for managing risks in an AI-driven environment to protect sensitive data and maintain compliance with evolving regulatory standards.

*Chris Blomquist, VP of Clinical AI Strategy, DOVAXIS, Bloomington; Melissa Green, Executive Vice President, Elysian, Bloomington; Matt Just, CEO, RxPulseSolutions, Duluth; Ron Kilgore, Regional Business Development Manager, TapestryHealth, Stratford, Conn.; and Moderator: Kyle Svee, COO, Advanced Health Institute, Bloomington*

#### 706 – Public Policy: 2025 Legislative Session Impacts to Older Adult Services (All Settings)

- Understand how the political landscape of the 2025 Legislature will shape policy priorities over the next two years.
- Identify emerging public policies that will likely be considered in the 2025 Legislative Session.
- Explain potential policy and regulatory issues to be addressed through the work of various state agencies.

*Erin Huppert, Vice President of Advocacy, and Kayla Khang, Government Affairs Manager, LeadingAge Minnesota, Minneapolis*

#### 707 – Infection Prevention and Control in Action with MDH ICAR and PFL (All Settings)

- Analyze common infection prevention and control gaps identified through MDH-ICAR onsite assessments.
- Identify strategies and resources from MDH-ICAR to mitigate gaps in infection control and prioritize areas for improvement.
- Use Project Firstline resources effectively to educate frontline staff on core infection prevention and control practices.

*Britt Bailey, MPH, Epidemiologist Senior, Infection Control Assessment and Response (ICAR) Unit, and Caramae Steinwand, Planner Intermediate, Infection Control Assessment and Response (ICAR) Unit, Project Firstline Team, Minnesota Department of Health, St. Paul*



# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

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#### 708 – Excellence in Practice Award Presentations (ADS, AL, CC; Peer Genius)

- Discover practical ideas and initiatives implemented by two member organizations who have received LeadingAge Minnesota's Excellence in Practice Awards.
- Identify best practices for creating an internal float pool to reduce or eliminate external agency staffing as implemented by Benedictine.
- Discuss integrative therapies for use with the residents and staff to foster a more preventative and holistic approach to care and services as applied by Catholic Eldercare.

*Kiran Dahlin, Director of Campus Life Enrichment, Catholic Eldercare, Minneapolis; Kathleen Murray, Director, Organizational Learning and Development, Benedictine, Fridley; and Moderator: Barbara Landeen, Senior Director of Leadership and Member Experience, LeadingAge Minnesota, Minneapolis*

3:30 – 3:45 p.m.

#### Connection Break

3:45 – 4:45 p.m.

#### CONCURRENT SESSIONS

#### 801 – Continuum of Care: Understanding Home Care, Palliative Care, and Hospice (AL, CC, HCBS; Peer Genius)

- Differentiate the goals and services provided for home care, palliative care, and hospice to clarify their unique roles and benefits for patients.
- Identify common patient needs and situations best suited for home care, palliative care, and hospice services, providing guidance for appropriate referrals and continuity of care.
- Discuss how teams can collaborate across these care types to enhance support for recipients and their families and caregivers.

*Jennifer Blazek, Director of Lifespace Personal Services, Friendship Village of Bloomington Care Center, Bloomington*

#### 802 – CHOW Through a Senior Housing Change of Ownership (AL, CC; Deep Dive)

- Understand that most transactions require new community licenses and provider enrollment.
- Know when and where to submit required notices and applications.
- Plan the deal flow and closing to minimize disruptions to services and payment.

*Christianna Finnern, Shareholder, and Maggie Green, Associate, Winthrop @ Weinstine, P.A., Edina*

#### 803 – Cybersecurity Playbook: Security in Action (All Settings; Deep Dive)

- Recognize typical attack vectors being used against healthcare organizations.
- Assess typical cyber findings and learn how to address the findings to resolution.
- Recognize, employ, and act on the most common safeguards to protect your organization against a cybersecurity breach.

*Jason Vander Velde, Senior Manager - Cyber and Tech Management, Wipfli LLP, Wausau, Wis.*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

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#### **804 – Diversity is a Recruitment and Retention Strategy** (All Settings; Deep Dive)

- Understand the value of creating a sense of belonging in the workplace.
- Explore practical examples of workplace challenges and learn new tools to keep workers engaged and improve workplace human relationships.
- Empower leaders with the necessary tools to engage in courageous conversations in the workplace.

*Dr. Vera Ndumbe, LSW, LALD, President/Founder, Mountainview LLC, Rochester*

#### **805 – Giving Up is Hard to Do: An Exploration in Delegation** (All Settings; Deep Dive, Peer Genius)

- Identify common barriers to delegation and review related concepts that assist in making delegation more successful.
- Discuss levels of delegation with increasing demand and benefit.
- Identify the goal and positive outcomes of delegation and situations when delegation is unsupported.

*Jason Kelecic, DPT, MBA, Director of Lifestyle, Friendship Village of Bloomington*

#### **806 – QM Training and Management of Behavior Disorders** (AL, CC; Deep Dive)

- Learn how QMs are triggered for antipsychotic, antianxiety, hypnotic medications, and behaviors and how these can impact the 5 Star rating.
- Explore how to conduct a Behavior and Psychological Symptoms of Dementia (BPSD) assessment and analysis to understand the resident and what they are trying to communicate.
- Acquire knowledge about creating a Life Story, evidence based non-drug interventions, and ways to help staff become sensitized to the resident's reality and challenges.

*Mary-Beth Newell, RN, BSN, MS, RAC-CT, CPHQ, Senior Director of Clinical Reimbursement Operations, MDS Solutions, Sarasota, Fla.*

#### **807 – Nursing Home Workforce Standards Board: How to Comply With the New Rules** (CC)

- Understand what the law requires for care centers to comply with posting notices, employee training, and sharing of employee data.
- Review the range of enforcement actions permitted by the law.
- Discuss NHWSB regulations' variance and waivers process under development and identify evaluation criteria for care centers who may consider this option.

*Jeff Bostic, Director of Data and Financial Policy, Erin Huppert, Vice President of Advocacy, and Mark Schulz, Vice President of Policy and Regulatory Affairs, LeadingAge Minnesota, Minneapolis*

#### **808 – Minnesota's Assisted Living Quality of Life Surveys and Report Card Updates** (AL)

- Outline the statewide resident and family survey process and timelines.
- Describe what measures are included in the Assisted Living Report Card and how the ratings are calculated.
- Discuss goals of the report card and the new quality ratings that will be added the report card in the future.

*Julie Angert, Research Scientist, and Lauren Glass, HCBS Quality Improvement Consultant, Minnesota Department of Human Services, St. Paul*

4:45 p.m.

**Conference Adjourns**