

What if...

LeadingAge™
Minnesota



the future
is now?



every life
we touch
is made
better by
our work?



we dream
without
limits?



we could
start from
scratch?



we were
more
inclusive?



we focus
on
abilities?



we were
more
present with
each other?

2019 INSTITUTE & EXPO

February 6 - 8 • 2019 • RiverCentre • St. Paul

2019 INSTITUTE & EXPO



**Join us in St. Paul
for the 2019 Institute!**



Welcome to the 2019 Institute & Expo!

This year's conference theme sparks our imagination about what's possible when we open our minds to dream big, without limits.

Last year, we issued a *Go Bold* challenge to shed the constraints of the past, to break away from conventional ways and forge ahead with fresh ideas, courageous innovations and bold moves.

Your response inspired us!

This year, we invite you to continue that mindset and think of what could be...

What if...

...we focus on abilities?
...we dream without limits?
...the future is now?
...we were more inclusive?
...we could start from scratch?
...we were more present with each other?
What if ...every single life we touch is made better by our work?

We asked you these questions and you shared the stories of dozens of people ... staff, residents, volunteers ... who embody the spirit of each of these questions. You'll see some of their stories throughout this brochure. We hope they inspire you as much as they did us.

It's going to be a great conference filled with fantastic speakers and celebrations, interactive and informative sessions and more meaningful connections than you can imagine.

We look forward to seeing you in February!



Nancy Stratman, Chair-Elect
LeadingAge Minnesota
Board of Directors



Gayle Kvenvold,
President and CEO
LeadingAge Minnesota

Schedule of Events

WEDNESDAY, FEB. 6

THURSDAY, FEB. 7

7 a.m.					
8 a.m.					
9 a.m.	 8:30 – 10:15 a.m. Opening Keynote and Awards			8:30 – 9:30 a.m. Concurrent Sessions	
10 a.m.					9:30 – 10:30 a.m. Dedicated Exhibit Hall time
11 a.m.	11 a.m. – Noon Adult Day Services Networking Lunch at the Liffey Irish Pub		10 a.m. – 12:15 p.m. Grand Opening of Exhibit Hall	10:30 – 11:30 a.m. Concurrent Sessions	9 a.m. – 1 p.m. Exhibit Hall Open
12 p.m.				11:40 a.m. – 12:20 p.m. Networking Lunches	11:30 a.m. – 12:30 p.m. Snacks in the Exhibit Hall
1 p.m.	12:15 – 1:15 p.m. Concurrent Sessions <i>Break and Dedicated Exhibit Hall Time</i>	11:30 a.m. – 4 p.m. Governance Intensive	10 a.m. – 3 p.m. Exhibit Hall Open	12:30 – 2:15 p.m. General Session and Awards	
2 p.m.	1:45 – 2:45 p.m. Concurrent Sessions		1:45 – 4 p.m. Deep Dive Concurrent Session	<i>Break</i>	
3 p.m.	<i>Break</i>			2:30 – 3:30 p.m. Concurrent Sessions	
4 p.m.	3 – 4 p.m. Concurrent Sessions			<i>Break</i>	
5 p.m.	<i>Break</i>			3:45 – 4:45 p.m. Concurrent Sessions	
6 p.m.	4:15 – 5:15 p.m. Concurrent Sessions				
7 p.m.	5:45 – 6:45 p.m. Stars Among Us Awards Reception <i>(invitation only)</i>				
8 p.m.	7 – 10 p.m. Opening Night Bash 				7 p.m. Minnesota Wild vs. Edmonton Oilers <i>Let's Play Hockey!</i>

TUESDAY, FEB. 5

8 a.m. – 6:30 p.m.
10 a.m. – 4:45 p.m.
12:30 – 4:45 p.m.

Full-Day Pre-Conference Intensive Workshop A
Full-Day Pre-Conference Intensive Workshop B
Half-Day Pre-Conference Intensive Workshops C and D

REGISTRATION DESK HOURS

Tuesday, Feb. 5 1 – 7 p.m.
Wednesday, Feb. 6 7 a.m. – 5:15 p.m.
Thursday, Feb. 7 7:30 a.m. – 4:45 p.m.
Friday, Feb. 8 8 a.m. – 12:30 p.m.

FRIDAY, FEB. 8



8:30 – 10 a.m.
Faith & Inspiration
Breakfast

Break

10:15 a.m. – 12:30 p.m.
Deep Dive
Concurrent Sessions

Conference Adjourns

10:15 – 11:15 a.m.
Concurrent
Sessions

11:30 a.m. –
12:30 p.m.
Concurrent
Sessions

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8 a.m.

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12 p.m.

1 p.m.

2 p.m.

3 p.m.

4 p.m.

5 p.m.

6 p.m.

7 p.m.

8 p.m.

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Opening Keynote

WEDNESDAY

February 6 • 8:30 – 10:15 a.m.

Neen James



Neen James is an international leadership consultant, speaker and author of nine books including Folding Time™ and her most recent, Attention Pays™. She has a background in learning, development and managing large corporate teams, and works with organizations around the world.

Neen earned her MBA from Southern Cross University and the Certified Speaking Professional designation from National Speakers Association. Neen is a partner in the international education company Thought Leaders Global.

Ms. James will host a book selling and signing outside the ballroom following her keynote presentation.

Attention Pays™: What If We Focused on What Matters Every Day?

Let's kick off Institute by getting right to one of the most important "What Ifs" we face: *What if we focus on what matters most so we can spend more time with our residents, clients and their families?*

Join speaker, author and sassy Aussie, Neen James, and discover what makes attention so valuable and why paying attention *in very specific ways* drives engagement, productivity and accountability.

To get the results you want, you need to get attention; but most people don't know how to get it and keep it. People often see attention as a transaction, something to trade, but it's much more than that. Neen has identified that people pay attention at different levels and she's designed a powerful methodology that makes it easy to be more deliberate about the choices we make and the actions we take.

- Learn why we get attention wrong (and how to get it right).
- Discover what Neen calls the three types of attention; personal, professional and global, and how to master each.
- Gain strategies to avoid distractions, stop interruptions, prioritize daily objectives and say no to requests that steal time from your real goals and priorities.
- And finally, learn a simple framework to get your team aligned, focused and executing faster than ever.

Don't miss this lively and interactive opening session that will jump start a great week at Institute!

General Session

THURSDAY

February 7 • 12:30 – 2:15 p.m.

What If...We Stop Managing Change and Start Leading Evolution?

Everything changes. Not everything evolves.

Good people and companies manage that change. Exceptional people and extraordinary organizations stop managing change and start *leading evolution*.

Join speaker and comedian Judson Laipply for a lively and thought-provoking session that challenges us to think differently about our struggles and the choices we make.

Face it, in our field change is inevitable and constant. But evolving is not. Evolving means becoming a better version of ourselves, our organizations and our world by focusing on the things we have influence over. It allows us to continually grow in our abilities to serve others and improve their lives.

Learn practical strategies you can implement personally and professionally to help lead this evolution.

- Appreciate the positive neurological effects that just 10 minutes of laughter will bring to you and to those you serve.
- Identify three types of change and the difference between changing and evolving.
- Understand how the power of choice can positively change our brain chemistry and that of your residents/clients.
- Learn how the power of choice allows us to let go of emotional reactions caused by things outside our control like struggle and chaos so that we can start leading evolution.
- Empower yourself, empower those you serve.

And if that's not enough, experience the high-energy evolution of dance that will have you laughing and dancing in your seat!

Judson Laipply



Award-winning speaker and comedian Judson Laipply promises to do two things: make you laugh and make you think. His passion for both has entertained and educated audiences all over the world with a phenomenon labeled "inspirational comedy" that blends the realities of life with side-splitting humor.

Judson received a BA from Bluffton University and a master's degree from Bowling Green State University. He is a writer, published poet and the creator of "The Evolution of Dance™" video sensation.

Mr. Judson will be selling his legendary and almost-famous Struggle Bus Socks outside the ballroom following his presentation; proceeds benefit juvenile diabetes research.

Faith & Inspiration Breakfast

Friday, February 8, 8:30 – 10 a.m.

What If We Pause to Reflect, Rejuvenate and Recapture Our Passion for Serving?

Join us Friday morning for a new take on this Institute breakfast tradition. Enjoy a continental breakfast, warm fellowship, uplifting music and a renewed appreciation for the profession you have chosen.

Featuring:

Billy McLaughlin



World-class guitarist, composer and inspirational performer

Enjoy Billy's soul refreshing music and hear this Minnesotan's inspirational journey of a career interrupted and recaptured. His remarkable comeback story is the subject of the PBS documentary *Changing Keys* and concert film *Coming Back Alive*.

Mr. McLaughlin will be seilling CDs outside the ballroom at the end of this breakfast.

Beth Freschi



Relaxation and life coach and owner of A Time for Expression LLC.

Relax and recharge through this guided experience to calm your mind and body and reconnect with that which brings you joy and fulfillment. Beth Freschi holds a master's degree in counseling psychology from the University of St. Thomas and works with individuals, groups and organizations throughout the country.

2019 Annual Sponsors



LeadingAgeTM MN
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LeadingAgeTM Minnesota

Special Thanks

LeadingAge Minnesota would like to thank the following Annual Sponsors for helping advance our mission and for supporting important program initiatives.

EXPO

The Largest State Expo in the Field Awaits You!

What If ... you could explore hundreds of service and product options in one stop? You can! It's all here at the Expo!

Check Out the List of Exhibitors!

(List as of Oct. 18, 2018)

ACADIA Pharmaceuticals Inc.	CliftonLarsonAllen LLP	Healthcare Services Group Inc.	North Central Bus and Equipment	Textile Care Services
ActivStyle Inc.	Coborn's Pharmacy Services	HealthEast Medical Laboratory	Northland Securities Inc.	Three Links Management
Advanced Health Institute	Coco's Dog Heart Rescue	Henricksen	Northwest Respiratory Services, LLC	Services, LLC
Advanced Wireless Communications	Compeer Financial	Herbert J. Sims & Company	Northwood Industries Inc.	Thrifty White Pharmacy
Aegis Therapies	Concordia University, St. Paul	Hillyard	Optum	UCare
Align	Consilium Associates	Hoglund Bus Company	Passion for Dining and Nutrition	Unidine
AlixRx	Cuningham Group Architecture Inc.	Ideacom Mid-America	Pathway Health	University of Minnesota - Crookston
All Ability Cycles, LLC	Custom Medical Solutions	Imagewerks Marketing	Pharmerica	Upper Lakes Foods Inc.
Allina Health Home Care Services	Direct Supply	Infection Prevention Education and Training	Piper Jaffray & Co.	US Foods
American HealthTech	ditty+ rehkamp	Infinity Rehab	PointClickCare	Value First Inc.
American Medical Technologies	Dougherty & Company LLC	In-House Senior Services	Pope & Conner Consulting Inc.	w d frederickson inc
Anderson Companies	DTB Systems Inc.	Joerns Healthcare	Pope Architects Inc.	Warm Rain Corp.
Anodyne Inc.	ECP	Kent Precision Foods Group Inc.	Prairie River Home Care	Weis Builders Inc.
Apollo Corporation	EduCare by Mirabelle Management, LLC	Kraus-Anderson	PROCare HR	Wipfli LLP
ARKRAY USA Inc.	Eide Bailly LLP	Larson Building Inc.	Professional Portable X-ray Inc.	Wold Architects and Engineers
Aufderworld Corporation	Eldermark Software	LeadingAge MN Savings & Solutions Center	RehabCare	YHR Partners
A'viands	Eldre Solutions Group	LifeShare Technologies	Reinhart FoodService	Ziegler
Ayres Associates	Elim Preferred Services Inc.	Live 2 B Healthy	ResidentRated	
Baker Tilly	Empira	Marcus & Millichap National Seniors Housing Group	ResultsPlus from Metafile	
Ban-Koe Companies	Essential Decisions Inc. (EDI)	Martin Bros. Distributing	River Oaks of Minnesota	
Basic American Medical Products	Essity	MatrixCare	Ross Nesbit Agencies Inc.	
Bauer Design Build	EZ Way Inc.	McKesson Medical Surgical	Select Rehabilitation, LLC	
Bethel University	Food Services of America	Medline	Senior Care Solutions Inc.	
Big Stone Therapies	Foodservice Express	Midwest Electric & Generator Inc.	Senior TV	
BKV Group	Forbo Flooring	Miller Architects & Builders	Shannon Specialty Floors	
Bluestone Physician Services	Functional Pathways	Minnesota Directors of Nursing Administration	Shingobee Builders Inc.	
Bremer Bank	GLTArchitects	Minnesota Valley Testing Laboratories	Smart-HR	
Calmoseptine Inc.	Greystone Construction	Mobilex USA	SMT Health Systems	
Carson's Senior Living	Guardian Pharmacy	Mom's Meals NourishCare	Sprint CapTel	
CBS Construction Services	Health Care Insurance Services (HCIS)	New Horizon Foods Inc.	St. Croix Hospice	
Certain Shade of Green LLC	Health Dimensions Group		Sterling LTC Pharmacy	
CFS Interiors & Flooring	Healthcare Purchasing Connection		Stratis Health	
Christensen Group Insurance			Sysco Minnesota	

2019 Institute Exhibit Hall Hours

Wednesday, Feb. 6

10 a.m. – 12:15 p.m.

Exhibit Hall Grand Opening

10 a.m. – 3 p.m.

Exhibit Hall Open

Thursday, Feb. 7

9 a.m. – 1 p.m.

Exhibit Hall Open

11:30 a.m. – 12:30 p.m.

Snacks in the Exhibit Hall

Friday, Feb. 8

Exhibit Hall Closed

Expo Happenings

Puppy Love Cuddling Station

Get your feel-good fix and cuddle your stress away when you stop by the back of the exhibit hall and snuggle with adorable puppies and dogs.



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Food Demos and Sampling

Stop by the Unidine lounge in the middle of the hall and listen to 15-minute interactive demonstrations featuring food tastings and Q&A sessions with subject matter experts.



Be sure to visit the LeadingAge MN Savings & Solutions Center in the Rotunda to talk about solutions to your purchasing needs.

Plan Ahead

Prepare your list of must-see exhibitors and explore the many innovative products and services the expo has to offer.

Download the Institute & Expo App to access the most up-to-date exhibitor list and conference information.

Special Features

LeadingAge™ MN Savings & Solutions Center

Purchasing Solutions. Insurance Solutions. Innovative Solutions.

We understand the challenges providers face and are committed to your success. The LeadingAge MN Savings and Solutions Center exists to bring you discounts on the best product and service solutions from leading manufacturers and service providers in health care today. Make us your first call for help!



The revenue generated through the Savings and Solutions Center comes right back to members and helps to fund LeadingAge Minnesota's education programs, advocacy activities, new initiatives and technical assistance.

Visit us in the Rotunda outside the exhibit hall on Wednesday and Thursday and let us help your organization save money while supporting your association.

EduCare®

INNOVATIVE TRAINING SOLUTIONS

by Mirabelle Management

LeadingAge Minnesota
members receive a
30% discount!

EduCare is the exclusive on-demand training partner of LeadingAge Minnesota. Stop by our display in the Ballroom Concourse to learn how more than 1,400 providers have changed the way they conduct staff orientation and annual training with the EduCare training program.

- Personalized customer service
- 100% compliance guarantee
- Customizable content to any organization
- Compliance checklists for orientation and annual training
- Clinical competencies
- Full continuum ~ skilled nursing, assisted living, memory care, home care, adult day, 24/5D
- Dementia training that meets all state mandated requirements
- **OnTrack** – LeadingAge Minnesota's exclusive online, on-demand nursing assistant training program is powered by EduCare!

EduCare's online platform is available on any device with any browser and costs less than half the price of the leading competitor.

What do LeadingAge Minnesota members have to say?

"EduCare makes training easy. Not only are the courses compliant and content excellent, the team at EduCare assists with any question quickly.

The service and support are over the top!"

~ Shelly Hanneken, St Francis Health Services of Morris

LeadingAge™ MN FOUNDATION *Silent Auction*

What If...

We could raise over \$10,000 to help support the work of the LeadingAge Minnesota Foundation? We could:

- Provide more higher education **scholarships** for caregivers.
- Support **leadership training** to develop our next generation of leaders.
- Deliver more resources and training to strengthen **member boards of directors**.
- Share effective **workforce strategies** to increase the quality, quantity and capacity of our caregiving workforce.
- Pilot new **care delivery strategies**.

There are two ways you can help make this happen:

- **Donate** an auction item to make this the most successful silent auction to date. For details go to www.leadingagemn.org/about/aging-services-foundation/.
- **Shop & Bid** at the 2019 Institute Silent Auction. You'll have a wide variety of items to choose from and it's a fun way to help your Foundation. Check the 2019 Institute App for an updated list of items up for bid.

*Revitalize Room *NEW!*



C'mon in and take a break to rest, relax and re-energize in a brand-new space designed with you in mind! Enjoy a soothing atmosphere featuring calming music, comfy seating, aromatherapy oils by doTERRA and healing tools such as BioMat. Participate in healing touch and Reiki sessions.

Leave feeling refreshed and renewed!

LeadingAge Minnesota's resources are developed and written by subject matter experts in aging services. They are designed to educate, meet regulatory requirements or assist members in staff development and consumer relations. These resources are helpful, easy-to-use and affordable with great member pricing!

View all of
LeadingAge Minnesota's
products and resources in
Meeting Room 1!



Special Features

Puppy Love Cuddling Station in Expo Hall

Back by popular demand! Get your feel-good fix and cuddle your stress away when you snuggle with adorable puppies and dogs. *Located at the back of the exhibit hall and open only during exhibit hall hours.* Special thanks to Coco's Heart Dog Rescue for bringing this adorable interactive feature to the Institute while showcasing their wonderful rescue dogs and mission.

Coco's Heart Dog Rescue is a non-profit, 501c3 organization dedicated to helping dogs in need without discriminating against breeds or ages. The rescue operates with the help of hundreds of dedicated volunteers, all working toward the common goal of saving the lives of deserving dogs and giving them the love they deserve. Every dog that comes to Coco's Heart receives the highest quality veterinary care and a loving temporary home from dedicated foster families. Coco's Heart adoption process ensures that every dog goes to a loving forever home. Since its start in 2010 they have helped over 5,000 dogs find their happily-ever-afters and we are looking forward to growing that number!

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Continuum of Dining Innovation: Food Demos and Sampling in Expo Hall



Stop by Unidine's lounge in the middle of the hall and listen to 15-minute interactive demonstrations featuring food tastings and Q&A sessions with subject matter experts. Learn dining strategies that help residents experience a seamless and dignified transition from independent to assisted living and long-term care. Discuss modified diets, experiential dining venues and ground-breaking service formats designed to reduce weight loss and increase intake without the use of traditional dietary supplements.

Unidine leads the industry in clinical nutrition and dining management for the full continuum of senior living and long-term care. Their unique approach enables team members to create memorable, restaurant-style dining experiences for your residents through an unwavering commitment to fresh ingredients and service excellence. These two elements guide the development of a strategic partnership that improves clinical outcomes, differentiates your brand and enhances the lives of your residents.

WEDNESDAY, FEBRUARY 6



Grand Opening of Exhibit Hall

Wednesday, Feb. 6; 10 a.m. – 12:15 p.m.

More than 200 vendors of goods and services already know you are leaders. That's why they scramble to exhibit at what is, in their words, the "best show in the upper Midwest." Find out how they can help you continue to be great!



Adult Day Services Networking Lunch at the Liffey Irish Pub

Wednesday, Feb. 6; 11 a.m. – Noon

Enjoy a networking lunch, connect and share ideas with other current and prospective adult day services providers at the Liffey Irish Pub at the Holiday Inn, less than a block away from the RiverCentre. Space is limited, and pre-registration is recommended. Cost for lunch is on your own. Reserve your seat by emailing Roni Falck at rfalck@leadingagemn.org.

Stars Among Us Awards Reception

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Wednesday, Feb. 6; 5:45 – 6:45 p.m.

2019 LeadingAge Minnesota Stars Among Us Award recipients and their guests will gather for a special recognition reception to celebrate their accomplishments. *Invitation required.*



Opening Night Bash

Wednesday, Feb. 6; 7 – 10 p.m.

Location: Seventh Street Truck Park

New location, new time, new experience! The opening night bash featuring the band Bootleg will not disappoint. Come early and hungry! Join us for a night of fun with one of the most popular rock 'n' roll cover bands in the Cities and make sure to arrive early to take advantage of complimentary food and drinks. Space is limited to 340 people at a time – so get there early to claim your spot in the fun!

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Special Features



THURSDAY, FEBRUARY 7



Snacks in the Exhibit Hall

Thursday, Feb. 7; 11:30 a.m. – 12:30 p.m.

Just in time to satisfy your cravings while you visit with over 200 companies sharing their innovative products and services. Snacks will be available in the exhibit hall while they last.



Fund Development Networking Lunch

Thursday, Feb. 7; 11:40 a.m. – 12:20 p.m.

Enjoy a networking lunch, connect and share ideas with other fund development professionals. This lunch will be held in a meeting room at the RiverCentre. Space is limited, and pre-registration is recommended. Purchase your lunch from one of the RiverCentre outlets and bring it with you to the gathering. Confirm your attendance by emailing Matt Crawford at matthewc@sttheresemn.org.



NEW! Sales & Marketing Networking Lunch

Thursday, Feb. 7, 11:40 a.m. – 12:20 p.m.

Enjoy a networking lunch, connect and share ideas with other sales and marketing professionals. This lunch will be held in a meeting room at the RiverCentre. Space is limited, and pre-registration is recommended. Purchase your lunch from one of the RiverCentre outlets and bring it to the gathering. Confirm your attendance by emailing Peggy Scoggins at peggy@adeptselling.com.



Let's Play Hockey! Minnesota Wild vs. Edmonton Oilers

Thursday, Feb. 7; Game starts at 7 p.m.

Minnesota is the state of hockey and this is the hottest ticket in town! End your day with other hockey loving fans watching our Minnesota Wild score some goals and check a few opponents into the glass. *Seven lucky ticket holders from our group will get to ride on the Zamboni during the game!* Tickets are \$78 each for upper level side seats. Ticket quantity is very limited and available on a first-come, first-served basis. **No refunds for ticket cancellations.**

Plan Your Year!

2019 LeadingAge Minnesota Events

Here's a sneak peek at our offerings in 2019. Watch for announcements on topic-specific training programs and webinars throughout the year.

1st Quarter

Day at the Capitol
District Meetings
Institute & Expo – Feb. 6-8

3rd Quarter

ALNET Meetings
Annual Meeting & Leadership Forum – Sept. 17-20
Assisted Living Certificate Program (Fall Series)
Billing University
Connect Conference (for Housing, Home Care and Assisted Living)
Foundation Golf Tournament – July 30

2nd Quarter

ALNET Meetings
Assisted Living Certificate Program (Spring Series)
Dementia Certificate Program (Spring Series)
District Meetings
Leadership Academy (May-December)
Nursing Leadership Symposium

4th Quarter

Adult Day Workshop
ALNET Meetings
Dementia Certificate Program (Fall Series)
District Meetings
HUD Workshop

On-Demand Webinars



Featuring:

1. Housing Core Knowledge (Fair Housing, Tenant-Landlord)
2. Behavioral Health Series (Modules 1 - 5)
3. Patient-Driven Payment Model for SNFs Is Set To Go: Now What?
4. Promoting Personhood in Adult Day Settings
5. ...and much more!

Visit <https://www.leadingagemn.org/education-events/web-based-and-distance-learning/>

Registration brochure sponsored by PiperJaffray.

Jeanie Schultz

Resident, Lakeview Methodist, Fairmont

Outgoing

Exuberant

This lovely lady faithfully greets day care children each morning and afternoon with undivided attention and a loving hug ... a great grandma to 85 children!



What if...we were more present with each other?



Building Blocks Learning Center & Day Care

2019 Pre-Conference Intensives

Tuesday, February 5 – A Special Full-Day Pre-Conference Intensive

Program Schedule

7:30 – 8 a.m.	Registration
8 a.m. – Noon	Program for new and renewal certificates
12:30 – 4:30 p.m.	Program for new certification only (continued)
4:30 – 6:30 p.m.	Certification exam (completion time estimated)

Registration Fees:

LeadingAge Minnesota Members – \$225

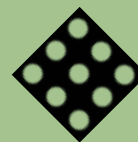
Prospective Members – \$265

[Advance registration is required.](#) Pre-Registration deadline: Friday, January 18, 2019. Registration fee includes comprehensive course manual and materials, exam fee, lunch and refreshment breaks. LeadingAge Minnesota reserves the right to cancel this program if a minimum attendance number is not met.

Session A

ServSafe Manager Course and Exam

First time offered in this format/venue!



This program is for individuals seeking Food Manager Certification for the first time or renewing a certification.

About the Program

The ServSafe Manager Course developed by the National Restaurant Association is an accredited food safety education program. This training will help participants understand the food safety risks faced by your operation and find ways to reduce those risks, particularly for those serving high-risk populations. This course meets the criteria for Food Manager Certification in Minnesota, which may be required in certain senior living facilities. It also will provide eight hours of approved sanitation education required for CDMs. This course will meet for eight hours followed by a nationally accredited exam.

Program Agenda

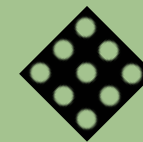
Morning Session

8 a.m.	Welcome and Introductions/Course Overview and Objectives **
8:15 a.m.	MN Food Manager Certification Requirements, Certification Process and Status of Revisions to MN Food Code Modules taught from the course manual
8:30 a.m.	Providing Safe Food
9 a.m.	Forms of Contamination Biological, chemical and physical contaminants

9:30 a.m.	Break
9:45 a.m.	Forms of Contamination (cont'd) Deliberate contamination of food, responding to an outbreak, food allergens
10:30 a.m.	Break
10:45 a.m.	Safe Food Handlers How food handlers contaminate food, proper handwashing, use of gloves and hand sanitizers, employee illness and requirements for reporting illness
11:30 a.m.	Introduction to the Flow of Food Time and temperature control, thermometers and calibration
Noon	Lunch Certificates presented to renewal participants

Afternoon Session

12:30 p.m.	Purchasing, Receiving and Storage Reputable suppliers, inspection of deliveries – key drop deliveries, recalls and documentation, labeling and dating of foods, preventing cross contamination
1:15 p.m.	Safe Food Preparation Safe preparation practices, thawing foods, precautions for specific foods and variance requirements
1:45 p.m.	Break
2 p.m.	Safe Food Preparation (cont'd) Cooking – temperatures required for safety, precautions for high risk populations, proper cooling and reheating
2:20 p.m.	Protecting Food in Serving Holding hot and cold foods, serving foods
2:45 p.m.	Break
3 p.m.	Food Safety Management Systems
3:15 p.m.	Safe Facilities and Pest Management Cleaning and sanitizing
4 p.m.	Review of Key Terms and Concepts Instructions for accessing grades and certificates online www.servsafe.com
4:15 p.m.	Questions and Test Instructions Stretch Break
4:30 p.m.	Certification Exam – 90 multiple choice questions (two hours allowed)



**** Renewal participants receive updated handouts and renewal information at beginning of class time; renewal certificates presented at lunchtime.**

Course Instructor Colleen Zenk, MS, DCM, CFPP, ServSafe® Certified Instructor, Food Safety Educator and Consultant, Eden Prairie



**Certified ServSafe
Instructor and Proctor**

2019 Pre-Conference Intensives

Back by
popular demand!

Tuesday, February 5 – Full-Day Pre-Conference Intensive

Program Schedule

9:30 – 10 a.m. Registration

10 a.m. – 4:45 p.m. Program

Registration Fees:

LeadingAge Minnesota Members – \$135 per person.

Prospective Members – \$195 per person.

Registration fee includes lunch, refreshment breaks and handout materials.

Session B

Improving Behavioral Health Care in Older Adult Services

This program is a one-day live version of the webinar series offered December 2017 through January 2018.

PURPOSE

This workshop is designed to develop your staff's understanding of behavioral health care and equip them with the tools and knowledge necessary to support persons with mental illness.

PROGRAM

Overview: The Continuum of Mental Illness in Older Adults/Philosophy of Care

- Become familiar with the continuum of mental illness most frequently present in older adults in care centers, assisted living and adult day programs.
- Learn how these most frequent forms of mental illness tend to present themselves in the behaviors of older adults so you can more clearly understand what's behind them.
- Describe essential strategies to care for persons with a mental illness and to address challenging behaviors when they arise.
- Identify critical information you need to gather from referral sources that will provide clues or a diagnosis of a mental illness, so you will be prepared to serve them.
- Recognize that an effective behavioral health program requires a significant change in philosophy of care and assess what your organization can do to adopt these new approaches.

Personality and Mood Disorders

- Define characteristics of each disorder, common symptoms and how they manifest in behaviors, so you can better recognize and respond to them.
- Understand the prevalence of personality and mood disorders in the older adult population you serve to get a better sense of the likelihood you will be caring for such persons.
- Learn how each disorder is treated both pharmacologically and non-pharmacologically so you and your team know best options for care.
- Identify strategies to address personality or mood disorder-related behaviors in partnership with the individual.

Chemical Health Issues Co-Occurring with Depression and Personality Disorders

- Discuss the challenges and approaches to caring for persons who are dealing with both substance abuse issues and depression and/or personality disorders.
- Learn how to conduct an effective room check to identify if various substances are present and need to be removed or addressed.
- Appreciate the fact that a high percentage of older adults can recover from substance abuse, often without formal outside treatment programs and discover what you can do to help them succeed.

Appropriate Use of Medications for Treating Mental Illness

- Discuss when it is most appropriate to treat a mental illness with medication versus therapy or other non-pharmacological approaches.
- Know what questions you should be asking prescribers to get the best care for their residents/clients.
- Receive best practices for regular and periodic evaluation of medications used for behavioral health purposes.

PRESENTERS

John Brose, Ph.D., LP, LMFT, LADC, Director, and Justin Miles, Psychiatrist, Associated Clinic of Psychology, Minneapolis

*Associated
Clinic of
Psychology*

*LeadingAge™
Minnesota*

2019 Pre-Conference Intensives

Tuesday, February 5 – Half-Day Pre-Conference Intensives

Program Schedule

Noon – 12:30 a.m. Registration
12:30 – 4:45 p.m. Program

Registration Fees:

LeadingAge Minnesota Members – \$90 per person.
Prospective Members – \$150 per person.
Registration fee includes refreshment breaks and handout materials.

Session C

Operating Under the Value-Based Reimbursement (VBR) System: 2018 Edition

Sponsored by
Fredrikson
& BYRON, P.A.

WHERE LAW AND BUSINESS MEET®

The VBR payment system has been in place for a while and providers have, for the most part, adjusted. As with reimbursement systems, however, the rules and incentives involved in VBR are complex and evolving. This intensive program is designed to provide key information to help providers navigate the challenges and opportunities around VBR.

- Gain insight on the impact VBR has had on facility rates and the trends that are emerging.
- Learn strategies to address system challenges and opportunities including:
 - » managing the time delay between the cost report and rate adjustment
 - » effectively utilizing the health insurance pass through to address workforce challenges
 - » dealing with declining occupancy under VBR
 - » implementing compensation changes in a campus environment
 - » appropriately managing direct care investments
- Understand the DHS auditing process and how your cost report generates your rate.
- Review how your quality score is calculated and how it is used in rate setting.
- Take home tools and information that will position your organization for success under this new payment system.

Jeff Bostic, Director of Data and Financial Policy, LeadingAge Minnesota, St. Paul; Kim Brenne, Audit Director and Valerie Cooke, Project Director, Nursing Facility Rates and Policy, Minnesota Department of Human Services, St. Paul; and Greg Tabelle, Reimbursement Director, Health Care, CliftonLarsonAllen, LLP, Minneapolis

Session D

Best Practices for Person-Centered Service Plans/Agreements in Assisted Living

Providing high quality care and services in assisted living settings takes a partnership between the recipient of care, the providers of care and those responsible for regulatory oversight. This timely session will explore the best practices of an interdisciplinary team approach to person-centered care delivery which is then reflected in the written service plans/agreements. The intent of a service plan is to clearly spell out the client's desired services and how they will be delivered. Required content of a service plan is found to have missing elements greater than 65% of the time when an MDH survey is conducted, and it is the number one reason for a correction order to be written. This session will equip you and your team with the necessary knowledge, information and tools you need to be in regulatory compliance. More importantly, the best practices shared will assure your client's service agreement will truly reflect the individual you are serving.

- Define the concept of a person-centered approach as the foundation of the service agreement and how the individual's goals, wishes and needs can be incorporated into it.
- Describe the benefits of having an interdisciplinary team (IDT) formally involved in implementing and creating the service plan/agreement through regularly scheduled care conferences with the individual and their designated care partners.
- Through an interactive exercise, gain insights and best practices to use in planning your own IDT care conferences.
- Briefly review the home care licensure requirements related to service plans and agreements including, but not limited to, Individualized Treatment and Therapy Plan (ITTP) and Individualized Medication Management Plan (IMMP).
- Get the latest information on recent citation trends related to service plans/agreements so you know what you need to do to remain in compliance.

Shelli Bakken, Director of Support Services, Walker Methodist, Minneapolis; Jeri Cummins, RN, Health Resource Supervisor, Licensing and Certification, Minnesota Department of Health, St. Paul; and Lores Vlamincik, Principal, Lores Consulting, Rochester

Carrie Shaw

Board Member, Benedictine Health System, Shoreview

Innovative

Pioneering



Millennial board member and entrepreneur with a personal mission to revolutionize caregiving, giving voice to the care receiver's experience through virtual reality storytelling.



**What if...
we could
start from scratch?**

Governance Intensive at the 2019 Institute & Expo

Wednesday, February 6 • 11:30 a.m. – 4 p.m.

Great Boards: Governance as Leadership and Adaptive Work *Strengthening Board and Executive Leadership Teams*

Dr. Cathy Trower, Governance Consultant and Author

The issues our organizations face are complex, the scrutiny is intense and the stakes are high. It has never been more important for nonprofit boards to act as partners in leadership with the CEO and senior team. Good governance requires that organizations engage in ways that capture the full talent, experience and resources of those who guide the work.

As you ponder and frame the issues, explore possible solutions, consider an array of opportunities and adapt and course-correct strategy along the way, you must make difficult decisions with many unknowns – and sometimes, unknowables.

This engaging session is designed to illuminate both the familiar and the uncharted terrain that CEOs and board members must navigate together. With an eye toward the current and near-future aging services trends, revisit governance as a leadership model, explore the challenges and know how to overcome barriers to progress.

Trower delivers practical guidance for optimizing the practices that will improve your organizational performance and brings governance as leadership to life through case studies, theoretical frameworks and practical advice.

Cassia Member Panel: From Board to Board to Together

Cassia is the new organization formed by the integration of Augustana Care and Elim Care, two of the largest senior service provider organizations in Minnesota. Hear from the new CEO and respective Board Chairs about their journey from first conversations to the path toward forming a new organization. Explore the journey through a governance lens and how the governing boards worked together to combine two similar yet very different service organizations.

Guest Speaker



Cathy A. Trower, PhD is president of Trower & Trower, Inc., a board governance consulting firm founded in 1998. Formerly a senior research associate at Harvard University's Graduate School of Education, Cathy is nationally known for her expertise on board policies and best practices, leadership, organizational change, strategic thinking, group dynamics and shared governance. She is a speaker, consultant, coach and advisor to boards and executives.

Cassia Member Panel



Bob Dahl, CEO
CEO



Rev. Gary Wilkerson, PhD
Board Chair



Nikki Weber Daniels
Board Vice Chair

Bring Your Board Team!

The Governance Intensive is designed for, and most valuable when executive and board teams attend and learn together. Take advantage of discounted pricing for board members and the opportunity to participate and network with colleagues and board members from other organizations.



This program is made possible with funding support from the Ronald Patterson Governance Fund of the LeadingAge Minnesota Foundation.

Program Schedule

11 a.m.	Registration
11:30 a.m.	Welcome, Lunch and Program
4 p.m.	Adjourn

Registration Fees

Separate registration is required for this program. Fee includes program materials and lunch.

Organizational leadership/staff
\$125 per person
Board members (only)
\$95 per person

A day exclusively for boards and leadership teams of not-for-profit aging services organizations.



2019

Excellence in Practice Awards

Stars Among Us



Congratulations to these member organizations for demonstrating excellence in quality, innovation, community collaborations and workplace initiatives. Attend the express sessions to learn more!

QUALITY

Resident Life Story

Minnesota Veterans Home Minneapolis
with College of Saint Catherine Students

Born of a desire to improve person-centered care, Resident Life Story boards were designed and created through a unique partnership. College students built interpersonal skills by conducting resident interviews that were used in creating visual displays for each resident's room. The project met its goals of giving residents a sense of pride, increasing communication with staff to promote person-centered care, providing insight into a resident's past and personality and reminders to see beyond the care guide and look at the whole person.

Session #310, Wednesday, February 6, 3 – 4 p.m.

Life Care by Walker Methodist

Lifesprk and Walker Methodist Health Center TCU

This partnership between providers was created to improve care transitions for clients discharged from Walker Methodist's TCU and eliminate the roller coaster of crisis so many seniors face. The program includes a dedicated transitions RN, risk stratification assessments, help for clients to navigate services and resources, access to expert resources and emphasis on the whole person with discharge plan goals incorporating all elements of wellbeing to increase engagement. Success metrics support the program's effectiveness; and client experiences have dramatically improved.

Session #809, Thursday, February 7, 3:45 – 4:45 p.m.

INNOVATION

College Partnerships

Eventide Senior Living Communities with Concordia College

Eventide partners with Concordia's LTC Administrator Program to host future healthcare leaders in a live environment to learn from staff experts and get a sense of a career in senior living. They made the innovative move of having staff serve as college faculty for the LTC Regulation Management course that includes QAPI, survey preparation, LTC finance and more. The robust volunteer partnership brings scores of student volunteers to the campus and children from the day care to engage in intergenerational experiences.

Session #210, Wednesday, February 6, 1:45 – 2:45 p.m.

Senior Care Excellence

Ecumen with Minnesota State Mankato

Ecumen developed the Senior Care Excellence initiative to strengthen collaborative relationships with nursing faculty throughout the state and promote nursing careers in senior care. They partnered with Minnesota State Mankato's School of Nursing, and other leading faculty, to conduct a pilot workshop to help educators refresh their knowledge and skills in senior care and bring current best practices in geriatrics into their classrooms and clinical settings. The innovative project serves to increase the profile of careers in senior care to nursing students statewide.

Session #210, Wednesday, February 6, 1:45 – 2:45 p.m.

STAR WORKPLACE

Work Force Solutions

Augustana Regent at Burnsville with
Apple Valley High School E³STEM program

This partnership between Augustana Regent and the high school E³ STEM Program addresses the workforce shortage and attracts youth to the health care field through CNA exploration, a mentor/mentee program, career fair, fab lab workshops and scholarship opportunities. It has resulted in 56 students taking the CNA course and 11 being hired by Augustana Regent. Beyond a traditional partnership, this one includes what they term reverse internships, with students providing technology workshops for residents to learn to work with computers, iPads, Facebook and smartphones and assisting residents in the Fab Lab.

Session #310, Wednesday, February 6, 3 – 4 p.m.

COMMUNITY COLLABORATION

Cycling Without Age Willmar

Bethesda with the City of Willmar

The Cycling Without Age project builds bridges between generations and cultures while bringing joy to aging and less-abled citizens through bicycling. The special “trishaw” bike is piloted by a volunteer and is shared freely throughout the community. The program benefits health and wellness, builds new relationships, reduces isolation, breaks down the stigma associated with aging, allows stories to be shared and helps keep seniors engaged.

Session #111, Wednesday, February 6, 12:15 – 1:15 p.m.

Older Adult Job Fair

Ebenezer Martin Luther Campus
with Local Businesses

Recognizing older adults’ desire for meaningful employment and the workforce shortage in other fields, Martin Luther Campus held Minnesota’s first exclusive Older Adult Job Fair to match employers with seniors. More than 20 local businesses and 180 older adults participated in the event, resulting in 25 interviews and 10 job hires. Momentum is strong to make this an annual event, one that fights ageism, helps older adults stay active, gives them purpose and fills a community need.

Session #111, Wednesday, February 6, 12:15 – 1:15 p.m.

Eventide Block E

Eventide Senior Living Communities
with City of Moorhead

As a community partner with roots deep in Moorhead, Eventide worked with the city and a developer to build a mixed-use building to help spur downtown revitalization. The building, named Block E, houses four retail businesses, Eventide’s corporate office and two stories of market-rate rental units. The project has served as a catalyst, leading to four other new downtown developments, demonstrating economic impact that doesn’t come in the form of a traditional senior services business model.

Session #809, Thursday, February 7, 3:45 – 4:45 p.m.

Doris DeNuei

Resident, Thorne Crest, Albert Lea

Determined

Nostalgic



Published her second children's book derived from childhood memories, at the age of 100. Empowered by age to inspire future generations!



**What if...
we dream
without limits?**



Leadership Development

LeadingAge Minnesota is committed to growing and developing the next generation of transformational leaders in our field.

Leadership Academy 10th Year and 260+ graduates!



A nine-month leadership development program focused on leadership theory, experiential learning and critical skills development with mentorship support through personal coaching teams.

- Authentic leadership
- Leading teams
- Action learning
- Deep listening and communication
- Maximizing strengths
- Decision making and problem solving
- Leading change

Includes Leaders in Residence – candid conversations with experienced leaders who share their professional and personal leadership stories.

Applications for the 2019 class will be available in January at LeadingAgeMN.org under Education and Events.

Sponsored by



Nursing Leadership Symposium 27 years and hundreds of graduates!



This exceptional program helps professionals make a successful transition from clinical care to the role of an executive nurse leader or director of nursing.

- Essential leadership skills and resilience
- Building effective teams
- Critical thinking and management skills
- Strategic planning
- Strategies to improve processes and define new clinical approaches
- Meeting professional and regulatory standards
- Leading organizational change

Course details and registration for the 2019 class will be posted at LeadingAgeMN.org under Education and Events when available.

Sponsored by





Alternative Learning Formats

What If ...

You Had New Ways to Learn?!

This year's Institute includes a variety of session formats to enhance your learning experience.



Excellence in Practice Express Sessions

Learn about eight award-winning Excellence in Practice programs from your peers in short, easy to digest segments. Each Express Session features two program presentations. See page 26 and 27 for details!



Skype Sessions

Live via satellite, speakers on the national platform bring cutting edge topics and trends to a big screen near you.



Deep Dive Sessions

When an hour just isn't enough, check out Deep Dive sessions that are 2+ hours, allowing for advanced exploration of the topic.



Interactive Sessions

A wide range of sessions include case studies, audience participation and other shared learning opportunities.

Walter Griffin

Tenant, Ebenezer Park Apartments,
Minneapolis

Energetic

Talented



A man of many talents – skilled photographer, authority on cherries and whistler extraordinaire, Walter inspires us to lead our own unique best lives.



**What if...
we focus on
abilities?**

What If... everything Institute was at your fingertips?

Yep, there's an app for that!

The **2019 Institute & Expo** App has everything you'll need to have a great conference experience. Download it now and stay connected with all the Institute & Expo information at your fingertips.

Great features include:

- Event schedule and room locations
- Session descriptions
- Handouts
- Speakers list
- Session evaluations
- Exhibitor list
- Floor plans
- CEU information
- Registrant list
- and more!

Plus, you'll receive timely updates throughout the conference, so you don't miss a thing.



The App is available for download now, and more information will be added as the event gets closer.

Desktop Version:

<https://crowd.cc/leadingagemn2019>

App URL:

<https://crowd.cc/s/27uTa>



Institute App
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CONTINUING EDUCATION INFORMATION

Activity Professionals: Credit hours are being applied for through the National Certification Council for Activity Professionals.

Certified Recreation Therapists: See below for how to submit information to earn CEUs from the National Council for Therapeutic Recreation Certification.

Dietary/Food Service: Credit hours are being applied for through the Minnesota Chapter of the Academy of Nutrition and Dietetics and the Association of Nutrition and Foodservice Professionals.

LTC Administrators: Clock hours are being applied for through the Minnesota Board of Examiners for Nursing Home Administrators.

Minnesota Licensed CPAs: See below for how to submit information to earn CEUs from the Minnesota Board of Accountancy.

Nursing: The Institute has been designed to meet the Minnesota Board of Nursing continuing education requirements for licensed nurses.

Senior Housing Professionals: Many programs are relevant to the operation of a housing-with-services establishment and to the needs of its tenants and may be used toward the 30 hour continuing education requirements of Minnesota's HWS managers.

Social Services: LeadingAge Minnesota is an approved continuing education provider by the Minnesota Board of Social Work. The Board of Social Work does not pre-approve continuing education.

For other aging services professionals not listed above:

Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-pre-approved programs and/or accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information LeadingAge Minnesota routinely provides such as the title of the course, learning objectives, date/time of presentations, agendas, faculty bios and number of hours earned. Learning objectives are published in the pre-Institute registration brochure only, so either save a copy to use for documentation or access the brochure online. If you require further information for requesting CEUs on your own, contact Heidi Simpson in advance of the Institute for assistance.

CERTIFICATES OF ATTENDANCE

CEUs for Institute attendance are available online *after* the conference concludes. A scorecard and instructions are provided in the onsite Learning Journal.

For questions on the status of CEU applications, contact Heidi Simpson at 651.645.4545, 800.462.5368 or hsimpson@leadingagemn.org.

***When CEU approval
is received it will be
posted to the Institute
& Expo App.***

Session Planner

- ◆ Denotes sanitation topic for food service/dietary professionals' CEU requirements.
 ■ Denotes topic with ethics-related content for MN licensed social work CEUs.

Tuesday, February 5 - 8 a.m. - 6:30 p.m.

A ServSafe Manager Course and Exam ◆

Tuesday, February 5 - 10 a.m. - 4:45 p.m.

B Improving Behavioral Health Care in Older Adult Services

Tuesday, February 5 - 12:30 - 4:45 p.m.

C Operating Under the Value-Based Reimbursement (VBR) System: 2018 Edition

D Best Practices for Person-Centered Service Plans/Agreements in Assisted Living

Wednesday, February 6 - 12:15 - 1:15 p.m.

101 DHS Adult Day Licensing and Adult Day Study

102 SAFE FROM HARM: The Safe Care for Seniors Program

103 PDPM: What You Need to Know

104 Spiritual Dementia Care

105 What's Lurking in Your Kitchen - Infection Control for Food Service ◆

106 Creating a Welcoming Environment™

107 How Music and Technology are Elevating Cognitive Care

108 Assessing and Managing Pain

109 Creating a Culture of Continuous Learning

110 Self-Advocacy Curriculum and Tools for People Receiving Supports in SNFs

111 Cycling Without Age Willmar & Older Adult Job Fair - Excellence in Practice Award Presentations

112 Meeting the Needs and Wishes of Solo Aging Adults

113 Handling Sexual Harassment Complaints in the Post- #MeToo Movement World

Wednesday, February 6 - 1:45 - 2:45 p.m.

201 DHS Update: Disability Waivers for HCBS

202 PDPM: Operational Implications and Imperatives

203 Treating Your Residents as Guests

204 Understanding Grief Through All of Life's Losses

205 Preventing Foodborne Illness in Foodservice & Healthcare Operations ◆

206 The Opioid Epidemic and Drug Diversion

207 Hero's Journey Meets Senior Living Narratives

Adult Day Services

Assisted Living/Housing-with-Services

Care Center

Home and Community-Based Services

Senior Housing/Independent

All Settings

Activities/Therapeutic Recreation

Adult Day Program Staff

Board Member

CEO/Administrator

CFO/Finance

Dietary/Food Service

Fund Development

Home Care

Housing Director

Human Resources

Maintenance-Environmental Services/Engineers

Marketing/PR/Sales

Medical Records/Health Information Technology

Nursing/Clinical Services

Pastoral Care

Physical Therapy

QA/QI Staff

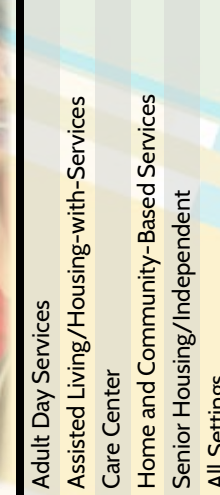
Site Leader/Department Manager

Social Services

Staff Development

Technology

Other Interested Staff



Activities/Therapeutic Recreation
Adult Day Program Staff
Board Member
CEO/Administrator
CFO/Finance
Dietary/Food Service
Fund Development
Home Care
Housing Director
Human Resources
Maintenance-Environmental Services/Engineers
Marketing/PR/Sales
Medical Records/Health Information Technology
Nursing/Clinical Services
Pastoral Care
Physical Therapy
QA/QI Staff
Site Leader/Department Manager
Social Services
Staff Development
Technology
Other Interested Staff

Session Planner

- ◆ Denotes sanitation topic for food service/dietary professionals' CEU requirements.
- Denotes topic with ethics-related content for MN licensed social work CEUs.

Adult Day Services
Assisted Living/Housing-with-Services
Care Center
Home and Community-Based Services
Senior Housing/Independent
All Settings

Activities/Therapeutic Recreation
Adult Day Program Staff
Board Member
CEO/Administrator
CFO/Finance
Dietary/Food Service
Fund Development
Home Care
Housing Director
Human Resources
Maintenance-Environmental Services/Engineers
Marketing/PR/Sales
Medical Records/Health Information Technology
Nursing/Clinical Services
Pastoral Care
Physical Therapy
QA/QI Staff
Site Leader/Department Manager
Social Services
Staff Development
Technology
Other Interested Staff

Thursday, February 7 - 8:30 - 9:30 a.m.

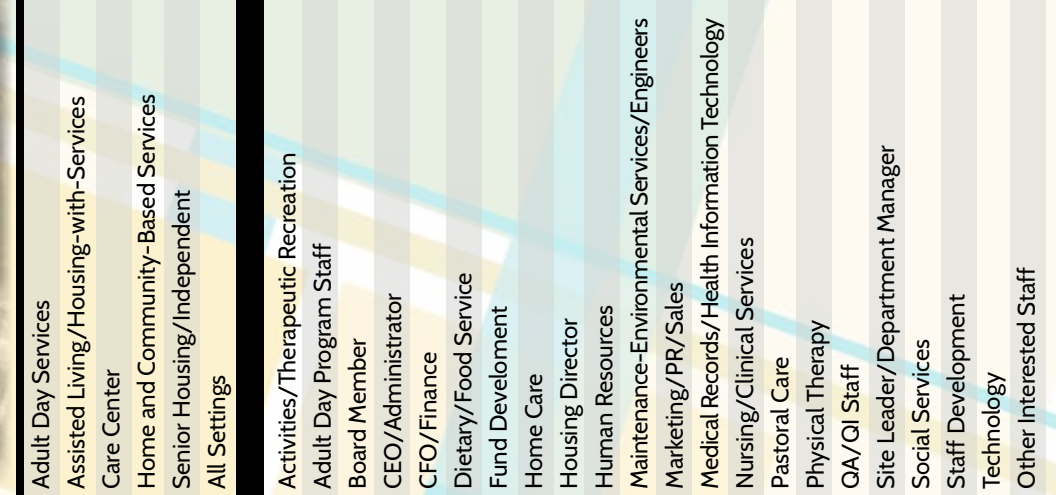
- 501 DHS & MDH Updates: New Commissioners' Forum
- 502 MDH Update: Engineering Program Update for Care Centers
- 503 ROPs: Purposeful Preparation for Phase 3
- 504 Philanthropy Benchmarking: What Does It Mean for You?
- 505 Cybersecurity Compliance and Maturity for Healthcare
- 506 Future Resident Program: Effective Housing Waiting List Management
- 507 SAFE FROM HARM: Implementing a Safety Culture
- 508 Understanding People: How Attitude and Style Impact Communication
- 509 The Purpose of Purpose
- 510 Resident Discharge Requirements and Strategies
- 511 SAFE FROM HARM: What if Technology Can Keep People Safe?

Thursday, February 7 - 10:30 - 11:30 a.m.

- 601 MDH Update: Licensing and Certification for Care Centers
- 602 DPS Update: Fire Safety Updates for Senior Housing, AL/HWS and Adult Day Services
- 603 MDH Update: Office of Health Facility Complaints
- 604 ROPs: Trauma Informed Care Preparation for Phase 3 Requirements
- 605 Fundraising Ethics: Special Considerations When Your Donors Are Older Adults
- 606 Effective HIPAA Conformance and Coverage
- 607 SAFE FROM HARM: Including Residents/Clients and Families for Safer Care
- 608 Pinning Down Your Brand
- 609 Base Line for Performance: Developing Meaningful Job Expectations and Performance Standards
- 610 Finance Function Dysfunction? Assessing/Improving your Financial Operations
- 611 What If You Could Ask the Doctor About Your Behavioral Health Challenges?

Thursday, February 7 - 2:30 - 3:30 p.m.

- 701 DPS Update: State Fire Marshal Life Safety Code for Care Centers
- 702 ROPs: Compliance and Ethics Programs for SNFs
- 703 Philanthropy is a Team Sport: Engaging the Board, CEO and Staff



Session Planner

- ◆ Denotes sanitation topic for food service/dietary professionals' CEU requirements.
- Denotes topic with ethics-related content for MN licensed social work CEUs.

Adult Day Services	Assisted Living/Housing-with-Services	Care Center	Home and Community-Based Services	Senior Housing/Independent	All Settings	Activities/Therapeutic Recreation	Adult Day Program Staff	Board Member	CEO/Administrator	CFO/Finance	Dietary/Food Service	Fund Development	Home Care	Housing Director	Human Resources	Maintenance-Environmental Services/Engineers	Marketing/PR/Sales	Medical Records/Health Information Technology	Nursing/Clinical Services	Pastoral Care	Physical Therapy	QA/QI Staff	Site Leader/Department Manager	Social Services	Staff Development	Technology	Other Interested Staff
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Friday, February 8 - 10:15 - 12:30 p.m. Deep Dive Concurrent Sessions Continued

- 1004 Shared Care: Hospice and Assisted Living
- 1005 Data = Quality: How to Use Data to Achieve Quality Outcomes

Friday, February 8 - 11:30 a.m. - 12:30 p.m.

- 1101 Understanding Your Medicare Managed Care Contract
- 1102 Designing Exercises for Balance and Fall Prevention
- 1103 How Leadership Can Build the Desired Culture
- 1104 Nurse Drug Diversion: Prevention, Detection and Support
- 1105 Reducing Silos in Aging Services
- 1106 Capturing Accurate and Complete Reimbursement Through VBR

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Special Program Tracks

What if you could design your conference experience around a special interest topic or field of interest? It's easy. Use the Session Planner on pages 32-36 to find sessions that relate to your service setting and profession.

For specialty topics, see the handy guide below.

Behavioral Health

Sessions B, 104, 208, 304, 404, 405, 604, 611 and 905 (all days)

Patient Driven Payment Model (PDPM)

103, 202, 302 and 402 (Wednesday)

Requirements of Participation (ROPs)

503, 604 and 702 (Thursday)

Abuse and Maltreatment Prevention ("Safe from Harm" Sessions)

102, 212, 403, 507, 511 and 607 (Wednesday, Thursday)

State Agency Updates

101, 201, 301, 401, 501, 502, 601, 602, 603, 701, 801, 802 and 1002 (all days)

Workforce

106, 109, 209, 211, 308, 311, 409, 410, 411, 508, 609, 707, 810, 1001 and 1103 (all days)

Sonya DeSmith

Staff, Ecumen, Shoreview

Innovative



Outgoing

Leveraging innovative partnerships to combine cutting-edge dementia training with virtual reality video games, bringing staff development to new levels for caregivers.



**What
if...the
future is now?**

Education Sessions

TUESDAY, FEBRUARY 5

8 a.m. – 6:30 p.m.

Full-Day ServSafe Manager Course and Exam

(Pre-registration and separate fee required. See pages 18 and 19 for more information.)

10 a.m. – 4:45 p.m.

Full-Day Intensive Workshop

(Pre-registration and separate fee required. See pages 20 and 21 for more information.)

12:30 – 4:45 p.m.

Half-Day Intensive Workshops

(Pre-registration and separate fee required. See pages 22 and 23 for more information.)

WEDNESDAY, FEBRUARY 6

8:30 – 10:15 a.m.

Opening Keynote and Awards

(See page 6 for more information.)

10 a.m. – 12:15 p.m.

Grand Opening of Exhibit Hall

(See page 15 for more information.)

10 a.m. – 3 p.m.

Exhibit Hall Open

(See pages 10 and 11 for more information.)

11 a.m. – Noon

Adult Day Services Networking Lunch at the Liffey Irish Pub

(Pre-registration encouraged. See page 15 for more information.)

11:30 a.m. – 4 p.m.

Governance Intensive

(Pre-registration and separate fee required. See pages 24 and 25 for more information.)

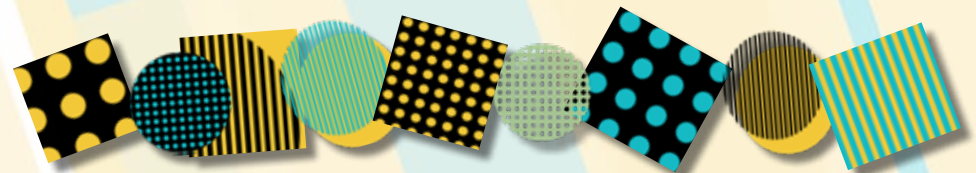
12:15 – 1:15 p.m.

Concurrent Sessions

101 – DHS Adult Day Licensing and Adult Day Study

- Refresh your understanding of adult day services licensing.
- Receive an update on the latest survey trends and review best practices.
- Hear the results from the 2018 Adult Day Study Legislative Report recommendations.

Rachel Shands, HCBS Policy Integration Manager, Aging and Adult Services Division; Jill Slaikeu, HCBS Unit Manager, Licensing Division; and Peter Spuit, Rate-Setting Policy Consultant, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul



102 – SAFE FROM HARM: The Safe Care for Seniors Program

- Explore what the data is telling us about the key factors contributing to instances of preventable harm for individuals in our care.
- Discuss the positive correlation between having a culture of safety in your organization and preventing instances of harm.
- Learn the differences between human error, at-risk behavior and reckless behavior as causal factors in these types of events and what you can do to address each type more effectively.
- Hear about the Safe Care for Seniors program and take home actionable strategies to improve safety and quality and prevent instances of harm from occurring within your organization.

Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul

103 – PDPM: What You Need to Know

- Review the changes from CMS in the Medicare payment methodology that go into effect on October 1, 2019.
- Evaluate your opportunity to treat more medically complex patients.
- Discuss how to carefully manage lengths of stay with increased expectations for accurate coding.
- Evaluate how these changes will likely affect your SNF revenue streams.
- Take home strategies to retool your operations to gain market share and optimize reimbursement in PDPM.

Brian Ellsworth, Vice President, Public Policy and Payment Transformation, and Darrin Hull, Senior Vice President, Consulting, Health Dimensions Group, Minneapolis

104 – Spiritual Dementia Care

- Learn the skill of spiritual memory care that involves an artful, creative and individualized dynamic between you and the individual in your care.
- Discover tools and tips to help you be present, assist residents in becoming mindful and facilitate engaged responses.
- Gain tools that utilize laughter, familiar rituals, texts, prayers and songs that will help engage the spirit of individuals.

Lette Gamble, Chaplain, Campus Director of Spiritual Care, Cassia, Minneapolis

105 – What's Lurking in Your Kitchen – Infection Control for Food Service

- Identify the current and most common sanitation survey deficiencies so you know where to focus your ongoing compliance efforts.
- List ways to avoid those common deficiencies in foodservice operations.
- Describe updates to the FDA and Minnesota Food Codes that apply to foodservice operations serving seniors.

Colleen Zenk, MS, DCM, CFPP, ServSafe® Certified Instructor, Food Safety Educator and Consultant, Eden Prairie

106 – Creating a Welcoming Environment™

- Understand that a Welcoming Environment™ creates a sense of belonging and connectedness that engages individuals in an authentic manner in which uniqueness is valued, respected and supported through opportunities and interaction.
- Participate in a collaborative dialogue that engages diverse perspectives around an opportunity to enhance a welcoming and inclusive culture and gain strategic insights you can use in creating welcoming and diverse environments in your setting.
- Become familiar with a new framework to engage multiple stakeholders in open and objective dialogue on a provocative issue.

Michelle Mason, FASAE, CAE, President and CEO, Association Forum, Chicago, Ill.

107 – How Music and Technology are Elevating Cognitive Care

- Understand the science behind how music impacts our neurological, physical and emotional health.
- Be able to articulate at least three best practices when implementing purposeful, top-tier musical care.
- Explore the options available for implementing and scaling musical care in your community.

Andy Tubman, CEO and Co-Founder, Musical Health Technologies (aka SingFit), Los Angeles, Calif.

Education Sessions

12:15 – 1:15 p.m. (continued)

108 – Assessing and Managing Pain

- Refresh your understanding of the different types of pain and assessing it.
- Discuss common pain medications, equianalgesic dosing and the rationale for prescribing analgesics.
- Consider the side effects of opiates and how to best manage them.

Dr. Robert G. Sonntag, MD, CMD, Geriatrician, Medical Director, Health Partners, Bloomington

109 – Creating a Culture of Continuous Learning

- Become familiar with Ebenezer's HOT TOPIC Training model focusing on one specific dementia care-related topic that can be delivered in a 15-minute stand up meeting with front line care staff.
- Learn how Ebenezer has used HOT TOPIC Training to build skills and confidence in their front-line staff.
- Experience HOT TOPIC Training first-hand so you can take the concepts home and apply them successfully in your setting.

Marysue Moses, Dimensions Program Director, Ebenezer Management Services, Minneapolis; and Ashley Barnette, Activities Director, Fountains at Hosanna, Lakeville

110 – Self-Advocacy Curriculum and Tools for People Receiving Supports in SNFs

- Learn about the self-advocacy curriculum that was developed by the Office of Ombudsman for Long-Term Care in partnership with the Moving Home Minnesota Project.
- Hear how people who receive services in care centers are using and experiencing this unique curriculum.
- Explore pieces of the curriculum through hands-on exercises and discuss how it might be provided to your care center residents.

Jane Brink, Self-Advocacy Specialist, Office of Ombudsman for Long-Term Care and Moving Home Minnesota, Brainerd

111 – EXCELLENCE IN PRACTICE AWARD PRESENTATIONS

Cycling Without Age Willmar

Community Collaboration Award Winner

- Discover a unique collaborative project that has an entire city participating in giving bicycle rides to older and less-abled citizens.
- Consider how such a program increases joy, breaks down language and cultural barriers, improves wellness and addresses ageism.
- Explore how to introduce a Cycling Without Age program in your community.

Melissa Wentzel, Wellness Director, and Ashley Bormann, Administrator, Bethesda, Willmar

Older Adult Job Fair

Community Collaboration Award Winner

- Share the successful pilot project of an exclusive Older Adult Job Fair and how it impacted the local community's businesses and citizens.
- Discuss the mutually positive benefits to older adults who still want purposeful employment and income, and businesses experiencing a workforce shortage.
- Learn how to replicate and implement meaningful outreach like the job fair in your community.

Luke Jenkins, Director of Community Relations, and Jody Barney, Campus Administrator, Martin Luther Campus, Bloomington

112 – Meeting the Needs and Wishes of Solo Aging Adults

- Study the Bush Foundation funded research about the diverse characteristics and needs of "solo" older adults who do not rely on family to navigate life events and still have the capacity to plan for themselves.
- Assess your organization's policies and practices and how they may present barriers or assist solos as they plan for their future needs.
- Identify and explore resource gaps for solos and identify potential ways to tailor or expand existing services to better address their needs.

Linda Camp, Owner, Turning Point Consulting, St. Paul

113 – Handling Sexual Harassment Complaints in the Post- #MeToo Movement World

- Learn to recognize harassment and discrimination of all kinds in the workplace.
- Get best practices to implement appropriate policies and procedures in your organization.
- Handle sensitive situations in a way that seeks out and combats potential pockets of harassment hidden in any workplace.

Joshua Heggem, MSBA Board Certified Labor and Employment Law Specialist, Pemberton Law, Fergus Falls

1:15 – 1:45 p.m.

Break and Dedicated Exhibit Hall Time

1:45 – 2:45 p.m.

Concurrent Sessions

201 – DHS Update: Disability Waivers for HCBS

- Discuss the proposed changes to the disability rate setting methodology.
- Understand the financial impact of banding.
- Receive an update on customized living and describe the reimagining of waived services.

Stephen M. Horn, HCBS Policy Lead, and Colin Stemper, Fiscal Policy Lead, Disability Services Division, Minnesota Department of Human Services, St. Paul



202 – PDPM: Operational Implications and Imperatives

- Know the importance of accurately assessing an individual's needs upon admission based on patient characteristics instead of potential service utilization as a determinant of payment.
- Review the October 2018 changes to MDS coding so you know the areas that need extra vigilance and training to capture appropriate reimbursement.
- Evaluate the provision of therapy and move from a focus on therapy minutes to a focus on functional outcomes, including what that means for the type of partnership between therapy and nursing.
- Recognize the challenges and opportunities for your organization by enhancing your clinical capabilities so that you can take on a more clinically complex caseload.

Erin Shvetzoff Hennessey, MP, NHA, CPG, Chief Executive Officer, Health Dimensions Group, Minneapolis

203 – Treating Your Residents as Guests

- Differentiate that guests are very different than customers when thinking about a resident centric culture in your community.
- Explore why inviting a guest into your home creates a mindset of service unlike that of a traditional customer service program.
- Learn how to instill a culture that when residents are "guests," problems and requests generate an entirely different staff response.

Bruce Matza, Principal, Innovations in Management, Woodbury

204 – Understanding Grief Through All of Life's Losses

- Define grief broadly as it relates to all types of loss and transitions in life.
- List and describe some of the more common manifestations of normal grief and learn to recognize both healthy and unhealthy ways to work through grief.
- Engage in self-reflection, discussion and practical exercises to identify ways to support others who are grieving.

Mary Marcoux, Lead Chaplain and Spiritual Wellness Lead, Friendship Village of Bloomington

Education Sessions

1:45 – 2:45 p.m. (continued)

205 – Preventing Foodborne Illness in Foodservice and Healthcare Operations

- Identify how Norovirus is spread from person to person.
- List the most important prevention protocols, including proper hand-washing and cleanup procedures in a food service operation.
- Discuss best practice procedures for dealing with sick foodservice employees.

Colleen Zenk, MS, DCM, CFPP, ServSafe® Certified Instructor, Food Safety Educator and Consultant, Eden Prairie

206 – The Opioid Epidemic and Drug Diversion

- Define what an opioid is and how they are different from other controlled medications.
- Understand the correlation between prescription opioids and illegal opioid misuse/abuse.
- Describe practices currently in use to reduce opioid abuse and steps you can take to reduce the risk of drug diversion in your community.

Joe Litsey, Director of Consulting Services, Thrifty White Pharmacy, Plymouth

207 – Hero's Journey Meets Senior Living Narratives

- Learn (or relearn) about mythologist Joseph Campbell's "Hero's Journey" as a way of storytelling.
- Explore what led you into senior care, what role you play in this world and give honor to your own Hero's Journey.
- Share this practice with your team members and residents to help them create meaningful life narratives.

Jenny Barlow, Program Lead, Friendship Village of Bloomington

208 – The Benefits of Compassionate Touch® for Dementia Care and Caregivers

- Discuss the importance of touch and the impact of touch deprivation for older persons, particularly those living with dementia.
- Learn about the Compassionate Touch® approach as a non-pharmacological solution to reduce behavioral expressions.
- Practice the technique during an interactive exercise.

Beth Propp, RN, Certified Master Trainer, AGEucate® Training Institute and Beth Propp Training & Advocacy, Suamico, Wis.

209 – The Important Role Managers Have in Supporting Training

- Become familiar with the concept of training transfer.
- Understand the manager's role and actions to support staff training to see that knowledge gained is knowledge applied.
- Recognize the importance of a work culture that maximizes its training investments.

Michelle Rivard, E-Learning Designer and Trainer, and Christy Johnson, Regional Training Director, Ecumen, Shoreview

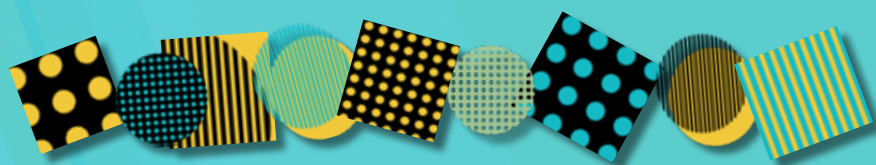
210 – EXCELLENCE IN PRACTICE AWARD PRESENTATIONS College Partnerships



Innovation Award Winner

- Hear how one organization took their college partnership to the next level through live environment experiences and staff serving as faculty.
- Examine the benefits of collaborating with higher education to promote careers in senior care.
- Gain insight on how to start or enhance your organization's partnerships with local colleges and universities.

Nathan Johnson, Executive Director, Eventide on Eighth, Moorhead; Austin Rund, Senior Living Manager, Eventide Fairmont, Moorhead; and Dan Anderson, Professor, Concordia College, Moorhead



Senior Care Excellence

Innovation Award Winner

- Describe how Ecumen partnered with Minnesota State schools of nursing and faculty to conduct a workshop for nursing program faculty focused on current best practices in senior care.
- Identify how this pilot faculty workshop is positioned to raise the profile of nursing careers in senior care.
- Discuss how you might replicate this faculty workshop specific to your community's needs.

Brett K. Anderson, MSN, RN, NE-BC, Vice President of Nursing, and Kim Kvale, MSN, RN, Ecumen Scholars Nurse Leader, Ecumen, Shoreview

211 – Using Digital Marketing for Recruitment and Retention

- Hear how two LeadingAge Minnesota member organizations increased job applicants and hires by more than 33% by utilizing a digital marketing plan.
- Get tips for enhancing your use of Facebook, Instagram and online application tools to positively engage your current staff in the digital recruitment process.
- Become familiar with using digital tools strategically to meet your recruitment goals.

Dean McDevitt, Administrator/CEO, Mother of Mercy, Albany; Christopher Knoll, Administrator, Minnewaska Community Health Services, Starbuck; and Luke Riordan, CEO, DAYTA Marketing, St. Cloud

1:45 – 4 p.m.

Deep Dive Session

212 – SAFE FROM HARM: Taking Action to Prevent Incidents of Harm

- Understand the Vulnerable Adult Reporting Law and your requirement to act.
- Identify individual and organizational risk factors that can lead to harm events and learn practical proactive strategies to prevent them.
- Explore opportunities to work with partners proactively and after an event occurs.

April Boxeth, Attorney/Partner, and Robert Rodè, Attorney/Partner, Voigt, Rodè and Boxeth, St. Paul; Jane Danner, MA, LSW, Director of Resident Engagement and Development, Volunteers of America, Eden Prairie; Dr. Allan Dummer, MA, LP Geriatric Services, Associated Clinic of Psychology, Minneapolis; and a Law Enforcement representative to be announced

2:45 – 3 p.m.

Break

3 – 4 p.m.

Concurrent Sessions

301 – DHS Update: HCBS Providers

- Understand Elderly Waiver payment reform provisions.
- Get the latest information on the HCBS Rates Legislative Evaluation Report recommendations.
- Receive an update on the HCBS settings rule.

Aimee Rumpza, Program Administrator, HCBS Programs and Policy, Rachel Shands, HCBS Policy Integration Manager, and Peter Spuit, Rate-Setting Policy Consultant, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul



Education Sessions

3 – 4 p.m. (continued)

302 – PDPM/Medicare ICD-10 Coding – Turning Words Into Numbers for Payment

- Understand the importance of sequencing ICD-10 codes on the UB04.
- Describe the ways to cover an individual under Medicare.
- Identify the accurate number of ICD-10 codes to place on the medical record.
- Learn which codes can be used as primary on the UB04.

Leah Killian-Smith, Director of Quality and Government Services, Pathway Health, Lake Elmo

303 – The Loneliness Factor: An Issue of Epidemic Proportion

- Define loneliness in the senior adult population and utilize research reports to explore the breadth of occurrence, causes and impacts to emotional and physical health.
- Review assessment tools to help identify loneliness in the seniors you serve.
- Develop responses to loneliness in the context of the senior experience.

Dr. Steven Arnold, Consultant/Coach, Pivot Point Ministries, Minneapolis

304 – Dementia Coaching Champions: Reduce Behaviors and Transform Culture

- Understand key components of an interdisciplinary coaching team model for dementia communication skills that can help prevent challenging behavioral symptoms of dementia.
- Describe easy-to-implement dementia communication skill exercises that can be used in any organization serving persons with dementia.
- List outcomes associated with a dementia communication coaching model including reductions in behavioral symptoms and antipsychotic rates; and increased team member confidence in responding to behavioral challenges.

Erin Bonitto, Founder and Lead Coach, Gemini Consulting Inc., Cold Spring; Dani Donner, Life Enrichment Director, and Carol Gilbertson, Administrator, Minnesota Veterans Home, Silver Bay

305 – Developing a Directed Antibiotic Stewardship Program

- Recognize how to utilize a gap analysis to identify areas for improvement in your Antibiotic Stewardship Program.
- Develop alignment of your Antibiotic Stewardship Program's outcome measure with process measures that reflect the work being done in the program.
- Verbalize the importance of provider engagement in your antibiotic stewardship program and the role of the Medical Director in supporting its objectives.

Dr. Simon Mittal, Medical Director, Amy Tong, DNP, APRN, ACNS-BC, CNE, RCMS Project Director, and Aira Wandmacher, MSN, RN, CNE, RCMS Education Director, Care Choice, Roseville

306 – Capturing Joy: Building New Skills and Relationships Through Photography

- Learn how interactive photography classes help to foster social connections between residents, staff and providers while also building new creative and technical skills.
- Experience the magic of creativity for yourself through hands-on activities using cameras and other photography tools.
- Learn how to take the lessons learned from this activity and create opportunities for learning and growth for your residents and clients.

Marlaine Cox, Arts Program Manager, and Mica Lee Anders, Teaching Artist, COMPAS, St. Paul

307 – Up Your Senior Dining Game and Thrive in a Competitive Marketplace

- Understand the new “I’ll have the avocado toast” senior diner and the current wellness revolution driving changes in older adult services settings.
- Discuss emerging technologies that are impacting foodservice performance.
- Know how to attract and retain a quality team with the best skills in a scarce marketplace.

Mary Ryan, Corporate Director, and Lynna Crocker, Recruitment Manager, Culinary Services, Walker Methodist, Minneapolis

308 – Tap Into the Power of Non-Traditional Recruiting

- Take a strategic look at new and innovative methods of finding and keeping quality staff and why using traditional newspaper and online ads is a waste of effort.
- Explore why recruiting when you do not have job openings may be your most successful strategy.
- Learn from case studies about non-traditional recruiting tactics that may become your best strategy for retaining quality staff.

Bruce Matza, Principal, Innovations in Management, Woodbury

309 – Creative and Meaningful Education: Building Nursing Competencies

- Identify the elements of competencies and evidence-based education to develop skills.
- Develop a plan to implement competency-based training for nursing staff.
- Describe five workable strategies for creating a simple and meaningful education session for staff members.

Lisa Thomson, Chief Marketing and Strategy Officer, Pathway Health, Lake Elmo

310 – EXCELLENCE IN PRACTICE AWARD PRESENTATIONS

Resident Life Story

Quality Award Winner

- See how to improve person-centered care and increase residents' self-worth through a process to document and visually express their life experiences.
- Learn how one organization partnered with local college students to complete a mutually beneficial project.
- Take back ideas on how to replicate a Life Story project for your residents and clients.

Christa Michel, CTRS, and Kate Glueckert, LSW, Minnesota Veterans Home, Minneapolis

Work Force Solutions

Star Workplace Award Winner

- Appreciate the unique relationships that can be established in a mentor/mentee program of residents and students as well as "reverse internship" where students teach residents how to use new technology.
- Explore options to offer CNA training to high school students to assist with workforce needs.
- Learn how to develop or expand a high school collaboration in your community.

Jim Lynch, E³ STEM Program Manager, and Allison Chuick, E³ STEM Post-Secondary Grant Coordinator, Apple Valley High School, Apple Valley; Vicki Tobroxen, Executive Director, and Evans Mochama, Director of Health Services, Augustana Regent at Burnsville

311 – Starting a Peer Mentor Program: A Roadmap

- Explore a roadmap for implementing a Peer Mentor program to improve new hire retention.
- Hear about best practices and lessons learned from LeadingAge Minnesota Foundation Workforce Solutions Grant project teams who have peer mentor programs.
- Examine success factors and how to avoid potential set-backs in implementation.

Ashley Bormann, Administrator, and Baillee Hauser, Director of Human Resources, Bethesda, Willmar; Kyle Hedlund, Executive Director, Grand Village, Grand Rapids; staff representative to be announced, Oak Hills Living Center, New Ulm; and Erica Frey, Director of Housing, Good Shepherd Community, Sauk Rapids

Facilitator: Terri Foley, Program Officer, LeadingAge Minnesota Foundation, St. Paul

**4 – 4:15 p.m.
Break**

Education Sessions

4:15 – 5:15 p.m.

Concurrent Sessions

401 – MDH Update: Home Care, Assisted Living and Housing-with-Services

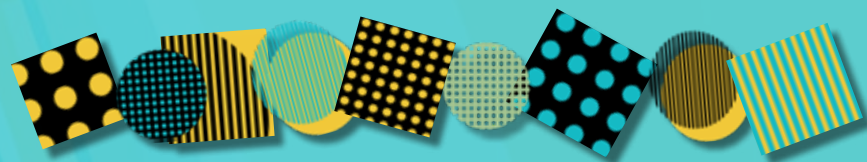
- Discuss the current survey trends of licensed home care providers.
- Know how to use the new survey documents so you can be prepared for your home care licensure survey.
- Understand food and beverage licensure and the updated food code.

Steven Diaz, Food, Pools and Lodging Services Manager, Environmental Health Division, Cindy Vargas, Health Program Representative Senior | Home Care and Assisted Living Program, Minnesota Department of Health, St. Paul

402 – PDPM: Double the Data: More MDS Data Under Section GG

- Understand the intent of Section GG and how it relates to the continuum of care.
- Describe the changes to Section GG for the MDS process that was effective October 2018.
- Take home three leadership strategies for managing the MDS under the new RAI guidelines.

Karolee Alexander, Director of Clinical and Reimbursement Consulting, Pathway Health, Lake Elmo



403 – SAFE FROM HARM: Family and Provider Concerns About Safety – Isn't the Goal the Same?

- Explore how to effectively communicate with families when they raise complaints or concerns about the care of their loved one.
- Discuss examples of concerns, complaints and safety events and some practical approaches to respond and address these types of issues and concerns.
- Learn the power of an apology and what language and processes to use when communicating with residents/clients and their families after an unanticipated outcome.

Marit Peterson, Attorney and Program Manager, Elder Justice Center, St. Paul; Susan Voigt, Attorney/Partner, Voigt, Rodè and Boxeth, St. Paul; and Jodi Boyne, Vice President of Public Relations, LeadingAge Minnesota, St. Paul

404 – FireFly Dementia Program: Social Connection and Behavior Prevention

- Describe the FireFly Dementia Program that involves skilled dementia cuing to create meaningful friendship connections for persons with dementia, even those unable to verbalize or sustain conversations due to dementia or hearing loss.
- Understand how hands-on dementia communication coaching and mentoring for interdisciplinary team members such as CNAs, nurses, housekeepers and restorative aides, can improve morale, teamwork and competence in utilizing non-pharmacologic interventions.
- Discuss outcomes associated with an interdisciplinary, social engagement model for persons with dementia including reductions in exit-seeking, agitation and behavioral symptoms and improvements in mood, appetite, sleep patterns and social engagement.

Erin Bonitto, Founder and Lead Coach, Gemini Consulting Inc., Cold Spring; and Erin Thompson, LPN, Life Enrichment Coordinator, Minnesota Veterans Home, Silver Bay

405 – Trauma-Informed Care: What It Is and Why It's Important

- Recognize how past traumatic events in individuals' lives can influence development of chronic illness and inform how we effectively care for them.
- List the five key guiding principles and essential components of a trauma-informed approach to care and get guidance for implementation.
- Identify regulatory guidelines related to trauma-informed care in skilled care centers.

Kathleen Weissberg, Education Director, Select Rehabilitation, Glenview, Ill.

406 – Intertwining Generations in a Collaborative Approach

- Learn how to create partnerships and implement a collaborative approach to successfully develop a program that intertwines multiple generations.
- Understand the benefits to older adults, children, staff and the community through intergenerational programs.
- Hear the story of how this program came together, the successes and learnings along the way and how you might replicate the program or pieces of it.

Andrea Limoges, Household Coordinator/Activity Mentor, Rice Care Center, Willmar; Chris Stark, Loving Arms Daycare Director, Vinje Lutheran Church, Willmar; and Amber Silva, Wellness Coordinator, ReYou Wellness Program, Rice Memorial Hospital, Willmar

407 – Practical Approaches to Elevated Dining and Scratch Cooking

- Create a new approach to workflow so you can effectively prepare meals made from scratch.
- Identify fresh ingredients that are available to streamline the process of scratch cooking.
- Know how combining the strengths of your staff and a new approach to workflow can increase staff engagement while exceeding customer expectations.

Dawn Nickleson, CDM, Pastry Chef Owner, and Patrick Nickleson, Chef Owner, Passion for Dining and Nutrition, Cottage Grove

408 – You Are a Project Manager: Move Beyond the Chaos

- Discover how to manage your everyday priorities to make space for the unexpected.
- Learn essential project management skills that will help you identify and document the steps and delegate effectively.
- Minimize time associated with meetings and staff communication to maximize productivity for you and your team.

Jill Nokleby Kaiser, Director of Housing Development, Ebenezer Management Services, Minneapolis

409 – An Organizational Leadership System That Engages and Retains Staff

- Identify the five elements of a leadership system based on the Malcolm Baldrige Performance Excellence framework that drives staff engagement and positively impacts performance and retention.
- Recognize the connection between leadership, an engaging workplace environment and how staff interact with residents and families.
- Select actionable practices to build an organizational leadership system that produces higher engagement, improved quality and higher customer satisfaction.

Nancy Anderson, Senior Vice President, Engagement Solutions, Align, Wausau, Wis.

410 – Get OnTrack with Nursing Assistant Training

- Learn about the new online and on-demand OnTrack Nursing Assistant Training Program by LeadingAge Minnesota Foundation, powered by EduCare, and compare the results with statewide data.
- Experience the interactive and person-centered curriculum that engages adult learners.
- Identify the benefits of this training program and steps needed to implement OnTrack in your community.

Jenna Kellerman, Director of Workforce Solutions, LeadingAge Minnesota, St. Paul; and Jennifer Anderson, President and CEO, EduCare, Dassel

Education Sessions

4:15 – 5:15 p.m. (continued)

411 – Professionalism and Staff Engagement

- Examine the impact of cultural intelligence, cultural diversity and a culture of respect on professionalism and employee engagement.
- Identify how organizational professionalism enhances the healthcare team and affects resident trust, safety, quality of care and satisfaction.
- Describe strategies to enhance staff engagement and retention including person-centered career paths and manager competencies.

Cyndi Siders, Executive Consultant, and Rick Gessler, Healthcare Consultant, HCIS/Vaaler Insurance, Grand Forks, N.D.

5:45 – 6:45 p.m.

Stars Among Us Awards Reception (invitation only)

(See page 15 for more information.)

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7 – 10 p.m.

Opening Night Bash

(See page 15 for more information.)



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OPTUM®



THURSDAY, FEBRUARY 7

8:30 – 9:30 a.m.

Concurrent Sessions

501 – DHS & MDH Updates: New Commissioners' Forum

Topics to be announced.

Speakers to be announced.

502 – MDH Update: Engineering Program Update for Care Centers

- Receive updates on key topics under life safety code and related regulations.
- Identify information and resources available to providers related to life safety code requirements.
- Explore other timely topics through a Q&A session.

Bob Dehler, P.E., Engineering Program Manager, Minnesota Department of Health, St. Paul

503 – ROPs: Purposeful Preparation for Phase 3

- Understand the required elements of Phase 3 and how they affect current policies and practices in long-term care.
- Analyze the components of the regulations that are new and those that are already in place.
- Gain knowledge to be able to prepare staff members for the next phase of regulatory guidance for long-term care.

Leah Killian-Smith, Director of Quality and Government Services, Pathway Health, Lake Elmo

504 – Philanthropy Benchmarking: What Does It Mean for You?

- Develop a clear understanding of a typical fundraising operation among older adult services providers including time spent and financial investment.
- Benchmark your organization's work and bring back information to volunteer and executive leadership about how you're doing compared to your peers.
- Leave with actionable next steps to take your fundraising program to the next level.

Cedric Richner, Co-Founder and President, and Kate Harris, Senior Consulting Analyst, Richner + Richner, Ann Arbor, Mich.

505 – Cybersecurity Compliance and Maturity for Healthcare

- Understand the attractiveness and vulnerability of the healthcare industry to ransomware attacks.
- Assess your organization's security readiness in relation to the healthcare industry.
- Discuss and compare available approaches and tools in the market to assess security maturity and compliance.

Janice Ahlstrom, FHIMSS, CPHIMS, CCSFP, RN, BSN, Director, and Kenneth Zoline, CISSP, Manager, Baker Tilly Virchow Krause, LLP, Chicago, Ill.

506 – Future Resident Program: Effective Housing Waiting List Management

- Develop a system to create more effective waiting lists and keep those prospects engaged and committed.
- Understand how using a CRM can make waiting lists more effective to best utilize your time and efforts.
- Avoid the "not ready yet" response and get more move-in decisions when apartments become available.

Jacqi Glenn, Sales Manager, Benedictine Health System, Duluth

507 – SAFE FROM HARM: Implementing a Safety Culture

- Learn about Essentia Health's journey to create a culture of safety.
- Discuss challenges and practical approaches for implementing a culture that promotes prevention, learning and improvement.
- Take home strategies that can be used within your organization to begin building a safety culture.

Christy Brinkman, Operations Administrator, Essentia Health Oak Crossing, Detroit Lakes

508 – Understanding People: How Attitude and Style Impact Communication

- Identify your primary communication and attitudinal styles and gain useful tools for improving communications with others.
- Know how to best give performance-based criticism to others.
- Learn a communication model for building team effectiveness.

Dr. Barry L. Lane, Healthcare Consultant and Trainer, Detroit Lakes

509 – The Purpose of Purpose

- Challenge some commonly held attitudes surrounding lack of purpose within residents living in long-term care communities.
- Strengthen your knowledge about the importance of having purpose as we age and how it impacts mental and physical wellbeing.
- Learn how to assess and facilitate purpose and create purpose driven plans of care based on what matters most to the people we serve.

Cathy Lindgren, RN, BSN, Empira, Cambridge

510 – Resident Discharge Requirements and Strategies

- Learn your obligations, legal rights and strategies for discharging care center residents due to non-payment or other issues.
- Discuss required discharge planning for voluntary and involuntary discharges, case scenarios and strategies to safely discharge residents.
- Understand a care center's obligations and a resident's right to discharge against medical advice.

Rebecca Coffin, Attorney/Partner, Voigt, Rodè & Boxeth, LLC, St. Paul

Education Sessions

8:30 – 9:30 a.m. (continued)

511 – SAFE FROM HARM: What if Technology Can Keep People Safe?



(Skype Session)

- Explore the range of safety technologies available and what functions and features to look for, including emergency notification, personal response, fall detection and prevention systems, location tracking and more.
- See a demonstration of the resources LeadingAge Center for Aging Services Technologies (CAST) has created to help you understand, plan for, select, implement and adopt the appropriate safety technology.
- Hear case studies discussing results and lessons from providers who have implemented safety technologies in their organizations.

Majd Alwan, Ph.D., SVP of Technology, LeadingAge and Executive Director, CAST, Washington D.C.; and Scott Code, Associate Director, CAST, Washington D.C.

9 a.m. – 1 p.m.

Exhibit Hall Open

(See pages 10 and 11 for more information.)

9:30 – 10:30 a.m.

Dedicated Exhibit Hall Time



10:30 – 11:30 a.m.

Concurrent Sessions

601 – MDH Update: Licensing and Certification for Care Centers

- Review recent trends in care center licensing and certification surveys and opportunities to remain in compliance.
- Discuss learnings from implementation of Phase 2 federal requirements of participation and the new survey process.
- Look ahead to Phase 3 requirements and the information and resources available to providers.

- Hear about current Licensure and Certification Program updates.

Mary Absolon, RN, MSN, Licensing and Certification Program Manager, Minnesota Department of Health, St. Paul

602 – DPS Update: Fire Safety Updates for Senior Housing, AL/HWS and Adult Day Services

- Understand which fire safety requirements apply to senior housing, assisted living/housing-with-services and adult day services.
- Learn about specific requirements like emergency plans, alarm systems and locking arrangements.
- Clarify the roles of the Minnesota State Fire Marshal and local fire code officials.

Tom Jenson, Deputy State Fire Marshal, Code Specialist, Department of Public Safety, Minnesota State Fire Marshal Division, St. Paul (invited)

603 – MDH Update: Office of Health Facility Complaints

- Review current information about maltreatment reports and investigations for home care and care centers.
- Learn about current priorities within the OHFC.
- Identify information and resources available to providers and explore other timely topics through a Q&A session.

Lindsey Krueger, RN, Interim Director, Office of Health Facility Complaints, Minnesota Department of Health, St. Paul; and Michelle Larson, PhD, Interim Director, Health Regulation Division Director, Office of Medical Cannabis, Minnesota Department of Health, St. Paul

604 – ROPs: Trauma Informed Care Preparation for Phase 3 Requirements

- Identify the required elements for behavioral health for Phase 2 and Phase 3 of the ROP requirements.
- Learn where to find helpful resources to assist with creation of a behavioral health program.
- Describe three leadership strategies for caring for someone with behaviors or mental health issues.

Leah Killian-Smith, Director of Quality and Government Services, Pathway Health, Lake Elmo

605 – Fundraising Ethics: Special Considerations When Your Donors Are Older Adults

- Examine best practice codes of ethics from leading fundraising trade associations to help you prevent missteps when working with senior donors.
- Through case study analysis, discuss and explore the unique implications that arise from the close relationships we have with our residents and participants.
- Consider how to integrate ethical codes with your organization's fund development policies to ensure best practices so that all involved are protected.

Robbe Healey, MBA, NHA, ACFRE, Founding Member, Aurora Philanthropic Consulting, West Chester, Pa.

606 – Effective HIPAA Conformance and Coverage

- Understand why fines are being levied against organizations related to HIPAA nonconformance.
- Know the elements required for HIPAA risk assessments and identify recommended tool kits.
- Recognize areas of security risk assessment that are frequently missed by organizations and how to better protect your organization's data from cybersecurity attacks.

Janice Ahlstrom, FHIMSS, CPHIMS, CCSFP, RN, BSN, Director, Baker Tilly Virchow Krause, LLP, Minneapolis

607 – SAFE FROM HARM: Including Residents/Clients and Families for Safer Care

- Define and describe key concepts of resident/client and family engagement.
- Explain the importance of including residents/clients and family members to improve safety.
- Identify and describe different methods to engage residents/clients and family members in safety initiatives by participating in a mini co-design session.

Catherine Hinz, Patient Partner/Engagement Specialist, and Lisa Juliar, Patient Partner/Engagement Specialist, Minnesota Alliance for Patient Safety, Bloomington

608 – Pinning Down Your Brand

- Learn what branding is and how it differs from sales and marketing.
- Apply your knowledge of branding to strategically and intentionally position your community in the marketplace.
- See if your organization's mission, vision and values are in line with your intentional branding.

Luke Jenkins, Director of Community Relations, Martin Luther Campus, Bloomington

609 – Base Line for Performance: Developing Meaningful Job Expectations and Performance Standards

- Identify the basic components of an effective job description.
- Explain the link between position descriptions and the performance review cycle.
- Recognize the difference between expectations and standards and learn appropriate techniques for documenting shared understanding of expectations and standards.

Dr. Barry L. Lane, Healthcare Consultant and Trainer, Detroit Lakes

Education Sessions

10:30 – 11:30 a.m. (continued)

610 – Finance Function Dysfunction? Assessing/Improving Your Financial Operations

- Identify symptoms that may indicate more serious challenges within your organization's finance functions.
- Develop an approach to holistically evaluate the structure, processes and systems within your finance and accounting department.
- Create a roadmap to identify current gaps where improvement is needed and implement a systems approach to the necessary changes.

Cory Rutledge, Principal, and Catherine Schweiger, Director, CliftonLarsonAllen LLP, Minneapolis

611 – What If You Could Ask the Doctor About Your Behavioral Health Challenges?

brought to you by the Associated Clinic of Psychology

- Discover the range of behavioral health issues currently being addressed by aging services providers to gain insights on serving the unique needs of persons with mental illness.
- Discuss behavioral health care best practices recommended by licensed professionals that you can apply in your setting to improve the care of persons with mental illness.

John Brose, Ph.D., LP, LMFT, LADC and Director, Associated Clinic of Psychology, Minneapolis

11:30 a.m. – 12:30 p.m.

Snacks in the Exhibit Hall

(See page 16 for more information.)

11:40 a.m. – 12:20 p.m.

Fund Development Networking Lunch

(Pre-registration encouraged. See page 16 for more information.)



11:40 a.m. – 12:20 p.m.

Sales & Marketing Networking Lunch

(Pre-registration encouraged. See page 16 for more information.)



12:30 – 2:15 p.m.

General Session and Awards

(See page 7 for more information.)

2:15 – 2:30 p.m.

Break

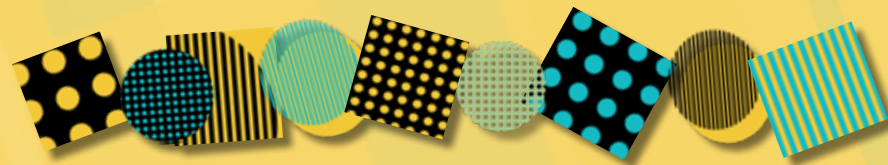
2:30 – 3:30 p.m.

Concurrent Sessions

701 – DPS Update: State Fire Marshal Life Safety Code for Care Centers

- Identify the top ten 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 in a Q&A session.

Tom Linhoff, Fire Safety Supervisor, Department of Public Safety, Minnesota State Fire Marshal Division, St. Paul



702 – ROPs: Compliance and Ethics Programs for SNFs

- Understand the specific regulatory requirements for the development and implementation of an ethics and compliance program as part of CMS' Requirements of Participation.
- Identify the timelines and approaches for complying with the requirements.
- Learn best practices for developing an ethics and compliance program.

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

703 – Philanthropy is a Team Sport: Engaging the Board, CEO and Staff

- Define and explain the roles and interactive engagement of the board, CEO and staff in successful philanthropy programs.
- Learn the progressive steps in beginning, intermediate and advanced departments which successfully integrate board, program staff and development staff in fundraising tactics.
- Review your current program and map a progressive plan to achieve program growth.

Robbe Healey, MBA, NHA, ACFRE, Founding Member, Aurora Philanthropic Consulting, West Chester, Pa.

704 – Telepresence Robots in a Senior Living Community: A Case Study

- Hear the latest research and experience of using telepresence robots in senior living communities in four unique ways.
- Discuss common questions raised about using robots including how it works, privacy and effectiveness of audio-video visits.
- Experience a hands-on demonstration of a Beam telepresence robot in both live and remote settings.

Kate Ingalls-Maloney, Director, The Learning Lab for Eldercare Technologies, Cassia, Minneapolis; and Kathy Risser, Director, The Pines Senior and Assisted Living Community, Cassia, Richfield

705 – Differentiation: Creating a Competitive Advantage in Your Market

- Define and explore unique market differentiations related to your community's marketing strategy.
- Learn how to avoid using differentiators that are so common they aren't helping your consumer marketing efforts.
- Understand core principles needed to create a robust and viable differentiation strategy for your community that will attract potential clients.

Peggy Scoggins, Owner, Adept Selling, New Brighton

706 – Preventing the Worst Day Possible: Managing Incidents of Aggression and Violence

- Know how to identify, assess and respond to risks and threats of aggression and violence.
- Learn from case studies some best practices in preventing acts of aggression and violence that go beyond the guidance that normally exists in many organizations.
- Identify critical strategies for policies, internal resources and skills that will help you respond and manage incidents should the unthinkable happen.

Johnathan W. Bundt, Founder and CEO, Masa Consulting, Minnetonka

707 – Handling and Documenting Performance Improvement Issues

- Define criticism and name at least two situations when it is not appropriate.
- Learn the difference between value-based and descriptive feedback.
- Explain the relationship between performance improvement and discipline.
- Model the complete documentation process.

Dr. Barry L. Lane, Healthcare Consultant and Trainer, Detroit Lakes

Education Sessions

2:30 – 3:30 p.m. (continued)

708 – The NIC Seniors Housing Bluebook: A Look at Current Market Conditions

(Skype Session)

- Hear the most recent data from the NIC Seniors Housing Bluebook, the macroeconomic indicators shaping today's home care and seniors housing market and how Minnesota compares with national trends.
- Explore how job growth, stronger consumer confidence, economic risks and fiscal policy affect senior housing and home care.
- Decipher underlying demographic trends and separate what's real from what's hyperbole.
- Gain insight into the investment return and development prospects for senior housing and care, and what that means to Minnesota providers.

Beth Burnham Mace, Chief Economist and Director of Outreach, National Investment Center (NIC), Annapolis, Md.

709 – Gay and Gray: Welcoming Strategies From the Field

- Examine historical events from 1930 to the present to understand the impact on LGBT older adults.
- Using stories from care settings throughout Minnesota, gain specific strategies to support your staff to provide open and welcoming service to all in their care.
- Commit to one personal strategy to welcome LGBT older adults to your setting.

Marsha Berry, Education Director, Training to Serve, St. Paul; and Tim Young, LPN, Night Charge Nurse, North Shore Health, Grand Marais

710 – LeadingAge Minnesota: Public Policy Update

- Understand the dynamics behind the 2019 Legislative Session.
- Learn the key provisions of the LTC Imperative's Legislative Agenda.
- Explore grassroots strategies to get involved.

Jeff Bostic, Director of Data and Financial Policy, Libbie Chapuran, Grassroots and Political Advocacy Coordinator, Bobbie Guidry, Vice President for Housing and Community Services, and Kari Thurlow, Senior Vice President of Advocacy, LeadingAge Minnesota, St. Paul

3:30 – 3:45 p.m.

Break

3:45 – 4:45 p.m.

Concurrent Sessions

801 – DHS Update: Care Center Rates and Policy

- Review the proposals contained in the governor's budget that will be of interest to nursing facilities.
- Understand the impact of PIPP/QIPP and other quality measure initiatives.
- Receive an update on trends in rates, cost reports and audits and other hot topics.

Kim Brenne, Audit Director, and Valerie Cooke, Project Director, Nursing Facility Rates and Policy, Minnesota Department of Human Services, St. Paul

802 – MBA Update: Minnesota Board on Aging

- Learn about the Board on Aging's 2030 Plan.
- Identify the resources available to support family caregivers.
- Get the latest information on the Senior Linkage Line and Finders.

Kari Benson, Executive Director, Minnesota Board on Aging and Director, Aging and Adult Services, Minnesota Department of Human Services, St. Paul; and Karen Britton, Manager, Senior Linkage Line®, Minnesota Department of Human Services and Minnesota Board on Aging, St. Paul

803 – Donor Retention: Getting and Keeping Loyal Donors

- Gain insights about donor retention from the most recent Fundraising Effectiveness Project conducted by the Association of Fundraising Professionals.
- Utilize a best practice model to assess donor constituencies, understand why organizations lose donors and know how to cultivate donor loyalty.
- Map an action plan to deploy organizational leadership to build donor retention and loyalty.

Robbe Healey, MBA, NHA, ACFRE, Founding Member, Aurora Philanthropic Consulting, West Chester, Pa.

804 – Get the Most Value From Your Information Technology

- Assess your organization's information technology system alignment with current and future needs, and expectations for your internal operations and ability to work with other healthcare providers/partners.
- Appreciate how consumer expectations about technology and connectivity will impact your organization's attractiveness to new clients and residents.
- Discuss strategies and tools that will provide leadership with real time, actionable information about IT investment needs.

Ryan Peasley, Manager, Wipfli LLP, Milwaukee, Wis.

805 – Increase ROI on Your Digital Marketing Investment

- Learn how to use data insights and digital marketing to create better marketing messages and drive better-qualified audiences to your website.
- Explore how to lower your website's bounce rate and re-engage valuable lost visitors.
- Gain practical strategies to increase the return on your digital marketing investment.

Tara Stern, Chief Marketing Officer, Imagewerks Marketing, Blaine

806 – Strengthen Your Emergency Operation Plan with a Hazard Vulnerability Assessment

- Develop a systematic approach to understanding the risk that may impact your organization so that your Emergency Response Program is as strong as possible.
- Know how to make an effective hazard vulnerability assessment (HVA) of your emergency plan policies and practices.
- Evaluate the various components of an emergency operations plan that include communication, resources, safety, security, staffing, testing and evaluation.

Bruce W. Bundt, Founder and CEO, Masa Consulting, Minnetonka

807 – The Role of Social Services: Skills that Cover the Continuum!

- Recognize the critical role social services plays in providing high quality care and services in the continuum of long-term care that spans SNF, AL, HWS and Home Care.
- Know the importance of conducting a resident or client assessment to provide person-centered care and services.
- Describe the leadership role social services staff play on the interdisciplinary team, in care conferences and in working with families and how the dual role may present challenges when acting both as a resident/client advocate and member of the organization's staff team.
- Discuss the role social services plays in providing information and referral services and understand how to develop a deeper knowledge of available resources in your community.

Jane Danner, MA, LSW and Director of Resident Engagement and Development, Volunteers of America, Eden Prairie

808 – Rapid Evaluation Teams: No Longer Just for Hospitals

- Identify key stake holders that need to be a part of a Rapid Evaluation Team (RET) for responding to residents who have a rapidly declining health status or change in condition.
- Understand what is needed to build a RET team and the corresponding policies and procedures.
- Explore case studies and discuss when a RET would be appropriate to increase a positive outcome for all involved.

Amanda Thorson, Director of Nursing, Carris Health Care Center and Therapy Suites, Willmar



Education Sessions

3:45 – 4:45 p.m. (continued)

809 – EXCELLENCE IN PRACTICE AWARD PRESENTATIONS

Life Care by Walker Methodist

Quality Award Winner

- Hear about a unique partnership to improve care transitions and improve client experience.
- Consider how to improve the care transition experience by addressing all elements of wellbeing, assessing risk and helping clients navigate services and resources.
- Learn how you might incorporate these concepts into your organization's practices.

Lyn Lais, RN, Life Care Nurse, Lifesprk, Edina; and Beth Deneau, RN, CIC, Chief Clinical Officer, Walker Methodist, Minneapolis

Eventide Block E

Community Collaboration Award Winner

- Examine how one older adult services organization helped ignite a downtown revitalization by leveraging its need for office space.
- Appreciate the economic and social impact of collaborating with a city to meet shared goals.
- Get ideas and inspiration for making a meaningful and mutually beneficial contribution to your community.

Jon Riewer, President & CEO, Eventide Senior Living Communities, Moorhead



810 – Community Recruiting: Effective Ways to Connect with Schools and Students

**** Due to the interactive format of this workshop, registration is limited and on a first-received basis.**

- Hear how three LeadingAge Minnesota Foundation Workforce Solutions Grantee organizations are connecting with local schools to recruit, train and hire staff.
- Learn more about developing programs for middle school students, a career wheel for long-term care, and ways to connect with today's high school students.
- Identify how to connect with key school and community contacts.

Emily Kerling, Vice President of Community Health Services, Northfield Retirement Center, Northfield; Bethany Delvas, Assistant Executive Director, and Paige Ekstrom, Director of Nursing, Ecumen Scenic Shores, Two Harbors; and Cheryl Gustason, Administrator, Field Crest Care Center, Hayfield

7 p.m.

Let's Play Hockey!

Minnesota Wild vs. Edmonton Oilers

(Pre-registration and separate fee required. Tickets are limited and nonrefundable. See pages 16 for more information.)



FRIDAY, FEBRUARY 8

8:30 – 10 a.m.

Faith & Inspiration Breakfast

(See page 8 for more information.)

10 – 10:15 a.m.

Break

10:15 – 11:15 a.m.

Concurrent Sessions

901 – Emerging Medicare Advantage Health Plans

- Review the emerging local and national trends in Medicare Advantage plans.
- Understand the financial impacts facing providers in Minnesota's new Medicare Advantage world.
- Explore opportunities for senior providers within Medicare Advantage plans.

Mark Hunt, Principal, Cory Rutledge, Principal, and Matt Wocken, Principal, CliftonLarsonAllen LLP, Minneapolis

902 – Contract Management and Negotiation: Tips, Traps and Essential Concepts

- Gain an understanding of contracting principles, provisions and terms, the anatomy of a contract and ways that contracts can impact how organizations provide care and services.
- Discuss the unique issues that arise in healthcare related contracts (e.g., HIPAA, claims made insurance, etc.) so that you can monitor them more closely.
- Get an attorney's insider view of negotiating and contracting tips and traps, and how to prepare to negotiate the best results for your organization.

Julia Reiland, Attorney, and Tony Fricano, Attorney, Gray Plant Mooty, Minneapolis

903 – Are You Issuing the Correct Non-Coverage Notice?

- Discuss the new SNF Advance Beneficiary Notice (ABN) form required by CMS, what Notices it replaced and the other forms that are still required so you can feel confident completing it correctly.
- Understand the implications of each Non-Coverage Notice (Demand vs Expedited Review).
- Explore real life scenarios and get your questions answered.

Kim Conner, Health Care Consultant, Pope & Conner Consulting Inc., Hudson, Wis.

904 – How Healing Touch Promotes Wellness

- Learn about the practice of Healing Touch and how to incorporate its attributes to create a positive impact on interactions with staff, residents and families.
- Engage in a guided meditation and self-care experience using its principles.
- Gain tools to remain grounded and centered in the principles of Healing Touch.

Katie Gross, RN, BSN, HNB-BC, CHTP, Director of Wellness, Gianna Homes, Minnetonka

905 – PsuedoBulbar Affect: Diagnosis, Differentiation and Treatment

- Learn about PsuedoBulbar Affect (PBA), a neurological condition characterized by episodes of sudden uncontrollable and inappropriate laughing or crying; what it looks and sounds like and how to screen for symptoms.
- Identify how PBA is a distinct condition that is different from depression, the importance of treating it effectively, and repercussions to individuals, families and caregivers if it is not.
- Evaluate the goals of therapy and identify treatment methods, medication options and best practices.

Clemencia Rasquinha, MD, CMD Geriatric Medicine, Twin City Physicians, Golden Valley

Education Sessions

10:15 – 11:15 a.m. (continued)

906 – Aligning Medications with a Person's Quality of Life Goals

- Explore a deeper understanding of late life biological, psychological and social needs and how taking multiple prescriptions each day aligns with the individual's quality of life goals.
- Take a critical look at the status quo of poly pharmacy practices in long-term care settings.
- Hear about Empira's work in this area and what was learned about focusing on medication alignment with what matters most to the individuals we serve.

Sarah Brown, RN, LNHA, Executive Director, and Kelly Klund, LPN, Resource Nurse, Empira, Cambridge

10:15 a.m. – 12:30 p.m.

Deep Dive Concurrent Sessions

(includes a 15-minute break)



1001 – Employment Law Hot Topics Case Studies

- Refresh your understanding of the key legal concepts and HR best practices behind the hot topic areas to be shared and discussed in this interactive session.
- Evaluate the protections provided by the law, and the employer and employee obligations for each hot topic.
- Explore a range of important employment laws including:
 - Providing references – what you can and cannot say
 - Drug testing with and without a policy – what the law allows on state and federal levels
 - Sexual harassment
 - Absenteeism and leaves of absence (safety leaves, mental health related absences, disabilities and ADA, pregnancy)
- Take home actionable strategies to deal more effectively with a range of employment laws in your setting.

Michelle Klegon, Attorney, Klegon Law Office, Ltd., Minneapolis; and Ellen Schneider, Human Resources Consultant, St. Paul

1002 – Affordable Housing Updates

(Skype Session)



Part 1 – National Affordable Housing

- Understand how the new Congress may shape affordable housing policy and funding for older adults.
- Discern between the Trump Administration's priorities for affordable housing and the realities of Congressional checks and balances.
- Appraise how successes in Section 202 expansion and preservation can be magnified with education and advocacy.

Linda M. Couch, Vice President, Housing Policy, LeadingAge, Washington D.C.

(Live Presentation)

Part 2 – Minnesota Housing

- Take home information and tools to successfully prepare for a Management and Occupancy Review.
- Learn about Streamlining and the FastAct, and how to implement them at your properties.
- Discuss the new Violence Against Women Act (VAWA) requirements.
- Refresh your knowledge about reasonable accommodations.
- Receive an update on hot topics and what is to come in project-based Section 8 housing.

Cassie Gordon, Housing Program Supervisor, Multifamily Division – PBCA, Minnesota Housing, St. Paul



1003 – An Ethical Approach to Social Work Decision-Making

- Enhance your understanding of a NASW best practice ethical decision-making framework so you can use it as a tool to effectively work through some of your most challenging resident/client situations.
- Discuss real life scenarios involving ethical dilemmas where balancing residents' rights and risks are at play, such as, but not limited to:
 - Use of illegal substances – medical versus recreational
 - Resident/client expressions of intimacy and sexual relationships
 - Discharging and terminating services to residents or clients
 - Reckless operation of a scooter, motorized wheelchair or car
- Refresh your knowledge of legal and regulatory issues that also need to be taken into consideration with each of the scenarios presented, to guide the ethical decision-making process.
- Take home key knowledge, insightful ideas and best practices you can use to increase your effectiveness in working through ethical dilemmas in your setting.

Jane Danner, MA, LSW, Director of Resident Engagement and Development, Volunteers of America, Eden Prairie; and Rob Rodè, Attorney/Partner, Voigt, Rodè and Boxeth, St. Paul

1004 – Shared Care: Hospice and Assisted Living

- Identify the challenges and opportunities of “shared” care of the hospice patient/family by assisted living and hospice providers.
- Compare and contrast the hospice and home care statutes so you have a better understanding of who's responsible for what and when.
- Discuss scenarios of collaboration and roles for the AL/hospice staff and the resident's family so you have an idea of the range of situations and issues that might arise.
- Describe best practices in shared care partnerships that promote patient/family satisfaction and explore tools, resources and shared experiences for success.

Lores Vlamincik, Principal, Lores Consulting, Rochester

1005 – Data = Quality: How to Use Data to Achieve Quality Outcomes

- Identify quality measure data and reports readily available to your organization and those which may be interrelated.
- Discuss the benefits and potential results of conducting a root cause analysis of systems related to quality measures.
- Using case study examples and in-class QAPI activities, learn valuable insights and concepts to gather data to improve your quality outcomes.
- Take home three strategies for using quality measure data to develop or enhance your performance improvement plans.

Karolee Alexander, RN, RAC-CT, Director of Clinical and Reimbursement Consulting, Pathway Health, Lake Elmo

11:15 – 11:30 a.m.

Break

11:30 a.m. – 12:30 p.m.

Concurrent Sessions

1101 – Understanding Your Medicare Managed Care Contract

- Know what to consider and watch out for in your managed care contracts.
- Discuss rules that can vary between plans, so you know what's behind a contract's structure and key elements.
- Describe the claims appeal process and the benefits of being persistent in appealing claims for denied payment.

Kim Conner, Business Office Consultant, Pope & Conner Consulting Inc., Hudson, Wis.

Education Sessions

11:30 a.m. – 12:30 p.m. (continued)

1102 – Designing Exercises for Balance and Fall Prevention

- Learn creative, effective and safe balance and strength exercises for all levels of living to improve health and reduce falls.
- Implement progressions for functional movement and balance with the ability to cue for safety and effectiveness.
- Intelligently design sequenced routines to develop balance skills for individual and group fitness programs.

Eron Montgomery, Fitness Instructor, and Jill Mask, Fitness Instructor, Friendship Village of Bloomington

1103 – How Leadership Can Build the Desired Culture

- Explore the importance of asking why – and the most important why of all – why does your organization exist?
- Identify your cultural anchors – are they in place?
- Understand the application of leadership standards in how you develop an organizational culture and create a followership that will move it forward.
- Recognize that mentorship gaps can negatively impact engagement and explore what you can do to change it.

Tim Eimermann, Executive Director Business Operations, Kaplan Professional, La Crosse, Wis.; and Rob Van Craenenbroeck, HR Manager, Gundersen Tweeten Care Center, Spring Grove

1104 – Nurse Drug Diversion: Prevention, Detection and Support

- Understand the nuances of drug diversion, how to detect it and receive practical tips to develop and implement a system to prevent drug diversion by nursing staff.
- Get practical legal and ethical guidance on addressing this difficult issue.
- Know whom to report a diverting nurse and explore other options that can provide confidential support for nurses who suffer from drug addiction.

Susan Voigt, Attorney/Partner, Voigt, Rodè & Boxeth, LLC, St. Paul; and Monica Feider, Program Manager, Minnesota Health Professionals Service Program, St. Paul

1105 – Reducing Silos in Aging Services

- Discover how four communities are building coalitions to foster healthy aging and increase connectedness of aging services.
- Compare strategies for developing a resource hub of local services.
- Discuss the benefits of a dedicated person to guide aging community members and their families in how to connect with local resources.

Olivia Mastry, Founder, and Ben Kofoed, Project Manager, Collective Action Lab, Minneapolis; and representatives of four Silos to Circles pilot member communities (Perham, Crosby, Moorhead and South Chisago County)

1106 – Capturing Accurate and Complete Reimbursement Through VBR

- Discover items that can be billed separately under Value-Based Reimbursement that are generally overlooked by care center billing offices.
- Learn the necessary steps for separate billing of these items and how to do it accurately to capture appropriate reimbursement.
- Appreciate the impact that complete and accurate billing has on improving cash flow to the organization.

Greg TaBelle, Reimbursement Director, CliftonLarsonAllen LLP, Minneapolis

12:30 p.m.

Conference Adjourns



Please complete and return this form by **Tuesday, January 15, 2019**. Host positions will be assigned on a first-requested basis.

Session Host RSVP Form

What if you could help speakers and colleagues feel welcome? Volunteer to host a concurrent session and help our event go smoothly for speakers and attendees alike.

A confirmation email will be sent to volunteer hosts in late January/early February.

Questions? Call 651.603.3559 or 800.462.5368

Here's what it involves:

- A sense of hospitality and willingness to help.
- Ability to follow a very short checklist of instructions.
- A coupon for an on-site refreshment for each day you volunteer.

Here's what it *doesn't* involve:

- No public speaking! (Speakers introduce themselves.)
- No previous experience! (Anyone can do this – really.)

We encourage both attendees and exhibitors to volunteer for as many sessions as you'd like. *All volunteer session hosts must be registered to attend the Institute prior to submitting the form below.*

Please complete this form by: **Tuesday, January 15, 2019** and return it as an email attachment/PDF document to Ashley Rogers, Education Coordinator at arogers@leadingagemn.org.

Name _____

Title _____

Organization _____

City _____ Phone _____

Email Address (required) _____

Date/Time/Session Number	1st Choice	2nd Choice	3rd Choice
Wed., Feb. 6, 12:15 – 1:15 p.m. (100 series)			
Wed., Feb. 6, 1:45 – 2:45 p.m. (200 series)			
Wed., Feb. 6, 1:45 – 4 p.m. (Session #212)			
Wed., Feb. 6, 3 – 4 p.m. (300 series)			
Wed., Feb. 6, 4:15 – 5:15 p.m. (400 series)			
Thur., Feb. 7, 8:30 – 9:30 a.m. (500 series)			
Thur., Feb. 7, 10:30 – 11:30 a.m. (600 series)			
Thur., Feb. 7, 2:30 – 3:30 p.m. (700 series)			
Thur., Feb. 7, 3:45 – 4:45 p.m. (800 series)			
Fri., Feb. 8, 10:15 – 11:15 a.m. (900 series)			
Fri., Feb. 8, 10:15 a.m. – 12:30 p.m. (1000 series)			
Fri., Feb. 8, 11:30 a.m. – 12:30 p.m. (1100 series)			



Choices ■ Solutions ■ Savings

Value First, Inc. is a group purchasing organization (GPO) owned by LeadingAge and twenty-five of its affiliates, including Minnesota.



By using Value First you are supporting the LeadingAge community.

Visit us in the RiverCentre Rotunda!

Capital Financing for Health Care and Senior Housing

Financing Methods*

- Tax Exempt Bonds
- Tax Exempt Bank Loans
- Taxable Bank Loans
- HUD Insured Loans*
- Fannie Mae Delegated Underwriting and Servicing (DUS®) Loans*
- USDA Financing*
- Life Company and Loan Placements*

*Financing methods listed also include those offered in conjunction with our affiliates, Dougherty Mortgage LLC and Dougherty Funding LLC.

Project Types

- Senior Housing Facilities
- Assisted Living Facilities
- Long Term Care Facilities
- Memory Care
- Transitional Care
- Hospital Facilities

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Learn more about **OnTrack** at
Session #410 on Wednesday, Feb. 6
from 4:15 – 5:15 p.m.

On-demand. Online.

OnTrack is the new nursing assistant training program from LeadingAge Minnesota Foundation, powered by EduCare, that combines the modern conveniences of online training with the interactive and hands-on approaches of a skills lab and clinical experience.

Here's what users are saying:

"I recently completed the RN Train the Trainer portion and loved it!"
"Such a great program to fit the new generation's needs and experiences."
"All of the students from our first class have passed their exams. It has been very user friendly."



Sign up with **OnTrack** today! Visit www.OnTrackNATraining.com.

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Find a job.



Post a job.

LeadingAge Minnesota's job board AgingServicesJobs.Org now uses blind matching algorithms to match candidates and employers based on skills, interests and job requirements!

HOW IT WORKS:

1. Go to www.AgingServicesJobs.org.
2. Create an employer account.
3. Answer specific questions about your position.
4. Meanwhile, candidates answer correlated questions about their unique skills and interests.
5. You receive a list of the candidates who best match your needs, and then click to connect.

It's really that easy. Try it today!

Registration brochure sponsored by PiperJaffray.

Scott Rohr
Staff, Augustana Care, Minneapolis

Energetic

Selfless



This retired social studies teacher's rebound career is all about inspiring residents to feel better about themselves and recognizing the importance of serving others.



**What
if...every life
we touch is made
better by our work?**

Registration & General Information

REGISTRATION FEE STRUCTURE IS UNIQUE FOR INSTITUTE

Unlike other educational programs, the fee structure for Institute is designed for flexibility and maximum economic benefit. A single flat fee is charged for each organization (building, service site or entity) and includes full conference participation for all staff employed at that site/service entity.

Fees for care centers and housing are based on the number of beds or units. Corporate/management organization fees are based on the number of provider sites owned and/or managed.

Each building/service site/entity must register and pay separately, even if sharing a campus.

REGISTRATION CATEGORIES

Organizational

This fee applies to corporate/management companies, care centers, housing establishments, adult day programs, community-based service organizations and non-exhibiting vendors.

One flat registration fee is pre-determined based on membership type (service line, size, geographic location) and includes conference participation for all staff on the payroll of the site/entity and board members.

Campuses – each building or service entity on a single campus must register and pay a separate fee (e.g., care center, assisted living, independent housing, adult day).

Individual

This fee applies if only one employee of a member provider organization is attending the conference, full-time students or faculty members, state/government agency employees or for a single person to attend the expo only. If two or more people are attending, the organizational fee structure applies.

Employees of Business Partners or non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual conference fee.

Special Events

An additional per-person fee applies to attend the Pre-Conference Intensives, Governance Intensive and Wild Game.

What your registration fee includes

Registration fees include admission to and electronic course materials for all educational programs offered on Wednesday, Thursday and Friday (except for single-day registrations and sessions/events that have a separate registration fee), CEUs, access to the exhibit hall and Wednesday evening event. Other food and beverages are not included.

Early bird registration deadline – Jan. 7, 2019

Register on or before **Monday, Jan. 7, 2019** and receive a \$100 discount off organizational registrations.

Pre-registration for concurrent sessions

Registration for concurrent sessions and special events are required for each participant to avoid overcrowding in session rooms. Sessions are listed by the session number, title and description online.

Unique emails required for each attendee

Each person registered must have a unique email address. *All registered attendees will receive an email prior to the Institute containing a unique barcode to print their badge and access event details, the Institute app, session handouts and important conference information before, during and after the event.*

Payment

Members may pay by credit card or be invoiced. Prospective member fees are due with registration.

Cancellations, no-shows and refunds

Cancel in writing by **Jan. 25, 2019** to receive a refund, less a \$50 processing fee. No refunds for cancellations received after Jan. 25, 2019 or for no-shows. LeadingAge Minnesota reserves the right to cancel individual sessions within the Institute. Wild game tickets are not refundable.

For further information

Lodging, Sponsorship or Exhibitor information - Jenny Prosser at jprosser@leadingagemn.org.
Pre-Conference Intensives, Concurrent Sessions or CEUs - Heidi Simpson at hsimpson@leadingagemn.org.

Governance Intensive - Barbara Landeen at blandeen@leadingagemn.org.

Online Registration Assistance - Education Department at education@leadingagemn.org
651.645.4545 or 800.462.5368.

2019 Institute Fee Structure

REGISTER ON OR
BEFORE JAN. 7, 2019,

SAVE \$100.

AFTER JAN. 7, 2019, PAY
THE REGULAR FEE
LISTED.

OTHER GENERAL INFORMATION

No soliciting except registered exhibitors

Institute participants agree to refrain from marketing products or services during the conference. Registered exhibitors are the exception.

Photography and video release statement

Sessions and activities may be photographed or video-recorded. Attendance at the Institute constitutes the consent of all attendees to the future broadcast, publication or other use of photographs or videos at the sole discretion of LeadingAge Minnesota.

Sleeping room reservations

We have secured four hotels for the 2019 Institute in St. Paul. See page 66 for more details on lodging options and reservations. **Room blocks will be held until Tuesday, Jan. 15, 2019.**

Not a member? Join today and save!

Contact membership@leadingagemn.org to explore the value of membership!

ORGANIZATIONAL REGISTRATION FEES

One flat fee includes conference participation for all staff at a single location/entity. Fees listed are the regular rate. **SAVE \$100 by registering on or before Jan. 7, 2019.**

CARE CENTERS

Number of Care Center Beds	Metro*	Greater MN
1-40	\$905	\$745
41-60	\$1,205	\$830
61-100	\$1,625	\$1,205
101-150	\$1,800	\$1,345
151+	\$1,885	\$1,380

Prospective member Care Center fee is \$2,010

*Metro area includes Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington counties.

HOUSING

Number of Housing Units	
1-20	\$525
21-40	\$605
41-70	\$685
71+	\$775
Prospective member Housing fee is \$905	

ADULT DAY CENTER

\$260
Prospective member Adult Day Center fee is \$410

ASSOCIATE COMPANIES*

\$545
Prospective member Associate Company fee is \$410
*Includes home care, hospice and other community-based services

CORPORATE/MANAGEMENT COMPANY

Number of Owned and Managed Sites in Minnesota	
1-5	\$600
6-10	\$805
11+	\$1,000

Prospective member Corporate Office fee is \$1,130

NON-EXHIBITING VENDORS

Business Partner	\$850
Prospective Business Partner	\$1,240

**Registration questions?
Contact**

education@leadingagemn.org

All fees held to 2018 levels!

INDIVIDUAL REGISTRATION FEES

All fees are listed per-person. \$100 discount does not apply.

CONFERENCE REGISTRATION

Provider/Associate Member (one day)*	\$180
Provider/Associate Member (full conference)*	\$350
Prospective Provider (full conference)*	\$495
Full-time Student/Faculty Member #	\$30
State/Government Agency Staff	\$85
Expo Only One Day Pass - Provider	\$30
Expo Only One Day Pass - Vendor	\$110

*Individual fees are for one person only from an organization/entity to attend. If registering more than one person, refer to the organization fees above.

#Students can volunteer to work a shift for comped admission.

SPECIAL EVENTS

	Member/ Non-Member
Full Day Pre-Conference Intensive A	\$225/265
Full Day Pre-Conference Intensive B	\$135/195
Afternoon Pre-Conference Intensive C	\$90/150
Afternoon Pre-Conference Intensive D	\$90/150
Governance Intensive (Feb. 6)	
Organizational Staff	\$125
Board Member (only)	\$95
Let's Play Hockey! (Feb. 7)	\$78

Note: If you require special services or dietary restrictions, include the information when registering online or describe via email to Ashley Rogers at arogers@leadingagemn.org.

Institute Lodging

Book your hotel rooms for the Institute now!



1

DoubleTree by Hilton – Downtown St. Paul

(connected via tunnel)

411 Minnesota Street, St. Paul, MN 55101

Rate: \$153 Single or Double

Reservation Number: 651.291.8800

Reservation Link: <https://tinyurl.com/y8dqwhl6>



2

Holiday Inn St. Paul Downtown

(across the street from RiverCentre,
no tunnel access)

175 West 7th Street, St. Paul, MN 55102

Rate: \$159 Single or Double

Reservation Number: 651.225.1515

Reservation Link: <https://tinyurl.com/y6ufab7c>



3

****HEADQUARTER HOTEL****

InterContinental Saint Paul Riverfront

(tunnel under construction, must use shuttle or
walk outside)

11 East Kellogg Boulevard, St. Paul, MN 55101

Rate: \$155 Single or Double

Reservation Number: 651.292.1900

Reservation Link: <https://tinyurl.com/y8memttv>



4

The Saint Paul Hotel (connected via tunnel)

350 Market Street, St. Paul, MN 55102

Rate: \$168 Single or Double

Reservation Number: 651.292.9292

Reservation Link: <https://reservations.saint-paulhotel.com/sph/>. Select “Group/Block” as the special rate and enter “190205LAM” as the code.

IMPORTANT – You must make reservations either through the links below or ask for the “LeadingAge Minnesota” group rate when calling to receive the discounted rates listed; otherwise prevailing rates will be charged.

When calling for your reservation, please ask for the “LeadingAge Minnesota” group rate at any of the four hotels. Room blocks will be held until **Tuesday, Jan. 15, 2019.**

Reserve ONLY the hotel rooms you need to avoid a cancellation fee.

Hotel room blocks fill up quickly, due in part to organizations booking rooms that are later cancelled. Please book only the hotel rooms you are certain you will use. All room cancellations after Jan. 15, 2019, and all no-shows will be subject to one-night room and tax charged to the credit card on file.

Please direct all lodging related questions or concerns to Jenny Prosser at 651.603.3548 or jprosser@leadingagemn.org.



Shuttle service will be provided from the DoubleTree and InterContinental hotels to/from RiverCentre for Institute participants.

Getting To and Around St. Paul



Parking

Parking fees are not included with your Institute registration. Parking in downtown St. Paul costs money, please be prepared to pay a daily parking fee.

For daily Institute commuters, LeadingAge Minnesota recommends the RiverCentre Parking Ramp located on Kellogg Boulevard across from the RiverCentre. The RiverCentre Parking Ramp has ample parking with 1,600 stalls.

For Institute participants staying overnight, LeadingAge Minnesota recommends parking in the ramp/lot that is attached to your hotel. See page 66 for a list of participating hotels.

Should the RiverCentre Parking Ramp and hotel ramps/lots be full, you can view a map of downtown St. Paul ramps/lots at www.saintpaulparking.com.



Lyft/Uber

These ride-sharing services are available throughout St. Paul, Minneapolis and surrounding cities.



Light Rail Transit Information

Park your car at one of the METRO Green Line locations and take the Light Rail into downtown St. Paul to the 10th Street or Central Station (both stations are a half mile away or 6-8 city blocks from the RiverCentre). Trains operate 24 hours a day, Seven days a week. Trips operate every 10 minutes throughout the day, every 10-15 minutes in the evening and every 30-60 minutes overnight. Visit www.metrotransit.org for more information.

Julie Church

Staff, Eventide, Moorhead

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we were
more inclusive?**



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To learn more about the program, and how you can become involved, contact:

Julie Apold
Vice President of Quality & Performance Excellence
japold@leadingagemn.org • 651.659.1407

Local Dining Guide

Staff Picks

Listings in bold are walkable from the RiverCentre (1/2 mile or less)



Pub Grub

- **Eagle Street Grille** (10% discount if you show your Institute badge)
- **Burger Moe's**
- **Tom Reid's Hockey City Pub**
- **Patrick McGovern's Pub**



Quick, Cheap and Easy

- **Chipotle**
- **Cosetta's**
- **Subway**
- **Zamboni's Pizza**



Looking for Some Fun

- **7th Street Truck Park**
- **Rival House Sporting Parlour**
- **New Bohemia Wurst & BierHaus**



Coffee, Pastries, Crepes and More

- **Café Astoria**
- **Cossetta's Patisserie**
- **Starbucks**
- **Dunn Brothers**



Great for Larger Groups

- **Pazzaluna Urban Italian Restaurant**
- **Liffey Irish Pub**
- **Louis (Italian)**
- **Downtown Woodfire Grill**



Worth the Splurge

- **Meritage (French)**
- **St. Paul Grill**
- **Kincaids Fish, Chop & Steakhouse**
- **Forepaugh's**



Worth the Drive

- **Keg & Case Market: Food Hall in Historic Schmidt Brewery Complex** (Includes Fine Dining at In Bloom—St. Paul's Newest Restaurant)
- **The Commodore: Enjoy dinner or drinks in the art deco bar frequented by F. Scott Fitzgerald, gangsters and other notables from the 1920's and 30's**
- **Mancini's Char House: A family-run St. Paul Institution for Steak and Lobster**
- **DeGidio's Restaurant and Bar: Serving authentic Italian food since the 1930's.**



Globally-Inspired Food

- **Gray Duck (Global Comfort Food)** (10% discount if you show your Institute badge)
- **Sakura (Japanese/Sushi)**
- **Afro Deli (African/Mediterranean)**
- **Pajarito (Mexican)**
- **Ngon Bistro (Vietnamese)**



Late Night Eats

- **Dark Horse Bar & Eatery**
- **Handsome Hog**
- **Mickey's Diner**



Best Of

- **Pizza: Black Sheep Pizza**
- **Snacks: Candyland**
- **Craft Beer: Tin Whiskers**



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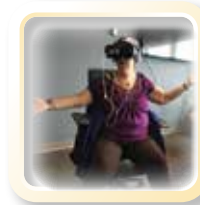
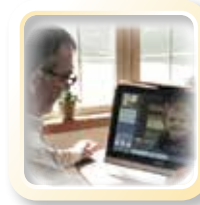
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Call us at 800-462-5368.**



LeadingAge Minnesota
2550 University Avenue West, Suite 350 South
St. Paul, MN 55114

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- | | |
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| ☐ Activities/Therapeutic Recreation | ☐ Nursing/Clinical Services |
| ☐ Adult Day Program Staff | ☐ Pastoral/Spiritual Care |
| ☐ Board Members | ☐ Physical Therapy |
| ☐ CEO/Administrator | ☐ Site Leader/Department Manager |
| ☐ CFO/Finance/Business Office | ☐ Social Services |
| ☐ Dietary/Food Service | ☐ Staff Development |
| ☐ Fund Development | ☐ Technology |
| ☐ Home Care | |
| ☐ Housing Director | |
| ☐ Human Resources | |
| ☐ Maintenance/Env. Svcs./Engineers | |
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Don't delay - register by Jan. 7 and SAVE with the Early Bird Discount!

What if...

LeadingAge™
Minnesota

						
the future is now?	every life we touch is made better by our work?	we dream without limits?	we could start from scratch?	we were more inclusive?	we focus on abilities?	we were more present with each other?

2019 INSTITUTE & EXPO
February 6 - 8 • 2019 • RiverCentre • St. Paul