

# SCHEDULE OF EVENTS

WEDNESDAY, MAY 19

8 a.m. \_\_\_\_\_ 8 a.m.

8 - 9 a.m.  
Concurrent  
Sessions

9 a.m. \_\_\_\_\_ 9 a.m.

9:15 - 10:15 a.m.  
Concurrent  
Sessions

10 a.m. \_\_\_\_\_ 10 a.m.

10:30 - 11:30 a.m.  
Concurrent  
Sessions

11 a.m. \_\_\_\_\_ 11 a.m.

12 p.m. \_\_\_\_\_ 12 p.m.

Noon - 1 p.m.  
Meetup Groups:  
Activities/Therapeutic Recreation,  
Fund Development,  
Nursing and Social Work

Sponsored by



1 p.m. \_\_\_\_\_ 1 p.m.

# SESSION PLANNER - WEDNESDAY, MAY 19, 2021

Professional Group	Sessions
Activities/Therapeutic Recreation	304, 305, 307, 310, 311, 312, 313, 404, 406, 413, 414, 505, 510, 513, Meetup Group
Adult Day Services	305, 307, 310, 312, 313, 404, 406, 409, 413, 414, 504, 505, 511
AL Director/HWS Manager	301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 402, 403, 404, 405, 406, 407, 409, 410, 413, 414, 502, 503, 504, 505, 506, 508, 509, 510, 512, 514
Board Member	303, 305, 306, 403, 404, 407, 502, 504, 505, 506
Campus Director	301, 302, 303, 305, 306, 307, 308, 309, 310, 311, 312, 401, 402, 403, 404, 405, 407, 409, 410, 413, 414, 501, 502, 504, 505, 506, 508, 509, 510, 511, 512, 514
CEO/Administrator	301, 302, 303, 305, 306, 307, 308, 309, 310, 311, 312, 401, 402, 403, 404, 405, 407, 409, 410, 413, 414, 501, 502, 503, 504, 505, 506, 508, 509, 510, 511, 512, 514
Dietary/Culinary	307, 309, 310, 412*, 413, 414, 504, 509
Finance/Business Office	307, 310, 401, 413, 504, 506, 508, 511
Fund Development	305, 307, 310, 406, 413, 504, 505, Meetup Group
Home Care	302, 304, 307, 308, 310, 402, 404, 409, 410, 411, 413, 504, 508, 510, 512
Housing Director ( <i>Independent living</i> )	307, 310, 311, 403, 404, 405, 413, 414, 504, 506, 514
Human Resources	303, 307, 309, 310, 402, 403, 409, 413, 504
Maintenance/Environmental Services/Engineers	301, 307, 310, 312, 405, 413, 503, 504, 509
Marketing & Sales/Public Relations	303, 306, 307, 310, 406, 413, 502, 504
Medical Records/Health Information Technology	304, 307, 310, 408, 413, 504
Nursing	302, 304, 307, 310, 402, 404, 407, 408, 410, 411, 413, 501, 502, 504, 507, 508, 510, 512, Meetup Group
Physical/Rehab Therapy	304, 310, 313
QA/QI Staff	302, 304, 307, 310, 408, 410, 411, 413, 504, 507
Social Work	304, 307, 310, 311, 312, 313, 402, 403, 410, 413, 414, 504, 512**, 513, Meetup Group
Spiritual Care	307, 311, 312, 413, 504, 512, 513
Staff Development/Education	307, 310, 402, 410, 413, 414, 504, 510
Technology	307, 404, 413, 514

\* Meets the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

\*\* Meets the ethics CEU requirements for MN licensed social workers.



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

8 – 9 a.m.

## CONCURRENT SESSIONS

### 301 - MDH Update: Physical Environment Requirements for Assisted Living Licensure (AL)

- Discuss physical plant and fire safety requirements included in Minnesota's Assisted Living Licensure law and review recent legislative updates.
- Become familiar with expectations that apply specifically to assisted living facilities with dementia care, and to assisted living facilities that are newly constructed or remodeled.
- Explore other timely topics related to physical environment requirements for Assisted Living Licensure.

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

### 302 - Complying with Infection Control Requirements in Assisted Living (AL)

- Describe Minnesota regulations related to infection control and TB in assisted living.
- Identify ways to implement antibiotic stewardship and effective infection control in your setting.
- Explain measures and interventions to prevent infection control related deficiencies in your MDH survey.

*Chris Blomquist, RN, Nurse Consultant, and Jessica Harvey, RN, IPCO - Nurse Consultant, Advanced Health Institute, Bloomington*

### 303 - Increase Occupancy and Recruitment by Engaging Your Biggest Fans (AL, CC)

- Appreciate the positive impact engaging your staff and residents as raving fans can have on your recruitment and occupancy efforts.
- Know how to proactively measure and monitor staff and resident satisfaction and ensure these feedback loops are effective.
- Develop a strategy to adopt and operationalize this form of support.

*Erin Perry, Chief Strategy Officer, DAYTA Marketing, Sartell; and a LeadingAge Minnesota member to be announced*

### 304 - Clinical Documentation: Charting Best Practices (AL, CC)

- Review the purpose and core standards of clinical documentation to maintain complete and compliant resident medical records.
- Know what you need to do to keep accountable legal records and the timeframes for document retention.
- Discuss clinical and legal best practices for documentation and correlate nursing process with the process of documentation.

*Kari Everson, Director of Clinical Care @ Clinical Consultant, LeadingAge Minnesota, and President, Euvoia Senior Care Consulting, Woodbury; and Rob Rodè, Attorney/Partner, Voigt, Rodè, Boxeth @ Coffin LLC, St. Paul*

### 305 - The Four Pillars of Donor Relations (All Settings)

- Become familiar with the four pillars of donor relations to outline what you could have, should have and MUST have in each area to ensure your program is superior and effective.
- Identify potential gaps you might have in your program.
- Take home ideas for how to enhance what you already have.

*Lynne Wester, Founder/Principal, Donor Relations Guru Group, Austin, Texas*

### 306 - Strategies for Rebuilding Occupancy and Positioning for the Future (AL, CC)

- Learn the key elements of a post-pandemic occupancy recovery plan and organizational repositioning strategies.
- Understand how to assess the key drivers of change in demand for long-term care, including changing consumer preferences, development of new referral patterns, evolving population demographics and workforce challenges.
- Identify solutions which will include repositioning of organizational assets, development of new service lines, systematic outreach to key influencers, enhanced relationship with health systems and value-based payors, rightsizing to meet future market demand, efficient provision of care, revenue maximization and sustained excellence in infection control.

*Darrin Hull, EVP, Consulting, Thomas E. Stitt, CPA, CHFP, Vice President, Consulting Services, and Sharon Thole, LNHA, Executive Vice President, Operations, Health Dimensions Group, Minneapolis*

## Tracks for Sessions

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home and Community Based Services



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

8 – 9 a.m.

## CONCURRENT SESSIONS *cont'd.*

### **307 - ESSENTIAL SKILLS FOR SUPERVISORS: Effective Communications (All Settings)**

- Explore proven strategies to communicate effectively with your staff.
- Compare and contrast the different communication strategies you would use 1-1 versus in a team setting.
- Describe the various communication mediums and styles that will support you in your role as a supervisor and build positive connections with your staff.

*Ellen Schneider, Human Resources Consultant, St. Paul*

### **308 - Navigating the Assisted Living Licensure Process: Who's Doing What? (AL)**

- Briefly review the overall Assisted Living Licensure process, the information providers will need to complete the license application and the obligations licensees will have to their consumers.
- Identify the different parties who may hold an assisted living license and the various types of arrangements that may exist among providers.
- Determine how to evaluate what makes sense for your organization.

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

### **309 - Create a Culinary Culture Through Training and Partnership (AL, CC)**

- Learn what culinary training opportunities are available and how to connect with an education provider.
- Explore the difference job training and skill building can make in staff confidence, satisfaction and longevity.
- Identify career paths and advancement opportunities for culinary front-line staff, cooks, chefs and managers.

*Sharon Blomgren, Workforce Training and Continuing Education, Saint Paul College, St. Paul; Denis Durnev, Chef Instructor, Hennepin Technical College, Brooklyn Park; and Dawn Nickleson, CDM, CFPP, Owner, Passion for Dining and Nutrition, Cottage Grove*

### **310 - Surviving to Thriving: Renewing Team Resilience in the Wake of COVID-19 (All Settings)**

- Understand how you and others react to change and the impact this may be having on team health.
- Access and use a set of practical tools and techniques to build personal resiliency for yourself and your team.
- Practice several different resilience building techniques and leave with your own leadership resilience toolkit.

*Kate Rykhus, Principal Consultant, Parent Care People, Minneapolis*

### **311 - The Pandemic Loneliness Factor: An Issue of Epidemic Proportions (AL, CC)**

- Define loneliness in the senior adult population as exacerbated by the pandemic.
- Review assessment tools to help identify loneliness in the seniors you serve.
- Develop responses to loneliness in the context of the senior experience.

*Steve Arnold, PhD, ObISB, Chaplain, Crest View Senior Communities, Columbia Heights, and Professor Emeritus, Concordia University, St. Paul*

### **312 - Physical Design Environment and the Mind-Body Healing Connection (AL, CC)**

- Hear the latest research on the brain and the body's ability to manage stress.
- Understand the impact that physical environments have on the human condition among individuals of all ages, and of diverse cultural and ethnic backgrounds.
- Consider how the built design environment can provide positive stimulus for cognitive, social and behavioral outcomes.

*Vara Kamin, President, VKI Vara Kamin's Impressions of Light, Golden Valley; and Brandie Adams, Director of Architectural Sales, Sonus Interiors, Golden Valley*



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

8 – 9 a.m.

## CONCURRENT SESSIONS *cont'd.*

### **313 - One-to-One Activities From Around the World (All Settings)**

- Develop effective strategies for implementing one-to-one programs for residents in a safe environment.
- Discuss sources from around the world for one-to-one programming ideas.
- Know how to involve all staff in activities by matching their talents and interests to resident needs.
- Identify opportunities to capitalize on the use of technology to engage those you serve.

*Catherine (Cat) Selman, President and Co-owner, The Cat Selman Company, Vonore, Tenn.*

9 – 9:15 a.m.

## BREAK

9:15 – 10:15 a.m.

## CONCURRENT SESSIONS

### **401 - DHS Update: Care Center Rates and Policy (CC)**

- Understand the interaction between federal and state COVID-19 relief programs and nursing facility rate updates.
- Review legislative activity that will impact care center rates.
- Learn about common DHS audit findings and how to prepare for them.

*Kimberly Brenne, Audit Director, and Valerie Cooke, Nursing Facility Rates and Policy Division Director, Minnesota Department of Human Services, St. Paul*

### **402 - MDH Update: Office of Health Facility Complaints (AL, CC)**

- Hear about the work of the OHFC during this pandemic year.
- Identify types of reports received and how they compare to previous year's reports.
- Understand issues and themes that may inform how to prevent issues in your setting.

*Lindsey Krueger, RN, Health Facilities Section Chief, and Director, Office of Health Facility Complaints and Interim Program Manager, Home Care and Assisted Living Program, Minnesota Department of Health, St. Paul*

### **403 - MN-BELTSS Update: Assisted Living Director Licensing (AL, IL, HCBS)**

- Understand the licensing process for legacy Assisted Living Directors and for those who will begin as an Assisted Living Director in Residence (ALDIR).
- Hear about the accountabilities of a Licensed Assisted Living Director (LALD).
- Learn requirements for continuing education, renewals and opportunities to become a mentor.

*Randy Snyder, MHA, LNHA, Executive Director, Minnesota Board of Executives for Long-Term Services and Supports (MN-BELTSS), Minneapolis*

### **404 - Implementing Innovative Solutions: More Important Than Ever (AL, CC)**

- In the spirit of the proverb "Necessity is the mother of invention," recognize the key times that new technological and innovative solutions can and should be embraced.
- Review trends and opportunities in technology including practical solutions that will address the needs of our seniors and their families and can make your work easier as well.
- Learn how to implement new technologies successfully, avoid pitfalls and leverage your budget and team's talent to position your organization for the challenges ahead.

*Joel Prevost, Founder, Prevost Partners, Golden Valley; John Huhn, Vice President of Senior Living Operations, Community Living Solutions, Minneapolis; and Lucy Boxrud, President, Elysian Senior Homes, Red Wing*



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

9:15 – 10:15 a.m.

## CONCURRENT SESSIONS *cont'd.*

### **405 - Building Assessments and New Approaches in a COVID-19 World (AL, CC)**

- Assess the risk points in your building or campus where preventing or containing the spread of COVID-19 is challenging.
- Identify quick, short-term and long-term building modifications and planning issues that need to be addressed to prevent the spread of COVID-19, flu epidemics, and other infectious diseases in the future.
- Gain an understanding of what worked and did not work during 2020 in senior living buildings based on site visits and guidelines established by the Minnesota Department of Health, and if any regulations may change due to impacts from the pandemic.

*Bob Dehler, Engineering Program Manager, Minnesota Department of Health, St. Paul; Sara Malin, Principal/ Architect, and Reed Paitich, Associate/Engineer, Wold Architects and Engineers, St. Paul*

### **406 - Create Donor-Centric Communications Across Multiple Channels (All Settings)**

- Ensure that your donor relations messages are cutting through the clutter to leverage the variety of multiple marketing channels you utilize.
- Know how to get to the CORE – Create Once and Repurpose Everywhere – so you can deliver donor-centric marketing pieces that engage and resonate with all audiences.
- Learn how a strong message platform will help take disjointed content and create strong business strategy.

*Lynne Wester, Founder/Principal, Donor Relations Guru Group, Austin, Texas*

### **407 - Legal Issues Related to COVID-19 Outbreaks (AL, CC)**

- Evaluate the risk your organization faces for potential COVID-related legal liability for outbreaks and deaths from private litigants (families, employees) and regulators (CMS, DHS, state licensing boards) based on perceived lax infection control procedures.
- Know how these legal issues will be raised, rebutted and decided, and what evidence to gather and retain now to develop effective, persuasive and reliable defense strategies.
- Review your insurance coverage to determine the extent of your legal exposure and understand how an uncontested “minor” VAA determination might expose you to greater risk.

*Sam Orbovich, Attorney/Shareholder, Fredrikson & Byron P.A., Minneapolis*

### **408 - Infection Control Strategies, PPE Selection and Skin Health (CC)**

- Examine infection control strategies to reduce the risk of infectious disease exposure.
- Review how to select safety precautions according to the type of disease transmission.
- Determine how to select the appropriate forms of personal protective equipment and discuss techniques to reduce the risk of skin injuries related to its use.

*Dionie Bibat, MSN, RN, CWOCN, Medline Industries Inc., Chicago, Ill.; and John Piazza, BS, EMT, Medline Industries Inc., Rutherford, N.J.*

### **409 - Labor Trends: The Latest in Recruitment and Retention (AL, CC, HCBS)**

- Hear what's trending in caregiver/nursing aide recruitment and what the front-line labor pool is thinking about work.
- Embrace new thinking and strategies to recruit and retain care workers to build a sustainable workforce.
- Gain an understanding of why caregivers are leaving jobs and what you can do to retain them.

*Maggie Keen, Vice President, Strategic Initiatives, myCNAjobs, Tampa, Fla.*

### **410 - Practical Applications of a Fair and Just Culture (AL, CC)**

- Discuss challenges and practical approaches for implementing a culture of learning, justice and accountability to improve quality and safety.
- Using case studies, explore the application of the principles of a fair and just culture to manage staff behavior in common situations.
- Hear how some of your peers are building a culture of learning, justice and accountability across their organization.

*Barbara Olson, MS, RN, CPPS, Chief Clinical Officer, and Executive Lead, Health Care Operations, The Just Culture Company, Fort Lauderdale, Fla.; Cami Peterson-DeVries, Vice President of Compliance & Ethics and Leadership Development, and Carol Raw, Chief Executive Officer/President, St. Francis Health Services of Morris*



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

9:15 – 10:15 a.m.

## CONCURRENT SESSIONS *cont'd.*

### **411 - How Nurses Support a Culture of Safety (AL, CC)**

- Identify key elements of a culture of safety in daily practice.
- Examine some top nursing licensure and regulatory challenges including documentation, decision-making, communication and delegation.
- Explore strategies for building team situational awareness and critical thinking that will lead to better outcomes.

*Cyndi Siders, Executive Consultant, Vaaler Insurance, Grand Forks, N.D.*

### **412 - Creating a Safe Kitchen (AL, CC)**

- Understand how safe practices can help keep your residents and staff healthy and safe.
- Receive strategies to implement safe practices throughout the food service department.
- Discuss ways to provide staff with adequate training in sanitation, proper food handling, allergen awareness and the physical environment.

*Kate Munson, Wellness Manager, and Amy Johnston, District Manager, Cura Hospitality, Canonsburg, Pa.*

This program is designed to meet the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

### **413 - Compassionate Leadership (with Practical Leadership Hacks) (All Settings)**

- Explore what differentiates compassionate leaders and makes them more effective than those with a more traditional leadership style.
- Learn practical tools for meeting and project management, rounding, 1:1 meetings and conflict resolution.
- Embrace methods to better connect, validate and motivate your team that will build your confidence as a leader and make your role more peaceful and fun.

*Carli Stensrud, Regional Director of Housing, Bethesda, Willmar; and Trevor Wichner, Housing Manager, Sunrise Village Assisted Living, Willmar*

### **414 - Effective Strategies to Address Elder Bullying (All settings)**

- Define what bullying behavior is, the traits of those who bully and why resident-to-resident/client-to-client aggression is increasing in older adult services settings.
- Describe who is at risk for bullying and their risk factors.
- Receive guidance for developing a positive living culture, ways to respond to incidents when they arise and how to de-escalate anger.

*Catherine (Cat) Selman, President and Co-owner, The Cat Selman Company, Vonore, Tenn.*

10:15 – 10:30 a.m.

## BREAK

10:30 – 11:30 a.m.

## CONCURRENT SESSIONS

### **501 - MDH Update: Licensing and Certification for Care Centers (CC)**

- Review trends in care center licensing/certification surveys, complaint surveys and focused infection control surveys, and identify opportunities to remain in compliance.
- Hear about current Licensure and Certification Program updates.
- Explore other timely topics related care center licensing and certification.

*Brenda Fischer, RN, Assistant Program Manager, Health Regulation Division/Licensing @ Certification Program, Minnesota Department of Health, St. Paul*



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

10:30 – 11:30 a.m.

## CONCURRENT SESSIONS *cont'd.*

### 502 - DHS Update: Minnesota's Assisted Living Report Card Development (AL)

- Explore findings from the resident quality of life and family satisfaction survey pilot conducted by Vital Research in late 2020 and early 2021.
- Become familiar with the state's plans for the resident and family surveys in 2021 and 2022 in the context of COVID-19 and Assisted Living Licensure implementation.
- Learn about the work of a Report Card Advisory Group, preliminary work on a report card website by DHS and the Minnesota Board on Aging, and the University of Minnesota's work identifying quality measures beyond the resident and family surveys.

*Cathy Coddington, PhD, Senior Researcher, Vital Research, Los Angeles, Calif.; Tetyana Shippee, PhD, Associate Professor, Division of Health Policy and Management, University of Minnesota School of Public Health, Minneapolis; and Peter Spuit, MSW, Home @ Community Based Services Program Consultant, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul*

### 503 - Facility Guidelines Institute's (FGI) 2022 Updates (AL, CC)

- Identify how other states have adopted the FGI 2018 Guidelines as their standard and understand what this means for the State of Minnesota.
- Know which specific guidelines will be revised in the 2022 Guidelines edition and explore how the updates will impact new and renovated communities in Minnesota.
- Explore some topic areas that aren't fully covered in the Guidelines such as technology and low voltage, and explore ways to utilize FGI's Beyond Fundamentals case studies to improve community design and operations.

*Bob Dehler, P.E., Engineering Program Manager, Minnesota Department of Health, St. Paul; Jill Schroeder, CID, Senior Interior Designer and Senior Planner, Pope Architects, St. Paul; and Addie Abushousheh, PhD, EDAC, Assoc AIA, Organizational @ Environmental Gerontologist, Research Associate, The Center for Health Design, Concord, Calif.*

### 504 - Federal Public Policy Update: COVID-19 and Beyond (All Settings)

- Review current context, legislation and executive branch activity affecting federal programs that provide financing for aging services and how the landscape is transformed by the coronavirus.
- Discuss the changing public policy environment and outlook for health care and long-term services and supports, including home health, affordable housing, adult day and hospice.

*Ruth Katz, Senior Vice President, Policy, LeadingAge, Washington, D.C.*

### 505 - Cultivate Planned Giving Donors (All Settings)

- Recognize the importance of engaging these legacy donors even before they've made their gift commitment.
- Build an intentional bond with deferred giving donors that improves the chances of receiving more support now, as well as the potential for increased legacy gifts.
- Learn how to develop a simple, yet strategic donor relations program that will build a lasting relationship now that will lead to greater support in the future.

*Lynne Wester, Founder/Principal, Donor Relations Guru Group, Austin, Texas*

### 506 - Anticipating the Future of Our Not-for-Profit Senior Living Sector (AL, CC)

- Hear how key trends related to senior living such as demographics, consumer sentiment (pre- and post-COVID), competition, workforce strategies and growth strategies will impact your strategic planning.
- Identify best practices among peer organizations who are adapting and strategically positioning themselves for the future.
- Learn key success factors your organization can deploy to remain relevant and viable in the long-term, including smart long-term capital planning.

*Mark Landreville, Managing Director, and Christie Rappl, Vice President, Ziegler, Minneapolis; and Aaron Schroeder, Director, Ziegler, Milwaukee, Wis.*



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

10:30 – 11:30 a.m.

## CONCURRENT SESSIONS *cont'd.*

### 507 - Preventing Adverse Drug Events in Care Centers (CC)

- Describe the impact adverse drug events (ADEs) have on individuals living in care centers.
- Identify which medications are most likely to result in an ADE so you can more closely monitor them.
- Know how to recognize an ADE, how it differs from a medication error, and what to do to prevent ADEs from occurring.

*Jane Pederson, MD, MS, Superior Health Quality Alliance, Madison, Wis., and Chief Medical Quality Officer, Stratis Health, Bloomington; and Kristi Wergin, BSN, RN, CPHQ, Quality Improvement Advisor, Superior Health Quality Alliance, Madison, Wis., and Program Manager, Stratis Health, Bloomington*

### 508 - Mitigating Risk with Discharge Planning During the Pandemic (AL, CC)

- Understand current and evolving legal, CMS and MDH requirements regarding discharge, including appropriate and safe discharge plans, and upcoming changes under the new Assisted Living Licensure.
- Explore situations that lead to being unable to meet your client's needs and when termination might make sense while navigating pandemic-related challenges.
- Learn actionable strategies to assist clients with alternative solutions to terminations and evictions while remaining compliant with legal and regulatory requirements, CDC and MDH guidance and state-wide executive orders.

*Jane Danner, Director of Resident Engagement and Development, Volunteers of America National Services, Eden Prairie; and Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*

### 509 - Culinary Emergency Food Plan and Lessons Learned (AL, CC)

- Understand the emergency plan requirements for culinary service departments in senior living.
- Discuss ways the culinary service departments were quick to react and serve meals according to changing guidelines in 2020.
- Identify the actions taken during the pandemic that can be written into emergency food plans.

*Dawn Nickleson, CDM, CFPP, Owner, Passion for Dining and Nutrition, Cottage Grove; Jessica Weisbrich, RDN, LD, CDM, CFPP, Director of Nutrition, Oak Hills Living Center, New Ulm; and Tamralynn Self, BBM, CDM, CFPP, CFPM, MNT, Corporate Director of Culinary Services, Ebenezer, Edina*

### 510 - Establishing Person-Centered Care in New AL Dementia Care Settings (AL)

- Recognize the importance of establishing a person-centered philosophy of dementia care from the very beginning in your new Assisted Living with Dementia Care setting.
- Identify the operational systems and best practices essential to a high-quality dementia care program that include behavior management strategies that don't rely on medication, staff hiring, ongoing training and creating critical incident team meetings.
- Discuss the essential role protocols play in driving person-centered dementia care and how without them, training falls flat.
- Review how learning about an individual's previous life, their values and their interests will make a positive difference in how care and services are provided.
- Take home actionable ideas for your strategic planning efforts in launching a new assisted living with dementia care program.

*John E. Brose, PhD, LP, LADC, LMFT, Owner and Clinic Director, Associated Clinic of Psychology (ACP), Minneapolis*

### 511 - To SIRS Without Love: Post Payment Reviews by DHS (HCBS)

- Learn how to provide a comprehensive and thorough response to any audit inquiry initiated by the Surveillance and Integrity Review Section of DHS (SIRS).
- Examine the difference between fraud, financial abuse and error.
- Know the kinds of evidence necessary to challenge and contest a SIRS order for monetary recovery or an order terminating you from the Medicaid program.
- Analyze SIRS audit authority and explore how to protect your organization from large monetary recoveries and sanctions.

*Sam Orbovich, Attorney/Shareholder, Fredrikson & Byron PA, Minneapolis*



# EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

10:30 – 11:30 a.m.

## CONCURRENT SESSIONS *cont'd.*

### 512 - Ethical Considerations During a Pandemic (AL, CC)

- Discuss the complex moral and ethical challenges posed by the COVID-19 pandemic.
- Consider the ethical principles applicable to older adult services providers that are specific to a pandemic or other disaster.
- Explore the role of social services, clinical and other key staff in ethical decision-making.

*Lores Vlaminck, Principal, Lores Consulting, Rochester*

This program is designed to meet the ethics CEU requirements for MN licensed social workers.

### 513 - How Spiritual Narrative Story Revision Builds Resident Well-Being (AL, CC)

- Become familiar with the concept of spiritual narrative story revision – re-creating a story of one's own life that builds on elements of positive influencers, their own bedrock principles, beliefs and values, and their “sparkling moments.”
- Understand the benefits a constructive self-story has on an individual and in creating community through acceptance of others.
- Describe how your organization might adopt narrative story revision practices to benefit your residents.

*Rabbi Shalom Resnik-Bell, Director of Spiritual Care, Sholom, St. Louis Park*

### 514 - SOLUTION STATION: Maintaining Strong Network Connectivity (AL, CC)

- Hear how other older adult services providers leveraged an intelligent Wi-Fi network to provide their residents with better user experiences.
- Know what today's residents expect from a property-wide Wi-Fi network and how that influences their perceptions about your community.
- Recognize the importance of having a strong and secure network that helps residents combat loneliness while improving efficiencies for your operations and clinical staff.

*Kevin Merrill, Vice President, Senior Housing Business, Single Digits, Indian Trail, N.C.*

This session includes promotional content. CEUs are not available.

11:30 a.m. – Noon

## BREAK

Noon – 1 p.m.

### Virtual Meetup Groups sponsored by

Grab your lunch and pop into a Meetup Group to meet awesome new colleagues, share ideas and discuss the day's sessions. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Activities/Therapeutic Recreation
- Fund Development
- Nurses
- Social Work





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