

# MOMENTUM

LeadingAge Minnesota

## INSTITUTE & EXPO

Feb. 9-11, 2022 • RiverCentre, St. Paul

*Virtual* Institute • Feb. 22-24, 2022

*LeadingAge*<sup>®</sup>  
Minnesota



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These outstanding organizations are dedicated partners whose financial support helps provide quality programs and resources to our members.

Through these unprecedented times, our annual sponsors have continued their steadfast support of our collective work. They have met myriad challenges with industry expertise, innovative solutions, flexibility, and a genuine desire to help our members serve seniors with excellence and dignity.

**For all you do – *thank you.* We truly are Better Together.**



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# Welcome to the 2022 INSTITUTE & EXPO

# MOMENTUM

Momentum is what propels our field forward. When harnessed, nurtured, and built upon, it can spread quickly and fuel significant growth. Our world has changed. Our field has changed. We have changed. Now it's time to build on what we have accomplished to prepare for what lies ahead.

The 2022 Institute & Expo is the place to reconnect with your peers and your purpose; to learn from experts in top notch education sessions; to gather business intelligence in the expo, and to replenish yourself with new ideas, solutions, inspiration, and support from your LeadingAge Minnesota family.

Join us for:

- ..... Uplifting and inspiring presentations from our power-packed keynote lineup.
- ..... Education you can use now with carefully curated content.
- ..... A full Quality & Patient Safety Conference-within-a-conference.
- ..... Networking opportunities and fun social events.
- ..... New ways to find your next business solutions partner in our newly designed Experience Expo.
- ..... An additional virtual track with new sessions that can be accessed by your entire staff—whether they attend Institute in person or not.
- ..... As always, an affordable registration fee that allows all your staff to attend for one price – whether in person, virtual, or both.

Recharge your momentum, connect with your LeadingAge Minnesota family, and reignite your passion and commitment to the people you serve. Join us and find out what's new and what's working and be equipped to effectively meet the expectations of your current and future clients.

## Register Today. We can't wait to see you in St. Paul.

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# REGISTRATION DESK HOURS

Tuesday, Feb. 8	1 – 5:30 p.m.
Wednesday, Feb. 9	7 a.m. – 5:15 p.m.
Thursday, Feb. 10	7:30 a.m. – 4:45 p.m.
Friday, Feb. 11	8 a.m. – 12:30 p.m.



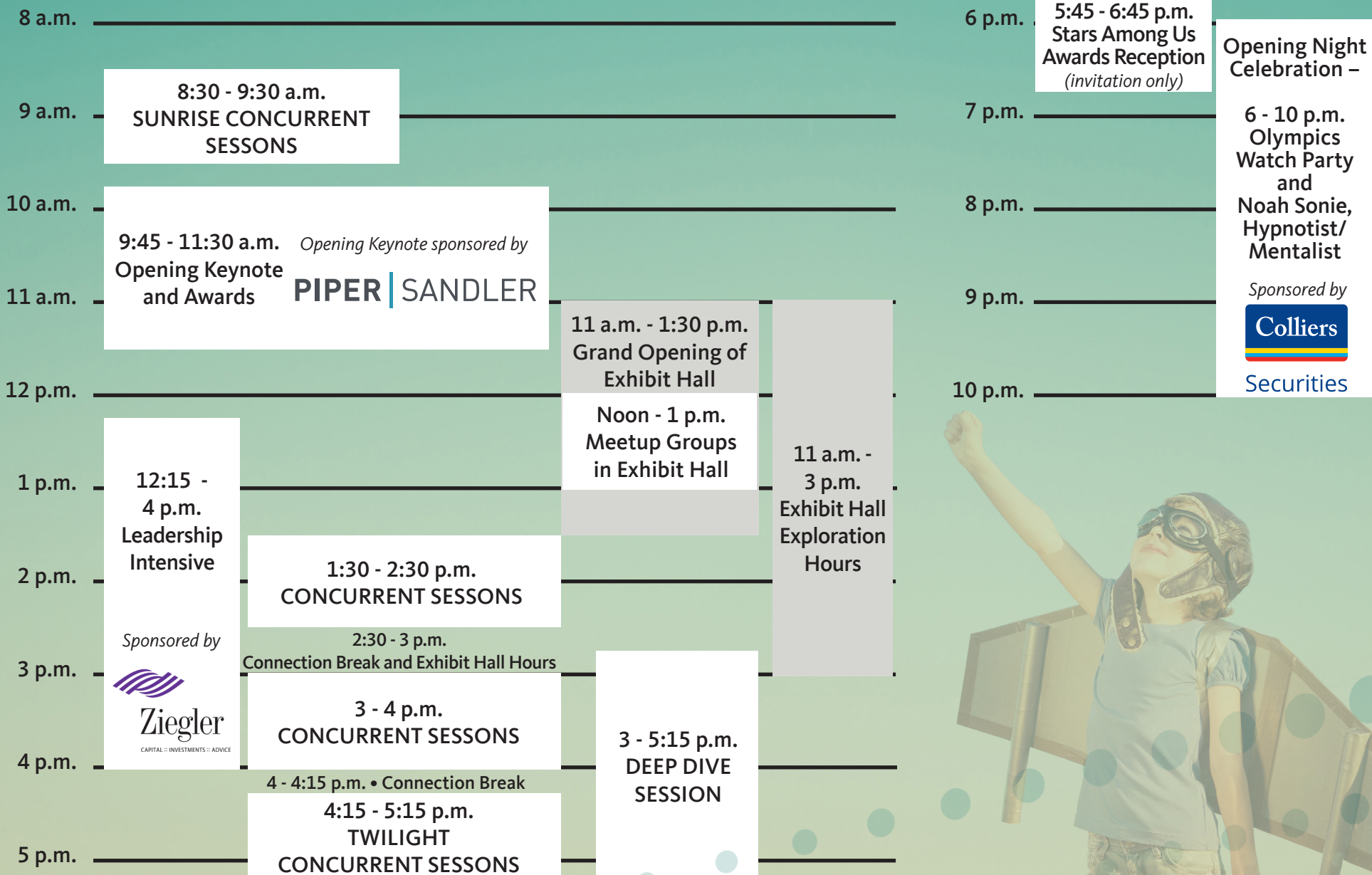
# SCHEDULE OF EVENTS (IN-PERSON)

Tuesday, February 8

9:30 a.m. – 4:45 p.m.

Pre-Conference Intensive Sessions

## Wednesday, February 9



# SCHEDULE OF EVENTS (IN-PERSON)

## Thursday, February 10

8 a.m.			
9 a.m.	8:30 - 9:30 a.m. SUNRISE CONCURRENT SESSIONS		
10 a.m.		9:30 - 10:30 a.m. Dedicated Exhibit Hall Exploration Hours	9 a.m. - 1 p.m. Exhibit Hall Open
11 a.m.	10:30 - 11:30 a.m. CONCURRENT SESSIONS		
12 p.m.		11:30 a.m. - 12:30 p.m. Meetup Groups in Exhibit Hall	11:30 a.m. - 12:30 p.m. Snack in the Exhibit Hall
1 p.m.	12:30 - 2:15 p.m. General Session and Awards <i>General Session sponsored by</i> <b>HDG</b> HEALTH DIMENSIONS GROUP		Sponsored by <b>McKESSON</b>
2 p.m.	2:15 - 2:30 p.m. • Connection Break		
3 p.m.	2:30 - 3:30 p.m. CONCURRENT SESSIONS		
4 p.m.	3:30 - 3:45 p.m. • Connection Break		
	3:45 - 4:45 p.m. CONCURRENT SESSIONS		
5 p.m.			

## Friday, February 11

8 a.m.	
9 a.m.	8:30 - 9:30 a.m. SUNRISE CONCURRENT SESSIONS
10 a.m.	9:30 - 9:45 a.m. Connection Break
11 a.m.	9:45 - 11:15 a.m. General Session and Awards
12 p.m.	11:30 - 11:45 a.m. Connection Break
	11:30 a.m. - 12:30 p.m. CONCURRENT SESSIONS
1 p.m.	12:30 p.m. Conference Adjourns



# Tuesday, February 8

## PRE-CONFERENCE INTENSIVE SESSIONS

### SESSION A

## Foundations of Quality Improvement Boot Camp

### ABOUT THE WORKSHOP

This workshop provides the information, resources, and hands-on application of key quality improvement concepts, approaches, and tools to support and strengthen your quality improvement program.

Having a solid quality improvement program and approach impacts all aspects of your organization from meeting regulatory compliance, reducing costs, and maximizing value-based payments to improving resident satisfaction and care, and staff engagement and retention.

- Acquire the foundational knowledge necessary to effectively apply quality improvement principles and methods to opportunities for improvement in your organization.
- Participate in case studies and exercises to gain a deeper understanding of the concepts so you can apply that knowledge right away.
- Take home resources and tips to strengthen your organization's quality improvement program.

### WORKSHOP AGENDA

#### Creating a Solid Quality Foundation

#### The 5-Step Quality Improvement Process: Identifying the Problem and Strong Solutions

- ◇ Step 1: Identify Problems/Barriers
  - Prioritization
- ◇ Step 2: Select Specific Problem
  - Identifying Contributing Factors and Root Causes – Deep Dive
  - Identifying Process Gaps (Process Mapping) – Deep Dive
- ◇ Step 3: Brainstorm Solutions
  - Effective Brainstorming
  - Strong Solutions
- ◇ Step 4: Select One Solution
  - Prioritizing Solutions
  - Creating a Project Plan
- ◇ Step 5: Testing Your Solutions
  - PDSA Cycles
  - Implementing Your Plan

#### Understanding, Sharing, and Using Data to Drive Decision-Making

#### Applying Your Data Knowledge to Case Studies

#### Summary and Wrap-Up

3:45 p.m. – 4:45 p.m.

**Optional Session:** Understanding Nursing Home Specific Measures and Reports

### REGISTRATION FEES

LeadingAge Minnesota Members – **\$120** per person  
Prospective Members – **\$160** per person  
Registration includes lunch, refreshments, and handouts.

### SCHEDULE

9:30 a.m.	Registration
10 a.m. – 3:45 p.m.	Program
3:45 – 4:45 p.m.	Optional Session for Care Centers

### Presenters

*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; Sandy Delgehausen, Regional Director of Clinical Support/Metrics, Cassia, Eagan; and Cyndi Siders, RN, MSN, DFASHRM, CPHRM, CPPS, CWCA, Executive Consultant, Risk Management and Patient Safety, Vaaler, Grand Forks, N.D*

# Tuesday, February 8

## PRE-CONFERENCE INTENSIVE SESSIONS

### SESSION B

## Improving Behavioral Health Care in Older Adult Services

### ABOUT THE WORKSHOP

Develop your staff's understanding of behavioral health care and equip them with the tools and knowledge necessary to support persons with mental illness. In the context of the ongoing pandemic, having this understanding is crucial to provide the high-quality care and services your residents need and deserve.

### WORKSHOP AGENDA

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

- The continuum of mental illness
- Effective strategies for care and challenging behaviors
- Critical information to gather from referral sources
- How to adopt a philosophy of behavioral health care

#### Personality and Mood Disorders

- Characteristics of each disorder, common symptoms, how they manifest in behaviors
- Treatment of disorders with or without medications
- How to partner with the individual in their care

#### Chemical Health Issues Co-Occurring with Depression and Personality Disorders

- Approaches to caring for persons with these conditions
- How to conduct an effective room check for various substances and next steps
- Recovery rates for older adults and helping them be successful

#### Appropriate Use of Medications for Treating Mental Illness

- How to appropriately treat a mental illness with medication versus therapy or other non-pharmacological approaches
- Questions to ask prescribers
- Best practices for regular and periodic evaluation of behavioral health medications

### Presenters

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

### REGISTRATION FEES

LeadingAge Minnesota Members – **\$190** per person

Prospective Members – **\$230** per person

Registration includes lunch, refreshments, and handouts.

### SCHEDULE

9:30 a.m.

Registration

10 a.m. – 4:45 p.m.

Program

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**Associated  
Clinic of  
Psychology**



WEDNESDAY, FEB. 9 • 9:45 - 11:30 a.m.

## OPENING GENERAL SESSION, AWARDS & KEYNOTE BREAKTHROUGH TO KINDNESS!

Sponsored by **PIPER | SANDLER**

What is the single most important element we can use to elevate staff morale, engagement, and energy in serving older adults?

**Kindness.** Surprised? Don't be. Kindness is a key ingredient in building momentum toward an unstoppable culture of loyalty, teamwork, and collaboration. It's a simple yet empowering difference-maker that each of us can bring to our work with each other and those we serve.

Research reveals a stunning bottom-line impact that results from a concerted focus on elevating kindness within an organization – lower staff turnover, recruitment of more highly qualified staff, greater loyalty, higher job satisfaction, less stress, elevated teamwork, and improved customer service.

In this morning's dynamic keynote presentation, Brian Biro helps us uncover the simple secrets to developing proactive kindness within our organizational culture. Learn how to deliver kindness in the most meaningful, powerful way to create profound connections with our coworkers and those we serve, making each and every day richer and more fulfilling.

*Known as America's Breakthrough Coach, Brian Biro is an author, speaker, and teacher of leadership and team building. Brian built one of the largest private swim teams in the U.S., and received the United States Swimming National Coaching Excellence award given to the top 10 American swimming coaches. He is a former vice president of a major transportation corporation, leading a successful turnaround; and is the author of 15 books including bestseller, Beyond Success! and his new book The ROI of Kindness.*



**BRIAN BIRO**

THURSDAY, FEB. 10 • 12:30 - 2:15 p.m.

## GENERAL SESSION & AWARDS

### WORK, LAUGH, REPEAT

Sponsored by



HEALTH DIMENSIONS GROUP

What's so funny about serving and caring for older adults? Plenty, if you look for it.

Speaker and Chicago Tribune humor columnist Greg Schwem delves into the lighter side of our profession, the power of workplace humor, and why, as we continue to struggle with COVID related issues, it is needed more than ever.

Hear research from Harvard University that reveals how humor helps boost job satisfaction and staff retention. Learn insight from companies who used humorous campaigns to survive and thrive during the pandemic.

While not minimizing the gravity of the last several months, Greg looks at the pockets of light-heartedness and demonstrates that people can work and laugh together, even if they have different answers to the question, "What is funny?"

Restore your passion for serving others. Come ready to learn, come ready to think. And most importantly, come ready to laugh.

*Greg Schwem is a business humor speaker and humor columnist for the Chicago Tribune, and a graduate of Northwestern University's prestigious Medill School of Journalism. He is an author, TV travel host, award-winning greeting card writer, and creator of funnydadinc, one of the top Dad humor sites in 2020.*



**GREG SCHWEM**



FRIDAY, FEB. 11 • 9:45 - 11:15 a.m.

## GENERAL SESSION & AWARDS

# RESTORING MOMENTUM THROUGH STORY, LAUGHTER, AND COMMUNITY

As we close our Institute, let us reflect on the incredible journey of the last two years and the beauty and wisdom of those we serve.

Minnesota's famed storyteller Kevin Kling shares stories and reflections that help us begin to heal from the trauma of the pandemic. Al Baker, an Anishinaabe healer, once said, "One can survive anything with a sense of humor and a sense of self." Stories give us both of these. When we can laugh at something, it can no longer control us.

And so it is with our calling to serve older adults and our shared experience of loss and triumph through these many long months. Both poignant and humorous, Kling shares stories that highlight the wisdom of elders from their own lived experiences with challenging times. They – and he – will leave us grateful, inspired, uplifted, and wiser.

*Kevin Kling is a playwright and storyteller best known for his popular commentaries on National Public Radio's All Things Considered and his storytelling stage shows. Kling's autobiographical tales are as enchanting as they are true to life: hopping freight trains, getting hit by lightning, performing his banned play in Czechoslovakia, growing up in Minnesota, and eating things before knowing what they are. He has traveled extensively to speak on a variety of topics, including disability, resiliency, and diversity.*



## KEVIN KLING

# LEADERSHIP INTENSIVE

WEDNESDAY, FEB. 9 • 12:15 - 4 p.m.

## Program Schedule

11:45 – 12:15 p.m.

Registration

12:15 p.m.

Lunch and Connections

1 – 4 p.m.

Program

## Registration Fee

Separate registration is required for this program.

\$145 per person fee includes lunch, refreshments, and program materials.



**An afternoon designed for leaders and executives  
to help their organizations build the momentum necessary  
to propel to the other side of the pandemic and beyond.**

We are pleased to reintroduce the Leadership Intensive, an afternoon uniquely designed for executives and leaders to step back from the focus of daily operations and look ahead to what's next.

Our field has been battered and rocked. Our leaders have worked tirelessly to support their staff teams in the midst of an historic workforce shortage, navigate the constant changes and challenges of the pandemic, and manage ever-tightening finances.

But there is hope and opportunity. In this high-energy, power-packed session, learn innovative strategies to redefine disruption, put yourself in the driver's seat, and turn uncertainty to your advantage.

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### THRIVE: TURNING UNCERTAINTY TO YOUR ADVANTAGE

Uncertainty does not need to be negative. If embraced, uncertainty can be the engine that propels your business forward, drives innovation, and creates new opportunities for greatness.

Business strategist Meridith Elliott Powell shares insights and strategies from nine companies who started in the late 1700s to early 1800s that are still thriving in business today, having survived World Wars, Economic Depression, and even a Pandemic. Her research revealed a powerful methodology for what it takes to navigate change at this level, to find opportunity in crisis, and how to inspire your team to move from reacting to change to driving it.

Meridith walks through the steps to strategically move forward, proactively prepare for disruptions, rally your team, and move ahead in the senior living marketplace. You'll leave the session with actionable strategies that ensure you have what you need to stay laser-focused, highly flexible, and ready to turn uncertainty to your advantage.

In this session you will take away:

- Meridith's research-based 9-Step formula for Thriving in Uncertainty™.
- Proven techniques for predicting the changes coming in the marketplace.
- Powerful strategies that ensure longevity and success in highly volatile times.
- Secrets to making the right and critical decisions to move your organization forward.
- A customizable plan of action to turn uncertainty to competitive advantage.

*Meridith Elliott Powell is an author, business strategist, and executive coach, and a member of the prestigious Forbes Coaching Council. With a background in leadership and corporate sales, her career expands over several fields including banking, healthcare, and finance. Her work helps leaders and business owners learn the new rules of success today. She is the author of four books, including "Winning In The Trust & Value Economy" (a finalist in the USA Best Book Awards), "Own It: Redefining Responsibility – Stories of Power, Freedom & Purpose", and her latest, "Thrive: Turning Uncertainty to Competitive Advantage."*



**MERIDITH  
ELLIOTT  
POWELL**

### PUTTING PRINCIPLES AND LEADERSHIP INTO ACTION

Building upon the themes and concepts presented by Meridith Elliott Powell, the next step is to apply these principles to our work in older adult services. Through discussion and active exploration, learn how to leverage these tools and approach strategic planning differently.

- Transform your strategic planning into a living, breathing, actionable process that allows you to be flexible and adaptable to the changing environment.
- Know how to engage the people closest to the work – its challenges as well as opportunities – in your strategic planning efforts. Engaged and invested staff are powerful partners in accomplishing organizational goals.
- Explore how to lead your organization in a way that creates and sustains community and strengthens connections.
- Reignite your passion as a servant leader to restore a spirit of optimism throughout your organization and the greater community.

*Ric Olson is CEO of Lessons Learned Solutions in Andover, Minn. He served for 30 years in executive, leadership, financial, and operations positions with Covenant Retirement Communities and VibrantLiving Communities @ Services. Ric is an author, CPA, and Adjunct Professor at Bethel University. His consulting business supports long-term care organizations in operations, financial modeling, project development, and strategic planning.*



**RIC OLSON**

# LeadingAge<sup>®</sup> MN

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## Partnering with senior living clients to achieve their financial goals

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For more information, contact:

Jenny Wade  
612 303-6000

Brad Wirt  
612 303-6000

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# SESSION PLANNER

# WEDNESDAY, FEBRUARY 9

Professional Group	Sessions
Activities/Therapeutic Recreation	104, M108, 204, 205, 303, 304, 406
Adult Day Services	204, 205, 301, 303, 406
Assisted Living Director	102, 106, 202, 203, 204, 301, 302, 303, 304, 305, 307, 401, 402, 406
Board Member	106, 204, 301, 305, 307, 401, 402, 403, 404
Campus Director/Site Leader	102, <del>103</del> , 105, 106, 202, 203, 204, 205, 207, 301, 302, 303, 304, 305, 307, 401, 402, 403, 404, 406
CEO/Administrator	101, 102, <del>103</del> , 105, 106, 202, 203, 204, 205, 207, 301, 302, 303, 304, 305, 307, 401, 402, 403, 404, 406
Dietary/Nutrition/Culinary	105 **, 204 **, 206, 306, 406
Finance/Business Office	106, 204, 207, 301, 403
Fund Development	204
Home Care	204, 303, 305, 401, 402, 403
Housing Director (Independent living)	204, 301, 401, 402, 403
Human Resources/ Talent Director	201, 203, 204, 301, 303, 401, 402, 403

Professional Group	Sessions
Maintenance/ Environmental Services/ Engineers	202, 204
Marketing and Sales	204
Medical Records/Health Information Technology	204, 305
Nursing/Clinical Services	101, 102, <del>103</del> , 104, 105, 108, M108, 201, 203, 204, 205, 206, 207, 302, 303, 305, 306, 307, 402, 405
Physical/Rehab Therapy	204, 206, 207, 303, 306, 405
QA/QI Staff	<del>103</del> , M108, 203, 204, 205, 302
Social Work	104, 204 **, 303, 304, 406
Spiritual/Pastoral Care	204, 303
Staff Development	102, 107, 204, 402
Technology	204, 305, 403

**C = Canceled**

**\*\* Meets the ethics CEU requirements for MN licensed social workers and CDR/MAND**

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## WEDNESDAY, FEBRUARY 9

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 101 – MDH: Licensing and Certification Update for Care Centers (CC)

- Review trends in nursing home surveys, including recertification, complaints, and focused infection control inspections, and identify opportunities to remain in compliance.
- Hear about current Licensure and Certification Program updates.
- Explore other timely topics related to care center licensing and certification through a question and answer format.

*Maria King, Regional Executive Operations Manager, Licensing and Certification, Health Regulation Division, Minnesota Department of Health, St. Paul*

#### 102 – MDH: Assisted Living Updates (AL)

- Understand the composition of assisted living Licensees around the state and the process for license renewal.
- Learn the findings from assisted living surveys to date.
- Hear answers to frequently asked questions from the first months of the new law and rules.

*Lindsey Krueger, RN, Regional Operations Executive Manager and Director, Office of Health Facility Complaints, and Amy Hyers, RN, Regional Operations Manager, Health Facility Evaluation, Minnesota Department of Health, St. Paul*

#### 103 – Quality Improvement Projects for Frontline Nurses (CC)

- Describe types of data, how they are useful in quality improvement, and practical methods of data collection.

**CANCELLED AND NOT RE-SCHEDULED TO THE VIRTUAL EVENT**

- Integrate your understanding of data fundamentals into a working model for a Process Improvement Project (PIP).

*Chris Blomquist, Director of Skilled Nursing and Corporate Nurse Consultant, Advanced Health Institute, Bloomington*

#### 104 – Meeting the Activity Needs of Younger Adults in Care Centers (CC)

- Review CMS' focus on person-centered care and why it is necessary to recognize this specific population to improve their quality of life during their time in a skilled care center.
- Understand the importance of providing younger residents a purpose and sense of accomplishment through activities.
- Identify the challenges, barriers, and needs presented by the younger populations and learn strategies and interventions that need to be provided.

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

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## WEDNESDAY, FEBRUARY 9, *cont'd.*

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS *cont'd.*

#### 105 – Preventing Dietary-Related Resident Harm (AL, CC)

- Understand, through deep dive analysis, the root causes of dietary-related adverse events that can lead to resident harm.
- Explore solutions to reduce the probability of these types of adverse events from occurring.
- Describe the ethical issues that may arise when residents do not follow their prescribed diets and how those might be addressed.

*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; and Dawn Nickelson, CDM, Owner, Passion for Dining and Nutrition, Cottage Grove*

#### 106 – Senior Living Today and What the Future Holds (All Settings)

- Hear the latest trends and research on the senior living field and understand the impact on strategic planning efforts.
- Learn key success factors providers need to deploy to remain relevant and viable in the long-term, including strategies for smart long-term capital planning.
- Use this knowledge to establish a disciplined approach to growth and position your organization successfully in this rapidly changing field.

*Mark Landreville, Managing Director, Aaron Schroeder, Director, and Christie Rappl, Vice President, Ziegler, Minneapolis*

#### 107 – Adult Education Beyond the ABC's (All Settings)

- Identify evidence-based principles of adult learning and what motivates adult learners.
- Create educational offerings that include visual, auditory, and tactile learning opportunities.
- Get tools and actionable strategies to inspire adult learners to apply their learning in day to day practice.

*Kelly Klund, Resource Nurse, Empira, Anoka*

9:45 – 11:30 a.m.

### Opening General Session, Awards & Keynote *sponsored by* PIPER | SANDLER

(See page 8.)

11 a.m. – 1:30 p.m.

### Grand Opening of Exhibit Hall

11 a.m. – 3 p.m.

### Exhibit Hall Exploration Hours



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## WEDNESDAY, FEBRUARY 9, *cont'd.*

Noon – 1 p.m.

### **M108 – Meetup Groups in Expo Hall**

Get together with people who share your interests for informal conversations about the latest trends and topics. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Activities/Therapeutic Recreation
- Directors of Nursing/Clinical Care
- QA/QI Staff

12:15 – 4 p.m.

### **Leadership Intensive** sponsored by **Ziegler**

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Separate registration and fee apply. (See page 11-13.)

1:30 – 2:30 p.m.

### **CONCURRENT SESSIONS**

#### **201 – MDH: Update on the Nurse Aide Registry (AL, CC)**

- Describe the federal regulatory purpose, background and history of the Nurse Aide Registry.
- Increase your understanding of the federal 1135 Waiver along with MN Options for nursing assistants working during this waiver.
- Refresh your knowledge of changes to the Nurse Aide Competency testing process.

*Brenda Fischer, Assistant Program Manager, and Elizabeth Silkey, HFE Mankato Unit Supervisor, CLIA, NA/R Registry, Health Regulation Division, Minnesota Department of Health, St. Paul*

#### **202 – MDH: Physical Environment Requirements for Assisted Living Facilities (AL)**

- Review physical plant and fire safety requirements for assisted living facilities and assisted living facilities with dementia care.
- Identify deficiencies frequently cited by surveyors related to physical environment standards and opportunities to remain in compliance.
- Become familiar with the design standards and Life Safety Code requirements that apply to assisted living facilities having a new license or new construction.

*Bob Dehler, Engineering Program Manager, and Michael Mireau, Public Health Architect, Assisted Living Physical Environment Supervisor, Engineering Services, Minnesota Department of Health, St. Paul*

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## WEDNESDAY, FEBRUARY 9, *cont'd.*

1:30 – 2:30 p.m.

### CONCURRENT SESSIONS *cont'd.*

#### Quality & Patient Safety Conference Session

##### 203 – Establishing a Just Culture Focused on Continuous Improvement (All Settings)

- Hear perspectives from multiple stakeholders on the role that Just Culture plays to support organizations and individuals in keeping those they serve safe from harm.
- Explore challenges and practical approaches for implementing a culture of learning, justice, and accountability to improve quality and safety.
- Take home strategies and tools that can be used within your organization to take the first steps in building a safety culture.

*Barbara Olson, Chief Clinical Officer, Executive Lead, Healthcare Operations, The Just Culture Company, Fort Lauderdale, Fla.; Christy Brinkman, Administrator, Essentia Health Oak Crossing, Detroit Lakes; and Susan Winkelmann, J.D., Assistant Division Director, Health Regulation Division, Minnesota Department of Health, St. Paul*

#### Quality & Patient Safety Conference Session

##### 204 – Ethical Dilemmas – Which Decision is the Correct Decision? (All Settings)

- Explore the range of ethical dilemmas and values long-term care professionals encounter in the provision of aging services.
- Discuss a framework for making ethical decisions you can use in your setting.
- Apply what you've learned to actual resident scenarios to discern the problematic area, the best course of action, and the appropriate established ethic standard that will support your decision.

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

#### 205 – Excellence in Practice Award Presentations

##### Vets Club “On the Road” (All Settings)

- Be inspired by the creativity and innovation in response to the forced closure of adult day centers that allowed clients of one Minneapolis program to stay engaged.
- Hear how the program staff used a variety of resources to deliver virtual and safely distanced services to their most vulnerable clients.
- Glean ideas that you can incorporate into your adult day program to offer greater flexibility and expand the reach of impact.

*Jennifer Knutson RD, LD, Dietician, and Ruth Reimer LICSW, Social Worker, Minnesota Veterans Home Adult Day Center, Minneapolis*

#### COVID Support Units (All Settings)

- Hear the inspirational story of two Cassia care centers that became the first COVID Support Units in the earliest days of the pandemic.
- Learn the practices and protocols used to engage the entire team and ensure proper building design, staffing, infection control, and operational excellence during this time.
- Take away lessons learned and proven systems that might be incorporated into your care center operations and remain even after the pandemic.

*Pamela Hayle, Director of Safety and Quality Support, Cassia, Edina*



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## WEDNESDAY, FEBRUARY 9, *cont'd.*

1:30 – 2:30 p.m.

### CONCURRENT SESSIONS *cont'd.*

#### 206 – Preserve and Protect Skin Integrity (CC)

- Review the essential elements in preventing alterations in skin integrity and examine fundamental treatment options for pressure injuries and lower extremity wounds.
- Discuss the key elements necessary to facilitate wound healing.
- Reveal the impact of facility-acquired pressure injuries on quality measures.

*Colleen Toebe, Director of Consulting Services, Pathway Health, Lake Elmo*

#### 207 – Rethinking Your Approach to Therapy Services Outcomes and Reimbursement (CC)

- Understand the evolution of therapy reimbursement and which metrics help improve client outcomes and maximize reimbursement.
- Learn how to analyze your operational approach under PDPM and learn strategies to achieve success.
- Discuss three areas of opportunity for enhanced collaboration with your rehabilitation department to ensure quality functional outcomes for all.

*Karen Welsh, Senior Director of Clinical Outcomes, Functional Pathways, Knoxville, Tenn.*

#### 208 – Technical Assistance Office Hour @ the Expo

You've seen them on the weekly Huddle and Coaching Rooms, you've reached out to them with your questions by phone and email, now you can meet them in person! Our LeadingAge Minnesota Technical Assistance Team will be holding "office hours" at the Expo. Meet our team and bring your questions and concerns related to reimbursement, clinical policies and procedures, survey prep and response, regulatory compliance, COVID, Assisted Living Licensure, and so much more! *CEUs are not available for this informal learning opportunity.*

- Jeff Bostic, Director of Data & Financial Policy
- Kari Everson, Vice President of Clinical Services & Nurse Consultant
- Bobbie Guidry, Vice President of Assisted Living & Housing
- Jon Lips, Vice President of Legal & Regulatory Affairs

2:30 – 3 p.m.

### Connection Break and Exhibit Hall Exploration Time



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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## WEDNESDAY, FEBRUARY 9, *cont'd.*

3 – 4 p.m.

### CONCURRENT SESSIONS

#### **301 – DEED CareerForce: Getting People Back to Work in a Post-COVID Environment** (All Settings)

- Hear about new initiatives at CareerForce to get people back to work.
- Discuss successful recruitment, retention, or training practices in other sectors that can apply to long term care employers.
- Learn about opportunities for childcare grants to address one of the top barriers to returning to work.

*Lorrie Janatopoulos, CareerForce Director, and Mike Lang, Director of Employment Services, CareerForce Systems Minnesota, Department of Employment and Economic Development (DEED), St. Paul*

#### **Quality & Patient Safety Conference Session**

#### **302 – How a Supportive Culture Enhances Quality and Safety** (All Settings)

- Build awareness about how staff resilience and overall wellness are tied to quality and safety goals.
- Learn how to implement solutions to build sustained resilience in your organization.
- Take home strategies and resources to build a psychological safety net within your communities.

*Alyson VanAhn, PsyD LP, Licensed Psychologist, Associated Clinic of Psychology, Minneapolis*

#### **303 – Becoming a More Compassionate Caregiver as an Elder-In-Training** (All Settings)

- Understand the correlation between having your own vision for growing older and being a more thoughtful, compassionate, and informed caregiver.
- Describe the key traits of a wholistic aging process that are based on the concerns of our current senior population – including their choices, decisions, and values.
- Explore a series of key questions that will help you in your journey as an elder-in-training and provide insights on becoming a more compassionate caregiver.

*Reverend Chris Beckman, Corporate Director for Spiritual Care, Ebenezer, Edina*

#### **304 – Activity Programming for Assisted Living Residents** (AL)

- Describe the process for developing an activity program for residents of assisted living settings.
- Recognize the importance of assessing individual residents and conducting population surveys to gather ideas about your community's interests.
- Take home ideas for programs and programming formats you can use in your setting to improve activities for your AL residents.

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

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## WEDNESDAY, FEBRUARY 9, *cont'd.*

3 – 4 p.m.

### CONCURRENT SESSIONS *cont'd.*

#### 305 – Information Blocking: Fact Versus Fiction (AL, CC)

- Become familiar with information blocking regulations for health care providers and the guidance and FAQ issuances that go with them.
- Describe what specific types of information blocking issues arise in long-term care settings and how the information blocking rules interact with HIPAA and state privacy laws.
- Receive the latest information on the status of the enforcement system for information blocking and what to expect in future rulemaking on enforcement.

*Katherine B. Ilten, Attorney and Shareholder, Fredrikson @ Byron P.A., Minneapolis*

#### 306 – IDDSI Food Preparation and Instructional Training (AL, CC)

- Learn and understand the instructions on how to create the modified textures for the International Dysphasic Diet Standardization Initiative (IDDSI) levels 4, 5, and 6.
- Receive instruction on how to test each level using the audit sheets to ensure appropriate texture was reached.
- Understand various plating techniques to provide your residents on texture modified diet a visually appealing meal.

*Kate Munson, Wellness Manager, and Chris Greve, Corporate Executive Chef, Cura Hospitality, Pittston, Maine*

3 – 5:15 p.m.

### DEEP DIVE SESSION

#### 307 – The First Six Months of Assisted Living Licensure: What We've Learned So Far (AL)

- Understand the impact and results from the assisted living license conversion process, what compelled MDH to issue conditional licenses to some applicants instead of full conversion licenses, and what it means for future on-site survey inspections and reviews.
- Describe how these new licensing requirements change your assisted living community's relationship with your residents, tenants, and their devoted family members; and if residents are able to hire different service providers.
- Discuss the interaction between the new licensing system and the Minnesota Vulnerable Adults Act, and how MDH will move to compliance surveys and enforcement.
- Examine how Fair Housing and assisted living licensure intersect so you can remain in compliance with both.
- Identify survey trends and regulatory challenges facing providers under the new law.
- Develop strategies and practices for maintaining regulatory compliance.

*Michelle R. Klegon, Attorney, Klegon Law Office Ltd., Minneapolis; Sam Orbovich, Attorney and Shareholder, Fredrikson @ Byron P.A., Minneapolis; Robert Rodè, Attorney/Partner, and Aaron Sagedahl, Attorney, Voigt, Rodè, Boxeth @ Coffin LLC, St. Paul*



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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## WEDNESDAY, FEBRUARY 9, *cont'd.*

4 – 4:15 p.m.

### Connection Break

4:15 – 5:15 p.m.

### TWILIGHT CONCURRENT SESSIONS

#### **401 – DEED: Using Labor Market Information to Inform Workforce Strategy** (All Settings)

- Understand the impact of COVID-19 on the current labor force and projections of in-demand healthcare jobs in the future.
- Explore job seeker trends and how the labor market can inform responsive employer planning.
- Become familiar with new opportunities for hiring, developing career pathways, or other prospects for growth based on labor market forecasting.

*Tim O'Neill, Twin Cities Metro Regional Analyst, Department of Employment and Economic Development (DEED), St. Paul*

#### **Quality @ Patient Safety Conference Featured Session**

#### **402 – Designing Systems that Account for Human Beings Being Human** (All Settings)

One of the greatest threats to addressing Twenty-first Century challenges is not a lack of resources, vision, or passion, but a chronic lack of creativity. One promising framework for fostering equitable and creative problem framing and solving is Human Centered Design (HCD). HCD is an applied research and innovation framework that prioritizes empathy for individuals most familiar and impacted by a challenge, involves diverse and collaborative project teams, and promotes cycles of designing, testing, and analyzing a product or process based on insights gathered from the end-user.

- Describe the principles of HCD and how it relates to recognized improvement concepts and practices.
- Uncover insights from people's lived experiences and integrate them into new ways of delivering care.
- Learn how humility, radical collaboration, and rapid prototyping promote creativity and safety.
- Apply specific HCD approaches and tools to your own work setting.

*Jess Roberts, Human-Centered Designer, Professional Un-Expert and Founder, Culture of Health By Design, University of Minnesota, Minneapolis*

#### **403 – Cybersecurity Threats for 2022 – Ransomware, Phishing, and Service Provider Risks** (All Settings)

- Hear about the latest developments in cybersecurity threats through case studies and how situations have gone horribly wrong, so you don't make the same mistakes.
- Recognize the critical dependencies on and risks associated with outsourced service provider relationships.
- Learn where your organization can focus valuable risk mitigation resources to prevent successful attacks.

*Randy Romes, Principal, CliftonLarsonAllen LLP, Minneapolis*



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## WEDNESDAY, FEBRUARY 9, *cont'd.*

4:15 – 5:15 p.m.

### TWILIGHT CONCURRENT SESSIONS *cont'd.*

#### **404 – A Leadership Approach to Reinvention in a Post Pandemic World (CC)**

- Examine the vast and far reaching impacts and challenges facing older adult service organizations as you begin to emerge from COVID-19.
- Identify your leadership role in accelerating your organization's journey forward for successful outcomes.
- Review five key strategies to lead through disruption, foster team collaboration, and achieve desired outcomes.

*Lisa Thomson, Chief Strategy Officer, Pathway Health, Lake Elmo*

#### **405 – Best Practices for Falls Prevention in Assisted Living (AL)**

- Using an assisted living-based case study, find clues to discover how individual, external, and operational factors contribute to falls.
- Discuss how to apply root cause analysis so you can challenge the current status quo around fall management strategies.
- Take home actionable plans and tools for implementing person centered fall interventions in your setting.

*Kelly Klund, Resource Nurse, Empira, Anoka*

#### **406 – HomeGrown Farm-to-Table Program at the Minnesota Veterans Home (All Settings)**

- Learn how one organization developed a small-scale farm-to-table program with its residents and how it can be replicated in your setting.
- Understand how growing produce positively impacts resident's quality of life, the environment, and the broader community.
- Consider the win-win benefits of a cost-effective method to engage residents with therapeutic gardening while directly improving food and nutrition.

*Mike Anderson, Administrator, Jamie Adler, Senior Rehabilitation Counselor, and Bekki Kammeyer, Nutrition Services Supervisor, MDVA Minnesota Veterans Home - Domiciliary Program, Hastings*

5:45 – 6:45 p.m.

### **Stars Among Us Awards Reception** (*invitation only*)

6 – 10 p.m.

### **Opening Night Celebration – Olympics Watch Party and Noah Sonie, Hypnotist/Mentalist** *sponsored by*

Loon Cafe, Pillbox Tavern & KJ's Hideaway

Dine with Your Team and Olympics Watch Party: 6 – 8 p.m. • Hypnotist/Mentalist Show: 8:30 – 9:30 p.m.

(See page 59.)



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# SESSION PLANNER

# THURSDAY, FEBRUARY 10

Professional Group	Sessions
Activities/Therapeutic Recreation	505, 604, 702, 704, 705, 8 <del>V</del> 2, 8 <del>V</del> 3
Adult Day Services	505, 603, 604, 705, 8 <del>V</del> 2, 8 <del>V</del> 3, 805, 806
Assisted Living Director	501, 502, 505, 506, 507, M609, 602, 603, 604, 605, 606, 6 <del>C</del> 7, 701, 702, 704, 705, 707, 801, 8 <del>V</del> 2, 8 <del>V</del> 3, 804, 805, 806, 807
Board Member	501, 502, 505, 507, 605, 606, 706, 803
Campus Director/Site Leader	501, 502, 503, 505, 506, 507, M508, 601, 602, 603, 604, 605, 606, 6 <del>C</del> 7, 701, 702, 704, 705, 706, 707, 801, 8 <del>V</del> 2, 8 <del>V</del> 3, 804, 805, 806, 807
CEO/Administrator	501, 502, 503, 505, 506, 507, M508, 601, 602, 603, 604, 605, 606, 6 <del>C</del> 7, 701, 702, 704, 705, 706, 707, 801, 8 <del>V</del> 2, 8 <del>V</del> 3, 804, 805, 806, 807
Dietary/Nutrition/Culinary	504 *, 505, 602 *, 8 <del>V</del> 3
Finance/Business Office	502, 505, 605, 606, 706, 8 <del>V</del> 3
Fund Development	505, 8 <del>V</del> 3
Home Care	501, 505, 604, 6 <del>C</del> 7, 703, 704, 705, 8 <del>V</del> 2, 8 <del>V</del> 3, 804, 805, 807

Professional Group	Sessions
Housing Director (Independent living)	505, 506, 603, 8 <del>V</del> 3, 805
Human Resources/ Talent Director	501, 505, M608, 703, 8 <del>V</del> 3, 806, 807
Maintenance/ Environmental Services/ Engineers	505, 506, 601, 8 <del>V</del> 3
Marketing and Sales	505, 604, 605, 8 <del>V</del> 3
Medical Records/Health Information Technology	505, 8 <del>V</del> 3
Nursing/Clinical Services	501, 503, 505, 604, 6 <del>C</del> 7, 702, 703, 704, 705, 801, 8 <del>V</del> 2, 8 <del>V</del> 3, 804, 805, 806, 807
Physical/Rehab Therapy	505, 604, 702, 8 <del>V</del> 2, 8 <del>V</del> 3
QA/QI Staff	503, 505, 603, 702, 801, 8 <del>V</del> 2, 8 <del>V</del> 3, 804
Social Work	501, 505, 507, 604, 6 <del>C</del> 7, 704, 705, 8 <del>V</del> 2, 8 <del>V</del> 3, 805
Spiritual/Pastoral Care	505, M508, 6 <del>C</del> 7, 704, 705, 8 <del>V</del> 2, 8 <del>V</del> 3
Staff Development	504, 505, M608, 609, 703, 704, 705, 8 <del>V</del> 3, 806, 807
Technology	505, 8 <del>V</del> 3

**C = Canceled**  
**V = Moved to Virtual**

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



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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SH – Independent Senior Housing

## THURSDAY, FEBRUARY 10

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 501 – MDH: Office of Health Facilities Complaints (All Settings)

- Hear the latest OHFC reports and investigation results.
- Learn of any impact from COVID restrictions on OHFC reporting.
- Understand under what circumstances a report is to be made and tips for facility investigations.

*Lindsey Krueger, RN, Regional Operations Executive Manager and Director, Office of Health Facility Complaints, and Amy Hyers, RN, Regional Operations Manager, Health Facility Evaluation, Minnesota Department of Health, St. Paul*

#### 502 – Public Policy Update: A Preview of the 2022 Legislative Session (All Settings)

Learn about emerging public policies that will likely be considered in the 2022 Legislative Session.

- Understand potential policy and regulatory issues to be addressed through the work of various state agencies.
- Receive updates on the status of payment reforms, workforce solutions, and other legislative priorities being advanced this session.

*Matt Steele, Director of Government Affairs, and Kari Thurlow, Senior Vice President of Advocacy, LeadingAge Minnesota, St. Paul*

### Quality & Patient Safety Conference Session

#### 503 – Care Centers: Lessons Learned from Immediate Jeopardy Cases (CC)

- Understand the results of an analysis of the Immediate Jeopardy cases cited by the Minnesota Department of Health in 2020-21.
- Discover opportunities identified for improvement or further exploration within each of the top citation categories.
- Discuss solutions to address identified opportunities for improvement from a regulatory and quality improvement perspective.

*Jonathan Lips, J.D., Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul; and Diane Vaughn, Vice President of Clinical Services, Volunteers of America National Services, Eden Prairie*

#### 504 – Training Dietary Staff on Best Practices in Sanitation (AL, CC)

- Know how to use standard operating procedures as a foundation for your food safety plan.
- Effectively communicate fundamental food safety best practices regarding staff health and hygiene, temperature controls, and cleaning and sanitizing.
- Identify credible, downloadable resources in the public domain for training staff about safe food fundamentals.
- Understand effective principles of training, appropriate methods of training for staff with diverse backgrounds, and management's role as a coach and referee.

*Catherine Strohbehn, PhD, RD, Professor Emeritus, Extension Specialist, Department of Apparel, Events, and Hospitality Management, Iowa State University, Ames, Iowa*

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## THURSDAY, FEBRUARY 10, *cont'd.*

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS, *cont'd.*

#### **505 – Helping Staff Cope with Grief and Loss** (All Settings)

- Become familiar with the context of disaster as it applies to grief and loss.
- Recognize the emotional, behavioral, cognitive, and physical changes that can be associated with grief and loss.
- Obtain skills to help you manage the stress of grief and loss for the short and long-term.

*Alyson VanAhn, PhD, LP, Psychologist, Associated Clinic of Psychology, Minneapolis*

#### **506 – Cleaning and Disinfecting: Lessons Learned During COVID-19** (AL, CC)

- Identify how current cleaning and disinfecting programs impact infection control effectiveness throughout your buildings.
- Learn effective training techniques and review staff responsibilities and processes to ensure consistent practices are implemented and maintained.
- Understand methods to assess cleaning and disinfecting, chemical use, and resource time to identify priority processes.

*Amy Satterfield, Director of Business Development, IEA Inc., Brooklyn Park*

#### **507 – Assisted Living Contract Terminations – A New Frontier** (AL)

- Identify new requirements under Minnesota Statutes Chapter 144G regarding assisted living contract terminations.
- Discuss and learn strategies for avoiding common legal pitfalls of the new requirements.
- Analyze realistic scenarios to determine best practices to ensure consistent compliance with the new requirements applicable to assisted living contract terminations.

*Rebecca Coffin, Attorney/Partner, and Ryan Usher, Associate Attorney, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*

9 a.m. – 1 p.m.

### **Exhibit Hall Open**

9:30 – 10:30 a.m.

### **Dedicated Exhibit Hall Exploration Hour**



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## THURSDAY, FEBRUARY 10, *cont'd.*

9:30 – 10:30 a.m.

### **M508 – Meetup Groups in Expo Hall**

Get together with people who share your interests for informal conversations about the latest trends and topics. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Leadership Academy
- Spiritual/Pastoral Care
- Administrators/Campus Directors

10:30 – 11:30 a.m.

### **CONCURRENT SESSIONS**

#### **601 – DPS: State Fire Marshal Life Safety Code Update for Care Centers (CC)**

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

*Bill Abderhalden, Deputy State Fire Marshal-Supervisor, Health Care @ Correctional Facilities, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

#### **602 – MDH: Applying the MN Food Code in Assisted Living (AL)**

- Improve your understanding of the MN Food Code and safe food handling to keep your residents safe and well.
- Know the requirements for an assisted living setting and how to assure the correct equipment and processes are in place.
- Learn self-auditing strategies to be survey ready.

*Lindsey Krueger, RN, Regional Operations Executive Manager and Director, Office of Health Facility Complaints and staff to be announced, Environmental Health Division, Minnesota Department of Health, St. Paul*

### **Quality @ Patient Safety Conference Session**

#### **603 – Steps to Create a Culture of Continuous Improvement and Excellence (All Settings)**

- Consider why it is important to the success of your organization to create a culture that promotes a systems approach and eye toward improvement and excellence, even when you feel you can't keep up with daily tasks and expectations.
- Learn how you can take small, manageable steps to start on your organization's journey toward continuous improvement and excellence.
- Hear practical strategies from colleagues to begin fostering a culture that supports systems thinking and continuous improvement.
- Evaluate new resources available to support you in taking that first step toward excellence.

*Brian Lassiter, President, Performance Excellence Network, St. Paul; and Anneliese Peterson, Chief Operating Officer, Walker Methodist, Minneapolis*



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## THURSDAY, FEBRUARY 10, *cont'd.*

10:30 – 11:30 a.m.

### CONCURRENT SESSIONS *cont'd.*

#### **604 – Health Literacy: Effective Client Communication and Education (AL, CC)**

- Define health literacy and recognize the factors that influence it in your customers who may have backgrounds different from your own.
- Identify appropriate assessment tools to evaluate how well your clients understand health information.
- Receive resources for clear and effective communication and selecting easy-to-read health materials to ensure that clients understand the healthcare services provided.

*Kathleen Weissberg, National Director of Education, Select Rehabilitation, Milford, Del.*

#### **605 – Adopting a For-Profit Mindset to Build Financial Sustainability (AL, CC)**

- Recognize how not-for-profit senior service providers can remain, or become, financially sustainable by employing the mindset and strategic plans of for-profit providers.
- Leverage the positive impact that direct marketing, sales, and public relations can have on consumer awareness and purchasing.
- Identify ways to diversify your services and collaborate with others in the marketplace to build operational, financial, and service excellence in the wake of devastating impacts of the COVID-19 pandemic.

*Mike Edwin, Director, and Nicki Donlon, Partner, Baker Tilly Virchow Krause LLP, Minneapolis*

#### **606 – No Margin, No Mission: Building Stronger Small Rural Aging Services Providers (AL, CC)**

- Describe how you can generate a consistent and sustainable positive financial operating margin.
- Discuss the process for creating a resident/elder centered care experience within a highly regulated and mandated environment.
- Explore effective strategies for you and your team to stay strong and mission focused during these challenging times.

*Ric Olson, CEO, Lessons Learned Solutions LLC, Andover*

#### **607 – Dying Alone or Lonely Dying; The Impact of COVID -19 (AL, CC)**

- Examine the traumatic effect of COVID-19 on frontline staff as wounded healers and know how to support them through their psychological stress.
- Learn ways to mitigate the reality of dying alone during COVID and assist in transforming death to a sacred place in the life cycle.

*Judi Pronk, Case Manager, Good Shepherd Lutheran Services, Rushford*

**CANCELLED AND NOT RE-SCHEDULED TO THE VIRTUAL EVENT**

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## THURSDAY, FEBRUARY 10, *cont'd.*

10:30 – 11:30 a.m.

### **M608 – Meetup Groups in Expo Hall**

Get together with people who share your interests for informal conversations about the latest trends and topics. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Human Resources/Talent Directors
- Staff Development
- Safe Care for Seniors

11:30 a.m. – 12:30 p.m.

### **Snacks in the Exhibit Hall** sponsored by **MCKESSON**

11:30 a.m. – 12:30 p.m.

### **M609 – Meetup Groups in Expo Hall**

Get together with people who share your interests for informal conversations about the latest trends and topics. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Dietary/Nutrition/Culinary Services
- Social Workers
- Assisted Living Directors

12:30 – 2:15 p.m.

### **General Session and Awards** sponsored by **HEALTH DIMENSIONS GROUP**

(See page 9.)



2:15 – 2:30 p.m.

### **Connection Break**



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
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## THURSDAY, FEBRUARY 10, *cont'd.*

2:30 – 3:30 p.m.

### CONCURRENT SESSIONS

#### **701 – MN-BELTSS: Licensing of Assisted Living Directors (LALDs) – Progress and Next Steps (AL)**

- Understand the current number of licensees, the process for Directors in Residence, and what to do if there is a change of Director in your organization.
- Revisit LALD responsibilities and Code of Ethics.
- Know what to expect in the year ahead – CEUs, mentoring, renewal process – maintaining your license and supporting future leaders.

*Rebecca Bollig, Director of Assisted Living @ Education, and Randy Snyder, MHA, LHSE, LNHA, Executive Director, Minnesota Board of Executives for Long Term Services and Supports, St. Paul*

#### **Quality @ Patient Safety Conference Session**

#### **702 – Optimizing Resident Physical, Cognitive, and Emotional Health and Well-Being (All Settings)**

- Gain strategies to address and mitigate functional and cognitive decline for older adults.
- Hear from peers the practical strategies they have employed to optimize physical, cognitive, and emotional health and well-being within their communities.
- Take home strategies and resources to optimize resident health and well-being in your communities.

*Dr. Kathleen Weissberg, MS, OTD, OTR/L, CMDCP, CDP, National Director of Education, Select Rehabilitation, Milford, Del.; and a provider to be announced*

#### **703 – Developing Nurses by Supporting Expertise and Professional Satisfaction (AL, CC)**

- Understand what research tells us about why nurses leave.
- Explain how competency and professional development can lead to higher workforce satisfaction and improved quality of care.
- List strategies to improve nurse competency and professional development in long-term care settings.
- Plan improvements in nurse onboarding and professional development in your organization.

*Kim Nolet, MS, Research Manager, UW-Madison School of Nursing, Madison, WI*

#### **704 – Non-Pharmacologic Approaches to Dementia Behavioral Challenges (AL, CC)**

- Describe examples of individualized programming and specific dementia communication skills known to decrease the intensity and frequency of challenging behavioral symptoms.
- Discuss potential environmental triggers of behavioral symptoms in congregate settings and learn strategies to minimize those triggers.
- Take home strategies for involving the whole team in behavioral detective work to answer the critical question: “What is this person communicating?”

*Erin Bonitto, MS, ADC, Founder and Lead Coach, Gemini Consulting, Cold Spring*



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## THURSDAY, FEBRUARY 10, *cont'd.*

2:30 – 3:30 p.m.

### CONCURRENT SESSIONS, *cont'd.*

#### **705 – Creating Connections of Safety Through Trauma Informed Spiritual Care** (All Settings)

- Summarize the impact trauma has on an individual's physical, psychological, and spiritual health.
- Describe the main principles of trauma informed care and the benefits it brings to trauma survivors while promoting staff resiliency using a case study example.
- Recognize the importance of delivering spiritual care that is trauma-informed to those you serve.

*Rev. David Hottinger, M.Div., BCC, Manager, Spiritual Care Department, Hennepin Healthcare, Minneapolis*

#### **706 – Planning Your Care Center's Financial Future** (CC)

- Identify ways to improve labor efficiencies in your care center.
- Appreciate how strategies to improve employee retention can affect payment rates.
- Understand how property rates are changing under Fair Rental and be able to make a rough estimate of what your facility's rates could be under this system.

*Kristin Jacobson, Director of Healthcare Consulting, and Greg TaBelle, Reimbursement Director, CliftonLarsonAllen LLP, Minneapolis*

#### **707 – Understand the MN Food Code and Be Ready for Survey** (AL)

- Become familiar with the MN Food Code and the resources available to help understand it.
- Know the types of kitchen surveys in senior communities and how to prepare ahead of time.
- Describe at least three sanitation and food safety misconceptions and ways to arm food service teams with the facts.

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

3:30 – 3:45 p.m.

### **Connection Break**

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## THURSDAY, FEBRUARY 10, *cont'd.*

3:45 – 4:45 p.m.

### CONCURRENT SESSIONS

#### *Quality & Patient Safety Conference Session*

##### **801 – Assisted Living: Lessons Learned from Substantiated OHFC Cases (AL)**

- Investigate the results of an analysis of home care OHFC cases substantiated by the Minnesota Department of Health in 2020-21.
- Discover opportunities identified for improvement or further exploration within each of the top categories.
- Discuss solutions to address identified opportunities for improvement.

*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; and Janet Perreault, Regional Director of Assisted Living Services, Cassia, Edina*

**This session has been cancelled for the live and in-person event and added as virtual presentation # V1604.**

##### **802 – Trauma Informed Care for LGBTQ Older Adults (AL, CC)**

- Appreciate that older adults bring with them a lifetime of experiences – both positive and negative into our settings.
- Describe how past trauma/s can be revealed in the aging process, especially persons who are LGBTQ.
- Explore best practices for working with a trauma-informed lens so you can provide the best care and services possible to LGBTQ older adults.

*Leora Effinger-Weintraub, MSW, LGSW, Psychotherapist, and Hannah McNamee, Education Supervisor, Rainbow Health, St. Paul*

**This session has been cancelled for the live and in-person event and added as virtual presentation # V803**

##### **803 – Cultivating Self-Compassion – Building Resilience In Self and For Others (All Settings)**

- Understand the relationship between practicing self-compassion and being resilient so you can be there for yourself and others.
- Describe the practices of self-compassionate people and what they do to protect themselves.
- List the three components of self-compassion and the specific research-based benefits they bring to your physical and mental health.

*Sarah Ciavarri, Chaplain, Cassia, Edina*

##### **804 – Pathway to Prevent Diversion of Controlled Substances in Long-Term Care (AL, CC)**

- Understand factors that contribute to the diversion of drugs by staff in older adult services settings.
- Recognize signs of drug diversion and receive strategies and resources you can use at each stage of the controlled substance life cycle to prevent diversion from occurring.
- Hear how one organization tackled this vexing problem and the lessons they learned by participating in the MN Pathway to Prevent Diversion of Controlled Substances in LTC.
- Incorporate the work of the MN Pathway to Prevent Diversion of Controlled Substances in LTC in your setting.

*Joe Litsey, Pharm.D., Board Certified Geriatric Pharmacist, Thrifty White Pharmacy, Plymouth; and Amanda Thorson, MSN, BSN, RN-BC, CMSRN-DON, Carris Health Care Center @ Therapy Suites, Willmar*



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
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SH – Independent Senior Housing

## THURSDAY, FEBRUARY 10, *cont'd.*

3:45 – 4:45 p.m.

### CONCURRENT SESSIONS

#### **805 – When Good Families Behave Badly** (AL, CC, ADS, HCBS)

- Recognize resident, family, or other stakeholder interactions that may lead to caregiver abuse.
- Learn actions and strategies organizations can take to assist staff in working through difficult situations before they escalate.
- Analyze specific examples of potential abuse and mistreatment and learn best practices for managing them.

*Kari Everson, RN, PHN, BSN, MSN, MHA, LNHA, LALD, Vice President of Clinical Services @ Nurse Consultant, LeadingAge Minnesota, St. Paul and President/Consultant, Euvoia Senior Care Consulting LLC, Woodbury; and Rob Rodè, Attorney and Partner, Voigt, Rodè, Boxeth @ Coffin LLC, St. Paul*

#### **806 – Leading a Culture of Service Excellence with Positive Messaging** (AL, CC)

- Discuss key elements of a culture of service excellence and why it is crucial to focus on it now more than ever.
- Explore strategies for understanding and managing resident and family expectations as part of a culture of service excellence.
- Learn proactive, action-driven techniques to support positive messaging and complaint management.

*Cyndi Siders, Executive Consultant, Vaaler Insurance A Marsh and McLennan Agency LLC Company, Grand Forks, N.D.*

#### **807 – Innovative Ways to Retain and Appreciate Health Care Heroes** (AL, CC)

- Understand the impact organizational change has on staff and their ability to do their work well.
- Identify methods to positively lead and motivate people through a change process and how to help team members cope with change.
- Learn skills to effectively communicate change.

*Irmadene Hanson, Nurse Consultant, and Heather Meixner, Nurse Consultant, Zellner Senior Health Consulting, St. Paul*





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**Lotus Pharmacy is committed to serving others with care and  
compassion, to transcend current models  
and create a new level of pharmacy excellence.**

**Proud to be an Annual Silver Sponsor.**

# SESSION PLANNER

## FRIDAY, FEBRUARY 11

Professional Group	Sessions
Activities/Therapeutic Recreation	901, <del>906</del> , 1001, 1002
Adult Day Services	901, <del>906</del> , 1001
Assisted Living Director	901, 904, 905, <del>906</del> , 1001, 1002, 1003, 1005
Board Member	901, 905, 1001
Campus Director/Site Leader	901, 903, 904, 905, <del>906</del> , 1001, 1002, 1003, 1004, 1005
CEO/Administrator	901, 903, 904, 905, <del>906</del> , 1001, 1002, 1003, 1004, 1005
Dietary/Nutrition/Culinary	901, 1001
Finance/Business Office	901, 1001
Fund Development	901, 1001
Home Care	901, 1001
Housing Director (Independent living)	901, 1001
Human Resources/ Talent Director	901, 905, 1001, 1005

Professional Group	Sessions
Maintenance/ Environmental Services/ Engineers	901, 904, 1001, 1005
Marketing and Sales	901, 1001
Medical Records/Health Information Technology	901, 1001
Nursing/Clinical Services	901, 902, 903, <del>906</del> , 1001, 1002, 1003, 1004, 1006
Physical/Rehab Therapy	901, <del>906</del> , 1001
QA/QI Staff	901, 902, 1001, 1002
Social Work	901 $\diamond$ , 903, <del>906</del> , 1001 $\diamond$ , 1002, 1004
Spiritual/Pastoral Care	901, 1001
Staff Development	901, 1001, 1006
Technology	901, 1001

~~C~~ = Canceled

$\diamond$  Meets the diversity, equity, and inclusion requirements for MN licensed social workers



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## FRIDAY, FEBRUARY 11

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 901 – Communicating Across Styles – Everyday Inclusion in the Workplace (All Settings)

- Understand the role your behavioral style plays in how you communicate with others and how it can support, or work against an inclusive organizational culture.
- Identify your own behavioral style and strengths so that you know how and when to adapt behavior to improve communication and reduce potential conflicts with others.
- Enrich your relationships with residents and colleagues to improve satisfaction and enhance team performance.

*Amy S. Tolbert, PhD, CSP, Principal, ECCO International, St. Paul*

#### 902 – The Four Moments of Antibiotic Safety (AL, CC)

- Recognize technical and adaptive changes needed to implement and sustain a successful antibiotic stewardship program.
- Identify the four moments of antibiotic decision making.
- Identify evidence-based tools and resources to enhance your antibiotic stewardship program.

*Kristi Wergin, Quality Improvement Advisor, Stratis Health/Superior Health Quality Alliance, Bloomington; and Kathie Nichols, Quality Improvement Advisor, Stratis Health, Bloomington*

#### 903 – The Artifacts of Culture Change: A Tool to Reignite Your Culture Change Journey (CC)

- Revisit the core concepts of Culture Change and become familiar with the Artifacts of Culture Change tool that was developed for CMS to help support quality of life for community residents.
- Explore how this tool can be used to help reignite person-centered culture change efforts in your community by incorporating it into the QAPI process.
- Know how to use the Artifacts of Culture Change Tool to gather and analyze data, identify opportunities, and develop action plans to drive performance improvement.

*Joan Devine, Director of Education and Certified Eden Educator and Mentor, Pioneer Network, Weldon Spring, N.Y.*

#### 904 – Emergency Preparedness Requirements for Assisted Living (AL)

- Review the new requirements that incorporate federal preparedness standards, which take an “all hazards” approach, to ensure adequate planning for both natural and man-made disasters.
- Describe the core elements of an emergency operations plan and the process for developing a plan that is tailored to your setting.
- Gain important insights about what surveyors are looking for in emergency preparedness plans and what compliance gaps they are finding.
- Identify tools and resources available to support assisted living providers with disaster planning and emergency preparedness.

*Jonathan Lips, Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul*

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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## FRIDAY, FEBRUARY 11, *cont'd.*

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS, *cont'd.*

#### 905 – Navigating Employee Mandates and COVID-19 Retaliation Claims (AL, CC)

- Learn to understand, apply, and take appropriate employment action when implementing federal, state, or employer-initiated workforce mandates, particularly those relating to the COVID-19 vaccine.
- Examine strategies for applying any applicable ideological, religious, or medical exemptions permitted by federal, state, or employer-initiated workforce mandates.
- Identify scenarios presenting risks for retaliation claims and analyze strategies for minimizing or eliminating these risks when making management decisions.

*Robert Rodè, Attorney/Partner, and Ryan Usher, Associate Attorney, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*

#### 906 – Vulnerable Adult Reporting: What to Do and When (AL, CC)

- Know how to identify all incidents that involve vulnerable adult investigation, and which pose an elevated risk to your organization.
- Understand the importance of good communication with residents and their family throughout the process to foster and maintain trust.

*Lynn Fossen, VP of Strategic Solutions Consulting, Advanced Health Institute, Bloomington*

9:30 – 9:45 a.m.

### Connection Break

9:45 – 11:15 a.m.

### General Session and Awards

(See page 10.)

11:15 – 11:30 a.m.

### Connection Break

**CANCELLED AND NOT RE-SCHEDULED TO THE VIRTUAL EVENT**



# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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## FRIDAY, FEBRUARY 11, *cont'd.*

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **1001 – Reversing the Ostrich Approach to Inclusion** (All Settings)

- Analyze your “internal tape recorder” and the types of messages it is sending to your brain, which in turn shapes your thoughts.
- Become familiar with the Critical Conversations and the Continuum of Community Models that can be used to improve workplace communications.
- Understand your personal responsibility in creating an inclusive workplace so you can support your organization’s efforts to change its culture.

*Amy S. Tolbert, PhD, CSP, Principal, ECCO International, St. Paul*

#### **1002 – Antipsychotic Medication Reduction: Getting Back on Track** (AL, CC)

- Describe the dangers and risks associated with using antipsychotic medications to address dementia-related behavioral expressions.
- Identify strategies to reduce the use of antipsychotic medication.
- Examine case studies and formulate at least two “next steps” to reduce antipsychotic medication rates in your setting.

*Kristi Wergin, Quality Improvement Advisor, Stratis Health/Superior Health Quality Alliance, Bloomington; and Kathie Nichols, Quality Improvement Advisor, Stratis Health, Bloomington*

#### **1003 – Effective and Positive Communication Strategies with Surveyors** (AL, CC)

- Learn how to effectively communicate with surveyors conducting a survey, OHFC investigation, or possible violation of the Vulnerable Adults Act.
- Understand how to reduce the potential of regulatory citations during surveys based upon communication strategies utilized.
- Take home ideas and suggestions for having positive and respectful communications with surveyors.

*Kari Everson, RN PHN BSN MSN MHA LNHA LALD, Vice President of Clinical Services @ Clinical Consultant, LeadingAge Minnesota, St. Paul and President/Consultant, Euvoia Senior Care Consulting LLC, Woodbury*

#### **1004 – What’s Old is New Again: Refocusing on High Risk Areas to Improve Safety and Quality** (CC)

- Analyze recently cited survey tags beyond infection prevention and control for frequency, scope, and severity.
- Learn how to implement policies and procedures to safeguard against legal and regulatory risks.
- Identify core approaches that can be done proactively to identify gaps and actively manage high risk areas including accident/incident, pressure injury, CPR, abuse/neglect, and medication management.

*Sue Boyd, Vice President of Clinical Services, Volunteers of America National Services, Eden Prairie; and Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth @ Coffin LLC, St. Paul*

# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
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## FRIDAY, FEBRUARY 11, *cont'd.*

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS, *cont'd.*

#### **1005 – Emergency Preparedness for Assisted Living – An Interactive Workshop (AL)**

- Evaluate the various elements of your site's emergency preparedness plan and identify potential improvements.
- Take away practical information you can use to maintain compliance with this new requirement.

*Jonathan Lips, Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul*

#### **1006 – Basic Care Aides to Nursing Assistants: Training Effective Caregivers (CC)**

- Learn how to seamlessly transition your Basic Care Aides into nursing assistants.
- Discover new tools and resources available to train nursing assistants.
- Understand how the nursing assistant program standard changes have created flexibility in training and testing requirements.

*Jennifer Anderson, President and CEO, Mirabelle Management, Creators of EduCare, Plymouth*

12:30 p.m.

### Conference Adjourns





# Welcome to the 2022 *VIRTUAL INSTITUTE*

# MOMENTUM

## February 22-24

For the first time, we're introducing a blended model of this annual conference. After a fully virtual Institute in 2021, you told us you appreciated the ability to include more of your staff team in this exceptional learning opportunity. With no travel expense and expanded on-demand access, your investment stretched further, and your staff earned more CEUs.

The 2022 Institute & Expo includes three days of live, in-person education, keynote presentations, awards celebrations, a full Quality & Patient Safety Conference-within-a-Conference, and a newly designed expo experience in St. Paul. And this year, it also includes three days of live virtual education Feb. 22-24 with all-new sessions, topics, and speakers for your entire staff to access.

Keynote presentations and virtual sessions will also be recorded and available on-demand to registered participants through April 30, 2022.

It's the best of both worlds – an in-person event that allows us to gather together and rekindle vital connections; and the ease and convenience of a virtual event that offers plenty of value and flexibility.

## It's Live. It's Virtual. It's Both!

# SCHEDULE OF EVENTS (VIRTUAL)

## Tuesday, February 22

8 a.m.	
9 a.m.	8:30 - 9:30 a.m. CONCURRENT SESSIONS
	9:30 - 10 a.m. • Break
10 a.m.	10 - 11 a.m. CONCURRENT SESSIONS
11 a.m.	11 - 11:30 a.m. • Break
12 p.m.	11:30 a.m. - 12:30 p.m. CONCURRENT SESSIONS
	12 - 1 p.m. • Break
1 p.m.	1 - 2 p.m. Meetup Groups
2 p.m.	

## Wednesday, February 23

8 a.m.	
9 a.m.	8:30 - 9:30 a.m. CONCURRENT SESSIONS
	9:30 - 10 a.m. • Break
10 a.m.	10 - 11 a.m. CONCURRENT SESSIONS
11 a.m.	11 - 11:30 a.m. • Break
12 p.m.	11:30 a.m. - 12:30 p.m. CONCURRENT SESSIONS
	12 - 1 p.m. • Break
1 p.m.	1 - 2 p.m. Meetup Groups
2 p.m.	

## Thursday, February 24

8 a.m.	
9 a.m.	8:30 - 9:30 a.m. CONCURRENT SESSIONS
	9:30 - 10 a.m. • Break
10 a.m.	10 - 11 a.m. CONCURRENT SESSIONS
11 a.m.	11 - 11:30 a.m. • Break
12 p.m.	11:30 a.m. - 12:30 p.m. CONCURRENT SESSIONS
	12 - 1 p.m. • Break
1 p.m.	1 - 2 p.m. Meetup Groups
2 p.m.	



# VIRTUAL SESSION PLANNER TUESDAY, FEBRUARY 22

Professional Group	Sessions
Activities/Therapeutic Recreation	
Adult Day Services	V1101, V1103, V1201, V1202, V1301, M1305
Assisted Living Director	V1103, V1104, V1201, V1202, V1203, V1301, V1302, V1304
Board Member	V1102, V1203, V1304
Campus Director/Site Leader	V1101, V1102, V11103, V1104, V1201, V1202, V1203, V1301, V1302, V1304, V1305
CEO/Administrator	V1101, V1102, V1103, V1104, V1201, V1202, V1203, V1301, V1302, V1304
Dietary/Nutrition/Culinary	
Finance/Business Office	V1102, V1201, V1203, V1301, V1302, M1305, V1306
Fund Development	V1203
Home Care	V1201, V1301
Housing Director (Independent living)	

Professional Group	Sessions
Human Resources/ Talent Director	V1103, V1202, V1304
Maintenance/ Environmental Services/ Engineers	
Marketing and Sales	
Medical Records/Health Information Technology	
Nursing/Clinical Services	V1104, V1204, V1301, V1303
Physical/Rehab Therapy	
QA/QI Staff	V1104, V1204
Social Work	V1302
Spiritual/Pastoral Care	
Staff Development	V1202
Technology	

# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## TUESDAY, FEBRUARY 22

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1101 – MDH and DHS: Adult Day Services COVID Protocols and Licensing Updates (ADS)**

- Understand the latest recommendations on preventing COVID transmission and responding to positive exposure.
- Learn about any anticipated licensing changes.
- Gain insight on the future of remote Adult Day Services.

*J.P. Mahoney, Nurse Specialist, Minnesota Department of Health, St. Paul; Rachel Shands, Home and Community Based Services Manager, Aging and Adult Services Division, and Jill Slaieku, HCBS Unit Manager, Licensing Division, Minnesota Department of Human Services, St. Paul*

#### **V1102 – DHS: Care Center Rate Update (CC)**

- Describe the 2022 rate setting process for care centers.
- Receive an update on the quality incentives programs for care centers (PIPP and QIIP).
- Review the auditing process and issues that come up regularly in the setting of care center payment rates.

*Valerie Cooke, Division Director of Nursing Facility Rates and Policy, David Hill, Quality and Research Unit Supervisor, and Michelle Jacobs, State Program Administrator, Principal, Aging, Minnesota Department of Human Services, St. Paul*

#### **V1103 – Strategies to Attract, Engage and Retain Staff Post-COVID (All Settings)**

- Know the importance of assessing motivational fit and culture in your post-COVID recruitment and retention efforts.
- Gain strategies to effectively attract, hire and retain your workforce.
- Understand critical elements of your onboarding program and identify common pitfalls with new hire experience.

*Kim Watson, VP, Consulting Services, and Sarah Friede, VP, Recruitment Services, Health Dimensions Group, Hopkins*

#### **V1104 – Infection Prevention and Control Strategies (AL, CC)**

- Raise and renew your awareness of why infection prevention in long-term care is so critical, through discussion of infection types, infection rates, and transmission.
- Learn best practices developed by infection prevention leaders through clinical-based evidence, including multi-drug resistant organisms and community spread, and discuss the impact to the long-term healthcare environment.
- Discuss infection prevention strategies to arm ourselves with effective, clinically proven strategies that will help reduce the incidence of Healthcare Associated Infections (HAI).

*Mary Cantu, Medical Science Liaison, Medline Industries Inc., Homer Glen, Ill.*

9:30 – 10 a.m.

**Break**



# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## TUESDAY, FEBRUARY 22, *cont'd.*

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1201 – DHS: Waiver Payment Update: ADS, DWRS, AL** (ADS, AL, HCBS)

- Hear about the update of Elderly Waiver rates, how that will be implemented and the impact on Customized Living (CL) and Adult Day Services (ADS) providers.
- Review the Disability Waiver Rate System (DWRS) rate update, waiver reimagine and other issues impacting CL and ADS providers.
- Focus on changes to CL for disability waiver clients--limitation on hours of service, moratorium on new small providers--and the impact on providers and recipients.

*Rachel Shands, Aging and Adult Services Manager, Aging and Adult Services Division, and Colin Stemper, Fiscal Policy Supervisor, Disability Services Division, Minnesota Department of Human Services, St. Paul*

#### **V1202 – Employee Engagement – Moving from Manager to Coach** (All Settings)

- Understand ways to maximize strengths and improve self-awareness, teamwork, and performance.
- Move from being a manager to a coach by intentionally choosing a positive tone and direction for all interactions and conducting a basic coaching conversation using positive framing.
- State three ways leaders can help staff put their strengths into action for improved performance, satisfaction, and customer service.

*Kim Watson, VP, Consulting Services, Health Dimensions Group, Hopkins*

#### **V1203 – USDA Funding and Grants for Building Infrastructure and Improvement** (AL, CC)

- Gain an understanding of the funding and grant opportunities from the United States Department of Agriculture (USDA) for building infrastructure, construction, and improvement projects.
- Determine which funding options are best for your organization, the requirements, and timelines for application.
- Identify strategies for a successful application and procurement process.

*Tu-Anh Johnson, Principal Planner, Wold Architects & Engineers, St. Paul; Terry Louwagie, Community Programs Director, USDA, St. Paul; and Robert (Bob) Madsen, Vice President – Mission Financing, Compeer Financial, Mankato*

#### **V1204 – A Leadership Approach to Infection Control Today and Into the Future** (CC)

- Review current guidance and implementation strategies for a comprehensive infection prevention and control program.
- Explore leadership roles and responsibilities related to infection prevention and control.
- Identify strategies to support the Infection Preventionist in your organization.

*Susan LaGrange, Chief Nursing Officer, Pathway Health, Lake Elmo*

# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## TUESDAY, FEBRUARY 22, *cont'd.*

11 – 11:30 a.m.

**Break**

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1301 – DHS: Documentation Requirements for HCBS and ADS** (ADS, HCBS)

- Review the most common documentation errors.
- Deep dive into ADS care plans, specifically an overview for writing person centered, measurable short- and long-term goals.
- Understand the latest documentation requirements for ADS and other HCBS providers.

*Pattie Maguire, Supervisor, Home and Community-Based Services Unit, and Jill Slaikeu, HCBS Unit Manager, Licensing Division, Minnesota Department of Human Services, St. Paul*

#### **V1302 – Medical Assistance Strategies to Protect Your Accounts Receivable** (AL, CC)

- Learn the importance of monitoring pending Medical Assistance applications to prevent an unnecessary denial.
- Identify issues with denials or penalties and learn strategies to overcome these issues.
- Explore strategies for working with families and county caseworkers to prevent an MA application denial.

*Aaron Sagedahl, Attorney, Ryan Usher, Attorney, and Jennifer Bernstein, Paralegal, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*

#### **V1303 – A Day in the Life of an Infection Preventionist** (CC)

- Learn the requirements for Infection Preventionists in skilled nursing environments.
- Describe key responsibilities of maintaining an effective infection prevention and control program.
- Summarize key actions of an Infection Preventionist on a weekly basis.

*Members, LeadingAge Minnesota Nurse Executives of Multi-Site Organizations (NEMO) Group to be announced*

#### **V1304 – Integrating Equity, Diversity & Inclusion into Your Master Planning Process** (AL, CC)

- Describe the main tenets of an inclusive master planning and design process and compare the outcomes to those of a traditional planning process.
- Explain the importance and value of integrating all stakeholder voices into the planning and design of your organization's facilities.
- Have a clear understanding of the expectations and planning criteria that can guide current and future planning efforts for your organization and community.

*Tu-Anh Bui Johnson, Principal/Architect, and , Principal/Architect, Wold Architects and Engineers, St. Paul; Mark Anderson, Chief Executive Officer, Three Links, Northfield; and Genevieve Gaboriault, Deputy Ombudsman for Long-Term Care, Office of Ombudsman for Long-Term Care, Minnesota Department of Human Services, St. Paul*



# VIRTUAL SESSION SCHEDULE

## TUESDAY, FEBRUARY 22, *cont'd.*

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

12:30 – 1 p.m.

### Break

1 – 2 p.m.

### M1305 – Virtual Meetup Groups

Join a virtual Meetup Group and get together with people who share your interests for informal conversations about the latest trends and topics. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Adult Day Services
- Business Office/Finance



Professional Group	Sessions
Activities/Therapeutic Recreation	V1501
Adult Day Services	V1401, V1402, V1501, V1502
Assisted Living Director	V1402, V1404, V1501, V1502, V1503, V1504, V1602, V1603
Board Member	V1402, V1504, V1602
Campus Director/Site Leader	V1401, V1402, V1404, V1501, V1502, V1503, V1504, V1601, V1602, V1603
CEO/Administrator	V1401, V1402, V1404, V1501, V1502, V1503, V1504, V1601, V1602, V1603
Dietary/Nutrition/Culinary	V1501
Finance/Business Office	V1402, V1503
Fund Development	V1402, V1504, M1604
Home Care	V1501
Housing Director (Independent living)	V1501, V1502, V1601

Professional Group	Sessions
Human Resources/ Talent Director	V1404, V1501, V1502
Maintenance/ Environmental Services/ Engineers	V1501
Marketing and Sales	V1403, V1502, M1604
Medical Records/Health Information Technology	
Nursing/Clinical Services	V1404, V1501
Physical/Rehab Therapy	V1501
QA/QI Staff	V1501
Social Work	V1501
Spiritual/Pastoral Care	V1501
Staff Development	V1404
Technology	



# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## WEDNESDAY, FEBRUARY 23

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1401 – Managing Both Virtual and In-Person Adult Day Services (ADS)**

- Explore how you can find efficiencies in operating your adult day services program as the result of serving your clients both in-person and virtually.
- Consider how to appropriately schedule staff in these different models of service provision.
- Discuss effective strategies for connecting with clients virtually and in-person.

*Colleen Krick, Director of Licensing and Recruitment, Interact Center for the Visual and Performing Arts, St. Paul; Kristina Kwan, Owner/Director, Phoenix Cove Adult Day Center, Lakeville; and Maria Schugel, CTRS, Program Director, MORA Adult Day Services, Minneapolis*

#### **V1402 – How to Raise Major Gifts in 4 Simple Steps, Virtually and In-Person (All Settings)**

- Identify the best major gift prospects for your organization to enhance the likelihood of achieving your fundraising goals.
- Develop a cultivation plan for each major gift prospect so that you can continue to build those important relationships.
- Discuss effective “ask” language for soliciting prospects in-person and virtually.

*Amy Eisenstein, ACFRE, CEO and Co-Founder of the Capital Campaign Toolkit, New York, N.Y.*

#### **V1403 – Get Your Prospects UNSTUCK: 4 Crucial Factors You MUST Accomplish to Close the Sale (AL)**

- Learn the four key areas you MUST uncover to help your prospect make a decision.
- Know how to define what is holding back your prospect from making a decision.
- Create a presentation that builds trust in you, your product/service, and your company to ultimately result in more sales.

*Peggy Scoggins, Owner/Consultant, Adept Selling, New Brighton*

#### **V1404 – Effective Onboarding Practices for New Nurses (AL, CC)**

- Know the difference between coaching and mentoring; and receive guidance on effective onboarding of new nurses.
- Learn how to effectively communicate and provide productive feedback as you work with new nurses.
- Identify ways to empower staff so they feel they are a valued team member and are part of the solution.

*Tonja Dye, Nurse Consultant, and Irmadene Hanson, Nurse Consultant, Zellner Senior Health Consulting, St. Paul*

9:30 – 10 a.m.

**Break**

# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## WEDNESDAY, FEBRUARY 23, *cont'd.*

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1501 – Preventing Abuse Before It Happens** (AL, CC)

- Explore strategies that go beyond the usual “identify and report” VAA training approach to staff training that teach staff skills to prevent potential abuse situations.
- Discuss communication and interpersonal skills staff can use to manage their emotions when under stress and turn those situations into positive, meaningful interactions.

*Kezia Scales, PhD, Director of Policy Research, PHI, Bronx, N.Y.*

#### **V1502 – Build an Online Reputation that Attracts New Staff and Residents** (AL, CC)

- Appreciate the impact that your organization’s reputation has on both staff recruitment and resident occupancy rates.
- Know what job seekers and potential residents are looking for and how to boost your online presence to tell a compelling story that showcases the value of your organization.
- Harness the power of advocacy among employees and residents and develop a prioritized strategy for increasing positive reviews and referrals.

*Luke Riordan, CEO, and Seth Johnson, Account Developer, DAYTA Marketing, St. Cloud*

#### **V1503 – Financial Management of Services Funded by Public Programs in Assisted Living** (AL)

- Discuss the differences between Elderly Waiver and CADI as sources of public funding used by older adults living in your setting.
- Understand what waived programs were designed to accomplish, specifically what they will pay for, and the maximum reimbursement rates allowable under each.
- Learn how to complete the Customized Living Tool so you can accurately capture reimbursement for services provided.

*Lisa McNeil, RN, BSN, LALD, Consultant and Development, Euvoia Senior Services Consulting, Woodbury*

#### **V1504 – How to Plan a Successful Capital Campaign Using New Tools and Technology** (All Settings)

- Learn proven strategies and best practices for planning a successful capital campaign.
- List the seven phases of a campaign and identify a timeline that will help mark progress and keep you focused.
- Become familiar with new tools and technology to plan a campaign that will help you achieve your fundraising goals.

*Amy Eisenstein, ACFRE, CEO and Co-Founder of the Capital Campaign Toolkit, New York, N.Y.*

11 – 11:30 a.m.

**Break**



# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## WEDNESDAY, FEBRUARY 23, *cont'd.*

11:30 a.m. – 12:30 p.m.  
**CONCURRENT SESSIONS**

### **V1601 – MHFA: Minnesota Housing and HUD Updates** (HUD, SH)

- Learn what is new and what to be aware of related to HUD regulations and inspections.
- Discover opportunities for funding that are or may become available in 2022.
- Understand forms and processes required of managers of affordable housing settings.

*Cassie Gordon, Housing Program Supervisor, PBCA - Multifamily Division, Minnesota Housing Finance Agency, St. Paul*

### **V1602 – Back to Business as Usual for Governing Boards** (AL, CC)

- Learn the 12 principles of governance that power exceptional boards and how they can be applied to your organization.
- Gain and understanding of how to shift the board from crisis management back to strategic planning.
- Refresh your knowledge of the roles and responsibilities of governing boards, post-pandemic, and be able to share that wisdom with your board.

*Michael Edwin, Director, Baker Tilly, Minneapolis; Lynn Daly, Executive Vice President, H J Sims, Fairfield, Conn.; and Jerry Carley, President/CEO, Benedictine Health System, Minneapolis*

### **V1603 – Legal Considerations for the Vulnerable Adults Act** (AL, CC)

- List the immediate steps to take when there is a maltreatment incident so the resident can be protected, the perpetrator removed pending investigation, and when contacting law enforcement is indicated.
- Refresh your knowledge of what to report and the required timelines so you are in compliance with the VAA.
- Know how to conduct a thorough investigation of maltreatment.

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

12:30 – 1 p.m.  
**Break**

1 – 2 p.m.

### **M1604 – Virtual Meetup Groups**

Join a virtual Meetup Group and get together with people who share your interests for informal conversations about the latest trends and topics. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Fund Development
- Sales and Marketing

# VIRTUAL SESSION PLANNER THURSDAY, FEBRUARY 24

Professional Group	Sessions
Activities/Therapeutic Recreation	V1903
Adult Day Services	V1703, V1801, V1802, V1803, V1804, V1901, V1903
Assisted Living Director	V1701, V1702, V1703, V1801, V1802, V1803, V1804, V1901, V1902, V1903
Board Member	V1704, V1904
Campus Director/Site Leader	V1701, V1702, V1703, V1704, V1801, V1802, V1803, V1804, V1901, V1902, V1903, V1904
CEO/Administrator	V1701, V1702, V1703, V1704, V1801, V1802, V1803, V1804, V1901, V1902, V1903, V1904
Dietary/Nutrition/Culinary	
Finance/Business Office	V1902, V1904
Fund Development	
Home Care	V1701, V1703, V1801, V1802, V1803, V1901, V1902, M1905
Housing Director (Independent living)	V1702, V1703, V1801, V1901, V1903

Professional Group	Sessions
Human Resources/ Talent Director	V1703, V1801, V1901
Maintenance/ Environmental Services/ Engineers	V1702, V1801, V1901, M1905
Marketing and Sales	V1903
Medical Records/Health Information Technology	V1803
Nursing/Clinical Services	V1704, V1801, V1802, V1901
Physical/Rehab Therapy	M1905
QA/QI Staff	V1801, V1901
Social Work	V1902
Spiritual/Pastoral Care	
Staff Development	V1703
Technology	V1802, V1804, V1903, M1905



# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## THURSDAY, FEBRUARY 24

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1701 – MDH: Home Care Agency Updates and Survey Findings (HCBS)**

- Understand the current survey processes and findings for home care agencies.
- Learn of any anticipated changes to home care requirements.
- Become familiar with Electronic Visit Verification (EVV), what it is, when it will be effective, and what you need to do to comply.

*Lindsey Krueger, Regional Operations Executive Manager and Director, Office of Health Facility Complaints, Minnesota Department of Health, St. Paul*

#### **V1702 – DPS: Fire Safety Updates for Senior Housing, Assisted Living, and Adult Day Services (ADS, AL, SH)**

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

*Tom Jensen, Deputy State Fire Marshal, Code Specialist, Code Development Team, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

#### **V1703 – Creative Approaches for Building Your Workforce (All Settings)**

- Expand the number and type of sources for potential new workers to increase the pool of job candidates.
- Consider new job categories that are better suited to the needs of today's workers, while still meeting the care and service needs of your residents.
- Take away ideas and strategies you can use to recruit new staff for your setting.

*Traci Larson, Senior Vice President of Employee Experience, and Susan Minar, Director of Workforce Strategy, Presbyterian Homes and Services, Roseville*

#### **V1704 – Contesting Immediate Jeopardy Civil Money Penalties (CC)**

- Understand the skilled nursing facility's rights to contest or dispute Immediate Jeopardy deficiencies through IDRs and IIDRs afforded by MDH, and learn how to decide whether an IDR, IIDR or a formal federal appeal provides the best outcome for success.
- Learn the procedural requirements for preserving your right to appeal and contest Immediate Jeopardy deficiencies and civil money penalties, including how to appeal in a timely fashion.
- Using case studies, analyze what findings a Statement of Deficiencies must establish in order to elevate a deficiency to an Immediate Jeopardy level, and learn what role "causation" plays in defending Immediate Jeopardy findings.

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

9:30 – 10 a.m.

**Break**

# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## THURSDAY, FEBRUARY 24, *cont'd.*

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1801 – OSHA Update** (All Settings)

- Know what you can expect from an OSHA inspection and the process that will be followed.
- List the materials you need to have ready when you do have an OSHA inspection.
- Discuss the typical citations (non-COVID-19) issued in the long-term care environment so you can target those areas for improvement to maintain compliance.

*Breca Tschida, MSPH, CPE, Ergonomics Program Coordinator/Industrial Hygienist, MNOSHA Workplace Safety Consultation, Minnesota Department of Labor and Industry, St. Paul*

#### **V1802 – Telehealth, Telecom, and Virtual Visits** (All Settings)

- Refresh your understanding of current federal and state rules and regulations related to telehealth.
- Take home best practices for completing an accurate virtual assessment and documentation tips for charting a virtual visit.
- Know how remote client monitoring can extend your workforce as well as make you more competitive.
- Explore how tele technology can benefit your company by improving both financial performance and customer satisfaction.

*Laura Wilson, RN, BSN, COS-C, Managing Director, Operations and Clinical Consulting, SimiTree Healthcare Consulting, Hamden, Conn. and King of Prussia, Pa.*

#### **V1803 – Surviving SIRS Investigations and Your Appeal Rights** (HCBS)

- Define statistical extrapolation and how is it used to calculate alleged overpayments.
- Know who is qualified to review medical records, and how review results intersect with statistical extrapolation.
- Learn the rules regarding when and how SIRS can utilize statistical extrapolation to calculate an alleged overpayment and the procedural due process for challenging such an alleged overpayment.

*Christianna Finner, Shareholder, Winthrop & Weinstine, Minneapolis*

#### **V1804 – Leveraging Technology to Improve Resident Quality of Life** (AL, CC)

- Learn how to best work with technology vendors to establish products and services that improve residents' quality of life and ease some of the operational obstacles facing your organization.
- Discover innovative ways to connect residents to activities and people that are important to them.
- Utilize technology tools to provide meaningful engagement for residents while freeing up valuable staff time.

*Shanna Eckberg, Chief Operating Officer, American Baptist Homes of the Midwest, Eden Prairie; and Matt Reiners, Co-Founder, Eversound, Boston, Mass.*

11 – 11:30 a.m.

**Break**



# VIRTUAL SESSION SCHEDULE

## TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing

## THURSDAY, FEBRUARY 24, *cont'd.*

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1901 – OSHA – COVID-19 Prevention Related Standards** (All Settings)

- Get the latest information on the status of the Emergency Temporary Standard (ETS) for Healthcare and ETS for Vaccines and Testing.
- Learn about the reporting and recording requirements for work-related COVID-19 hospitalizations and/or fatalities.
- Describe what might be included in the OSHA draft Infectious Disease Standard.
- Understand which standard you need to comply with and how the various standards overlap with other federal standards for COVID-19 prevention, including the CMS Omnibus Staff Vaccination Rule.

*Breca Tschida, MSPH, CPE, Ergonomics Program Coordinator/Industrial Hygienist, MNOSHA Workplace Safety Consultation, Minnesota Department of Labor and Industry, St. Paul*

#### **V1902 – DHS Waiver Reimaging Project: Changes on the Horizon** (HCBS)

- Review the details of the Minnesota Department of Human Services Waiver Reimagine project.
- Understand the new Integrated Community Supports program and the new simplified menu across waiver programs.
- Evaluate whether you may or must add integrated community supports to your 245D license.

*Christianna Finner, Shareholder, Winthrop & Weinstine, Minneapolis*

#### **V1903 – The Joy of Aging: A Virtual Exploration of The People We Serve** (All Settings)

- Experience a cross-country journey that features the joy and passions of the older adults we serve, as captured through technology.
- Explore examples of how communities create a culture of joy for their residents and staff through the creative use of technology.
- See first-hand how people living with dementia can still live rich and meaningful lives.

*Jack York, Co-Founder, It's Never 2 Late, Greenwood Village, Colo.*

#### **V1904 – Compliance and Ethics Programs in Care Centers** (CC)

- Review the compliance and ethics program requirements under the CMS Requirements of Participation for skilled nursing facilities.
- Understand the evolution of compliance and ethics programs and the logistics of complying without guidance from CMS.
- Learn how to implement an effective compliance and ethics program in your care center incorporating lessons learned from the COVID-19 pandemic.

*Cory Kallheim, VP Legal Affairs and Social Accountability, LeadingAge, Washington, D.C.*

12:30 – 1 p.m.

**Break**

# VIRTUAL SESSION SCHEDULE

## THURSDAY, FEBRUARY 24, *cont'd.*

1 – 2 p.m.

### **M1905 – Virtual Meetup Groups**

Join a virtual Meetup Group and get together with people who share your interests for informal conversations about the latest trends and topics. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Environmental Services/Maintenance
- Home Care
- Physical Therapy/Rehab Therapy
- Technology

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
HCBS – Home- and Community-Based Services  
SH – Independent Senior Housing



# EXPERIENCE HALL HOURS

**Wednesday, Feb. 9**

11 a.m. – 1:30 p.m.

Exhibit Hall Grand Opening

11 a.m. – 3 p.m.

Exhibit Hall Open

**Thursday, Feb. 10**

9 a.m. – 1 p.m.

Exhibit Hall Open

11:30 a.m. – 12:30 p.m.

Snacks in the Exhibit Hall

*Sponsored by*

**McKESSON**

## Plan Ahead

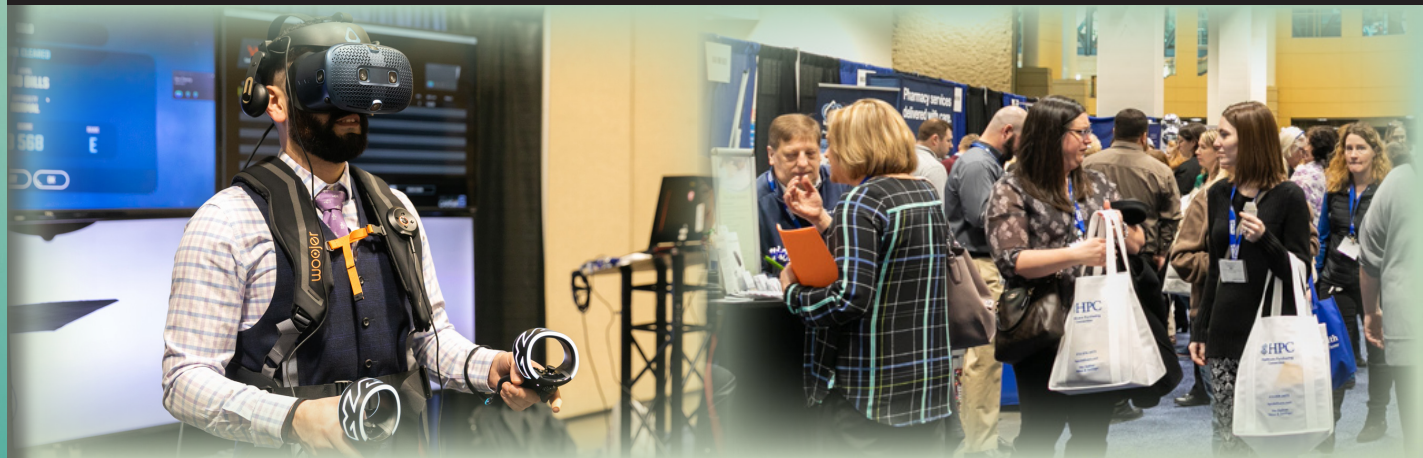
Prepare your list of must-see exhibitors and explore the innovative products and services at the Experience Expo. Download the Institute & Expo App for the most-up-to-date exhibitor list and conference information.

# EXPO HALL

**This is the Largest State Expo in the Field**



Make sure to visit all eight Experience Booths  
to engage in fun, interactive activities (even more fun than puppy cuddling!)



**Hundreds of service and product options for you to explore –  
all here at the Institute Experience Expo!**



# SPECIAL FEATURES

## OPENING NIGHT CELEBRATION

WEDNESDAY, FEBRUARY 9 • 6 – 10 p.m.

*In the heart of downtown Saint Paul – easy walking distance from RiverCentre and local hotels*

**Opening night is a fun time full of connections, laughter, and entertainment.**

### OLYMPICS WATCH PARTY

6 – 8 p.m.

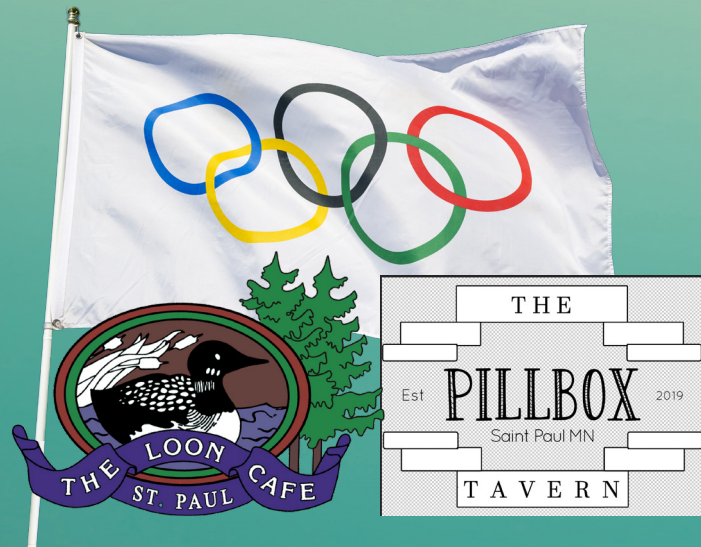
#### Two great locations!

**Pillbox Tavern**, 400 Wabasha Street North | 651.756.7566

**The Loon Café**, 426 St. Peter Street | 651.330.4777

Grab dinner with your team and cheer on your favorite country while watching the Olympics, then head over to the main event!

*Call Loon Café to make reservations, ask for the reserved LeadingAge Minnesota seating area. Pillbox Tavern first come open seating. (Food and beverage not included.)*



### HYPNOTIST/MENTALIST SHOW

8:30 – 9:30 p.m.

**kj's hideaway**

*Passion for music Love for artists*

**KJ's Hideaway**, 408 St. Peter Street  
(in lower level of historic Hamm Building)

Doors open and live entertainment starting at 6:30 p.m.

Food and beverage available (*not included*).

*Seating is limited to 150 guests. First come open seating.*

Noah Sonie entertains us by combining baffling hypnosis with mind-blowing mentalism. It's a hilarious, interactive, and engaging journey through the mind as you experience wonder, surprise, and intrigue. You'll be amazed and left questioning what's possible. It's a show you don't want to miss!

**Noah Sonie**

Opening Night Celebration  
sponsored by



Securities



# SPECIAL FEATURES

## INSTITUTE & EXPO APP THE INSTITUTE AT YOUR FINGER TIPS

For everything you need to have a great conference experience, make sure to download the Institute & Expo App before you go.

- Daily schedules and room locations
- Session descriptions
- Handouts
- Speakers list
- Session evaluations
- Exhibitor and sponsor lists
- Maps
- CEU information
- Networking list of Institute participants and more!

Once you're registered for the Institute, keep an eye out for an email with download instructions!



Sponsored by



## LEADINGAGE MINNESOTA FOUNDATION SILENT AUCTION



**Wednesday, Feb. 9 and Thursday, Feb. 10**

The Sixth Annual Silent Auction returns to the Institute! Help raise funds to provide caregiver and staff scholarships and support the important work of the LeadingAge Minnesota Foundation. Two ways to participate:

- Donate an auction item.
- Shop and bid at the 2022 Silent Auction.

There's always a wide variety of wonderful items to choose from – check out the Institute App in advance for a list of auction items.



## MEETUP GROUPS ARE BACK!

Meetup Groups are small, informal gatherings of members with shared interests. Meet new colleagues, share ideas and resources, learn about trends, and get ideas you can use. Meetup Groups are happening throughout the Institute; see Schedule of Events for dates, times, and professional groups.

*CEUs are not available for these informal learning opportunities.*

# SPECIAL FEATURES

## LIFE AFTER THE 1135 WAIVER: HOW TO TRANSITION BASIC CARE AIDES TO NURSING ASSISTANTS

Have you been utilizing the 1135 waiver to train caregivers during the pandemic? Do you have a plan to upskill those staff to get on the Nursing Assistant Registry before the waiver ends? We can help!

Stop by the EduCare/OnTrack Nursing Assistant Training display for a free 1:1 consultation to discuss how you can most efficiently and effectively transition your BCAs to NARs. There are several pathways to remain in compliance – we are here to help you make a plan!

The EduCare/OnTrack display is located on the ballroom concourse outside of the General Session ballroom.



## LEADERSHIP ACADEMY

Join us to celebrate the 2021 graduating class of Leadership Academy Fellows at the Institute.

Leadership Academy is a nine-month leadership development program focused on leadership theory, experiential learning, and critical skills development with mentorship support through personal coaching teams. Since 2010, over 350 established and emerging leaders have completed their fellowship.

Congratulations to this year's Leadership Academy Graduates! View the list [here](#).

Sponsored by



LeadingAge<sup>®</sup>MN  
Leadership Academy

Authentic leadership

Leading teams

Action learning

Deep listening and communication

Maximizing strengths

Decision making and problem solving

Leading change

Applications for the 2022 class will be available in January at [LeadingAgeMN.org](https://www.LeadingAgeMN.org) under Education and Events.

[www.LeadingAgeMN.org/2022Institute](https://www.LeadingAgeMN.org/2022Institute)



# 2022 EXCELLENCE IN PRACTICE AWARDS

## Stars Among Us



Congratulations to these member organizations for demonstrating Excellence in Practice! Both of this year's awards reflect initiatives created in response to COVID-19; yet in very different arenas. One, a rapid response to create skilled COVID acute care centers; and the other, innovative approaches to providing adult day services in the face of mandated statewide closure.

### *COVID Support Units*

*Cassia Redeemer Residence, Minneapolis; and Chapel View Care Center, Hopkins*  
**(Safe Care for Seniors)**



In the earliest days of the COVID-19 pandemic, Cassia's Redeemer Residence and Chapel View Care Center answered the call from Minnesota's Department of Health and State Emergency Operations Center to provide COVID care. Their dedicated staff demonstrated an elevated level of commitment to fight the challenges of the pandemic under the most difficult circumstances. The two COVID Support Units were vastly different in physical design; one, a brand-new state-of-the-art TCU with all private rooms; the other an older retrofitted building. The teams rallied to deliver care for internal outbreaks, partner with local hospitals to take admissions, and to support the broader community in the pandemic battle.

### *Vets Club "On the Road"*

*Minnesota Veterans Home Adult Day Center, Minneapolis*  
**(Performance Excellence in Aging Services)**



When the state's adult day centers were abruptly closed by government order in March 2020, the staff at the Minnesota Veterans Adult Day program in Minneapolis immediately developed plans to continue to serve their clients. Concerned for their cognitive and emotional wellbeing, the staff devised innovative methods to keep up vital social connections. The myriad approaches included Virtual Vet's Club kits sent to clients' caregivers, virtual education on COVID and proper use of PPE, themed drive-through events, and a mobile Vet's Club "on the road" that ensured clients received personal staff visits in their homes and gave caregivers a much needed respite.

Learn more! These awards are all about sharing great ideas and initiatives with providers throughout Minnesota. Attend the session to hear about these programs and take away key learnings for your own organization.

***Session 205, Wednesday, February 9, 1:30 – 2:30 p.m.***

# QUALITY, SAFETY, AND PERFORMANCE EXCELLENCE

LeadingAge Minnesota is committed to supporting our members' quality and performance improvement initiatives. Look for opportunities throughout the Institute to gain knowledge, skills, and resources that lead to improved quality and safety outcomes, engaged staff, streamlined operations, and more satisfied customers.



## Quality & Patient Safety Conference

This Conference-within-a-Conference includes seven education sessions dedicated to key quality and safety issues that are top of mind for providers and drive safety and continuous improvement.

## Pre-Conference Foundations of Quality Bootcamp

**Tuesday, Feb. 8**

*A full day deep dive in learning and practicing approaches to enhance your quality improvement programs, use data and information to drive decision-making, and develop and implement solutions to address priority issues.*

*See page 7 for schedule and fees.*

## Quality & Patient Safety Conference Sessions

**Wednesday, Feb. 9**

- #203 – Establishing a Just Culture Focused on Continuous Improvement (1:30 – 2:30 p.m.)
- #204 – Ethical Dilemmas – Which Decision is the Correct Decision? (1:30 – 2:30 p.m.)
- #302 – How a Supportive Culture Enhances Quality and Safety (3 – 4 p.m.)
- #402 – Designing Systems that Account for Human Beings Being Human (4:15 – 5:15 p.m.)

**Thursday, Feb. 10**

- #503 – Care Centers: Lessons Learned from Immediate Jeopardy Cases (8:30 – 9:30 a.m.)
- #603 – Steps to Create a Culture of Continuous Improvement and Excellence (10:30 – 11:30 a.m.)
- #702 – Optimizing Resident Physical, Cognitive, and Emotional Health and Well-Being (2:30 – 3:30 p.m.)
- #801 – Assisted Living: Lessons Learned from Substantiated OHFC Cases (3:45 – 4:45 p.m.)



# QUALITY, SAFETY, AND PERFORMANCE EXCELLENCE

## Recognizing and Celebrating Your Commitment to Quality and Safety

Congratulations to the LeadingAge Minnesota member organizations who are leading the way in continuous quality and performance improvement and in keeping seniors safe from harm.



### Safe Care for Seniors

#### *Honor Roll*

113 Providers were named to the Safe Care for Seniors Honor Roll for demonstrating action and outcomes that ensure the older adults they serve are safe from harm and all who live and work in their settings are treated with dignity and respect. View the list [here](#).

#### *Committed Organizations*

450 LeadingAge Minnesota members made the Safe Care for Seniors Pledge in 2019 and committed their organization to implementing the 5-Step Action Plan. View the list [here](#).



### Performance Excellence in Aging Services

LeadingAge Minnesota has recognized 15 aging services providers for their achievements in quality, continuous improvement, and performance excellence.

#### *Level 1: Award of Merit*

- Carris Health
- Martin Luther Manor
- The Good Shepherd Community
- St. Crispin Living Community
- Vista Prairie at Copperleaf
- Vista Prairie at Garnette Gardens
- Vista Prairie at Goldfinch Estates
- Vista Prairie at Monarch Meadows
- Vista Prairie at River Heights
- Vista Prairie at Windmill Ponds

#### *Level 2: Award of Honor*

- Benedictine Living Community of Duluth
- Knute Nelson
- Madonna Living Community of Rochester
- St. Francis Health Services of Morris
- Walker Methodist

To learn more about how you can get started on your Performance Excellence journey, contact Julie Apold, Vice President of Quality & Performance Excellence, [japold@leadingagemn.org](mailto:japold@leadingagemn.org).

# INSTITUTE LODGING

*Free shuttle service is provided between RiverCentre and the InterContinental hotel.*



**Reserve hotels early for best selection.**

**Find updated lodging information at [LeadingAgeMN.org/Institute](http://LeadingAgeMN.org/Institute) or on the App!**



## **Hampton Inn & Downtown St. Paul**

(across the street from RiverCentre, no skyway/tunnel access, parking is provided by valet only for \$31 per day)

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

Rate: \$167 Single or Double

Reservation Number: 651.224.7400

Reservation Link: <https://group.hamptoninn.com/hykd52>



## **Holiday Inn St. Paul Downtown**

(across the street from RiverCentre, no skyway/tunnel access)

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

Rate: \$163 Single/\$179 Double

Reservation Number: 651.225.1515

Reservation Link: <https://tinyurl.com/65bphfw>



**\*\*HEADQUARTER HOTEL\*\***

## **InterContinental Saint Paul Riverfront**

(connected via skyway/tunnel, event shuttle to/from RiverCentre)

11 East Kellogg Boulevard, St. Paul, MN 55101

Rate: \$176 Single or Double

Reservation Number: 651.292.1900

Reservation Link: <https://tinyurl.com/64xbat4w>



## **The Saint Paul Hotel**

(Connected via skyway/tunnel)

350 Market Street, St. Paul, MN 55102

Rate: \$183 Single or Double

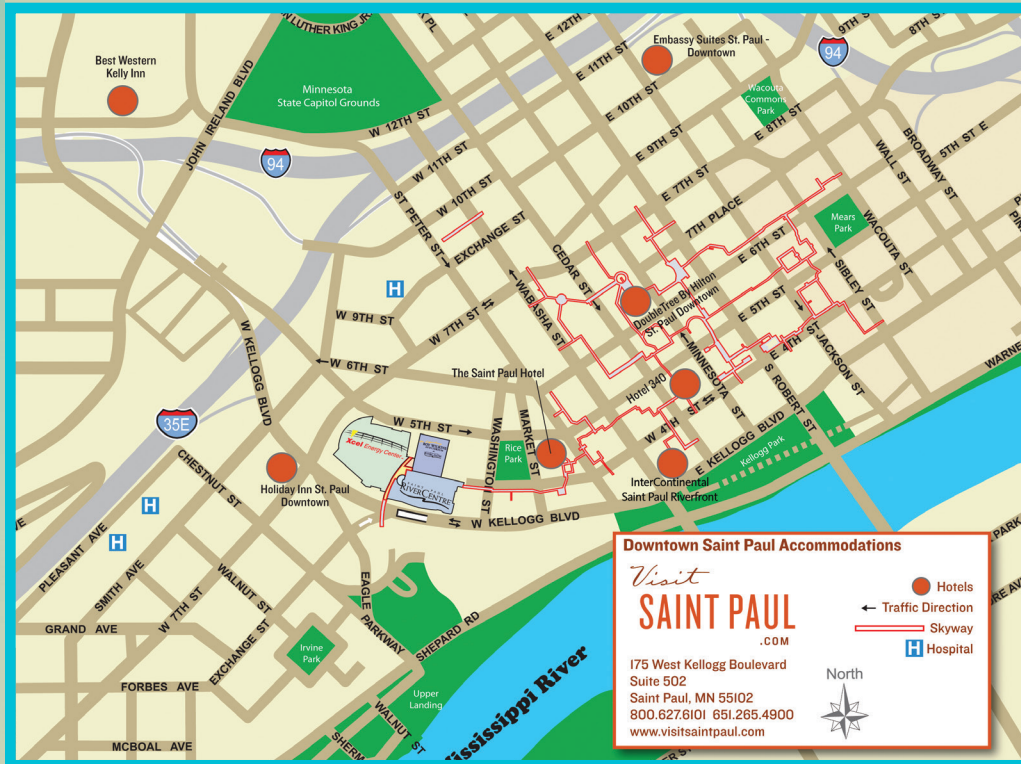
Reservation Number: 651.292.9292

Reservation Link: <http://reservations.saintpaulhotel.com/sph/>. Enter the dates for your reservation. Select "I have a code" as the rate type, then select "Group/Block" and enter "220208LAM" 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 market rates will be charged.

Room blocks will be held until **Monday, Jan. 17, 2022.**

**\*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. 17, 2022, 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](mailto:jprosser@leadingagemn.org).



# HEALTH AND SAFETY REQUIREMENTS FOR PARTICIPANTS

LeadingAge Minnesota is committed to creating a safe and healthy event for our 2022 Institute. To that end, we have developed the following health and safety protocols in accordance with CDC guidelines. We want everyone interested in attending Institute to be able to do so safely, so these protocols may be updated prior to our event to reflect the evolving impact of the Omicron or other variants. Institute participants will be required to comply with the following:

- **Participants are required to wear a face covering at all times, regardless of vaccination status, while entering and inside the RiverCentre, except when actively eating or drinking.** In education sessions, speakers are required to wear a face covering in the meeting room except when presenting their content and directly addressing the audience. Face coverings should cover both nose and mouth. We suggest bringing your own mask. LeadingAge Minnesota will have disposable masks available on-site for those who need one.
- **All participants are required to present a negative COVID-19 test result from a test administered no more than 48 hours prior to arriving at the Institute, regardless of vaccination status, before gaining entrance into the event.** A retest during the week is not required.
- **Participants will be required to complete health screening questions onsite before gaining entrance into the event.**

The following are considered acceptable test results:

- A negative test result from a PCR test taken within 48 hours prior to the event/venue arrival;
- A negative test result from an FDA-approved COVID-19 antigen test (aka rapid test) administered by a testing provider within 48 hours prior to the event/venue arrival.

A testing provider can be a clinic, testing site, or your organization with test documentation signed by a licensed health care provider. The test result record must show the name of the person tested, type of test performed, the entity issuing the result, test sample collection date, and the test result. Additional identification is not required. Rapid tests used without the supervision of a testing provider (e.g., self-administered over the counter tests or home tests) will not be accepted.

Medical and religious exemptions are not accepted in place of a negative COVID-19 test result.

LeadingAge Minnesota staff will also be subject to these health and safety protocols. While LeadingAge Minnesota is not legally authorized to require RiverCentre staff and outside contractors to be tested, we are working with them to develop onsite protocols in accordance with CDC guidelines. By St. Paul city order, all RiverCentre staff and outside contractors are required to wear masks.

LeadingAge Minnesota will follow the health and safety practices mandated by the RiverCentre, or by applicable federal, state, and local authorities, whichever requires the most protection. Those practices and others will be determined close to the date of the event and may become more or less strict between registration and the event.

# HEALTH AND SAFETY REQUIREMENTS FOR PARTICIPANTS

## ACKNOWLEDGEMENT AND SAFETY PRECAUTIONS

- Upon registration, all participants will be required to acknowledge any personal risk by attending the conference.
- Session rooms will include some distancing between chairs. Conference attendees are not to move the chairs closer to each other.
- While visiting the expo hall, participants are encouraged to monitor and keep safe space while interacting with others.
- All participants must stay home if feeling ill. According to the CDC, people with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2 to 14 days after exposure to the virus; people with these symptoms may have COVID-19:
  - » Fever or chills
  - » Cough
  - » Shortness of breath or difficulty breathing
  - » Fatigue
  - » Muscle or body aches
  - » Headache
  - » New loss of taste or smell
  - » Sore throat
  - » Congestion or runny nose
  - » Nausea or vomiting
  - » Diarrhea
- For participants who begin to feel ill while at the Institute or find out during Institute they have been in close contact with someone who recently tested positive:
  - » Immediately leave the RiverCentre.
  - » Get tested for COVID-19 and report any positive result to known contacts and LeadingAge Minnesota at [jprosser@leadingagemn.org](mailto:jprosser@leadingagemn.org). Here are some links to local rapid testing sites for those who experience symptoms on-site.
    - ◇ MN COVID-19 Response Testing Website: <https://mn.gov/covid19/get-tested/testing-locations/index.jsp>
      - ◇ Closest testing site to RiverCentre: Roy Wilkins Auditorium (attached to RiverCentre)
    - ◇ GS Labs: <https://gslabstesting.com/>
- To err on the side of caution, participants are strongly encouraged to get tested 3-5 days after the Institute, whether or not experiencing any COVID-19 symptoms.

## LOCAL HEALTH INFORMATION

- Information on health and safety procedures for events hosted at the RiverCentre – <https://www.rivercentre.org/plan/covid-19-information-1>.
- Timely updates and information on health and safety procedures when traveling to and while in St. Paul, MN – <https://www.visitsaintpaul.com/coronavirus-covid-19-information/>.
- LeadingAge Minnesota encourages participants to visit their hotel's website or connect with a hotel representative for the most up-to-date health and safety information for individual hotels.

***Please check this page frequently for updates leading up to the Institute.***



# REGISTRATION AND GENERAL INFORMATION

## 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) based on service line, size, and geographic location. Each building/site/service entity on a single campus must register and pay a separate fee.

Registration includes full conference participation in both in-person and virtual formats, CEUs and exhibit hall admission for all staff employed at the registered site. An additional per-person fee applies to attend the Pre-Conference Intensives and Leadership Intensive.

Individual fees apply if only one employee of a member provider organization site/entity is attending the conference or expo. Business Partners and non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual conference fee.

### Cancellation policy

Cancellations must be received in writing by Jan. 28, 2022 to receive a refund, less a \$50 processing fee. No refunds for cancellations received after Jan. 28, 2022 or for no-shows. LeadingAge Minnesota reserves the right to cancel individual sessions.

### Location

Institute & Expo is held at RiverCentre, 175 W Kellogg Blvd., St Paul, MN 55102. [www.RiverCentre.org](http://www.RiverCentre.org)

### For further Information

Lodging, Sponsorship, Exhibit, or COVID-19 Health & Safety Information - Jenny Prosser at [jprosser@leadingagemn.org](mailto:jprosser@leadingagemn.org)

Pre-Conference Intensives, Concurrent Sessions, or CEUs - Heidi Simpson at [hsimpson@leadingagemn.org](mailto:hsimpson@leadingagemn.org)

Leadership Intensive - Barbara Landeen at [blandeen@leadingagemn.org](mailto:blandeen@leadingagemn.org)

Online Registration Assistance - Education Department at [education@leadingagemn.org](mailto:education@leadingagemn.org)

651.645.4545 or 800.462.5368

## Register at [LeadingAgeMN.org/Institute](http://LeadingAgeMN.org/Institute)

# REGISTRATION FEES

## ORGANIZATIONAL REGISTRATION FEES

One flat fee includes in-person and/or virtual conference participation for all staff at a single location/entity. Fees listed are the regular rate.

**SAVE \$100 by registering on or before Jan. 4, 2022.**

### CARE CENTERS

#### Number of Care Center Beds

	Metro*	Greater MN
1-40	\$980	\$805
41-60	\$1,300	\$900
61-100	\$1,760	\$1,300
101-150	\$1,950	\$1,455
151+	\$2,040	\$1,490

Prospective member Care Center fee is \$2,175

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

### HOUSING

#### Number of Housing Units

1-20	\$570
21-40	\$655
41-70	\$740
71+	\$840
Prospective member Housing fee is \$980	

### CORPORATE/MANAGEMENT OFFICES

#### Number of Owned and Managed Sites in Minnesota

1-5	\$650
6-10	\$870
11+	\$1,080
Prospective member Corporate Office fee is \$1,225	

### ADULT DAY CENTER

\$285
Prospective member Adult Day Center fee is \$445

### ASSOCIATE COMPANIES\*

\$590
Prospective member Associate fee is \$780

\*Includes home care, hospice, and other community-based services.

### NON-EXHIBITING VENDORS

Business Partner	\$925
Prospective Business Partner	\$1,345

## INDIVIDUAL REGISTRATION FEES

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

### CONFERENCE REGISTRATION

Provider/Associate Member (full conference)*	\$380
Prospective Provider (full conference)*	\$535
Full-time Student/Faculty Member	\$35
State/Government Agency Staff	\$95
Expo Only One Day Pass – Provider	\$35
Expo Only One Day Pass – Vendor	\$125

\*Individual fees are for one person only from an organization/entity to attend.

If registering more than one person, use the organizational fees above.

### SPECIAL EVENTS

(per person fees)	Member/Prospective Member
Pre-Conference A (Feb. 8)	\$120/160
Pre-Conference B (Feb. 8)	\$190/230
Leadership Intensive (Feb. 9)	\$145

**Registration questions?**

Contact [education@leadingagemn.org](mailto:education@leadingagemn.org)

**Not a member? Join today and save!**

Contact Luke Jenkins at [ljenkins@leadingagemn.org](mailto:ljenkins@leadingagemn.org) to explore the value of membership.