

LEADINGAGE MINNESOTA

# 2023 INSTITUTE & EXPO

FEB. 8-10 • RIVERCENTRE • ST. PAUL

REFLECT

REFRESH

REFOCUS

*LeadingAge*<sup>®</sup>  
Minnesota

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With deep gratitude we recognize our Annual Sponsors whose unwavering commitment to our members and financial support to LeadingAge Minnesota help provide quality programs and resources throughout the year.

Please visit these exceptional sponsoring organizations in the Expo Hall and look to them as you make decisions about purchasing products and services to support your business operations.

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



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# WELCOME TO THE 2023 INSTITUTE & EXPO

Join us for the 2023 Institute & Expo, Feb. 8 – 10 in St. Paul. It's three days of education, connections, special events, and the largest aging services expo in the state. Plus, an additional three days of new and different virtual programming, Feb. 28 – March 2.

**REFLECT** on all we have experienced and accomplished in recent times.

**REFRESH** our soul, our spirit, our energy, our commitment to serving.

**REFOCUS** on what matters most. What is essential and what is possible.

## INSTITUTE IS THE PLACE TO BE!

- Informational and thought-provoking educational sessions for a variety of roles and disciplines.
- Connections with your professional network.
- Business intelligence and solutions in the Expo.
- A full Quality & Patient Safety Conference within the Institute.
- An optional Leadership Intensive focused on unleashing creativity and innovation in your team.
- New Solutions Stage with short informational segments delivering solutions to challenges.
- Two-day Silent Auction to support caregivers.
- Opening Night Celebration & Dance Party.

**REGISTER TODAY. WE CAN'T WAIT TO SEE YOU IN ST. PAUL.**



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## REGISTRATION DESK HOURS

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

## INSTITUTE & EXPO APP: THE INSTITUTE AT YOUR FINGERTIPS

For everything you need to have a great conference experience – daily schedules, room locations, exhibitor and sponsor lists, CEU information, and more – make sure to download the Institute & Expo App before you go. Keep an eye out for an email with download instructions a few weeks before the event!

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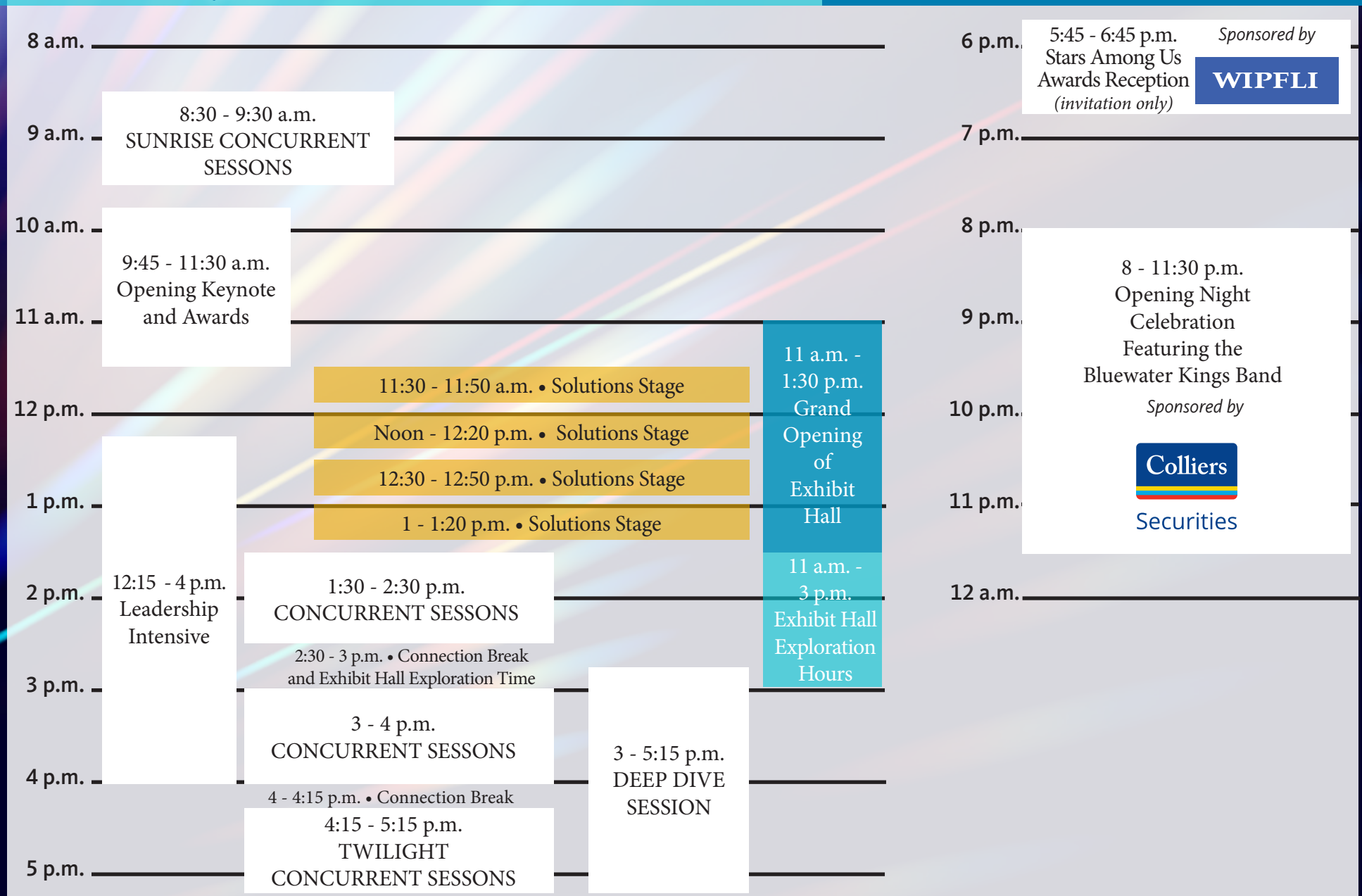
# SCHEDULE OF EVENTS (In-Person)

## Wednesday, Feb. 8

## Tuesday, Feb. 8

10 a.m. – 3:30 p.m.

Pre-Conference Intensive Sessions A & B



# SCHEDULE OF EVENTS (In-Person)

## Thursday, Feb. 9

8 a.m.			
9 a.m.	8:30 - 9:30 a.m. SUNRISE CONCURRENT SESSIONS		
10 a.m.		9:30 - 9:50 a.m. • Solutions Stage	9:30 - 10:30 a.m. Dedicated Exhibit Hall Exploration Hour
11 a.m.	10:30 - 11:30 a.m. CONCURRENT SESSIONS	10 - 10:20 a.m. • Solutions Stage	9 a.m. - 12:30 p.m. Exhibit Hall Open
12 p.m.		11:30 - 11:50 a.m. • Solutions Stage	11:30 a.m. - 12:30 p.m. Snacks in the Exhibit Hall
1 p.m.	12:30 - 2:15 p.m. General Session and Awards	Noon - 12:20 p.m. • Solutions Stage	Sponsored by  PROFESSIONAL PORTABLE X-RAY Powered by dispatchhealth
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		
5 p.m.	3:45 - 4:45 p.m. CONCURRENT SESSIONS		

6 p.m.	
7 p.m.	7 p.m. • Let's Play Hockey! Minnesota Wild vs. Vegas Golden Knights <i>(Separate fee, purchase through Ticketmaster link)</i>

## Friday, Feb. 10

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 - 10:45 a.m. CONCURRENT SESSIONS
12 p.m.	10:45 - 11 a.m. • Connection Break
Noon	11 a.m. - 12:15 p.m. Event Highlights and Endnote
	12:30 p.m. • Conference Adjourns



Tuesday, Feb. 7

## PRE-CONFERENCE INTENSIVE SESSIONS

*Deep dive learning on issues important to you.*

### SESSION A

#### Quality Improvement Essentials for Managers, Team Leaders, and Department Directors

##### ABOUT THE WORKSHOP

This workshop provides essential quality improvement information, resources, tools, and hands-on application to identify and address improvement opportunities within your department or team. Boost your quality improvement process and success in meeting regulatory requirements, reducing costs, boosting resident satisfaction and care, and improving staff engagement and retention.

- Understand foundational quality improvement principles and methods.
- Engage in case studies and exercises to apply the knowledge right away.
- Take home tools and resources to strengthen your quality improvement program.

##### WORKSHOP AGENDA

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

- Step 1: Identify Problems/Barriers
- Step 2: Select Specific Problem
- Step 3: Brainstorm Solutions
- Step 4: Select One Solution
- Step 5: Implement and Test Your Solutions

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

###### Applying Your Data Knowledge to Case Studies

### REGISTRATION FEES

LeadingAge Minnesota Members – \$135 per person

Prospective Members – \$175 per person

*Registration includes lunch, refreshments, and handouts.*

### SCHEDULE

9:30 a.m. Registration

10 a.m. – 3:30 p.m. Program

##### Presenters

*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; and Jesse Noska, RN, LALD, Director of Clinical Quality, Progressive Care, Grand Rapids*

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*Passion for Dining and Nutrition*

Tuesday, Feb. 7

## PRE-CONFERENCE INTENSIVE SESSIONS

*Deep dive learning on issues important to you.*

### SESSION B

#### Survey Preparation: Managing Surveys, Understanding Deficiencies, and Creating Plans of Correction

##### ABOUT THE WORKSHOP

This workshop provides the information, resources, and hands-on application of key regulatory concepts that care center and assisted living nurses and administrators need to strategically manage the survey process, analyze deficiencies, and create effective plans of correction. How surveys are managed and plans of correction are written and executed can mitigate the risk of extended surveys, re-surveys, and additional citations.

- Understand the foundational concepts necessary to effectively manage the regulatory survey process.
- Participate in case studies and exercises to learn how to analyze statements of deficiencies and use that information to create successful plans of correction.
- Apply resources and tips to prepare for the survey and corrections process.

##### WORKSHOP AGENDA

- Effectively Manage Your Survey
- Analyze Statements of Deficiency / 2567s
- Determine Fact Patterns and Identify Same and Similar Residents
- Components of Acceptable Plans of Correction
- Apply Your Data Knowledge to Case Studies

##### Presenters

*Dr. Kari Everson, DNP, MSN, MHA, RN, LNHA, LALD, PHN, Vice President of Clinical Services, LeadingAge Minnesota, St. Paul and President, Euvoia Senior Care Consulting, Woodbury; Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth, & Coffin LLC, St. Paul; Brianna Olson, BSN, RN, PHN, LALD, Housing Clinical Consultant, Knute Nelson, Alexandria; and Lois Jo Bittner, RN, LALD, Director of Home Health Care Services, St. Francis Health Services of Morris*

### REGISTRATION FEES

LeadingAge Minnesota Members – \$135 per person

Prospective Members – \$175 per person

*Registration includes lunch, refreshments, and handouts.*

### SCHEDULE

9:30 a.m.	Registration
10 a.m. – 3:30 p.m.	Program



## OPENING KEYNOTE AND AWARDS

### REBOUND, RESET, AND REACH HIGHER

**Wednesday, Feb. 8 • 9:45 - 11:30 a.m.**

Now more than ever, the true measure of success is how well you respond to change, uncertainty, and disruption. To rise above these circumstances you need grit, adaptability, and a positive outlook.

Roger Crawford is one of the most accomplished physically challenged athletes in the world, and his remarkable life story is a powerful example that challenges are inevitable, defeat is optional. His opening keynote will help us rebound from change, reset our mindset, and become even better than we are today.

- Build the mindset and skillset to turn change into opportunity.
- Find today's solutions by letting go of yesterday's thinking.
- Celebrate the positive difference you make every day.

Join us for this powerful presentation that will encourage you and honor the positive impact you have in enhancing the health and quality of life for the people you are called to serve.

#### ROGER CRAWFORD



*Roger Crawford is an award-winning physically challenged athlete, television host, bestselling author, and international speaker. His latest book, "Think to Win: The Power of Possibility Thinking," helps people mentally prepare to tackle their next challenge and optimize their next opportunity.*

## GENERAL SESSION AND AWARDS

### BUILDING H3 CULTURE: HOPE, HEALTH, AND HAPPINESS IN THE WORKPLACE

**Thursday, Feb. 9 • 12:30 - 2:15 p.m.**

Here is just the shot in the arm we can all use after the last three years. Seems like hope, health, and happiness at work have taken a significant hit. Rebuilding these begins with taking care of ourselves so we can be refreshed and refueled to do the work we are called to do.

Author and speaker Annie Meehan delivers a powerful presentation that demonstrates how to move from hopeless to hopeful; from unhealthy to healthy; and from stressed to happy – to restore the three H's in our professional and personal lives.

- Learn strategies on how you and your team can remain hopeful through challenges.
- Practice five essential ways to maintain your physical, emotional, and mental health.
- Discover where to seek happiness when things get hard.

This uplifting keynote provides practical tools and strategies that will leave you feeling inspired and energized to refresh your passion for serving others.

#### ANNIE MEEHAN



*Annie Meehan is an international speaker and author of five motivational books on living an exceptional life. Annie worked in the banking industry for nine years before owning and operating two fitness franchise locations and speaking on the topics of health and wellness. Her books include the award-winning "Be the Exception" and her newest, "Pineapple Principle."*

*Ms. Meehan will be selling/signing her books following the keynote presentation.*

# EVENT HIGHLIGHTS AND ENDNOTE

## STRESS IS A LAUGHING MATTER

Friday, Feb. 10 • 11 a.m. - 12:15 p.m.

What's that saying? "Into each life, a little rain must fall." Well, some of us might feel like we've been trying to swim through a flash flood because life and work are stressful!

Stress reduction expert Judy Carter has a counterintuitive solution to stress – laugh at it! Using the power of stories, Judy teaches us how turning problems into punch lines can help us navigate the ups and downs of work and life and better serve others.

- Convert conflict into camaraderie to strengthen teams and work culture.
- Utilize gratitude and appreciation to secure a permanent sense of well-being.
- Approach the day with a sense of humor, rather than a sense of desperation.
- Learn simple tools you can use immediately to refocus your commitment to serving older adults.

Prepare to be uplifted and inspired each day. (And – waterproof mascara recommended!)

### JUDY CARTER



*Judy Carter is an international speaker, humorist, speaking coach, workshop leader, and stress reduction expert. As an author, Judy doesn't like to brag, but she did write the bible. No joke, she's the author of "The New Comedy Bible" and "The Message of You" that teaches readers how to use life stories to inspire others.*

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# LEADERSHIP INTENSIVE

## THE INNOVATOR'S EQUATION: 5 PRACTICAL STRATEGIES TO MOVE YOUR ORGANIZATION FORWARD

**Wednesday, Feb. 8 • 12:15 - 4 p.m.**

Our long-term care field has shifted monumentally in the past few years. Is your organization ready for the new world ahead? To thrive in the marketplace, we need to instill innovation in our teams and systems.

Author and leadership expert, Jonathan Fanning, presents distilled lessons based on two decades of research into the world's most innovative people and organizations. He uses case studies, as well as personal experience as an entrepreneur and educator, to help organizations of all types and sizes embed innovation into their work.

Discover and practice what Jonathan has termed the Innovator's Equation – five core strategies to unleash creativity and innovation in your team. Apply these practical tools to build a personalized roadmap for your organization around the most pressing challenges, including COVID recovery, workforce shortages, financial challenges, and a consolidation-heavy business environment.

- Explore the “Innovator's Equation,” a paradigm-shifting framework for bringing creativity to practical challenges.
- Get a fresh and energizing perspective on hiring, engagement, and workplace shortages with “Einstein's Hour” – a 180° shift in how we typically approach problems.
- Learn what questions, stories, and models will get you and your team “unstuck” after the COVID crisis.
- Walk away with practical tools and a clear plan for applying these tools in your organization.

*A game-changing afternoon to re-ignite your own leadership creativity and explore applying the Innovator's Equation to your organization.*

### Program Schedule

11:45 a.m. – 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.

\$160 per person fee includes lunch, refreshments, program materials, and a copy of the presenter's book.

### JONATHAN FANNING



Jonathan Fanning is an author, leadership development consultant, and entrepreneur who has coached leaders from Fortune 500 executives to sole proprietors for 20 years. He has built several successful businesses, including a national children's fitness franchise and Entrepreneur Adventure, which helps young people experience business start-up and ownership. He is the author of *Who are You BECOMING?, I Once Was Lost*, and his forthcoming book, *Creativity Unleashed: 5 Practical Strategies of the World's Most Innovative People and Organizations*.

*“Jonathan opened my eyes with his ‘Innovator's Equation’ – that concept will disrupt the way we run our businesses!”*  
(Jeff Hyatt, CEO Hyatt Family Facilities)

### MEMBER INNOVATION PANEL

An essential element of the Leadership Intensive is sharing and learning from one another. A panel of LeadingAge Minnesota member leaders will share innovative solutions to address operational challenges, followed by an interactive discussion. *Panelists to be announced.*



***Congratulations to the 2022 graduating class of Leadership Academy fellows who will lead and transform the field of aging services for decades to come.***

Leadership Academy is a year-long leadership development experience focused on leadership theory, applied learning, and critical skills development with mentorship support through small coaching teams.

Join the 400 alumni who have participated in this exceptional leadership program.  
Applications for the 2023 Leadership Academy will be available in January.

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# SESSION SCHEDULE - IN PERSON

## Wednesday, Feb. 8

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 101 – Wound Identification, Treatment, and Mitigating Regulatory Risk (AL, CC)

- Address common operational concerns when admitting wounds to your community.
- Identify common wound types, wound assessment, prevention interventions, and best practices for treatment.
- Learn how to develop a best practice wound program to mitigate regulatory risk.

*Chris Blomquist, Director of Skilled Nursing and Registered Nurse Consultant, and Alanna Valadez, Director of AHI TruHeal Wound Care Program, Advanced Health Institute, Bloomington*

#### 102 – Dining: Smart Planning in an Inflationary Year (AL, CC)

- Describe the value of menu engineering in creating efficient menus that can still “wow” your residents.
- Explore purchasing ideas and options to help control costs.
- Discuss options in culinary production and creative labor practices that can ease labor challenges.

*David Koelling, President, Strategic Dining Services, Barrington, Ill.*

### QUALITY CONFERENCE SESSION

#### 103 – Suicide Risk and Prevention for Older Adults in Long-Term Care (AL, CC)

- Explain the root causes and risk factors for suicide in older adults living in long-term care settings.
- Identify warning signs that may indicate someone is at risk for suicide.
- Develop strategies to decrease risk of death by suicide in older adults in our care.

*Paula Newinski, Quality Director, Minnesota Veterans Home, Minneapolis*

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home- and Community-Based Services

SH – Independent Senior Housing

#### 104 – Top Ten Risks for Senior Care (AL, CC)

- Describe the current state of senior care professional liability risk exposure including claims data, risk management data, and legal trends.
- Examine the drivers of high-level regulatory deficiencies and sanctions for senior care including repeat deficiencies.
- Apply strategies to minimize the risk exposure for the top ten senior care and assisted living risk management trends.

*Cyndi Siders, RN, MSN, DFASHRM, CPHRM, CPPS, CWCA, Executive Consultant, Siders HealthCare Consulting, Grand Forks, N.D.*

#### 105 – DEED: Using Labor Market Information to Inform Workforce Strategies <Repeat of 506> (All Settings)

- Understand the impact of COVID-19 on the current labor force and projections of future in-demand healthcare jobs.
- Learn about job seeker trends and how the labor market can inform responsive employer planning.
- Identify new opportunities for hiring and developing career pathways based on labor market forecasting and connecting with overlooked talent through CareerForce initiatives.

*Timothy O'Neill, Regional Labor Market Analyst, Lorrie Janatopoulos, CareerForce Director, CareerForce Systems Minnesota, and Mike Lang, Employment Service Director, Minnesota Department of Employment and Economic Development (DEED), St. Paul*

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

- Understand the vision of DHS and MDH in the second term of the Walz administration.
- Identify how DHS and MDH will intersect with long-term care.
- Discuss opportunities for agency and organization collaboration and communication.

*Moderator: Erin Huppert, Vice President of Advocacy, LeadingAge Minnesota, St. Paul; Maria King, RN, Division Director, Health Regulation Division, Minnesota Department of Health, St. Paul; and, Natasha Merz, Interim Assistant Commissioner for Aging and Continuing Care, Minnesota Department of Human Services, St. Paul*

# SESSION SCHEDULE - IN PERSON

**Wednesday, Feb. 8, *cont'd.***

9:45 – 11:30 a.m.

**Opening Keynote and Awards**

**Rebound, Reset, and Reach Higher**

*Roger Crawford, Keynote Speaker, Author, Hall of Fame Athlete, Granite Bay, Calif. (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**

11:30 – 11:50 a.m.

**Solutions Stage**

**Refocus on Clinical Reimbursement** (See page 37.)

Noon – 12:20 p.m.

**Solutions Stage**

**No More Gray Hair: Attracting Your 200-Year-Old Residents**  
(See page 37.)

12:15 – 4 p.m.

**Leadership Intensive**

*Separate registration and fee apply. (See page 10.)*

12:30 – 12:50 p.m.

**Solutions Stage**

**Better Outcomes Through Collaborative Practice**  
(See page 37.)

1 – 1:20 p.m.

**Solutions Stage**

**How to Talk With Surveyors** (See page 37.)

1:30 – 2:30 p.m.

**CONCURRENT SESSIONS**

**201 – Tools and Strategies to Implement IDDSI into Your Food and Nutrition Department** (AL, CC)

- Learn how to improve key areas within your operations to overcome challenges to implementing the IDDSI requirement (soft and bite-size food).
- Identify tools, tips, recipes, and educational resources to train staff and maintain consistency during staff turnover.
- Discuss practical solutions that can be used in your culinary department to improve resident/client experience.

*Erin Zwonitzer, Food and Nutrition Program Director, Minnesota Veterans Home, Minneapolis; and Carrie Oye, Director of Food and Nutrition Services, Minnesota Veterans Home, Luverne*

**202 – Design-on-a-Dime Multi-Sensory Stimulation Rooms for Persons with Dementia** (AL, CC)

- Identify calming and stimulating sensory interventions and the benefits of multi-sensory stimulation spaces for people with dementia.
- Enumerate design principles to consider when developing a multi-sensory space, such as light, movement, music, aromas, and tactile objects.
- Recognize how to use low-cost everyday objects, activities, low-tech, and sensory inputs to include in a multi-sensory environment to facilitate purposeful engagement.

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

## TRACKS FOR SESSIONS

AL – Assisted Living

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# SESSION SCHEDULE - IN PERSON

Wednesday, Feb. 8, *cont'd.*

1:30 – 2:30 p.m.

## CONCURRENT SESSIONS, *cont'd.*

### QUALITY CONFERENCE SESSION

#### 203 – QAPI: Prioritizing Quality Improvement in Your Organization (All Settings)

- Describe key elements of an effective QAPI program of continuous improvement.
- Identify strategies to engrain QAPI principles into your daily work and quality culture.
- Apply tools and resources to support your QAPI efforts.

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

#### 204 – Using Data to Increase Sales Conversion and Increase Occupancy (AL)

- Learn what data is available to use for strategic marketing plans.
- Understand how and where to put this data to work in your marketing efforts.
- Discuss how data-driven marketing can result in higher quality traffic across marketing channels, increased conversion rates, and reduced cost per conversion.

*Jonathan Hurst-Sneh, VP, Strategy, Attane, Kansas City, Mo.*

#### 205 – Reducing Readmissions-Clinical Strategies for Operational Success (AL, CC)

- Review leadership strategies to prepare your organization to reduce unnecessary hospital readmissions including organizational readiness, clinical readiness, clinical competency, and quality monitoring.
- Identify three key resources to use for program development and staff education.
- Discuss the importance of strategic partnerships within the care continuum.

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

#### 206 – BELTSS License Updates for HSE, NHA, and LALD (AL, CC)

- Learn how to prepare for and address survey issues or complaint investigations with the licensing board using real-life case studies.
- Review updates to the Assisted Living Director in Residence (ALDIR) Field Experience toolkit and available mentor resources.
- Get answers to your questions related to ALD and other licenses from BELTSS staff.

*Rebecca Bollig, Director of Assisted Living and Education, Board of Executives for Long-Term Services and Supports (BELTSS), St. Paul*

#### 207 – MDH: Medicare Certified Home Care Agency Updates and Survey Findings (HCBS)

- Review the current survey processes.
- Identify recent findings and citations trends for Medicare certified home care agencies.
- Discuss recent updates to home care requirements.

*Kathleen Lucas, Regional Operations Manager, Minnesota Department of Health, St. Paul*

#### 208 – B&B Café: Using the Power of Positivity to Overcome Trauma (AL, CC)

- Understand the definition of trauma and appreciate that the COVID-19 pandemic has been a trauma for all of us.
- Examine how positivity can help overcome the effects of trauma and identify simple steps to focus on the positive rather than the negative.
- Learn about the Minnesota Veteran's Home's B&B Café initiative to promote positivity and participate in some of the exercises used in this innovative program.

*Brenda Friesner, RN Supervisor, Minnesota Veterans Home, Silver Bay*

## TRACKS FOR SESSIONS

AL – Assisted Living

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# SESSION SCHEDULE - IN PERSON

## Wednesday, Feb. 8, *cont'd.*

1:30 – 2:30 p.m.

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

#### 209 – Death Café: Conversations About Death (All Settings)

Death Café is an international movement to increase awareness of death with a view to helping people make the most of their (finite) lives. Engage in meaningful conversations about death:

- in small group directed discussions with no agenda, objectives, or themes.
- in an open, respectful, and confidential space free of discrimination where people can express their views safely.

*CEUs are not available for this informal learning opportunity.*

2:30 – 3 p.m.

### Connection Break and Exhibit Hall Exploration Time

3 – 4 p.m.

### CONCURRENT SESSIONS

#### 301 – Too Pretty to Eat! Enhance the Dining Experience Through Presentation (AL, CC)

- Explore the research-proven positive effect attractive food plating and meal presentation has on the overall dining experience.
- Become familiar with the elements of food plating and presentation and how to use them when planning menus and serving meals.
- Understand how meal presentation relates to dignity and leads to de-institutionalizing the dining experience for people living in your setting.

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

#### 302 – Unique Employment Issues in Long-Term Care (AL, CC)

- Identify strategies to avoid the negative effects of employee state or federal exclusion or disqualification through practical applicant screening, identification processes, and mitigation.
- Develop and implement legal employee drug testing policies.
- Discuss best practices to conduct an effective investigation into allegations of employee maltreatment.

*Katherine Ilten, Shareholder/Attorney, and Brian Benkstein, Attorney, Fredrikson & Byron P.A., Minneapolis*

### QUALITY CONFERENCE SESSION

#### 303 – Root Cause Analysis in Daily Practice (All Settings)

- Define the steps in a Root Cause Analysis process.
- Review common Root Cause Analysis tools and applications for daily use.
- Identify key components of a sustainable and effective process improvement plan.

*Cyndi Siders, RN, MSN, DFASHRM, CPHRM, CPPS, CWCA, Executive Consultant, Siders HealthCare Consulting, Grand Forks, N.D.*

#### 304 – Elevating the Voices of Diverse Communities Through Intentional Outreach (HCBS)

- Learn the barriers to authentically engaging with communities of color in an outreach setting.
- Understand how to modify your current practices to recruit volunteers who speak languages other than English.
- Explore ways your organization could change to be more welcoming to BIPOC (black, indigenous, and people of color) older adults.

*Jetta Wiedemeier Bower, Volunteer and Community Outreach Manager, Mayla Yang, Community Outreach Specialist, and Ahmed Mussa, Community Outreach Specialist, Trellis, Arden Hills*

### TRACKS FOR SESSIONS

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# SESSION SCHEDULE - IN PERSON

**Wednesday, Feb. 8, *cont'd.***

3 – 4 p.m.

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

### **305 – Books for the Bookends: Using Literature to Connect with Elders**

(AL, CC)

- Learn the benefits of using “kid” literature to engage older adults who have dementia or are reflecting on earlier chapters of their lives.
- Understand how rhythms, rhymes, illustrations, and simply told stories – familiar or new with validating subjects – promote fun and relaxation for residents, team, and families.
- Take home ideas for finding the best stories to inexpensively build a library of resources you can use over and over again.

*Jenny Barlow, Memory Care Lead, Friendship Village of Bloomington Care Center, Bloomington*

### **306 – DHS: Adult Day Services Licensing Updates** (ADS)

- Describe recent survey findings and recommendations for compliance.
- Understand the requirements and process for providing remote adult day services.
- Learn about anticipated changes to the licensing and survey processes.

*Jill Slaikeu, HCBS Unit Manager Licensing Division, Minnesota Department of Human Services, St. Paul*

### **307 – Core Elements of Emergency Preparedness** (AL)

- Learn how to assess the risk for disasters and emergency situations effectively and accurately.
- Identify the key components of an emergency management plan including drills and mock situations.
- Understand the policies, procedures, and communication plans necessary to develop an effective and actionable emergency management plan.

*Ashley Klipstein, LALD Consultant, and Niki Ballingrud, Nurse Consultant, Manager, Advanced Health Institute, Bloomington*

### **308 – Meetup Groups** (See page 35.)

- Physical Therapy/Rehab Therapy
- Spiritual/Pastoral Care
- Technology

3 – 5:15 p.m.

## **DEEP DIVE SESSION**

### **309 – Sex and Intimacy: Supporting Resident Rights While Managing Risk** (AL, CC, HCBS)

- Review the key concepts of intimacy/friendship contact, sexual contact, and sexual abuse.
- Learn how dementia and memory loss may affect sex and decision-making.
- Understand the specific legal and regulatory compliance issues and considerations regarding resident sex and intimacy and how to manage risk.

*Dr. Kari Everson, DNP, MSN, MHA, RN, LNHA, LALD, PHN, Vice President of Clinical Services, LeadingAge Minnesota, St. Paul and President, Euvoia Senior Care Consulting, Woodbury; and Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth, & Coffin LLC, St. Paul*

4 – 4:15 p.m.

## **Connection Break**

## TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home- and Community-Based Services

SH – Independent Senior Housing

# SESSION SCHEDULE - IN PERSON

Wednesday, Feb. 8, *cont'd.*

4:15 – 5:15 p.m.

## TWILIGHT CONCURRENT SESSIONS

### 401 – Risks and Benefits in Decision Making for Therapeutic Diet and Texture Orders (AL, CC)

- Explore the risks and benefits of adhering to therapeutic diets and textures and the ethical principles around resident rights and choice in diet orders.
- Learn best practices in documentation of residents/representatives' choice to not adhere to recommended therapeutic diet and textures.
- Review steps to ensure regulatory compliance and best clinical care for residents, including the use of risk and benefit statements, care planning for families and residents that have preferences that fall outside of the therapeutic diets, and how front-line staff can respond to these situations.

*Dr. Bruce Meyer, Medical Director, Paula Newinski, Quality Director, Kristen Root ESQ., Attorney, Caroline Schauer RN, Clinical Director, and Erin Zwonitzer, RD, Food and Nutrition Program Manager, Minnesota Department of Veterans Affairs, Minneapolis*

### 402 – Re-Ignite Your Sales Spark (AL)

- Learn creative ways to engage with prospects and increase your closing rates.
- Find strategies to manage your schedule and create a balance among the many responsibilities you have.
- Connect with peers and learn how to set business and personal goals that help you to reset, reignite, and recharge yourself.

*Peggy Scoggins, Owner/Consultant, Adept Selling, St. Paul*

## QUALITY CONFERENCE SESSION

### 403 – Career Lattices to Improve Staff Retention and Resident Outcomes (All Settings)

- Explore how providing opportunities for direct care staff to build their expertise can improve engagement, growth, and retention.
- Hear success stories from two different provider perspectives on the importance of building internal career lattices.
- Take home strategies and tools to build and support career lattice opportunities within your organization.

*Amanda Gruber, Director of Life Enrichment, Three Links, Northfield; Amanda Thorson, MSN, BSN, GERO-BC, CMSRN, PHN, CDS, Director of Nursing, CentraCare Willmar Care Center and Therapy Suites, Willmar; Jenna Kellerman, Director of Workforce Strategy and Development, LeadingAge, Washington, D.C.; and Angela Mitteness, BSN, RN, Assistant Director of Nursing, Infection Preventionist, CentraCare, St. Cloud*

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

- Describe assisted living survey trends and observations from the MDH Health Regulations Division.
- Learn where to find helpful resources to assist you in compliance with AL laws and rules.
- Understand processes required by MDH for various situations such as license renewals, Change of Ownership, variance requests, reconsideration requests, and closures.

*Daphne Ponds, Interim State Executive Operations Manager, Interim OHFC Director, and Amy Hyers, Evaluation Regional Operations Manager, Health Regulation Division, Home Care and Assisted Living Programs, Minnesota Department of Health, St. Paul*

## TRACKS FOR SESSIONS

AL – Assisted Living

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# SESSION SCHEDULE - IN PERSON

## Wednesday, Feb. 8, *cont'd.*

4:15 – 5:15 p.m.

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

#### **405 – DHS: Care Center Rate and Policy Update** (CC)

- Describe the 2023 rate setting process for care centers and status of minimum data set (MDS) changes.
- Review updates to quality incentives programs for care centers (PIPP and QIIP).
- Discuss the auditing process and issues that come up regularly in the setting of care center payment rates.

*David Hill, Quality and Research Unit Supervisor, and Michelle Jacobs, State Program Administrator, Principal, Aging, Minnesota Department of Human Services, St. Paul*

#### **406 – Expanding Partnerships for Sustainability: A Population Health Approach** (All Settings)

- Describe how using a population health approach to build partnerships can improve the sustainability of aging services providers while helping seniors live their best lives with a more integrated system of care.
- Compare how three aging services providers are leading their community-based healthy aging initiatives.
- Identify steps to begin strengthening partnerships across sectors including healthcare, public health, home- and community-based organizations, and other senior care providers.

*Moderator: Anne Jin Soo Preston, Evaluator, Collective Action Lab, Minneapolis*  
*Panelists: Lindsey Sand, Vice President of Population Health, Knute Nelson, Alexandria (Lakes Area Connected Communities Collaborative); Maggie Fresonke, Population Health Coordinator, Perham Health, Perham (Elevate Program in Ottertail County); and Colleen Marcus, Executive Director, Vista Prairie at Garnette Gardens, Redwood Falls (Southwest Care Connection in Redwood Falls and Renville area)*

#### **407 – Navigating Surveys, OHFC Investigations, and Appeals** (CC)

- Know how to conduct an internal investigation of alleged abuse, neglect, or financial exploitation.
- Learn tips for helping staff and your facility through OHFC investigations and MDH surveys including how to draft a plan of corrections, how to respond to surveyors, and potential follow up after a survey.
- Walk through the process of challenging a deficiency or maltreatment determination finding including the IDR and IIDR processes and a maltreatment reconsideration.

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

#### **408 – Meetup Groups** (See page 35.)

- Activities/Therapeutic Recreation
- Adult Day Services
- Business Office Staff/Finance
- Social Workers

5:45 – 6:45 p.m.

#### **Stars Among Us Awards Reception**

(Invitation only) *sponsored by*

**WIPFLI**

8 – 11:30 p.m.

#### **Opening Night Celebration Featuring the Bluewater**

**Kings Band** (See page 35.) *sponsored by*



**Securities**

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

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SH – Independent Senior Housing

# SESSION SCHEDULE - IN PERSON

## Thursday, Feb. 9

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

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SH – Independent Senior Housing

**8:30 – 9:30 a.m.**

### SUNRISE CONCURRENT SESSIONS

#### **501 – Public Policy Update: How the 2023 Legislative Session will Impact Older Adult Services** (All Settings)

- Identify emerging public policies that will likely be considered in the 2023 Legislative Session.
- Explain potential policy and regulatory issues to be addressed through the work of various state agencies.
- Summarize updates on the status of payment reforms, workforce solutions, and other legislative priorities being advanced this session.

*Erin Huppert, Vice President of Advocacy, LeadingAge Minnesota, St. Paul*

#### **502 – Reimbursement Today – Get Paid for the Care You Provide for Care Centers** (CC)

- Understand the current guidance for reimbursement relative to PHE and PDPM changes.
- Identify key strategies to review internal reimbursement, coding, and documentation processes to optimize reimbursement outcomes.
- List three areas for leadership team oversight and review that will help improve your reimbursement and financial health.

*Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health, Lake Elmo*

### QUALITY CONFERENCE SESSION

#### **503 – A Culture of Collaborative Safety: Lessons Learned** (All Settings)

- Learn about the Collaborative Safety Model being implemented by MDH's Health Regulation Division.
- Discuss lessons learned from initial "Mapping Sessions" focused on frequently cited closed tags.
- Take home strategies to create a learning and improvement culture in your organization.

*Catherine Lloyd, Health Program Manager Sr., Health Regulation Division, Minnesota Department of Health, St. Paul; and Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul*

#### **504 – A Legal Perspective on Hiring, Managing, and Terminating Staff Effectively** (All Settings)

- Know how to effectively and legally screen prospective employees to improve your hiring practices.
- Identify and manage potential risks when hiring, disciplining, and terminating employees.
- Learn best practices for addressing employment issues so staff can become better employees rather than disgruntled ones.

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

#### **505 – MDH Update: Office of Health Facility Complaints** (AL, CC)

- Identify types of reports received and how they compare to previous year's reports.
- Understand issues and themes that may inform how to prevent issues in your setting.
- Review how the OHFC Rapid Response team responds to maltreatment reports.

*Matthew Heffron, Interim Regional Operations Director, Minnesota Department of Health, St. Paul*

#### **506 – DEED: Using Labor Market Information to Inform Workforce Strategies** <Repeat of 105> (All Settings)

- Understand the impact of COVID-19 on the current labor force and projections of future in-demand healthcare jobs.
- Learn about job seeker trends and how the labor market can inform responsive employer planning.
- Identify new opportunities for hiring and developing career pathways based on labor market forecasting and connecting with overlooked talent through CareerForce initiatives.

*Timothy O'Neill, Regional Labor Market Analyst, Lorrie Janatopoulos, CareerForce Director, CareerForce Systems Minnesota, and Mike Lang, Employment Service Director, Minnesota Department of Employment and Economic Development (DEED), St. Paul*

#### **507 – Building Strong Teams – Going Beyond the Pizza Party** (AL, CC)

- Recognize the importance of creating a workplace where staff feel supported and valued.
- Adopt evidence-based strategies to create an environment that fosters and supports staff to build strong, and more connected teams.
- Receive tools and strategies to develop ongoing systems that integrate these learnings into operational practices for long term sustainment.

*Kelly Klund, Resource Nurse, Empira, Edina*



# SESSION SCHEDULE - IN PERSON

**Thursday, Feb. 9, *cont'd.***

9 a.m. – 12:30 p.m.  
**Exhibit Hall Open**

9:30 – 9:50 a.m.  
**Solutions Stage**  
**Training and Resources at Your Fingertips** (See page 38.)

9:30 – 10:30 a.m.  
**Dedicated Exhibit Hall Exploration Hour**

10 – 10:20 a.m.  
**Solutions Stage**  
**Right Person, Right Seat Tool: Reduce Turnover and Improve Quality** (See page 38.)

10:30 – 11:30 a.m.  
**CONCURRENT SESSIONS**

## **601 – Reimbursement Today – The Challenges of Reimbursement in Assisted Living** (AL)

- Identify key strategies to review internal documentation, observation, and assessment processes to optimize reimbursement.
- List three areas for leadership team oversight and review that will help improve your reimbursement and financial health.
- Review the regulatory requirements on contract terminations and the importance of biannually reviewing the facility staffing plan.

*Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health, Lake Elmo*

## **602 – MDH: Licensing Update for Care Centers and Assisted Living Settings** (All Settings)

- Increase your knowledge of care center and assisted living (AL) CHOW process and requirements.
- Review requirements for AL change in capacity and skilled nursing facility bed layaway.
- Identify steps in the SNF and AL license renewal process.

*Jane Danner, Executive Operations Manager of Licensing, Credentialing, and Registration, Rick Michals, State Operations Manager, and Shellae Dietrich, Federal Operations Manager, Health Regulation Division, Minnesota Department of Health, St. Paul*

## **QUALITY CONFERENCE SESSION**

## **603 – Beyond Compliance: Moving to a Culture of Quality and Safety Commitment** (All Settings)

- Explore why people don't always work safely or with a focus on quality.
- Understand the difference between compliance and commitment.
- Take home strategies to move your colleagues and work culture toward commitment.

*Ron Lehmann, Safety and Organizational Culture Consultant, Golden Valley*

## **604 – A Post-Pandemic Vision for the Future of Older Adult Services** (AL, CC)

- Define what the short and mid-term future looks like for not-for-profit and investor-owned senior living and care sector as we emerge from the pandemic.
- Examine the threats and opportunities that have unfolded in the past two years for not-for-profit senior living providers including trends that were already underway.
- Discuss key information needed for strategic planning efforts, including technology adoption and innovation, growth and competition from the private sector, the role of care in the home, workforce pressures, and the dynamic healthcare environment.

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

## TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

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# SESSION SCHEDULE - IN PERSON

**Thursday, Feb. 9, *cont'd.***

10:30 – 11:30 a.m.

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

### **605 – Nurse Leadership Panel Presentation** (AL, CC, HCBS)

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

*Dr. Kari Everson, DNP, MSN, MHA, RN, LNHA, LALD, PHN, Vice President of Clinical Services, LeadingAge Minnesota, St. Paul and President, Euvoia Senior Care Consulting, Woodbury; Brianna Olson, BSN, RN, LALD, PHN, Housing Clinical Consultant, Knute Nelson, Alexandria; Katja Olson, BSN, RN, Vice President of Clinical Services, Eventide, Moorhead; Jesse Noska, RN, LALD; Director of Clinical Quality, ProgressiveCare, Grand Rapids; and Shelly Hanneken, BSN, LNHA, LALD, SNF Quality Director, St. Francis Health Services of Morris*

### **606 – Creating a Culture of All-Team Coaching in Memory Care Settings** (AL, CC)

- Describe what a 'culture of coaching' looks like in our memory care settings.
- Identify coaching outcomes related to behavioral symptoms, team member satisfaction, and culture transformation.
- Discuss challenges and opportunities for culture creation with a workforce that is multi-cultural, multi-lingual, and is dealing with extreme staffing shortages.

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

### **607 – Meetup Groups** (See page 35.)


- Fund Development
- Home Care
- Sales and Marketing

11:30 – 11:50 a.m.

### **Solutions Stage**

### **How Words Improve Behavior** (See page 38.)

11:30 a.m. – 12:30 p.m.

**Snacks in the Exhibit Hall sponsored by**  **PPX**  
PROFESSIONAL PORTABLE X-RAY  
Powered by **dispatch**health

Noon – 12:20 p.m.

### **Solutions Stage**

### **Feeding the Bottom Line: Managing Your Dining Budget** (See page 38.)

12:30 – 2:15 p.m.

### **General Session and Awards**

### **Building H3 Culture: Hope, Health, and Happiness in the Workplace**

*Annie Meehan, Motivational Speaker, Author, Consultant, Fort Myers Beach, Fla. (See page 8.)*

2:15 – 2:30 p.m.

### **Connection Break**

## TRACKS FOR SESSIONS

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# SESSION SCHEDULE - IN PERSON

**Thursday, Feb. 9, *cont'd.***

2:30 – 3:30 p.m.

## CONCURRENT SESSIONS

### 701 – Healing Mental Health Trauma as a Retention Strategy

(All Settings)

- From a workforce retention perspective, learn how to recognize signs of mental health concerns resulting from the workforce shortage and COVID pandemic in yourself, your coworkers, and the older adults you serve.
- Practice strategies for relieving stress related to workforce crisis and ongoing COVID-related mental health effects.
- Explore techniques for reducing future isolation effects that may be caused by ongoing outbreaks.

*Dr. Alyson Van Ahn, PhD, LP, Psychologist, Associated Clinic of Psychology, Minneapolis*

### 702 – Lessons Learned from Onsite Infection Prevention and Control Visits (CC)

- Identify the most common infection prevention and control (IPC) process and procedure gaps found in care centers during 100 onsite visits in three states.
- Describe strategies to mitigate IPC gaps and reduce the risk of infection for the people living in your setting.
- Learn helpful strategies to sustain IPC processes and procedures.

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

## QUALITY CONFERENCE SESSION

### 703 – Preventing Workarounds and Short-Cuts with User-Centered Processes (All Settings)

- Explore why staff engages in workarounds and shortcuts that can lead to issues in productivity, compliance, quality, and safety.
- Understand how to apply basic principles of usability and user-centered design to reduce staff workarounds and shortcuts.
- Learn simple techniques to improve processes and workflow that can be applied to any process in your organization.

*Margie Kissner, Performance Excellence Consultant, Otsego; and Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul*

### 704 – Accounts Receivables Collection Strategies and Tips (AL, CC)

- Review liable parties for payment and what to do from day one at admission to help ensure you get paid.
- Learn the importance of monitoring pending Medical Assistance applications to prevent denials.
- Understand steps you can take to resolve unpaid accounts with residents and responsible parties, and legal actions that may be necessary to collect.

*Rebecca Coffin, Attorney, and Grant Gunderson, Attorney, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*

### 705 – Top Trends in Aging Services to Watch in 2023 (AL, CC)

- Discuss the top trends facing aging services providers in the year ahead.
- Learn how these trends will shape the future of the aging services sector.
- Identify strategies and ideas to address the most critical issues facing our field.

*Erin Shvetzoff Hennessey, CEO, and Darrin Hull, Executive Vice President, Consulting, Health Dimensions Group, Minneapolis*

## TRACKS FOR SESSIONS

AL – Assisted Living

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# SESSION SCHEDULE - IN PERSON

**Thursday, Feb. 9, *cont'd.***

2:30 – 3:30 p.m.

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

### **706 – Everything Is Changing – What About Your Board?** (AL, CC)

- Recognize that as aging services organizations have innovated offerings and operations over the last several years, so too should boards adapt how they lead, inform, and govern.
- Summarize how other leading non-profit and aging services organizations have adapted and innovated their approach to governance.
- Know the characteristics of low- and high-performing boards, the five questions every organization should ask to evaluate its board's performance and identify potential strategies to improve or adapt.

*Andy Edeburn, Managing Partner, Elder Dynamics, Rockford*

### **707 – Meetup Groups** (See page 35.)

- Dietary/Nutrition/Culinary Services
- Environmental Services/Maintenance
- Leadership Academy

3:30 – 3:45 p.m.

## **Connection Break**

3:45 – 4:45 p.m.

## **CONCURRENT SESSIONS**

### **801 – Who's Responsible for the Care Center Revenue?** (CC)

- Understand the important role each department plays in the collection of revenue.
- Differentiate between different kinds of payers: Medicare, MSHO, MNsure, and Medicare Advantage.
- Build a roadmap for billing success.

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

### **802 – Preparing Your Board for Merger, Acquisition, and Affiliation Opportunities** (AL, CC, SH)

- Understand the importance of keeping your board up to date on the type and velocity of affiliations and sponsorship transitions (a.k.a. mergers and acquisitions) happening in senior living and know the steps to take now to be in a position of strength should acquisition or sponsorship transition be in your organization's future.
- Learn trends and helpful operational practices in the for-profit sector with affiliations, mergers, and acquisitions.
- Examine case studies to illustrate the importance of early board education in a consolidation-heavy market and take away a customizable tool to use with your board for future discussion and planning.

*Lynn Daly, Executive Vice President, HJ Sims, Fairfield, Ill.*

## **QUALITY CONFERENCE SESSION**

### **803 – Innovations and the Use of Technology in Dementia and Care of Older Adults** (All Settings)

- Explore opportunities to improve resident outcomes and address resident quality of life through proactive technology.
- Discuss how technology can be used to perform repetitive mundane tasks to allow staff to focus on more important work.
- Examine case studies of successful technology deployment in the aging services sector.

*Arshia Khan, PhD, Professor, Computer Science, Swenson College of Science and Engineering, University of Minnesota, Duluth*

## **TRACKS FOR SESSIONS**

AL – Assisted Living

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# SESSION SCHEDULE - IN PERSON

**Thursday, Feb. 9, *cont'd.***

3:45 – 4:45 p.m.

## CONCURRENT SESSIONS *cont'd.*

### **804 – Reset and Resize Your Operations for a New Reality** (AL, CC)

- Understand the current market and trends impacting providers' operations and financial health.
- Consider the assessments and operational changes needed from a stability mindset and the ability to think creatively and move quickly when initiating changes.
- Identify key strategies for resizing and realigning operations for future success and improved quality.

*Erin Shvetzoff Hennessey, CEO, and Sharon Thole, Executive Vice President, Operations, Health Dimensions Group, Minneapolis*

### **805 – Taking Control of the Assisted Living Survey Process** (AL)

- Learn commonly cited areas within the new assisted living statute and rules.
- Discuss solutions-driven approaches to improve current practices and systems.
- Review resources available to you to assist in survey preparation and daily operations.

*Dr. Kari Everson, DNP, MSN, MHA, RN, LNHA, LALD, PHN, Vice President of Clinical Services, LeadingAge Minnesota, St. Paul and President, Euvoia Senior Care Consulting, Woodbury; and Bobbie Guidry, Vice President of Assisted Living and Housing, LeadingAge Minnesota, St. Paul*

### **806 – Best Practices for Developing Intergenerational Connections in Your Communities** (All Settings)

- Describe the InterGen Shared Site model and Intergenerational Connections—when childcare settings are in and or connected to senior living communities.
- Explain the 7 P's of InterGen Shared Sites—best practices for building, maintaining, and creating lasting intergenerational connections in our communities.
- Discuss benefits of this model from operation and finance to client care and outcomes.

*Ann Schrempp, Director of Lifelong Learning and InterGen, Ebenezer Ridges Care Center, Burnsville; Jody Schumann, Director of Childcare, Ebenezer Ridges Childcare, Burnsville; Michele Jirik, Director of Childcare, Towerlight Senior Living, St. Louis Park and Riley Crossing Senior Living, Chanhassen; and Erin Erdahl, Active Living Director, Pillars of Prospect Park, Minneapolis*

### **807 – Meetup Groups** (See page 35.)

- Directors of Nursing/Clinical Care
- Human Resources/Talent Directors
- Staff Development

7 p.m.

### **Let's Play Hockey! Minnesota Wild vs. Vegas Golden Knights**

*Separate fee, purchase tickets through the Ticketmaster link. (See page 35.)*

## TRACKS FOR SESSIONS

AL – Assisted Living

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# SESSION SCHEDULE - IN PERSON

## Friday, Feb. 10

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 901 – Preventing Pressure Injuries: Risk Identification and Prevention Protocol (CC)

- Describe how risk factors documented in the EMR were used to develop the "Pressure Injury Risk Identification Tool" to determine a risk score for the resident developing a pressure injury.
- Identify three interventions to use based on a resident's risk category of severe, moderate, or minimal.
- Discuss how both the tool and protocol can be applied to prioritize resources for residents at highest risk of developing pressure injuries.

*Dr. Simon Mittal, Medical Director, CareChoice, Roseville; and Tiffany Radke, Consultant, Northern Lights Health, St. Paul*

#### 902 – Navigating Telehealth in Long-Term Care Post-COVID (CC)

- Receive detailed instruction on Medicare coverage for telehealth, communication-based technology services (CTBS), remote physiologic monitoring, e-visits, and virtual check-ins, and know what changes are temporary or permanent.
- Learn tips for negotiating contracts with telehealth vendors and how to assess their privacy and security compliance.
- Understand the legal and regulatory issues involved in implementing telehealth in long-term care facilities and how to maintain compliance with state licensing statutes and Medicare conditions of participation.

*Katherine Ilten, Shareholder/Attorney, Fredrikson & Byron P.A., Minneapolis*

#### 903 – No Sir! Navigating a SIRS Audit (HCBS)

- Review the Surveillance and Integrity Review Section (SIRS) division in DHS and recognize situations in which it has or lacks authority to act to investigate fraud and abuse in Minnesota's medical assistance (MA) program.
- Know how to respond appropriately to a SIRS request for information or audits.
- Understand the potential consequences of a SIRS investigation, your appeal rights, and their limits.

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

#### 904 – How to Start a Nurse Aide Training Program to Grow your Workforce (AL, CC)

- Identify the steps to start a nursing assistant program, including the requirements to become an approved Minnesota Department of Health (MDH) Nurse Aide Training Competency Evaluation Program (NATCEP).
- Understand how the MDH survey process works for NATCEPs and the resources available to support training programs.
- Discuss the benefits of operating your own nursing assistant training program and training program best practices.

*Shannon Christensen, Nurse Evaluator, and Bonnie Wendt, Nurse Evaluator, Minnesota Department of Health, St. Paul*

#### 905 – Fund Development Leader Panel (All Settings)

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

*Moderator: Matthew Crawford, Vice President of Philanthropy, Cassia, Edina*  
*Panelists: Janene Connelly, Vice President, Foundation, Presbyterian Homes & Services, Roseville; Heidi Freisinger, Vice President of Philanthropy, Ecumen, Shoreview; and Laurie Hennen, Senior Vice President Foundation/CPO, Benedictine, Fridley*

### TRACKS FOR SESSIONS

AL – Assisted Living

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# SESSION SCHEDULE - IN PERSON

## Friday, Feb. 10, *cont'd.*

9:30 – 9:45 a.m.

### Connection Break

9:45 – 10:45 a.m.

### CONCURRENT SESSIONS

#### 1001 – The 5 Gestures of Trust from the BBB (All Settings)

- Understand the Better Business Bureau's "5 Gestures of Trust" developed from years of research, and why you should consider implementing them in your organization.
- Analyze case studies from senior care and take away specific business practices to build trust within your day-to-day resident and customer relationships.
- Identify the action steps you can implement immediately to start strengthening stakeholder relations.

*Lisa Jemtrud, VP Community Relations, Executive Director BBB Foundation, Better Business Bureau of Minnesota and North Dakota, Burnsville*

#### 1002 – Navigating the Waters of Nursing Pools and Staffing Agencies (AL, CC)

- Identify situations when using an independent contractor or staffing agency worker may be utilized in place of an employee.
- Explore risks associated with this decision including more nuanced issues regarding staffing agency contracts and compliance with staff vaccination requirements.
- Discuss and analyze strategies to avoid common mistakes when working with independent contractors and staffing agencies.

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

#### 1003 – Flexibility in Staff Scheduling (AL, CC)

- Understand the full time equivalent (FTE) model and how to adapt it at your organization.
- Empower employees to be accountable and creative with their schedules, such as swapping shifts and finding coverage instead of calling out.
- Learn how to use a compressed work week and a variety of scheduling options to meet your staffing needs.

*Chris Blomquist, Director of Skilled Nursing and Registered Nurse Consultant, Advance Health Institute, Bloomington*

#### 1004 – AL Licensure: Clinical and Legal Lessons Learned in the First 18 Months (AL)

- Outline the major clinical changes experienced by the implementation of the assisted living licensure law and share strategies for implementing the newer regulatory requirements.
- Explore how the physical plant and emergency preparedness requirements may influence your approach to providing care.
- Identify best practices to address short staffing, lack of staff consistency, and competitive pressures to regain census.

*Michelle Klegon, Attorney, Klegon Law Office Ltd., Minneapolis; and Lores Vlaminck, Clinical Consultant, Lores Consulting LLC, Rochester*

#### 1005 – Technology Solutions to Positively Impact Workforce Challenges (All Settings)

- Learn about a LeadingAge Minnesota Foundation project focused on technology solutions to help address the ongoing workforce challenges.
- Discuss findings from member technology surveys, focus groups, and research on priority areas to target for technology solutions.
- Take-home specific solutions to address identified target areas including recommendations to support successful product implementation.

*Joel Prevost, CMO, LHSE, LNHA, MBA, Founder, Prevost Partners Inc., Golden Valley*

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home- and Community-Based Services

SH – Independent Senior Housing

# SESSION SCHEDULE - IN PERSON

**Friday, Feb. 10, *cont'd.***

10:45 – 11 a.m.

**Connection Break**

11 a.m. – 12:15 p.m.

**Event Highlights and Endnote**

***Stress IS a Laughing Matter***

*Judy Carter, International Speaker, Humorist, Speaking Coach, and Stress Reduction Expert, Venice Beach, Calif. (See page 9.)*

12:30 p.m.

**Conference Adjourns**

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# SESSION SCHEDULE - VIRTUAL

*The virtual Institute sessions are presented live via Zoom.*

## TRACKS FOR SESSIONS

AL – Assisted Living

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## Tuesday, Feb. 28

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1101 – Determining the Medical Decision Maker and Managing Disputes** (AL, CC)

- Understand the difference among various documents such as guardianship, power of attorney, MOLST/POLST, and advance directives, that can help inform who the medical decision-maker is.
- Discuss these tools in the context of honoring patient choices and complying with legal requirements.
- Explore ways to manage disputes when disagreements arise regarding the course of care.

*Tracy Jacobs, Counsel, and Christianna Finnern, Shareholder, Winthrop & Weinstine, Minneapolis*

#### **V1102 – Solve Harassment, Bullying, and Aggression at Work** (All Settings)

- Understand bad behaviors such as harassment, bullying, and aggression as a social phenomenon and why people engage in these behaviors.
- Appreciate the damage harassment and bullying can cause and develop a script for addressing bullying behavior in a way that minimizes denial and justification.
- Know the differences between investigations and climate assessment and learn action steps to create a positive and respectful work culture.

*Catherine Mattice, CEO and Founder, Civility Partners, Mesa, Calif.*

9:30 – 10 a.m.

**Break**

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1201 – Employee Retention Tax Credit in Long-Term Care/Senior Services** (AL, CC)

- Understand the purpose and overview of the Employee Retention Credit (ERC) for employers impacted by COVID-19 who kept employees on payroll.
- Understand the qualification criteria for receiving the ERC funds.
- Know how to determine if your organization may qualify to receive the ERC, and the steps and timeline to act.

*Shawn Deluhery, Health Care Consulting Senior Manager, Eide Bailly LLP, Minneapolis*

#### **V1202 – MDS Changes on the Horizon – Prepare/Plan/Implement** (CC)

- Examine the proposed MDS updates effective Oct. 1, 2023.
- Identify a best practice approach for preparing the interdisciplinary team for these changes.
- Discuss strategies for implementation of the MDS updates impacting organizational processes.

*Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health, Lake Elmo*

11 – 11:30 a.m.

**Break**

# SESSION SCHEDULE - VIRTUAL

*The virtual Institute sessions are presented live via Zoom.*

## Tuesday, Feb. 28, *cont'd.*

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1301 – OSHA Inspection: Is Your Facility Prepared?** (AL, CC)

- Understand the OSHA inspection process and learn strategies to minimize citations and penalties.
- Identify gaps in your OSHA compliance program that can lead to citations.
- Recognize OSHA violations that can be fixed before or during an inspection to potentially minimize citations and financial penalties.

*Mary Ferrian, CSP, EHS Division Manager Company, IEA Inc., Brooklyn Park*

#### **V1302 – What We Know and Forecast for the Future of Assisted Living** (AL)

- Review the trends and learnings in the past year of survey impacts related to Minnesota's assisted living regulations and statutes.
- Discuss the legal impact on licensure for assisted living providers, LALDs, and nurses.
- Strengthen your team's comprehension and skills in navigating the seemingly ever-changing assisted living landscape to improve to a higher level of care, service delivery, and quality for the people you serve.

*Robert Rodè, Attorney/President, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*



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# SESSION SCHEDULE - VIRTUAL

*The virtual Institute sessions are presented live via Zoom.*

## Wednesday, March 1

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1401 – Emergency Preparedness Planning for Assisted Living (AL)**

- Understand the requirements related to emergency preparedness for assisted living facilities.
- Learn about the Minnesota Long-Term Care Tool Kit for Emergency Preparedness.
- Discuss how the Tool Kit can help you with your emergency preparedness planning.

*Marlee Etchison, Planner Senior, Health Care Preparedness Program, Minnesota Department of Health, St. Paul; and Geri Maki Retired Regional Healthcare Preparedness Coordinator, Southeast Minnesota Disaster Healthcare Coalition, Rochester*

#### **V1402 – Secrets of Non-Cash Gifts (All Settings)**

- Learn the dos and don'ts of non-cash gifts.
- Understand how to maximize the charitable deduction and get the timing just right.
- Identify how to choose the right charitable giving vehicle for you and your donors.

*Dana Holt, JD RICP AEP® CAP®, CEO and Philanthropic Strategist, HOLT Consulting LLC, Minneapolis*

9:30 – 10 a.m.

### Break

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1501 – Prepare, Navigate, and Survive Assisted Living Enforcement Action (AL)**

- Understand the scope of authority MDH has in addressing regulatory noncompliance.
- Learn your right to appeal and challenge enforcement action.
- Describe strategies for preventing licensing tags and fines.

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

#### **V1502 – Life Safety Emergencies: When Is It Time to Evacuate? (CC)**

- Determine which critical life safety system failures should lead to evacuation.
- Identify resident vulnerability in emergency evacuation planning.
- Discuss resources needed for a successful facility evacuation.

*Bill Abderhalden, State Fire Safety Supervisor, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

11 – 11:30 a.m.

### Break

## TRACKS FOR SESSIONS

AL – Assisted Living

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# SESSION SCHEDULE - VIRTUAL

*The virtual Institute sessions are presented live via Zoom.*

## Wednesday, March 1, *cont'd.*

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1601 – Minnesota Housing - MHFA and HUD Updates** (HCBS, 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 2023.
- Understand forms and processes required of managers of affordable housing settings.

*Cynthia Yuen Arbit, PBCA Housing Management Officer, John Tasto, PBCA Housing Management Officer, and Jes Christiansen, PBCA Housing Management Officer, Minnesota Housing Finance Agency, St. Paul*

#### **V1602 – DHS: Assisted Living Report Card and Customized Living Update** (ADS, AL, HCBS)

- Understand recent developments regarding the state's assisted living report card including initial measures and timeline for launch.
- Review the Disability Waiver Rate System (DWRS) rate update, Waiver Reimagine, and other waiver issues impacting CL and ADS providers.
- Describe the impact of recent changes to customized living for disability waiver clients—limitation on hours of service and moratorium on new small-providers—and the impact on providers and recipients.

*Peter Spuit, Fiscal and Quality Supervisor, and Colin Stemper, Fiscal Policy Supervisor, Minnesota Department of Human Services, St. Paul*

## Thursday, March 2

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1701 – MDH: Engineering Update for Care Centers** (CC)

- Learn about the most cited nursing home rules for plan reviews and inspections.
- Review the most cited Life Safety Code deficiencies and how to avoid them.
- Explore other timely engineering plan review, inspection, and survey topics through a question and answer format.

*Benjamin Zwart, PE, Public Health Engineer Supervisor, Minnesota Department of Health, St. Paul*

#### **V1702 – Your Training Problem is Your Retention Problem** (AL, CC)

- Learn three reasons why your culture and employee engagement work aren't making a difference in helping to retain talented staff.
- Discuss how to implement practical leadership training that will improve retention and foster a workplace culture where people thrive.
- Discover a fresh approach to training for new managers facing new challenges.

*Heather Polivka, CEO and Advisor, Awesome People Leaders, Richfield*

9:30 – 10 a.m.

### Break

## TRACKS FOR SESSIONS

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# SESSION SCHEDULE - VIRTUAL

*The virtual Institute sessions are presented live via Zoom.*

## TRACKS FOR SESSIONS

AL – Assisted Living

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## Thursday, March 2, *cont'd.*

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1801 – MDH: Physical Environment Survey Findings** (AL)

- Learn about the most issued physical environment deficiency tags for assisted living facility surveys.
- Discuss why these specific deficiency tags are issued.
- Explore ways to avoid these tags in future surveys.

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

#### **V1802 – A Provider's Guide to Risk Management** (AL, CC)

- Discuss the many different types of risk that exist in provider settings.
- Identify best practices for addressing and minimizing various types of risk.
- Explore the legal, public relations, and economic consequences of managing risk poorly and learn effective communication techniques in managing various risks.

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

11 – 11:30 a.m.

**Break**

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1901 – 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, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

#### **V1902 – Asking Styles: Revolutionize Your Fundraising** (All Settings)

- Identify strengths and challenges given your Asking Style.
- Illustrate how to build relationships, partner effectively, and tell your strongest story given your Style.
- Understand your board through the Asking Styles and learn how to strengthen their work individually and collectively.

*Brian Saber, Trainer, Coach and Consultant, Asking Matters, Jersey City, N.J.*



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your *there*?



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For more information, contact:

Jenny Wade  
612 303-6000

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## EXPO HOURS

**Wednesday, Feb. 8**

11 a.m. – 1:30 p.m.

11 a.m. – 3 p.m.

Exhibit Hall Grand Opening  
Exhibit Hall Open

**Thursday, Feb. 9**

9 a.m. – 12:30 p.m.

11:30 a.m. – 12:30 p.m.

Exhibit Hall Open  
Snacks in the Exhibit Hall  
*sponsored by*



## PLAN AHEAD

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



## SPECIAL FEATURES

### Opening Night Celebration Featuring the Bluewater Kings Band



**Wednesday, Feb. 8; 8 – 11:30 p.m.**

Location: InterContinental Hotel, Minnesota Ballroom (lower level)

It's back! The oh-so-popular opening night dance party with the Bluewater Kings Band will bring the house down! Get your friends together for a night of fun and dancing with one of the most popular party bands in the Cites.

**Don't miss it!**

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Securities

### NEW! Solutions Stage Presentations

For quick solutions to common challenges, stop by the Solutions Stage in the Rotunda. Solutions Stage presentations are:

- Super short – just 20 minutes**
- Laser focused on a single challenge**
- Solutions-oriented**
- One practical idea to apply right now**

See pages 37-38 for topics, dates, and times.

CEUs are not available for these short learning opportunities.

### Let's Play Hockey! Minnesota Wild vs. Vegas Golden Knights



**Thursday, Feb. 9; Game starts at 7 p.m.**

Minnesota is the state of hockey, and this is the hottest ticket in town! Tickets are \$70 each for upper-level side seats. Ticket quantity is limited and available on a first-come, first-served basis. Purchase tickets via the group sales Ticketmaster site: [shorturl.at/hADH5](https://shorturl.at/hADH5). Use the word "LEAD" as the promo code.

### 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 the Schedule of Events for dates, times, and professional groups.



CEUs are not available for these informal learning opportunities.



# SPECIAL FEATURES

## LeadingAge Minnesota Foundation Silent Auction



### Wednesday, Feb. 8 and Thursday, Feb. 9

Join us for the seventh Annual LeadingAge Minnesota Foundation Silent Auction and help raise funds to support our dedicated caregivers! There are two ways to participate in this popular event:

- Do you like to shop? Take advantage of holiday sales and donate an item for the auction. Your personal or corporate donations are tax deductible. Information on how to donate is [here](#).
- Visit the Silent Auction on your way to the Expo and bid on a wide variety of wonderful items. Be sure to check out the Institute App in advance for a preview!

## Grow your workforce with OnTrack Nursing Assistant Training

Stop by the EduCare/OnTrack display located on the ballroom concourse outside of the General Session ballroom.

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Minnesota's hybrid nursing assistant training, specifically designed for aging services.

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- **Updated information and tips for testing with Headmaster!**

# SOLUTIONS STAGE

## Wednesday, Feb. 8, Rotunda

11:30 – 11:50 a.m.

### **Refocus on Clinical Reimbursement** (CC)

*Problem:* While our focus was on COVID infection control and prevention, did we lose sight of reimbursement?

*Solution:* Through case study examples, identify missed opportunities for reimbursement and receive ideas and a resource tool to re-focus on payment through Case Mix and PDPM.

*Michelle Stober, RN, CEO, Senior Care Solutions Inc., Stillwater*

Noon – 12:20 p.m.

### **No More Gray Hair: Attracting Your 200-Year-Old Residents** (All Settings)

*Problem:* Cultural shifts and advances in regenerative medicine are changing the definition of a "senior," and senior living marketing has not changed with it.

*Solution:* Learn three use-it-now tips to make your brand and marketing even more youthful and appealing whether you provide independent, assisted living, memory care, or long-term care.

*Christine Nelson, Communications Consultant, Ingenuity Marketing Group, St. Paul*

12:30 – 12:50 p.m.

### **Better Outcomes Through Collaborative Practice** (AL, CC)

*Problem:* A consequence of the LTC staffing crisis is the erosion of sound medication management practices. Whether it is psychotropic medication overuse, opioid medication misuse, antibiotic stewardship neglect, or overlooking deprescribing opportunities, we are seeing increased levels of medication misadventures and missed opportunities.

*Solution:* Learn how facility-wide collaborative practice agreements between a pharmacist and medical director/rounding practitioners will improve the overall medication management in your facilities, leading the way to improved patient outcomes, fewer unnecessary resident transfers, and reduced workload for your staff.

*Joe Litsey, PharmD, Director of Consulting, Thrifty White Pharmacy, Maple Grove*

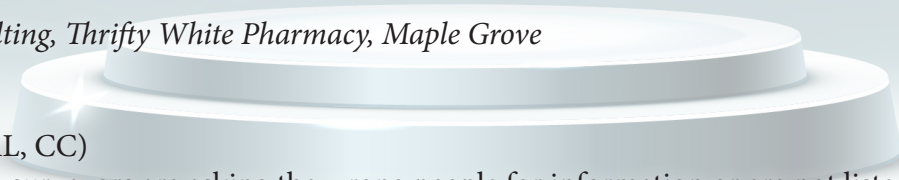
1 – 1:20 p.m.

### **How to Talk With Surveyors** (AL, CC)

*Problem:* Does it seem like sometimes surveyors are asking the wrong people for information or are not listening to the important messages you are trying to convey?

*Solution:* Learn effective tips to prep your staff for your next survey or investigation and avoid adverse determinations caused by miscommunication.

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





# SOLUTIONS STAGE

Thursday, Feb. 9, Rotunda

9:30 – 9:50 a.m.

## **Training and Resources at Your Fingertips** (All Settings)

*Problem:* With high-volume workloads and staffing shortages, there is limited time for finding critical information in need-to-know-now situations.

*Solution:* Learn where to go on LeadingAge Minnesota's newly launched website to access resources, education, and technical expertise to find solutions to your operations and training challenges.

*Libbie Chapuran, Director of Communications, LeadingAge Minnesota, St. Paul*

10 – 10:20 a.m.

## **Right Person, Right Seat Tool: Reduce Turnover and Improve Quality** (All Settings)

*Problem:* Filling open roles with the wrong person often results in high turnover and poor quality outcomes.

*Solution:* Learn how you can adopt the Right Person, Right Seat (RPRS) tool to ensure team members are in the correct role, which will transform operations, quality, and your bottom line.

*Amber Rogotzke, Executive Vice President of Human Resources, and Megan Corcoran, NHA, Regional Director of Operations, Health Dimensions Group, Hopkins*

11:30 – 11:50 a.m.

## **How Words Improve Behavior** (All Settings)

*Problem:* Communication breakdowns can lead to low employee morale and staffing challenges.

*Solution:* Learn meaningful communication tools to apply to your emails, texts, and conversations the very next work day.

*Jordan Jane Bowman, Vice President of Business Development, Powerback Rehabilitation, Kennett Square, Pa.*

Noon – 12:20 p.m.

## **Feeding the Bottom Line: Managing Your Dining Budget** (AL, CC)

*Problem:* Inflation has been at historic levels since the pandemic, which has increased menu costs.

*Solution:* Learn strategies to keep costs under control as we dig into the menu and how it drives your foodservice operation.

*Christine Link, MBA, RD, LD, Nutrition and Dining Strategist, and Julie Halfpop, RDN, LD, Director of Nutrition and Dining Strategies, Martin Bros. Distributing Company Inc., Cedar Falls, Iowa*



# QUALITY, SAFETY, AND PERFORMANCE EXCELLENCE

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ISSUES, AND A FULL-DAY  
PRE-CONFERENCE  
INTENSIVE SESSION.

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We have tools and resources to help strengthen your quality culture, processes, and systems. To learn more about our premier quality programs and to access quality and safety resources, visit the Resources page on [www.LeadingAgeMN.org](http://www.LeadingAgeMN.org).

### Sample Resources

Safe Care Virtual Workshop  
\* Preventing Dietary Safety Events \* I'm Okay Checks \* Resident Health and Wellness \* Leadership Rounding \* Rapid Evaluation Teams \* Drug Diversion Prevention

### Pre-Conference Intensive

#### Quality Improvement Essentials for Managers, Team Leaders, and Department Directors

Tuesday, Feb. 7

A full day deep dive into learning the essential components of quality improvement. A must-attend for team leaders!

*See page 6 for schedule and fee.*



Sponsored by *Passion for Dining and Nutrition*

### Quality Conference Sessions

Wednesday, Feb. 8

#103 - Suicide Risk and Prevention for Older Adults in Long Term Care (8:30 – 9:30 a.m.)

#203 - QAPI: Prioritizing Quality Improvement in Your Organization (1:30 – 2:30 p.m.)

#303 - Root Cause Analysis in Daily Practice (3 – 4 p.m.)

#403 - Career Lattices to Improve Staff Retention and Resident Outcomes (4:15 – 5:15 p.m.)

Thursday, Feb. 9

#503 - A Culture of Collaborative Safety: Lessons Learned (8:30 – 9:30 a.m.)

#603 - Beyond Compliance: Moving to a Culture of Quality and Safety Commitment (10:30 – 11:30 a.m.)

#703 - Preventing Workarounds and Short-Cuts with User-Centered Processes (2:30 – 3:30 p.m.)

#803 - Innovations and the Use of Technology in Dementia and Care of Older Adults (3:45 – 4:45 p.m.)



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# LODGING

Reserve hotels early for best selection. Find updated lodging information at [LeadingAgeMN.org/education-events/institute](http://LeadingAgeMN.org/education-events/institute).



## Hampton Inn & Suites 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: \$169 Single or Double  
Reservation Number: 651.224.7400  
Reservation Link: [shorturl.at/mnrFP](http://shorturl.at/mnrFP)



## Holiday Inn St. Paul Downtown

(across the street from RiverCentre, no skyway/tunnel access)  
175 West 7th Street, St. Paul, MN 55102  
Rate: \$184 Single or Double  
Reservation Number: 651.225.1515  
Reservation Link: [shorturl.at/koHOS](http://shorturl.at/koHOS)



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

### InterContinental Saint Paul Riverfront

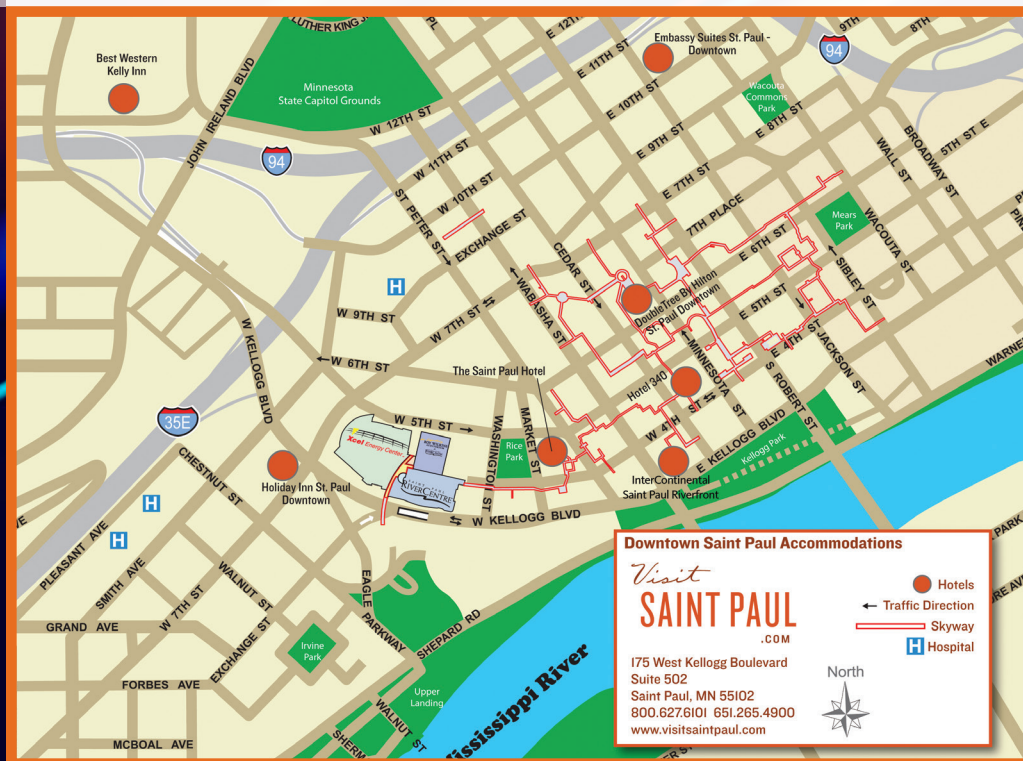
(connected via skyway/tunnel, event shuttle to/from RiverCentre)  
11 East Kellogg Boulevard, St. Paul, MN 55101  
Rate: \$183 Single or Double  
Reservation Number: 651.292.1900  
Reservation Link: [shorturl.at/aoptF](http://shorturl.at/aoptF)



## The Saint Paul Hotel

(connected via skyway/tunnel, guestroom key required)  
350 Market Street, St. Paul, MN 55102  
Rate: \$188 Single or Double  
Reservation Number: 651.292.9292  
Reservation Link: <https://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 "230207LAM" as the code.

\*IMPORTANT – You must make reservations either through the links or ask for the "LeadingAge Minnesota" group rate when calling to receive the discounted rates listed; otherwise, prevailing market rates will be charged.



\*When calling for your reservation, ask for the "LeadingAge Minnesota" group rate at any of the four hotels. Room blocks will be held until **Monday, Jan. 16, 2023**.

\*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. 16, 2023, 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 to Jenny Prosser at 651.603.3548 or [jprosser@leadingagemn.org](mailto:jprosser@leadingagemn.org).



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

# REGISTRATION AND GENERAL INFORMATION

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, Leadership Intensive, and Minnesota Wild game.

Individual fees apply if only one employee of a member provider 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. 27, 2023, to receive a refund, less a \$50 processing fee. No refunds for cancellations received after Jan. 27, 2023, 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, or Exhibits*

Jenny Prosser at [jprosser@leadingagemn.org](mailto:jprosser@leadingagemn.org)

### *Pre-Conference Intensives, Concurrent Sessions, Virtual Sessions, or CEUs*

Sharon Hollister at [shollister@leadingagemn.org](mailto:shollister@leadingagemn.org)

### *Leadership Intensive*

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

### *Online Registration Assistance or MN Wild Game*

Education Department at [education@leadingagemn.org](mailto:education@leadingagemn.org)  
651.645.4545 or 800.462.5368

*The fee structure  
for Institute is  
designed for  
flexibility and  
maximum  
economic benefit.*

## Assumption of Risk and Safety Protocols

By voluntarily attending this event, participants acknowledge that they understand and assume all personal risks relating to COVID-19 exposure and any resulting injury, illness, damage, loss, claim, liability, or expense, of any kind, that they may experience or incur in connection with their attendance.

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 closer to the date of the event and may become more or less strict between registration and the event.

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, 2023. ADD \$100 if registering on or after Feb. 1, 2023.**

<b>CARE CENTERS</b>			<b>HOUSING</b>		<b>ADULT DAY CENTER</b>
Number of Care Center			Number of Housing Units		\$315
Beds	Metro*	Greater MN	1-20	\$625	Prospective member Adult Day Center fee is \$490
1-40	\$1,080	\$885	21-40	\$720	
41-60	\$1,430	\$990	41-70	\$815	
61-100	\$1,935	\$1,430	71+	\$925	
101-150	\$2,145	\$1,600	Prospective member Housing fee is \$1080		<b>ASSOCIATE COMPANIES*</b>
151+	\$2,245	\$1,640	<b>CORPORATE/MANAGEMENT OFFICES</b>		\$650
Prospective member Care Center fee is \$2,395			Number of Owned and Managed Sites in Minnesota		Prospective member Associate fee is \$860
*Metro area includes Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington counties.			1-5	\$715	*Includes home care, hospice, and other community-based services.
			6-10	\$960	
			11+	\$1,190	
			Prospective member Corporate Office fee is \$1,350		<b>NON-EXHIBITING VENDORS</b>
					Business Partner \$1,020
					Prospective Business Partner \$1,480

## INDIVIDUAL REGISTRATION FEES

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

<b>CONFERENCE REGISTRATION</b>		<b>SPECIAL EVENTS</b>	Member/Prospective Member (per person fees)
Provider/Associate Member (full conference)*	\$420	Pre-Conference A (Feb. 7)	\$135/175
Prospective Provider (full conference)*	\$590	Pre-Conference B (Feb. 7)	\$135/175
Full-time Student/Faculty Member	\$40	Leadership Intensive (Feb. 8)	\$160
State/Government Agency Staff	\$105	MN Wild Game (Feb. 9)	\$70
Expo Only One Day Pass – Provider	\$40	Registration questions? Contact <a href="mailto:education@leadingagemn.org">education@leadingagemn.org</a>	
Expo Only One Day Pass – Vendor	\$140		
*Individual fees are for one person only from an organization/entity to attend. If registering more than one person, use the organizational fees above.			

Not a member? Join today and save!  
Contact Luke Jenkins at [ljenkins@leadingagemn.org](mailto:ljenkins@leadingagemn.org) to explore the value of membership.