



*LeadingAge*<sup>®</sup>  
Minnesota

# IGNITE

**2024 Institute & Expo**  
Feb. 7-8 • RiverCentre • St. Paul  
Feb. 27-29 • Virtual

# 2024 LeadingAge Minnesota Annual Sponsors

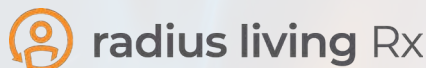
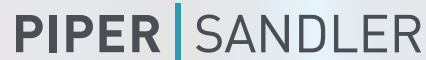
With deep gratitude we recognize our Annual Sponsors whose unwavering commitment to our members and financial support to LeadingAge Minnesota help provide quality programs and resources throughout the year.

Please visit these exceptional sponsoring organizations in the Expo 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.**



LeadingAge<sup>®</sup> MN  
SOLUTIONS



Community Living Solutions, LLC  
Compeer Financial  
DBS Group  
Eide Bailly LLP  
Elim Preferred Services Inc.  
Essity  
Fredrikson  
Guardian Pharmacy Minnesota  
Health Dimensions Group

HJ Sims  
Kraus-Anderson  
Northland Securities Inc.  
Pathway Health  
Senior Care Solutions Inc.  
St. Croix Hospice  
Wipfli LLP  
Wold Architects and Engineers

# Join us for LeadingAge Minnesota's **2024 Institute & Expo** in St. Paul on Feb. 7-8

We revamped this year's Institute to offer two days packed with education, networking opportunities, and the largest aging services Expo in the state. We value your time, which is why we have condensed our events to two days instead of two and a half while still providing you with the same valuable knowledge and information you need to serve older adults.



Ignite your  
**NETWORKS**  
**KNOWLEDGE**  
**PASSIONS FOR SERVING SENIORS**  
at Institute!

## Enhance your Institute Experience

Take advantage of intensive sessions to enhance your experience. Also, as part of your Institute registration, you and your team can attend our expanded virtual programming at no extra cost from Feb. 27-29.

Attend this year's Institute for:

- Thought-provoking educational sessions
- Connections with your professional network
- Business solutions in the Expo
- Results-focused learning at the Solutions Stage
- The Foundation's 8th Annual Silent Auction





# WHAT'S INSIDE

Pg. 3	Registration Desk Hours	Pg. 33	Thursday Virtual Session Schedule
Pg. 4	Schedule of Events		
Pg. 6	Pre-Conference Intensive Sessions	Pg. 36	Solutions Stage
		Pg. 37	Expo
Pg. 9	Keynote and General Session Speakers	Pg. 38	Special Features
		Pg. 41	Quality Conference/Quality Program Award Winners
Pg. 11	Wednesday In-Person Session Schedule	Pg. 42	Lodging
Pg. 20	Thursday In-Person Session Schedule	Pg. 43	Registration and General Information
Pg. 28	Tuesday Virtual Session Schedule	Pg. 44	Registration Helpful Tips
		Pg. 45	Registration Fees
Pg. 31	Wednesday Virtual Session Schedule		

## 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!

*Sponsored by*



## Registration Desk Hours

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



**Tuesday, Feb. 6**

Pre-Conference Intensive Sessions  
Session A 9:30 a.m. – 3:30 p.m.  
Sessions B & C 9:30 a.m. – 4:30 p.m.  
Session D Morning 8:30 a.m. – Noon  
Session D Afternoon 1 – 4:30 p.m.

# SCHEDULE OF EVENTS (IN-PERSON)

**Wednesday, Feb. 7**

8 a.m.

9 a.m.

8:30 - 9:30 a.m.  
SUNRISE CONCURRENT  
SESSIONS

10 a.m.

9:45 - 11:30 a.m.  
Opening Keynote  
and Awards

11 a.m.

*Sponsored by*  
**PIPER | SANDLER**

12 p.m.

11:35 - 11:55 a.m. • Solutions Stage

12:05 - 12:25 p.m. • Solutions Stage

12:35 - 12:55 p.m. • Solutions Stage

1 p.m.

1:05 - 1:25 p.m. • Solutions Stage

11 a.m. -  
1:30 p.m.  
Grand  
Opening of  
Exhibit Hall

2 p.m.

1:30 - 2:30 p.m.  
CONCURRENT SESSIONS

11 a.m. - 3 p.m.  
Exhibit Hall  
Exploration  
Hours

3 p.m.

2:30 - 3 p.m. • Connection Break  
and Exhibit Hall Exploration Time

4 p.m.

3 - 4 p.m.  
CONCURRENT SESSIONS

4 - 4:15 p.m. • Connection Break

5 p.m.

4:15 - 5:15 p.m.  
TWILIGHT CONCURRENT  
SESSIONS

5:15 p.m. • Adjourn for the Day

6 p.m.

5:30 - 6:45 p.m.  
Stars Among Us  
Awards Reception  
(Invitation only)

*Sponsored by*

**WIPFLI**

7 p.m.

8 a.m. - 5:15 p.m.  
Meet Your  
Regulator  
Table

# SCHEDULE OF EVENTS (IN-PERSON)

## Thursday, Feb. 8

8 a.m.			
9 a.m.	8:30 - 9:30 a.m. SUNRISE CONCURRENT SESSIONS		
10 a.m.	9:35 - 9:55 a.m. • Solutions Stage	9:30 - 10:30 a.m. Dedicated Exhibit Hall Exploration Hour	
	10:05 - 10:25 a.m. • Solutions Stage		
11 a.m.	10:30 - 11:30 a.m. CONCURRENT SESSIONS	9 a.m. - 12:30 p.m. Exhibit Hall Open	
12 p.m.	11:35 - 11:55 a.m. • Solutions Stage	11:30 a.m. - 12:30 p.m. Snacks in the Exhibit Hall	
	12:05 - 12:25 p.m. • Solutions Stage	<b>PdN</b> Passion for Dining and Nutrition	
1 p.m.	12:30 - 2:15 p.m. General Session and Awards		
2 p.m.	2:15 - 2:30 p.m. • Connection Break		
3 p.m.	2:30 - 3:30 p.m. CONCURRENT SESSIONS		
	3:30 - 3:45 p.m. • Connection Break		
4 p.m.	3:45 - 4:45 p.m. CONCURRENT SESSIONS		
5 p.m.	4:45 p.m. • Conference Adjourns		
6 p.m.			
7 p.m.			

# PRE-CONFERENCE INTENSIVE SESSIONS

**TUESDAY, FEB. 6** *Deep dive learning on the issues important to you*

## SESSION A

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

#### REGISTRATION FEES

LeadingAge Minnesota Members – \$140 per person  
Prospective Members – \$180 per person  
*Registration includes lunch, refreshments, and handouts.*

#### SCHEDULE

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

#### ABOUT THE INTENSIVE

This intensive 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.
- Determine fact patterns and identify same and similar residents.
- 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.

#### Presenters

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

## SESSION B

### Team Strategies and Tools to Enhance Performance and Communication

#### REGISTRATION FEES

LeadingAge Minnesota Members – \$140 per person  
Prospective Members – \$180 per person  
*Registration includes lunch, refreshments, and handouts.*

#### SCHEDULE

9:30 a.m. Registration  
10 a.m. – 4:30 p.m. Program

#### ABOUT THE INTENSIVE

This interactive intensive will help you enhance communication and teamwork throughout your organization to improve care and services, resident safety, and joy in the workplace. The session will leverage the successful Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS®) curriculum that can be applied to any type of team. There will be time to practice communication and team engagement strategies and develop an action plan for bringing key processes back to your organization.

- Learn the principles of TeamSTEPPS® that can be applied to create well-functioning teams and improve communication across your organization.
- Practice techniques for communicating critical information, including SBAR, Call-Out, Check-Back, and Handoff.
- Discuss and apply team processes, such as briefs, huddles, debriefs, and checklists that will improve communication for any team.
- Examine strategies to create a culture of mutual support where team members are expected to seek and offer support when needed and are equipped to manage and resolve conflict.
- Engage in exercises to practice strategies to empower all team members to speak up if they are concerned about a potential safety situation and assertively share their concerns.

#### Presenters

*Cyndi Siders, MSN, RN, CPHRM, CPPS, DFASHRM Advanced Master Trainer, TeamSTEPPS®, Siders HealthCare Consulting, Grand Forks, N.D.; and Julie Apold, PhD, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, Minneapolis*

6



# PRE-CONFERENCE INTENSIVE SESSION

TUESDAY, FEB. 6

*Deep dive learning on the issues important to you*

## SESSION C

**Food Code: Meeting Requirements for Quality Resident Care**

### REGISTRATION FEES

LeadingAge Minnesota Members – \$140 per person  
Prospective Members – \$180 per person  
*Registration includes lunch, refreshments, and handouts.*

### SCHEDULE

9:30 a.m. Registration  
10 a.m. – 4:30 p.m. Program

### ABOUT THE INTENSIVE

This intensive provides the information and resources that care center and assisted living administrators and culinary staff need to meet key food code requirements, provide quality resident care, and avoid citations. Application to MN CFPM for four hours of continuing education is in process.

- Understand current food service workforce challenges and explore strategies to adapt.
- Review principles of sanitation and food safety in the MN Food Code.
- Identify common food code citations and procedures to implement for a successful survey.
- Explore best practices for modified textures and diets.

*Sponsored by*



*Passion for Dining and Nutrition*

### Presenters

*Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove; and invited speakers to be announced*

**LeadingAge<sup>®</sup> MN**  
**SOLUTIONS**

**PROUD GOLD  
ANNUAL SPONSOR**

**VISIT US  
AT BOOTH 403**

### PURCHASING

*Discounts  
and Savings*

Questions about suppliers?  
Call us at 800-462-5368

### INSURANCE

*Protecting Your Community  
and Your Workforce*

Property, Liability,  
Worker's Compensation  
and Employee Benefits

### INNOVATION

*New Products and  
Emerging Trends*

A portfolio of programs,  
products and services

# PRE-CONFERENCE INTENSIVE SESSION

**TUESDAY, FEB. 6** *Deep dive learning on the issues important to you*

## SESSION D

### Leadership Intensive: A LEAN Six Sigma Process Improvement LEGO Game

#### REGISTRATION FEES

LeadingAge Minnesota Members – \$175 per person

Prospective Members – \$215 per person

Registration includes lunch, refreshments, and handouts.

#### PROGRAM SCHEDULE

Each session has room for 24 participants. You may need to be reassigned to a morning or afternoon session depending on registration numbers.

##### Morning Session

8:30 a.m.

9 a.m. – Noon

Registration

Program

Sponsored by

**PIPER | SANDLER**

##### Afternoon Session

1 p.m.

1:30 – 4:30 p.m.

Registration

Program

Sponsored by



Securities

#### ABOUT THE INTENSIVE

To thrive in the long-term care field with staffing and economic challenges, organizations are focusing on improving productivity and increasing efficiency. The Lean Six Sigma methodology has been used to streamline processes in healthcare and other organizations to provide services to customers and patients faster and more efficiently. This workshop explores the process and tools needed to improve process performance.

Expert trainers and facilitators Edwin Boon and Joe Hesser will guide participants through an interactive LEGO simulation. Participant teams will experience process problems and apply Lean Six Sigma practices to overcome them. During this fun simulation participants will learn the power of Lean Six Sigma for improving the process performance in their organization.

- Experience and learn the application of the Lean Six Sigma process improvement methodology.
- Apply Lean Six Sigma tools to a real process.
- Illustrate the power of Lean Six Sigma through a hands-on demonstration.
- Walk away with practical tools and a clear plan for applying the Lean Six Sigma methodology to your processes.

#### Presenters

Edwin Boon is the CEO of the Lean Six Sigma Company USA. He is a certified Master Black Belt by GE. He is also a former CFO of Hertz Leasing in Europe and a VP of Lean Six Sigma @ Customer Experience at Sleep Number in the USA.

Joe Hesser is a certified Master Black Belt trainer with the Lean Six Sigma Company USA. He also spent 35 years with 3M where he held numerous business management leadership positions with worldwide responsibilities at plant, division, business group, and corporate levels.

***“The Lego Workshop was a fun, hands-on experience that allowed us to identify how easily our processes can get bogged down and steps that can be taken to increase operational effectiveness.”***

-Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota

# OPENING KEYNOTE AND AWARDS

Sponsored by

Wednesday, Feb. 7 • 9:45 – 11:30 a.m. **PIPER | SANDLER**

## Connecting Workplace and Life Through F.U.N.!

How do you create a workplace that invites great talent and maximizes resident and client experience? By creating a culture that empowers staff to create more FUN. Keynote presenter Paul Long has developed a concept called Fundamism that helps improve employee engagement, reduces attrition, and inspires growth across nearly every performance metric.

In this energetic and engaging keynote, Paul sparks your team's creativity by partnering together in finding ways to create more FUN at work. Learn the benefits to your staff, residents, and clients by creating meaningful interactions, listening with intent, and embracing awkward moments.

- Identify core behaviors that will create a purpose driven life at home and in the office.
- Know how to gain a better understanding of others' perspective and drive meaningful interactions.
- Discover how to have more F.U.N. in the workplace and in life.
- Identify next steps in creating a F.U.N. implementation strategy in your organization.

*Paul Long is an author, podcaster, and master of shenanigans. He spent over a decade successfully leading teams, improving service organizations, and serving as a strategist for employee engagement and customer relations nationwide. His book Fundamism: Connecting to Life Through F.U.N. guides readers on how to live their whole life – at work and at home – with joy, FUN, and fulfillment as the driving force.*



**PAUL LONG**

# GENERAL SESSION AND AWARDS

Thursday, Feb. 8 • 12:30 – 2:15 p.m.

## Work on a Wild Team: What Sled Dogs Can Teach us About Teamwork

Working in senior care is vibrant and heart-fulfilling, it's also difficult and underappreciated. It calls on your wild side, requiring you to think differently and expansively, to work together cohesively, and to care for yourself and your team in the process.

Join professional speaker and dog mushing guide Chris Heeter for hilarious stories from her dog sled team, their quirky personalities, and their innate ability to work together as a team. She draws remarkable parallels to our work today offering tools, principles, and motivation to help you stay rooted in your calling to serve aging adults.

- Be more of who you are to make your team more successful and responsive.
- Get to YES together while understanding and appreciating differences.
- Hone your communication skills to truly support each other and gel as a team.
- Learn the art of doghouse moments to be present and do your best work.

*Chris Heeter is a renowned wilderness guide, dog musher, and professional speaker and trainer. With decades of sled dog team and leadership experience, she helps illustrate that leadership and teamwork don't have to be so complicated. Chris serves on the board of the Minnesota Center for Environmental Advocacy (MCEA), is a Wilderness First Responder, and a graduate of the National Outdoor Leadership School (NOLS).*



**CHRIS HEETER**



## Where is your *there*?

CLA brings balance to get you where you want to go. Start at [CLAconnect.com/balance](https://CLAconnect.com/balance).




*We'll get you there.*

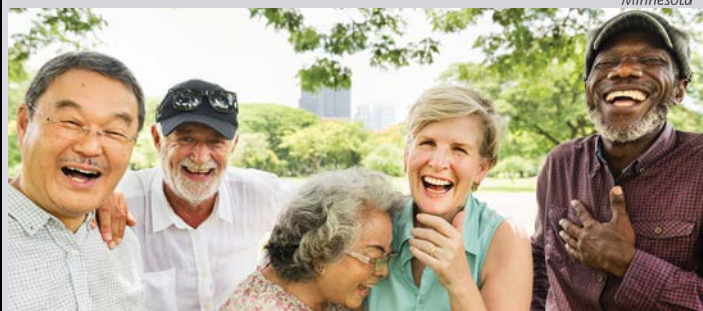
CPAs | CONSULTANTS | WEALTH ADVISORS

Matt Wocken, 612-376-4500, Minneapolis

©2023 CliftonLarsonAllen LLP. CLA (CliftonLarsonAllen LLP) is an independent network member of CLA Global. See [CLAGlobal.com/disclaimer](https://CLAGlobal.com/disclaimer). Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor.

[www.ziegler.com](https://www.ziegler.com)

SILVER SPONSOR: 



### |ZIEGLER SENIOR LIVING FINANCE

*We provide a continued commitment to senior living through education and financial services.*



Investment Banking



Seed Capital



Financial Risk Management



FHA/HUD Mortgage Banking



Dispositions, Mergers & Acquisitions



Capital & Strategic Planning



Sponsorship Transitions



Research, Education & Thought Leadership

CHRISTIE RAPPL

Vice President  
800 366 8899



Ziegler

CAPITAL | INVESTMENTS | ADVICE

Investment banking services offered through B.C. Ziegler and Company. FHA mortgage banking services are provided through Ziegler Financing Corporation, which is not a registered broker/dealer. Ziegler Financing Corporation and B.C. Ziegler and Company are affiliated and referral fees may be paid by either entity for services provided.  
©2023 B.C. Ziegler and Company | Member SIPC & FINRA

## We Offer Capital Financing Options

We offer a wide spectrum of capital financing options for **senior living and healthcare projects**.

Contact our team today to see how we can help with your financing needs:

Craig Theis | Kurt Apfelbacher  
Frank Hogan | Dave Mullen

P: 612.376.4000 | [colliers.com](https://colliers.com)



Securities

Colliers Securities is a member SIPC/FINRA



LOTUS  
PHARMACY

### In Service To Caregiving

Lotus Pharmacy is a  
senior care pharmacy

Proud to be an  
Annual Silver Sponsor

Visit us at booth 300

## 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. 7

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All sessions
MN Board of Social Work	Keynote, 101, 201, 210, 302, 308, 402, 405, 406, 409
MN Board of Nursing	Keynote, 101, 106, 108, 201, 203, 206, 207, 208, 210, 301, 302, 307, 308, 310, 402, 403, 405, 406, 408, 409
National Certification Council for Activity Professionals	Keynote, 103, 105, 106, 203, 206, 209, 210, 301, 302, 306, 308, 402, 403, 404, 405, 406, 409
Certifying Board for Dietary Managers and Association Nutritional and Food Service Professionals	Keynote, 103, 105, 203, 205, 207, 208, 209, 210, 302, 304, 307, 308, 401, 402, 403, 404, 406, 408, 409

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

8 a.m. – 5:15 p.m.

### Meet Your Regulator During the Institute

(See page 39.)

8:30 – 9:30 a.m.

## SUNRISE CONCURRENT SESSIONS

### 101 – STOP IN THE NAME OF THE LAW! Sharing Protected Health Information with Law Enforcement (AL, CC)

- Learn about exceptions to patient privacy when sharing information with law enforcement.
- Understand the difference between mandatory reports to law enforcement versus permissible reporting.
- Develop key questions to ask before sharing protected health information.

*Tracy Jacobs, Attorney, and Christianna Finnern, Attorney, Winthrop @ Weinstine, Minneapolis*

### 102 – Technology, Cell Phone Use, and HIPAA Regulations: Understanding the Risks (ADS, AL, CC)

- Identify technology HIPAA breach risks that are commonly overlooked.
- Understand how to protect patient or resident information with technology including cell phones, email, copy/fax machines, and social media.
- Analyze steps to avoid technology HIPAA breaches in your organization.

*Kelli Michaud, VP of Compliance and General Counsel, Procare HR, Minneapolis*



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, cont'd.

### 103 – Plant-Forward for the Future (AL, CC)

- Understand the differences between plant-forward and plant-based menu planning.
- Learn ways to infuse plant proteins within classic animal protein centered recipes.
- Discuss the benefits of plant-forward menus for the planet and our residents.

*Kate Munson, Corporate Director, Menu Manager, and Lance Franklin, Corporate Executive Chef, Cura Hospitality, Canonsburg, Pa.*

### 104 – A New Assisted Living Environment: AL Conversion Facility Surveys (AL)

- Recognize the physical environment and fire safety requirements included in Minnesota's assisted living licensure law.
- Differentiate the survey requirements between assisted living facilities and assisted living facilities with dementia care.
- Associate the survey findings for converted facilities with the possible physical environment citations and identify how to avoid immediate correction citations and fines.

*Michael Mireau, Co-Founder and Lead Consultant, The Source Assisted Living Consultants, Hudson, Wis.*

### 105 – Minnesota OSHA Inspections – Is Your Facility Prepared? (AL, CC)

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

*Breca Tschida, MSPH, CPE, Ergonomics Supervisor, OSHA Compliance, and Michelle Smith, Workplace Safety Consultation Principle, Workplace Safety Consultation, Minnesota Department of Labor and Industry, St. Paul*

### 106 – Licensing Update for Care Centers (CC)

- Understand the steps in the care center licensure renewal process.
- Review requirements for skilled nursing bed layaway.
- Discuss the current process for and the forthcoming rule changes impacting care center changes of ownership.

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

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

- Describe the 2024 rate setting process for care centers and impact of minimum data set (MDS) changes.
- Review implementation of nursing home funding from the 2023 legislative session.
- Discuss the auditing process and issues that come up regularly in the setting of care center payment rates.

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

### 108 – Nurses Supporting a Culture of Safety (AL, CC)

- Describe core elements of a Culture of Safety.
- Define safety practices and processes for a daily focus on a Culture of Safety for nursing practice.
- Illustrate quality measures for evaluation of a Culture of Safety.

*Cynthia (Cyndi) Siders, Executive Consultant, Siders HealthCare Consulting, Grand Forks, N.D.*



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, 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

9:45 – 11:30 a.m.

#### Opening Keynote and Awards

#### Connecting Workplace and Life Through F.U.N.!

*Paul Long, speaker, author, podcaster, Lenexa, Kan.*

(See page 9.)

Sponsored by

PIPER | SANDLER

11 a.m. – 3 p.m.

#### Exhibit Hall Exploration Hours

11:35 – 11:55 a.m.

#### Solutions Stage

**Proactive Facilities Planning in a Dynamic Market: Forecasting, Drivers, and Disruptors** (AL, CC) (See page 36.)

12:05 – 12:25 p.m.

#### Solutions Stage

**Energy Incentive Program for Long-Term Care Facilities** (AL, CC) (See page 36.)

12:35 – 12:55 p.m.

#### Solutions Stage Excellence in Practice Award Winner

**Stars and Stripes Mentor Program** (All Settings) (See page 36.)

1:05 – 1:25 p.m.

#### Solutions Stage Excellence in Practice Award Winner

**A Team Approach to Improving Medication Scanning Rates** (CC) (See page 36.)

1:30 – 2:30 p.m.

#### CONCURRENT SESSIONS

##### 201 – MDS October 2023 Changes: Lessons Learned (CC)

- Understand lessons learned from the 2023 Minimum Data Set (MDS) changes.
- Identify the impact of the changes on resident data, reimbursement, and quality outcomes.
- Describe three leadership strategies for performance improvement related to the MDS process.

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

##### 202 – Maximized Digital Marketing with GA4 Analytics and Google Tag Manager (AL, SH)

- Introduce new digital strategies to market your community.
- Elevate social and web messaging for brand awareness and leads.
- Troubleshoot and fill the technical gaps in digital campaigns to better analyze results, test, and gain return on investment.

*Christine Nelson, Senior Living Communications Consultant, and Shannon Bohnen, Marketing Consultant, Ingenuity Marketing Group, St. Paul*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, cont'd.

### 203 – A New Assisted Living Environment: Life Safety Code Survey for ALF's and ALFDC's (AL)

- Identify the Life Safety Code requirements included in Minnesota's assisted living licensure law.
- Differentiate the Life Safety Code survey requirements between assisted living facilities and assisted living facilities with dementia care.
- Extrapolate the possible physical environment citations and fines that may occur during a Life Safety Code survey.

*Michael Mireau, Co-Founder and Lead Consultant, The Source Assisted Living Consultants, Hudson, Wis.*

### 204 – Provider Relief Fund Reporting and Auditing Update (ADS, HCBS)

- Understand reporting and use requirements for Provider Relief Fund distributions.
- Determine whether your organization is subject to Single Audit requirements.
- Respond appropriately to a Final Repayment Notice and how to return funds.

*Christianna Finnern, Shareholder, Winthrop @ Weinstine, Minneapolis*

### 205 – Healthcare Operators Setting the Trend in Food Service Innovation and Automation (AL, CC)

- Understand current labor market challenges and types of automation technology that exist to address labor shortages.
- Identify technology options available for food service operations, from robotic delivery to automated self-serve kiosks.
- Examine changing trends among consumers who are becoming more willing to engage with technology when ordering food or seeking services.

*Scott Lanier, Business Solutions Specialist, US Foods, Plymouth*

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

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

*Daphne Ponds, RN, MSN, JD, State Executive Operations Manager | OHFC Director, and Amy Hyers, Evaluations Regional Operations Manager, Minnesota Department of Health, St. Paul*

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

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

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



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, cont'd.

### 208 – Quality Improvement Projects: Simple and Efficient (CC)

- Understand components of the quality improvement process through data, root cause analysis, prioritizing initiatives, and action plans that are simple, efficient, and effective.
- Identify components of a well written action plan and how they enhance outcomes and quality improvement efforts.
- Engage your leadership teams in quality improvement through case examples that improved resident outcomes.

*Sandy Delgehausen, Regional Director of SNF Clinical Support/Metrics, Cassia, Edina*

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

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

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

### 210 – Positive Support and Wellness in an Adult Day Services Environment (ADS, AL, CC, HCBS)

- Understand the factors that create wellness.
- Identify key interventions and adaptations that tap into these wellness factors.
- Review the Minnesota Positive Supports rule, including who can develop a plan.

*Dan Baker, Ph.D., NADD-CC, CCEP, Behavioral Health and Wellness Director, Minnesota Department of Human Services (invited)*

### 211 – PACE Intensive: Part 1 of 3 (All Settings)

Participants are strongly encouraged to have viewed the PACE 101 and 201 webinars (complimentary for members) available through the LeadingAge Minnesota online store.

- Identify factors to include in a market feasibility study, including community need for services, competitors, and referral sources.
- Describe financial considerations including adequate payment, access to start-up capital, and operating costs.
- Discuss operational considerations for site center selection, center development, and effective management of a PACE program.

*Kari Thurlow, President and CEO, LeadingAge Minnesota, Minneapolis; and Wayne Olson, Program Advisor, Presbyterian Homes and Services, Roseville; and Health Dimensions Group staff to be announced*

2:30 – 3 p.m.

### Connection Break and Exhibit Hall Exploration Time

3 – 4 p.m.

### CONCURRENT SESSIONS

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

- Understand the status of the statewide resident and family surveys in year one.
- Review additional measures that might be included in report card scores and the timeline for launch.
- Discuss goals of the report card and future plans after launch.

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



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, cont'd.

### 302 – Psychological Tips for Improving Client/Resident Engagement (AL, CC)

- Identify the "six flavors" of psychological assessment.
- Understand how to quickly understand the flavor, strengths, and weaknesses of clients/residents.
- Discuss how to use assessment information to reduce complaints, improve clinical outcomes, and customer service.

*Dr. John Brose, PhD, LP, LMFT, LADC, CEO, Owner, Clinical Director, Associated Clinic of Psychology, Minneapolis*

### 303 – Focus on Finance in 2024 (SH)

- Highlight the key sector trends important to finance professionals in the not-for-profit senior living and care sector.
- Discuss the current capital markets and lending environment.
- Outline guidance for providers looking to access capital in 2024.

*Christie Rappl, Vice President, Ziegler, Milwaukee, Wis.*

### 304 – The Secret Sauce to Occupancy is Likely Right in Your Kitchen! (AL)

- Understand how to identify customer's culinary preferences.
- Elevate the overall dining experience to meet customer's expectations.
- Enhance collaboration in the culinary department to meet your sales and marketing goals.

*Melissa Kirchhoff, Principal Consultant, Adept Senior Living Solutions, St. Paul; and Joeleen Kielkucki, Business Development Director, Cura Hospitality, Canonsburg, Pa.*

### 305 – A New Assisted Living Environment: Care Center to Assisted Living Case Study (AL)

- Understand the assisted living physical environment regulatory process when submitting for an ALFDC license.
- Analyze a former care center's physical environment to understand possible 2018 NFPA Life Safety Code and 2018 FGI barriers that would prevent obtaining a new license.
- Review design and construction lessons learned through a case study discussion.

*Michael Mireau, Co-Founder and Lead Consultant, The Source Assisted Living Consultants, Hudson, Wis.; and Brian Stollenwerk, Pre-Construction Manager, Bauer Design Build, Plymouth*

### 306 – Adult Day Services Licensing Updates (ADS)

- Prepare for the review process including understanding the requirements for providing adult day services.
- Understand what licensors will be looking for when onsite, including a review of recent citation trends and recommendations for compliance.
- Discuss actions adult day services providers should take after the review process.

*Alexandra Devick, Senior Licensor, and Desiree Tiller Senior Licensor, HCBS Unit, Minnesota Department of Human Services, St. Paul*

### 307 – Preventing Food Safety Deficiencies in Care Centers (CC)

- Identify updates to the 2022 FDA Food Code that apply to care centers.
- Understand the CMS survey process and analyze sample deficiency reports.
- Share best practices for maintaining a high standard of food safety in care centers..

*Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove; and Colleen Zenk, CDM, CFPP, Retired Food Safety Instructor, Eden Prairie*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, cont'd.

### 308 – You Can Do It! User-Friendly Methods to Improve Supports for Individuals (AL, CC)

- Understand the fundamentals of customer-focused and person-centered improvement.
- Identify ways to enhance the quality of service for individuals you support.
- Apply user-friendly tools and concepts that address the root causes for improvement opportunities.

*Michael Garner, President, Momentum, Kasson*

### 309 – Should I Stay or Should I go? When to Consider Human Resources Outsourcing (All Settings)

- Understand what a professional employer organization (PEO) is and what services it provides.
- Identify how to assess your HR needs and the questions to ask when considering your options.
- Discuss the benefits and challenges of outsourcing some or all of your HR function.

*Natalie Zeleznikar, Executive Advisor, Procare HR, Minneapolis*

### 310 – Critical Thinking and Assessment for Nurses to Prevent Rehospitalization (CC)

- List three ways to improve skills and assessments in your organization.
- State the components of a comprehensive nursing assessment.
- Prepare to promptly identify “Red Flags” and avoid “Band-Aid” treatments.

*Dr. Robert Sonntag, MD, CMD, HMDC, Geriatrician and Medical Director, Minneapolis*

### 311 – PACE Intensive: Part 2 of 3 (All Settings)

Participants are strongly encouraged to have viewed the PACE 101 and 201 webinars (complimentary for members) available through the LeadingAge Minnesota online store.

- Identify factors to include in a market feasibility study, including community need for services, competitors, and referral sources.
- Describe financial considerations including adequate payment, access to start-up capital, and operating costs.
- Discuss operational considerations for site center selection, center development, and effective management of a PACE program.

*Kari Thurlow, President and CEO, LeadingAge Minnesota, Minneapolis; and Wayne Olson, Program Advisor, Presbyterian Homes and Services, Roseville; and Health Dimensions Group staff to be announced*

4 – 4:15 p.m.

### Connection Break

4:15 – 5:15 p.m.

### TWILIGHT CONCURRENT SESSIONS

### 401 – Prevention of Wasted Food and Food Rescue (AL, CC)

- Facilitate discussions on sustainability projects with potential financial and environmental benefits.
- Develop a plan for identifying and tracking food waste in your building.
- Identify opportunities for improved sustainability efforts within your organization.

*Erin Zwonitzer, Food and Nutrition Program Manager, and Emma Hutson, Assistant Sustainability Coordinator, MN Department of Veterans Affairs, St. Paul*

### 402 – Dancing on the EDGE: Boundaries in Long-Term Care (All Settings)

- Describe the potential inherent power imbalance in a professional-client/resident relationship.
- Define professional responsibilities in maintaining boundaries.
- Outline tips to avoid the stress of over-involvement with clients/residents and families.

*Lores Vlaminck, RN, Lores Consulting, LLC, Rochester; and Michelle Klegon, Attorney, Klegon Law Office, Minneapolis*



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, cont'd.

### 403 – Core Elements of Nursing Home Emergency Preparedness (CC)

- Learn about your local regional healthcare coordinator and their role with your emergency preparedness responses.
- Identify the core elements of emergency preparedness plans.
- Understand the policies, procedures, and communication plans necessary to develop an effective and actionable emergency preparedness plan.

*Emily Moilanen, MPH, Regional Healthcare Preparedness Coordinator, Metro Health @ Medical Preparedness Coalition, Minneapolis; and Chris Blomquist, Director of Skilled Nursing @ Registered Nurse Consultant, Advanced Health Institute, Bloomington*

### 404 – 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.

*Speaker to be announced, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

### 405 – Office of Health Facility Complaints Update (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*

### 406 – Resident Supports for Decision Making (AL, CC)

- Recognize situations in which residents might need supports for decision making and planning.
- Identify planning tools available to residents and their caregivers to meet resident needs today and in the future.
- Compare and contrast Supported Decision Making, Durable Power of Attorney, and other support arrangements.

*Anita Raymond, LISW, CMC, Program Director, CESDM and Care Management @ Consultation, Volunteers of America of Minnesota and Wisconsin, Minneapolis*

### 407 – QAPI: Turning Data into Action

- Understand the delegation process and how it applies to your role.
- Identify barriers to effective delegation.
- Discuss risks related to delegation.

*Julie Dietz, VP of Community Based Services, Senior Care Solutions, Stillwater*



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 7, 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

#### 408 – QAPI: We are All in This Together (AL, CC)

- Define the responsibilities of each job category to support Quality Assurance and Performance Improvement (QAPI) efforts.
- Describe how to train and engage health care workers in their roles in QAPI.
- Identify tools and resources to use for QAPI training and performance reviews.

*Kristi Fabel, Quality Improvement Advisor, and Dr. Jane Pederson, MD, Chief Medical Quality Officer, Superior Health Quality Alliance (Stratis Health), Bloomington*

#### 409 – Trauma Informed Care for Improved Resident Outcomes (AL, CC)

- Understand the six key principles to a trauma informed care approach.
- Describe the four R's in trauma informed care.
- Identify trauma triggers in residents and implement interventions.

*Kelli Ray, LGSW, LNHA, LALD, Social Work Consultant, Advanced Health Institute, Bloomington*

#### 410 – Addressing Loss, Loneliness, and Existential Distress with Spiritual Care (All Settings)

- Learn about the poor health and quality of life outcomes associated with existential distress in older adults.
- Identify how to help older adults foster meaning and purpose when facing loss, loneliness, life transitions, and other sources of existential distress.
- Discuss how collaboration with spiritual care professionals can support older adults to foster hope and resiliency, improve coping, and enhance quality of life outcomes.

*Andrew Savitz, Chief Executive Officer, SpirituWell, St. Paul*

#### 411 – PACE Intensive: Part 3 of 3 (All Settings)

Participants are strongly encouraged to have viewed the PACE 101 and 201 webinars (complimentary for members) available through the LeadingAge Minnesota online store.

- Identify factors to include in a market feasibility study, including community need for services, competitors, and referral sources.
- Describe financial considerations including adequate payment, access to start-up capital, and operating costs.
- Discuss operational considerations for site center selection, center development, and effective management of a PACE program.

*Kari Thurlow, President and CEO, LeadingAge Minnesota, Minneapolis; and Wayne Olson, Program Advisor, Presbyterian Homes and Services, Roseville; and Health Dimensions Group staff to be announced*

5:15 p.m.

**Adjourn for the Day**

5:30 – 6:45 p.m.

**Stars Among Us Awards Reception** Sponsored by  
(Invitation only)

**WIPFLI**

## 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)

## Thursday, Feb. 8

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

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

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 501 – Storytelling and the Resident Experience (All Settings)

- Identify the benefits of sharing life stories for residents, families, and care teams.
- Examine free or inexpensive ways to collect and tell residents' stories, as well as fee-based products.
- Discuss effective ways to share stories to increase resident, family, and care team engagement.

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

#### 502 – So, Your Resident Has a Service Animal...What Now? (AL, SH)

- Understand the rights of people with disabilities who have service animals under the Americans with Disabilities Act.
- Compare and contrast the differences between service and emotional support animals under the law, and in what circumstances you may encounter each in a senior living setting.
- Discuss the importance of building good processes and policies to successfully work with residents who have a service or emotional support animal.

*Shelli Bakken, LSW, LALD, Director of Housing Operations @ Customer Experience, Walker Methodist, Minnetonka; and Justin Page, Attorney, Minnesota Disability Law Center, Mid-Minnesota Legal Aid, Minneapolis*

# SESSION SCHEDULE (IN-PERSON)

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

### 503 – "I Want to Die" (All Settings)

- Reflect on your level of comfort with expressions of a desire for death and how this affects the care you provide.
- Grow in awareness of how to differentiate between peace- and distress-based responses to conversations about death.
- Explore responses to expressions of desired death based on their context.

*Erin Hurley Robinson, Staff Chaplain @ Team Wellness Chaplain, and Tom Waknitz, Chaplain @ Doula, Walker Methodist, Minnetonka*

### 504 – Don't Let Falls Bring You Down! (AL, CC)

- Define a fall based on CMS guidelines and examine concepts of fall prevention versus fall management.
- Discuss interdisciplinary team roles in fall prevention and analyze early indicators of fall risk in older adult populations.
- Examine fall prevention program components with proven success to integrate into senior care communities.

*Lysa Johnson, Rehab Program Development Specialist, Benedictine Living, Minneapolis; and Danielle Alexander, Regional Manager of Operations, Accelerated Care Plus, Reno, Nev.*

### 505 – In the Weeds: Cannabis and Older Adults - Clinical and Legal Considerations (AL, CC)

- Identify recent changes in state law and discuss legal implications for facilities receiving federal funding and best practices in navigating them.
- Describe medical uses and side effects of cannabis, and evidence for cannabis in common conditions affecting older adults.
- Create a game plan to navigate challenges if some in your workforce use recreational cannabis.

*Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth, @ Coffin, LLC, St. Paul; and Emily Escue, MD, Geriatrics and Palliative Medicine, Hennepin Healthcare, Minneapolis*

### 506 – Public Policy Update: How the 2024 Legislative Session will Impact Older Adult Services (All Settings)

- Identify emerging public policies that will likely be considered in the 2024 Legislative Session.
- Explain potential policy and regulatory issues to be addressed through the work of various state agencies.
- Understand the status of payment reforms, workforce solutions, and other legislative priorities being advanced this session.

*Erin Huppert, Vice President of Advocacy, LeadingAge Minnesota, Minneapolis*

### 507 – Managing Administrator Stress: Lessons Learned During the Pandemic (All Settings)

- Understand the experience of nursing home administrators during the early and later stages of the COVID-19 pandemic.
- Identify four themes that influenced administrators stress levels during the pandemic.
- Discuss recommendations on resiliency and stress training implementation for administrators.

*Annette Greely, Ed.D. MS, HSE, President/CEO, American Baptist Homes of the Midwest, Eden Prairie*



# SESSION SCHEDULE (IN-PERSON)

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

### 508 – Using Labor Market Information to Inform Workforce Strategies (All Settings)

- Understand current labor force trends and projections of future in-demand healthcare jobs.
- Learn about job seeker trends, untapped labor pools, and how the labor market can inform responsive employer planning.
- Identify new opportunities for hiring 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*

9 a.m. – 12:30 p.m.

**Exhibit Hall Open**

9:30 – 10:30 a.m.

**Dedicated Exhibit Hall Exploration Hour**

9:35 – 9:55 a.m.

**Solutions Stage Excellence in Practice Award Winner**

**"Memories of Mom" A Journey of Culturally Diverse Cuisine** (ADS, AL, CC) (See page 36.)

10:05 – 10:25 a.m.

**Solutions Stage**

**Bees and Honey: What the Natural World Can Teach Us About Successful Teams** (All Settings) (See page 36.)

10:30 – 11:30 a.m.

**CONCURRENT SESSIONS**

### 601 – Nurse Leadership Panel (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, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services 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*

### 602 – Using Dual Task Exercise to Promote Mobility and Mental Health (AL, CC)

- Understand the concept of dual task exercise and its importance in promoting both mental and physical health.
- Perform dual-task exercise in a fun and interactive activity.
- Adapt current programming to integrate dual-task exercise without additional staff resources.

*Kelly Klund, Resource Nurse, and Heather Johnson, Executive Director, Empira, Edina*

# SESSION SCHEDULE (IN-PERSON)

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

### 603 – Minnesota Trends for Senior Living Organizations (AL, CC)

- Discuss occupancy and case mix impacts to senior living organizations.
- Understand rate trends and what the impact may be with changes in reimbursement policy.
- Project possible outcomes as a result of compression on occupancy, rents, and workforce.

*Tyler Swenson, Principal, and Greg Tabelle, Reimbursement Director, CliftonLarsonAllen, LLP, Minneapolis*

### 604 – Top Ethical Dilemmas in End-of-Life Care (AL, CC, HCBS)

- Identify and discuss the top five ethical dilemmas in end-of-life care, including their legal dimensions.
- Describe how ethical principles can be used in creating care action plans.
- Explore methods to mitigate ethical conflicts.

*Lores Vlamincik, RN, Lores Consulting LLC, Rochester; and Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth, & Coffin, LLC, St. Paul*

### 605 – Moving Towards an Age-Friendly Minnesota (All Settings)

- Describe Minnesota's age-friendly ecosystem initiative.
- Engage in age-friendly initiatives across the state.
- Articulate the role of senior care in age-friendly planning.

*Rajean Moone, Faculty Director - LTC Administration, University of Minnesota, Minneapolis; and Reena Sheety, Director Age-Friendly MN Council, Minnesota Department of Human Services, St. Paul*

### 606 – Did You Notice That? Managing Assisted Living Notice Requirements (AL)

- Identify the different types of notices assisted living providers must issue.
- Understand when to issue various required notices, to whom, and what to include.
- Discuss the risks of improper or untimely notices and learn best practices for avoiding them.

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

### 607 – Communicating and Engaging with Resident Families (AL, CC)

- Understand the value and requirements of good resident and family communication.
- Describe how to develop an effective Resident and Family Council.
- Identify best practices for facilitating support groups.

*Emma Shepard, Self-Advocacy Specialist, Tammy Hollingsworth, Self-Advocacy Specialist, and Jane Brink, Resident and Family Council Education Specialist, Office of Ombudsman for Long-Term Care, Minnesota Department of Human Services, St. Paul*

### 608 – Open Positions? Empty Units? Providing Employee Housing Could Be the Solution (AL, CC)

- Understand the thought process leaders used in deciding to create employee housing on their campus.
- Identify the design and code implications of changing the occupancy type of existing spaces.
- Discuss additional factors to investigate when considering housing employees on your campus including HR, security, and legal.

*Duane Helwig, Partner, Vice President of Design, Community Living Solutions, Minneapolis; Pamela Klingfus, President and CEO, Christian Community Home and Services, Hudson, Wis.; and Rob Lahammer, Vice President*



# SESSION SCHEDULE (IN-PERSON)

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

of Engagement and Advocacy, Presbyterian Homes and Services, Roseville

11:30 a.m. – 12:30 p.m.

**Snacks in the Exhibit Hall**



Passion for Dining and Nutrition

11:35 – 11:55 a.m.

**Solutions Stage**

**Reliable Sources for Evidence-Based Treatment and Therapeutic Programming** (AL, CC) (See page 36.)

12:05 – 12:25 p.m.

**Solutions Stage**

**Creating Spaces for Meaningful Connections** (All Settings) (See page 36.)

12:30 – 2:15 p.m.

**General Session and Awards**

**Work on a Wild Team: What Sled Dogs Can Teach Us About Teamwork**

*Chris Heeter, wilderness guide, dog musher, leadership speaker, poet, trainer, Bloomington*

(See page 9.)

2:15 – 2:30 p.m.

**Connection Break**

2:30 – 3:30 p.m.

**CONCURRENT SESSIONS**

**701 – Pharmacogenetic Testing for Improved Health Outcomes** (CC)

- Identify benefits of pharmacogenetic testing including reducing adverse drug events and interactions and decreasing costs.
- Understand the limitations of pharmacogenetic testing.
- Discuss case studies of testing implementation and best practices.

*Jason Anderson, LALD, Director of Long-Term Care Services, Sylvan Court, Canby; Shelly Hanneken, BSN, LNHA, LALD, SNF Quality Director, St. Francis Health Services of Morris; Matthew Kern, COO, Cassia, Edina; and Joe Litsey, Pharm.D., Director of Consulting, Thrifty White Pharmacy, Minneapolis*

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

**702 – Person Centered Approach to Meaningful Activity Engagement** (ADS, AL, CC)

- Describe the challenges of meeting the leisure needs and interests of the older adult population.
- Identify activity programming considerations across the continuum of care, including resources and ideas for programs.
- Evaluate current activity assessment for effective evaluation of activity programming needs.

*Julie Reginek MS, ACC, EDU, MC, CADDCT, MEPAP and Activity Director Program Instructor, Ridgewater College, Hutchinson*



# SESSION SCHEDULE (IN-PERSON)

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

### 703 – Guiding Early Decisions for End-of-Life Care in Persons with Dementia (AL, CC)

- Identify five reasons people living with dementia and their families might not participate in end-of-life care discussions and decisions.
- Discuss evidence-based information on the signs and symptoms of shifting from living with to dying from dementia.
- Compose and implement discussion beginnings using the REMAP framework (reframe, expect emotion, map, align with goal, and propose plan).

*Anne Kenny, Founder, Together in Dementia, West Hartford, Conn.*

### 704 – Resident Pain in the Resident Assessment Instrument Process (AL, CC)

- Identify areas of the Minimum Data Set (MDS) that may indicate the resident is experiencing pain beyond the pain interview section.
- Interpret MDS coding and identify source documentation that may indicate resident pain.
- Document pain as a limiting factor in the resident's comprehensive person-centered care plan based on the MDS process.

*Karolee Withers, RN, RN Reimbursement Specialist, Minnesota Veterans Homes, Lake Elmo*

### 705 – MDH/CMS Got it Wrong: A Provider's Guide to Using State and Federal Appeals (CC)

- Learn when to appeal and which type of appeal(s) (IDR/IIDR/CMS-DAB) is best for your alleged deficiency(s).
- Understand your appeal rights, choices, and processes.
- Identify resources and develop appeal strategies through engaging case scenario discussions.

*Robert Rodè, Attorney/President, and Jennifer Bernstein, Compliance Specialist/Paralegal, Voigt, Rode, Boxeth & Coffin, LLC, Minneapolis; and Sara Blair, Administrator, LSW, LHNA, Pathway Health, Lake Elmo*

### 706 – Strategies in Making it Through an Immediate Jeopardy (CC)

- Understand immediate and ongoing steps to take after an immediate jeopardy is called at your facility.
- Identify legal, public relations, and possible Board inquiry issues that may result and how to address them.
- Analyze the deficiency and next steps if you decide to pursue an appeal.

*Rebecca Coffin, Attorney, Voigt, Rode, Boxeth & Coffin, LLC, Minneapolis*

### 707 – Recent Changes to Landlord-Tenant Law: Who Do They Effect? (AL, SH)

- Understand how recent changes to landlord-tenant law impact senior housing and assisted living.
- Identify best practices for implementing the 2023 changes to landlord-tenant law.
- Discuss how to proceed when different laws overlap or conflict with each other.

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

### 708 – Supporting Diverse Communities for Positive Resident and Staff Outcomes (All Settings)

- Identify ways that supporting diversity improves resident and staff experience.
- Determine best practices for effectively working with the diversity in your workforce to maximize retention and engagement.
- Discuss strategies for supporting diverse residents and creating strong resident-staff connections.

*Dr. Vera Ndumbe, LALD, LSW, BSW, MS, Ed.D, Organizational Development and Diversity and Equity Consultant, Mountain View LLC, Rochester*

# SESSION SCHEDULE (IN-PERSON)

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

3:30 – 3:45 p.m.

### Connection Break

3:45 – 4:45 p.m.

### CONCURRENT SESSIONS

#### 801 – Change in Condition (AL, CC)

- Identify indicators that a patient has had a change of condition.
- Understand the timeline for completing the additional assessment for each setting.
- Discuss interdisciplinary team involvement and responsibilities for reviewing changes in condition.

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

#### 802 – STOP! Get to Know Who I Am...Don't Medicate Me (AL, CC)

- List inadequate indications for use of psychotropic medications.
- Identify three need driven behaviors, how to recognize them, and meet the resident's needs for better outcomes.
- Discuss proper documentation of psychotropic medications when indicated and person-centered follow up.

*Coral Lindahl, Corporate Registered Nurse, Ebenezer, Edina; and Amy Peterson, Registered Nurse and Consultant, Peterson Senior Health Consulting, Shakopee*

#### 803 – The Role of Ritual in Life Quality (All Settings)

- Understand the difference between religion and spirituality and how rituals are vital to both.
- Recognize the value of using rituals in serving aging adults and team members.
- Increase comfort in developing creative rituals to meet the needs of care-seekers.

*Erin Hurley Robinson, Staff Chaplain @ Team Wellness Chaplain, and Kevin Coder, Director of Spiritual Life, Walker Methodist, Minnetonka*

#### 804 – The Uphill Battle: Nursing Home Discharges (CC)

- Identify restrictions and requirements for initiating an involuntary discharge from a skilled nursing facility.
- Explore strategies for ensuring compliance and avoiding common pitfalls.
- Discuss disputes between hospitals and skilled nursing facilities regarding resident readmission and identify best practices for navigating these situations.

*Ryan Usher, Associate Attorney, and Jen Bernstein, Paralegal/Compliance Specialist, Voigt, Rodè, Boxeth & Coffin, LLC, Minneapolis*

#### 805 – Policies, Practices, and People: Essential Influencers of Quality of Life and Well-Being (AL, CC, SH)

- Describe key factors long-term care recipients have identified as being important to their quality of life.
- Identify programmatic recommendations to enhance resident well-being within residential living communities.
- Discuss how various policies and people influence care recipients' well-being across critical quality of life domains.

*Jennifer Johs-Artisensi, Professor @ Program Director, University of Wisconsin - Eau Claire, Wis.*



# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 8, *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

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

- Understand the latest information related to licensure requirements, renewals, and deadlines.
- Learn how to prepare for and address survey issues or complaint investigations with the licensing board using real-life case studies.
- Get answers to your questions related to LALD and other licenses from BELTSS staff.

*Steve Jobe, Executive Director, Board of Executives for Long-Term Services and Supports (BELTSS), St. Paul*

#### 807 – Recent Changes to MN Employment Law: What's the Real Impact? (All Settings)

- Understand how recent changes to Minnesota's employment laws impact employers and the employer-employee relationship.
- Identify best practices for implementing the 2023 changes to Minnesota's employment laws.
- Discuss how to proceed when employer and employee rights seem to be at odds.

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

#### 808 – Bridging the Gap: Effective Strategies for Communication with Frontline Teams (AL, CC)

- Understand the importance of effective communication between leadership and frontline teams.
- Identify common communication barriers and challenges that exist between leaders and frontline staff.
- Acquire practical strategies and techniques to bridge the communication gap, build trust, and strengthen relationships with frontline teams.

*Leah Lindgren, Senior Vice President of Marketing and Communications, and Sharon Thole, Executive Vice President of Operations, Health Dimensions Group, Hopkins*

4:45 p.m.

**In-Person Conference Adjourns**



**A new blueprint for  
vibrant aging**

**Proud to be an  
Annual Silver Sponsor**

**Visit us at booth 501**

27



# VIRTUAL SESSION SCHEDULE

Tuesday, Feb. 27

## TRACKS FOR SESSIONS

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

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All sessions
MN Board of Social Work	V1102, V1201, V1203, V1302
MN Board of Nursing	V1201, V1302
National Certification Council for Activity Professionals	V1201, V1203, V1302, V1303
Certifying Board for Dietary Managers and Association Nutritional and Food Service Professionals	V1102
Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.	

8:30 – 9:30 a.m.

## CONCURRENT SESSIONS

### V1101 – 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 2024.
- Understand forms and processes required of managers of affordable housing settings.

*Speaker to be announced, Minnesota Housing Finance Agency, St. Paul*

### V1102 – ICan: Empower Frontline Staff to Drive Improvement (AL, CC)

- Learn how to empower front-line staff to identify improvement opportunities and develop and test solutions using quality improvement tools and strategies.
- Hear from the 2023 ICan Quality Improvement Contest teams about their project results, successful strategies, and lessons learned.
- Take home ICan implementation strategies that can be used within your organization.

*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, Minneapolis; and ICan Quality Improvement Contest Team Members*

### V1103 – Your Recipe for a Successful Home Care Business (All Settings)

- Understand the basics of a home care model.
- Identify successful financial, operational, and leadership structures.
- Discuss how a home care business can benefit your organization.

*Annette Greely, Ed.D. MS, HSE, President/CEO, American Baptist Homes of the Midwest, Eden Prairie; and Mark Goetz, President and CEO, HomeCare Advocacy Network, Omaha, Neb.*

# VIRTUAL SESSION SCHEDULE

## Tuesday, Feb. 27, *cont'd.*

9:30 – 10 a.m.

### Break

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1201 – Keeping Staff and Residents Safe When Facing Harassment or Abuse** (All Settings)

- Recognize resident, family, or other stakeholder interactions that may lead to abuse.
- Identify actions to assist staff in difficult scenarios to de-escalate the situation.
- Analyze examples of potential abuse and mistreatment and tips to manage and report it.

*Rebecca Coffin, Attorney, Voigt, Rode, Boxeth & Coffin, LLC, Minneapolis*

#### **V1202 – Planning Your Workforce of Tomorrow Through Immigration** (AL, CC)

- Explore macro level workforce and immigration issues for context on seeking solutions to your workforce challenges—not just today, but investments you will need to make in the future.
- Identify the status of various types of visas available for the workers you want to hire and what public policy discussions are underway that will likely impact your ability to bring immigrant workers to your community.
- Discuss lessons learned from aging services providers who have brought in immigrant workers under certain visas.

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

#### **V1203 – Evolve with Technology for Improved Care and Resident Independence** (HCBS)

- Identify specific technologies and how they improve care, support staff, and create greater independence.
- Understand reimbursement options for technology supports.
- Discuss opportunities for technology collaboration for better outcomes and operational efficiencies.

*Alaina (Schulz) Gallagher, Executive Project Manager, Association of Residential Resources in Minnesota, Eagan; and Scott Carpenter, Co-Founder, BoundaryCare, St. Paul*

11 – 11:30 a.m.

### Break

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1301 – Addressing and Combating the Senior Living “Wi-Fi Crisis”** (AL, CC, SH)

- Define what Wi-Fi means and the different considerations that impact connectivity.
- Describe key considerations for budgeting for a Wi-Fi retrograde at your community.
- Discuss best practices for budgeting and implementing wall-to-wall Wi-Fi for a new construction project.

*Amber Bardon, CEO, Parasol Alliance, Chicago, Ill.*

# VIRTUAL SESSION SCHEDULE

Tuesday, Feb. 27, *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

### V1302 – Incontinence: Debunking the Myths (CC)

- Dispel the common myths surrounding incontinence and aging.
- Understand the importance of finding causation of incontinence and matching targeted interventions.
- Discuss effective approaches to change the culture and attitudes towards incontinence in the long-term care setting.

*Adrienne Duncan, BSN, RN, Resource Nurse, and Heather Johnson, Executive Director, Empira*

### V1303 – Elderly Waiver Customized Living Update (ADS, AL, CC, HCBS)

- Review the Elderly Waiver Customized Living Jan. 1, 2024 rate implementation and future plans for rate evaluation and cost reporting.
- Understand provider spending requirements and the distribution plan.
- Discuss updates impacting MnChoices and Home and Community Based settings.

*Jennifer Olson, Fiscal and Quality Supervisor, Darci Buttke, Home and Community Based Services Supervisor, and Rachel Shands, MSW, Home and Community Based Services Manager, Minnesota Department of Human Services, St. Paul*



Long Term Care Pharmacy

1-800-816-2887

[www.thriftywhite.com](http://www.thriftywhite.com)

Debbie Hjelmeland

Manager of Thrifty White At Home

Tim Peterson

Long Term Care Marketing Manager

Bridge the gap with our  
professional chefs.

Support  
Chef

Chef CDM

Chef  
Director

Annual Silver Sponsor



Passion for Dining and Nutrition

[pdndifference.com](http://pdndifference.com)



# VIRTUAL SESSION SCHEDULE

Wednesday, Feb. 28

## TRACKS FOR SESSIONS

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

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All sessions
MN Board of Social Work	V1402, V1601, V1603
MN Board of Nursing	V1501
National Certification Council for Activity Professionals	V1601, V1603
Certifying Board for Dietary Managers and Association Nutritional and Food Service Professionals	V1603

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

8:30 – 9:30 a.m.

## CONCURRENT SESSIONS

### V1401 – Innovative Medical Director-Consultant Pharmacist Collaborative Practice Agreements (CC)

- Discover innovative technology solutions communities can consider for the future of their senior living community.
- Identify what baseline technology infrastructure is needed to set your community up for innovative success.
- Determine how to build a proactive roadmap and budget using an internal team at your communities for buy-in, efficiency, and effectiveness.

*Neal Buddensiek, Chief Medical Officer, Benedictine, Minneapolis; Todd Bettelyoun, Clinical Consultant Pharmacist, ActualMeds, East Hartford, Conn.; and Amber Miller, Director of Clinical Pharmacy Services, AlixaRx, Eden Prairie*

### V1402 – Ageism in Our Industry and Beyond (All Settings)

- Identify and understand types of ageism.
- Analyze impacts of ageism on our work and communities.
- Explore solutions for combating ageism and creating accessibility.

*Ann Schrempp, Corporate Director of Life Long Learning/Intergen Director, Ebenezer, Edina; and Lola Danielson Amendt, Director of Kaleidoscope Resident Services, Walker Methodist, Minnetonka*

### V1403 – Five Hundred Nurse Interviews and the Staffing Solutions Revealed (AL, CC)

- Analyze the current state of long-term care nursing from the perspective of nurses.
- Identify staffing challenges in healthcare and develop strategies to overcome them.
- Evaluate the potential impact of technology in addressing staffing shortages and improving patient care.

*David Posner, Healthcare Advocate, ShiftMed, McLean, Va.*

9:30 – 10 a.m.

## Break

# VIRTUAL SESSION SCHEDULE

## Wednesday, Feb. 28, *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

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1501 – Implementing a PIP to Address Medication Safety** (AL, CC)

- List classes of medications most likely to cause adverse drug events (ADEs) in older adults.
- Describe strategies to prevent ADEs related to anticoagulants, diabetes agents, and opioids.
- Identify tools and resources available to aid in PIP planning, implementation, and evaluation.

*Kristi Fabel, Quality Improvement Advisor, and Candy Hanson, Program Manager, Superior Health Quality Alliance (Stratis Health), Bloomington*

#### **V1502 – Medicare and Medicaid Requirements for HCBS and Adult Day Services** (ADS, HCBS)

- Understand the role of SIRS in identifying and investigating suspected fraud, theft, and abuse.
- Identify when and what happens during a site visit including fitness tests and outcomes.
- Discuss required provider documentation including policies, procedures, and billing practices.

*Amanda Novak, MBA, Provider Investigations Manager, Surveillance and Integrity Review Section (SIRS), Minnesota Department of Human Services, St. Paul*

#### **V1503 – Digital Transformation: Vital to Thriving in the Age of the Great Resignation** (AL, CC)

- Understand what digital transformation is, why it is imperative but attainable in senior living, and hear about its most compelling applications.
- Develop a roadmap for successful digital transformation, including process evaluation and the importance of strong data vision, integration, and insights.
- Discuss case studies from providers embracing innovative technologies and creating connected ecosystems that yield efficiencies and excellence.

*Majd Alwan, Chief Strategy & Growth Officer, and Nick Patel, President, ThriveWell Tech, Frederick, Md.*

11 – 11:30 a.m.

### Break

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1601 – Communicating for Resident and Family Engagement and Satisfaction** (AL, CC)

- Identify the benefits of proactive and effective resident and family engagement.
- Describe different methods and timing to best engage residents and family members.
- Discuss steps that long-term care providers can take to maximize family engagement and interaction.

*Samantha Beckman, Vice President of Marketing and Customer Experience, Knute Nelson, Alexandria (invited)*

#### **V1602 – Medicare Certified Home Care Agency Updates and Survey Findings** (HCBS)

- Identify recent findings and citation trends for Medicare certified home care agencies.
- Understand the current survey process, including the post-survey actions required.
- Discuss the information available in Admin Info: 19-07-HHA, CMS Clarification/FAQ's.

*Kathy Lucas, RN, Regional Operations Manager, Health Regulatory Division, Minnesota Department of Health, St. Cloud*

#### **V1603 – Using a Quality Framework for Organizational Diversity, Equity, and Inclusion** (All Settings)

- Understand the definitions of diversity, equity, and inclusion (DEI) and how those concepts integrate with senior services.
- Discuss how the performance excellence quality framework (approach - deployment - learning - integration) can be used to develop your organization's DEI work.
- Learn process and outcome metrics to mark progress in the DEI journey.

*Cathy Bergland, Owner and Lead Consultant/Trainer, CB Leadership Group, Plymouth*

32

## TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home- and Community-Based Services

SH – Independent Senior Housing

# VIRTUAL SESSION SCHEDULE

## Thursday, Feb. 29

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All sessions
MN Board of Social Work	V1703, V1802, V1803, V1902, V1903
MN Board of Nursing	V1802
National Certification Council for Activity Professionals	V1703, V1802, V1803, V1903
Certifying Board for Dietary Managers and Association Nutritional and Food Service Professionals	V1703, V1803, V1903

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

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### V1701 – Disability Waiver Updates (ADS, AL, HCBS)

- Understand recent updates to the Disability Waiver Rates System and scheduled future updates to those rates.
- Discuss disability waiver requirements for settings where waiver services are delivered.
- Receive timely updates on the Waiver Reimagine initiative.

*Speaker to be announced, Minnesota Department of Human Services, St. Paul*

#### V1702 – Care for the Caregivers (All Settings)

- Define and understand the connection between the four main pillars of well-being (mental, emotional, physical, and social).
- Apply practical strategies and techniques to nurture each pillar of well-being in your daily life.
- Create an action plan for enhancing your well-being, including setting meaningful goals and specific steps to achieve them.

*Julie Zaruba Fountaine, Well-Being Specialist, EMPOWER Possible, Duluth*

#### V1703 – Expectations of the Frontline Workforce: How to Inspire and Retain a Great Team (ADS, AL, CC, HCBS)

- Identify the seven caregiver personas and what it takes to recruit and retain them.
- Apply ten actionable strategies to expand your workforce based on real data.
- Discuss the obstacles and challenges that caregivers face (and it's not just about pay!).

*Nick Fischer, Executive Director of Workforce Operations, MissionCare Collective, St. Petersburg, Fla.*

9:30 – 10 a.m.

### Break



# VIRTUAL SESSION SCHEDULE

## Thursday, Feb. 29, *cont'd.*

10 – 11 a.m.

### CONCURRENT SESSIONS

#### **V1801 – Creative Financing During Challenging Times** (AL, CC)

- Understand the importance of continuing to plan capital projects even in tough financial and market environments.
- Explain the current financing environment, financing constraints, and other market challenges for senior living construction projects.
- Demonstrate how phasing a project and incorporating creative financing options can make a project viable through case study examples.

*Jenny Wade, Senior Vice President, Herbert J. Sims, Bloomington*

#### **V1802 – Infection Control is Everyone's Job** (All Settings)

- Understand, from a non-clinical perspective, the concept of infection control.
- Identify practices that everyone in a long-term care setting can do to protect residents from infection risks.
- Discuss challenges and best practices for activities and training volunteers.

*Kari Bergman, Nurse Specialist, ICAR Team, and Caramae Steinwand, Planner Intermediate, Project Firstline Team, Minnesota Department of Health, St. Paul*

#### **V1803 – The ROI of Team Member Development** (All Settings)

- Understand the benefits of investing in team member development.
- Identify the components of three affordable development programs.
- Demonstrate how to create individualized team member development plans.

*Amber Rogotzke, President, and Ericka Heid, Senior Vice President, People and Culture, Health Dimensions Group, Hopkins*

11 – 11:30 a.m.

### Break

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

#### **V1901 – The Data Dilemma: How to Use Organizational Data to Achieve Quality Outcomes** (CC)

- Understand the impact of data on care center organizations using readily available CMS reports (VBP, QRP, CASPER and more!).
- Identify the correlation of marketplace quality perception linked to organization data – creating a business case for success.
- Describe three leadership tactics to create a winning data strategy for organization improvement and marketplace positioning.

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

#### **V1902 – Federal Hospice Policy Update** (AL, CC)

- Understand the role of hospice in the long-term care continuum.
- Describe federal and regulatory actions from 2023 and possible future changes.
- Discuss how regulatory changes impact your hospice operations.

*Mollie Gurian, Vice President, Home-Based and HCBS Public Policy, LeadingAge, Washington D.C.*

#### **V1903 – Engaging with GEN Z: Tools and Tips for Reaching a Larger Talent Pool** (ADS, AL, CC, HCBS)

- Identify the tools you need to successfully recruit, retain, and empower members of Generation Z.
- Describe impactful experiences that foster meaningful relationships in the long-term care industry.
- Apply the experiences of young long-term care CNAs to update your workforce practices.

*Peter Lewis, VP of Marketing, and Charles Oliver, VP of Customer Success, Experience Care, Minneapolis*

34

# SOLUTIONS STAGE

Located in the  
Rotunda near the Expo Hall

## WEDNESDAY, FEB. 7

11:35 – 11:55 a.m.

### **Proactive Facilities Planning in a Dynamic Market: Forecasting, Drivers, and Disruptors** (AL, CC)

*Problem:* Today's dynamic labor, material, and supply market makes it challenging to plan effectively and proactively for the future facility needs of the community you serve.

*Solution:* Understand construction cost drivers for 2023-24 and apply tools to improve facilities planning.

*Tim Kittila, Director Facility Assessments, Kraus-Anderson, Minneapolis*

12:05 – 12:25 p.m.

### **Energy Incentive Program for Long-Term Care Facilities** (AL, CC)

*Problem:* Property improvements, renovations, new build projects, and energy costs are expensive.

*Solution:* Learn how to identify and claim credit for opportunities through the Energy Incentive Program.

*Shawn Deluhery, Healthcare Consulting Senior Manager, Eide Bailly, LLP, Minneapolis*

12:35 – 12:55 p.m.

### **Stars and Stripes Mentor Program Excellence in Practice Award Winner** (All Settings)

*Problem:* Retention rates for Human Service Technicians (HSTs) also known as Nursing Assistants are low.

*Solution:* Identify the critical components of a peer-to-peer mentor program that increased new hire mentee retention rates while creating staff engagement and advancement opportunities for mentors at the HST level.

*Jennifer Fisher, BSN, RN, RN Sr. Staff Development, Minnesota Veterans Home - Silver Bay*

1:05 – 1:25 p.m.

### **A Team Approach to Improving Medication Scanning Rates Excellence in Practice Award Winner** (CC)

*Problem:* Low medication scan rates create risk of medication delivery errors and potential harm to residents.

*Solution:* Learn how to implement a process improvement project for medication scanning rates that includes trained medical assistants, nursing leaders, and quality staff.

*Cheryl Vershelde, RN, RN Quality Coordinator, Avera Morningside Heights Care Center, Marshall*

## THURSDAY, FEB. 8

9:35 – 9:55 a.m.

### **"Memories of Mom" A Journey of Culturally Diverse Cuisine Excellence in Practice Award Winner** (ADS, AL, CC)

*Problem:* Creating connections and understanding in older adults with and without dementia can be challenging.

*Solution:* Learn how to implement a person-centered and engaging program that celebrates cultural diversity through memories, recipes, and food.

*Ann Rostratter, RN, Adult Day Center Director, and Emily Luther Adult Day Center CTRS, Minnesota Veterans Home - Minneapolis Adult Day Center*

10:05 – 10:25 a.m.

### **Bees and Honey: What the Natural World Can Teach Us About Successful Teams** (All Settings)

*Problem:* Long-term care organizations continue to face challenges in developing staff that can provide quality resident care.

*Solution:* Learn how the roles of bees can translate to team success for solving workplace challenges.

*Tom Westlund, Consultant, Westlund Enterprises, Minneapolis*

11:35 – 11:55 a.m.

### **Reliable Sources for Evidence-Based Treatment and Therapeutic Programming** (AL, CC)

*Problem:* In a digital era where anyone can post anything regardless of accuracy, finding reliable and credible sources for program development is a challenge.

*Solution:* Learn how to locate and evaluate new research and information to develop and implement evidence-based programs to create successful interventions.

*Jenna Kilawee, MS, LALD, CTRS, Housing Director, Episcopal Homes of Minnesota, St. Paul*

12:05 – 12:25 p.m.

### **Creating Spaces for Meaningful Connections** (All Settings)

*Problem:* Seniors that live in senior living communities can be at risk for feeling isolated and lonely, which can negatively impact their physical and mental health.

*Solution:* Identify ways to create spaces that encourage socialization and multi-generational connection for residents—both formally and informally—that range from simple and inexpensive to more complex.

*Sara Malin, AIA, Principal, Wold Architects and Engineers, St. Paul*



## Expo Hours

Wednesday, Feb. 7

11 a.m. – 1:30 p.m.

11 a.m. – 3 p.m.

Exhibit Hall Grand Opening

Exhibit Hall Open

*Snacks in the  
Exhibit Hall  
sponsored by*

Thursday, Feb. 8

9 a.m. – 12:30 p.m.

11:30 a.m. – 12:30 p.m.

Exhibit Hall Open

Snacks in the Exhibit Hall

**PDI**

Passion for Dining and Nutrition

## HUNDREDS OF SERVICE AND PRODUCT OPTIONS FOR YOU TO EXPLORE – ALL HERE AT THE EXPO!



## 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



LeadingAge<sup>®</sup> MN  
FOUNDATION

## SILENT AUCTION

**Wednesday, Feb. 7 and Thursday, Feb. 8**

Join us for the eighth 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:

- **NOW:** 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.](#)
- **LATER:** At Institute, 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!

## EDUCARE/ONTRACK

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

**OnTrack**<sup>™</sup>  
NURSING ASSISTANT TRAINING

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



- Online and on-demand classes 24/7
- Anytime enrollment | No cohort or class size required
- Call **651-425-1110** to schedule your OnTrack demo!
- *Updated information and tips for testing with Headmaster!*

## Grow your workforce with OnTrack Nursing Assistant Training

With over 135 programs and nearly 6,500 CNAs trained around the state, OnTrack is a proven workforce solution available to all members to build your pipeline of CNAs.

OnTrack exceeds average state exam pass rates, has enhanced online content and skills videos, 1:1 support, and Headmaster state testing tips to ensure your students are set up for success. Whether you are looking to start your own in-house CNA training program or need support certifying one or two aides, OnTrack can help.

[Click here to get started today.](#)

# SPECIAL FEATURES

## LEADERSHIP ACADEMY



*Congratulations to the 2023 graduating class of **Leadership Academy fellows** who will lead and transform the field of aging services for decades to come.*

Help us celebrate these exceptional leaders during the General Session on Thursday, Feb. 8.

Leadership Academy is entering its 15th year and boasts a vibrant alumni network of more than 500 experienced leaders. This unique nine-month journey combines leadership theory, applied learning, and critical skills development culminating with leading a real-world project that benefits their organizations and puts their new skills into practice.

**Applications for the 2024 cohort will be available in January.**

## SOLUTIONS STAGE PRESENTATIONS

For quick solutions to common challenges, stop by the Solutions Stage in the Rotunda. New this year, see presentations by Excellence in Practice Award and ICan Quality Improvement Contest winners. Solutions Stage presentations are:

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

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

See pages 36 for topics and schedule.



## MEET YOUR REGULATOR DURING THE INSTITUTE

Stop by the **Meet Your Regulator Table** located on the ballroom concourse outside of the General Session ballroom to put a face to a name, ask a question, or simply say “Hello” to your MDH regulatory team. Representatives will be present from the:

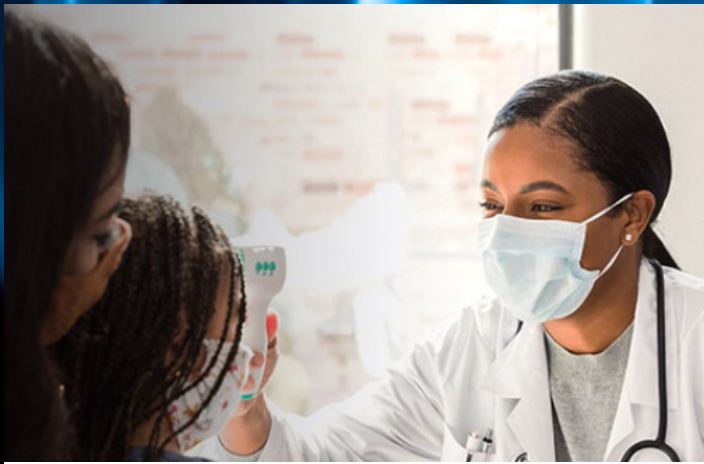
- Division Director’s Office leadership team
- Licensing, Certification, and Registration team
- Care center federal survey team
- Assisted living state survey team
- Engineering’s federal and state team
- Food Code and Inspection team
- State Fire Marshal’s office



These critical agency staff will be available between 8 a.m. and 5:15 p.m. on Wednesday, Feb. 7.

39





**MCKESSON**

Advancing health outcomes for all™

Proud to be an  
Annual Silver  
Sponsor

Visit us at booth 416



PIPER | SANDLER

We are proud to be  
an annual Silver  
Sponsor of LeadingAge  
Minnesota

Contact us for more information:



**Brad Wirt**  
MANAGING DIRECTOR



**Anna Starks**  
ASSISTANT VICE PRESIDENT

pipersandler.com | Since 1895. Member SIPC and NYSE. © 2023 Piper Sandler & Co. CM-23-1860 11/23



Choices ■ Solutions ■ Savings



A *LeadingAge*®  
**MEMBER BENEFIT**

By using Value First  
you are supporting the  
LeadingAge community.



Value First is a  
group purchasing  
organization owned by  
LeadingAge and twenty-  
five state affiliates,  
including Minnesota.



# QUALITY CONFERENCE

Quality care and services require a culture focused on learning and improvement. This conference-with-in-a-conference includes five in person education sessions devoted to key quality and safe care issues, with three more sessions included in the virtual conference.

## Quality Conference Sessions

Wednesday, Feb. 7

#108 - Nurses Supporting a Culture of Safety (AL, CC) from 8:30 – 9:30 a.m.

#208 - Quality Improvement Projects: Simple and Efficient (CC) from 1:30 – 2:30 p.m.

#308 - You Can Do It! User-Friendly Methods to Improve Supports for Individuals (AL, CC) from 3 – 4 p.m.

#408 - QAPI: We are All in This Together (AL, CC) from 4:15 – 5:15 p.m.

## Virtual Quality Conference Sessions

#V1102 - ICan: Empower Frontline Staff to Drive Improvement (AL, CC) on Feb. 27, 8:30 – 9:30 a.m.

#V1501 - Implementing a PIP to Address Medication Safety (AL, CC) on Feb. 28, 10 – 11 a.m.

#V1901 - The Data Dilemma: How to Use Organizational Data to Achieve Quality Outcomes (CC) on Feb. 29, 11:30 a.m. – 12:30 p.m.

Register for the Pre-Conference Intensive: Team Strategies and Tools to Enhance Performance and Communication to enhance your learning. See page 6 for further information.

# QUALITY PROGRAM AWARD WINNERS



## *Congratulations to the 2023 Steps to Excellence Award Recipients:*

Birchwood Cottages  
Moose Lake Village



## *Congratulation to the 2023 ICan Quality Improvement Contest Teams:*

CentraCare Care Center and Therapy Suites  
Cuyuna Regional Medical Center – Care Center  
Lakeside Generations  
Melrose Care Center  
Minnesota Veterans Home – Fergus Falls  
Minnesota Veterans Home – Silver Bay (2 teams)

Contact [Julie Apold](#), Vice President of Quality & Performance Excellence, to learn more about LeadingAge Minnesota quality programs and awards.

# LODGING

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



**Courtyard by Marriott** (across the street from RiverCentre, no skyway/tunnel access, parking is provided by valet only for \$35 per day)  
150 Smith Avenue North, St. Paul, MN 55102  
Rate: \$192 Single or Double  
Reservation Number: 651.204.4050  
Reservation Link: <https://bit.ly/3G3eNEt>



**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: <https://bit.ly/46kN24W>



**Holiday Inn St. Paul Downtown** (across the street from RiverCentre, no skyway/tunnel access, self-park in ramp attached to hotel)  
175 West 7th Street, St. Paul, MN 55102  
Rate: \$189 Single or Double  
Reservation Number: 651.225.1515  
Reservation Link: <https://bit.ly/47t3wcA>



**Residence Inn by Marriott** (six blocks from RiverCentre, no skyway/tunnel access, hotel shuttle available with advanced notice, parking is provided by valet only for \$25 per day)  
200 Grand Avenue, St. Paul, MN 55102  
Rate: \$172 Single or Double  
Reservation Number: 651.222.1000  
Reservation Link: <https://bit.ly/3MNgQAB>



**The Saint Paul Hotel** (connected via skyway/tunnel, parking is provided by valet only for \$35 per day)  
350 Market Street, St. Paul, MN 55102  
Rate: \$193 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" and enter "6741809" as the code.

Please direct all lodging related questions to Jenny Prosser at 651.603.3548 or [jprosser@leadingagemn.org](mailto:jprosser@leadingagemn.org).

**\*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 five hotels. Room blocks will be held until Monday, Jan. 15, 2024.

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

Hotel room blocks fill up quickly, due in part to organizations booking rooms that are later cancelled. Please book only the hotel rooms you are certain you will use. All room cancellations after Jan. 15, 2024, and all no-shows will be subject to one-night room and tax charged to the credit card on file.

## Downtown SAINT PAUL

### Visitor Districts

West 7th    Lowertown    Downtown

- Restaurant
- Attraction
- Hotel
- Retail / Services
- Hospital
- Park
- Green Line Light Rail
- Bus Stop
- P Parking
- S Skyway
- T Tunnel
- T Trail
- G Gas Station
- G Capital City Bikeway

### Bus Routes

Metro Transit bus routes to/from downtown

- **ROUTE 56** to Mall of America & Airport
- **ROUTE 21** along Selby Ave
- **ROUTE 63** along Grand Ave

Ride the Green Line or bus routes within the Saint Paul downtown zone for only \$50¢ at a time. For more routes, schedules and details visit [MetroTransit.org](http://MetroTransit.org)

### Hotels and B&B's

- Best Western Plus Como Park
- Celeste St. Paul Hotel - B1
- Como Lake Bed & Breakfast
- Courtyard St. Paul Downtown - C4
- Covington Inn B&B - E6
- Doubletree by Hilton St. Paul Downtown - E3
- Drury Plaza Hotel - E1
- Hampton Inn & Suites Downtown Saint Paul - C5
- Historic District Bed and Breakfast - O7
- Holiday Inn St. Paul Downtown - C5
- Hyatt Place St. Paul Downtown - C5
- InterContinental St. Paul Riverfront - E4/5
- Radisson St. Paul Downtown - B2
- Residence Inn St. Paul Downtown - B6
- SpringHill Suites by Marriott - E2
- The Saint Paul Hotel - D4

### Saint Paul Downtown Improvement District

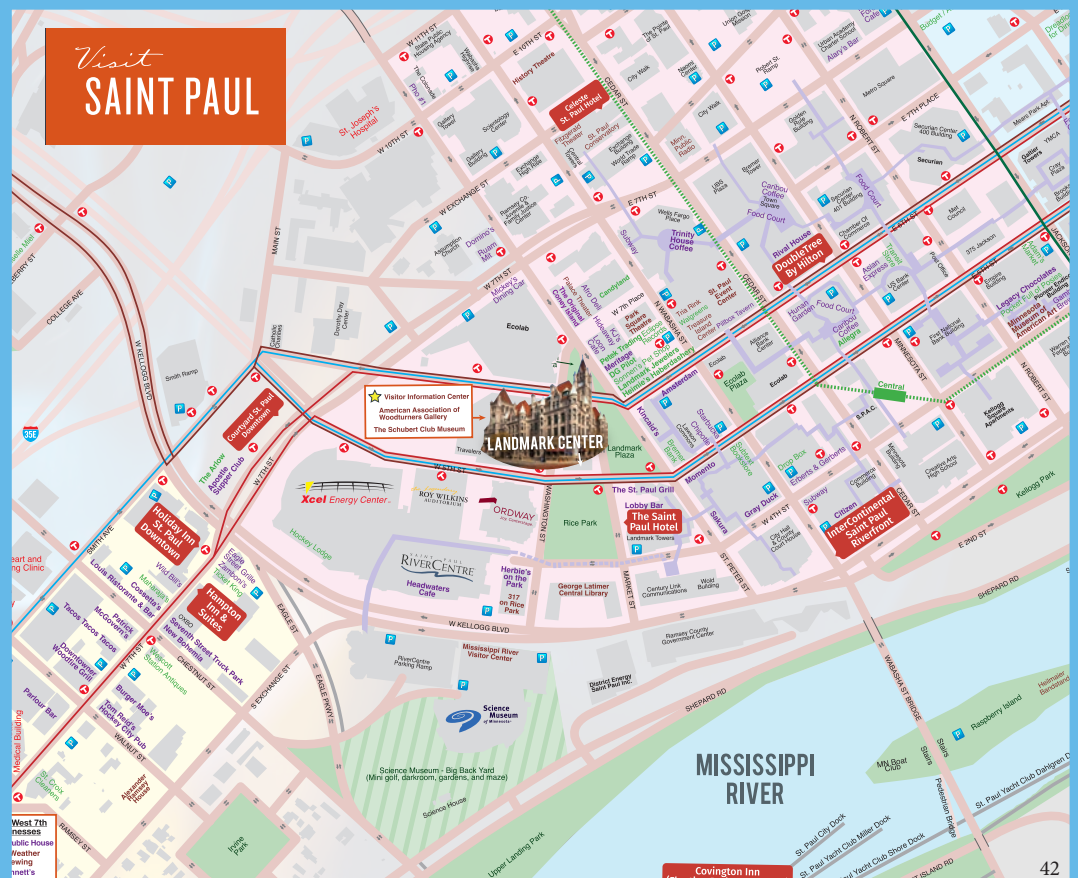
The Street Team is here to help!

The SPDID Street Team is out 7 days a week, from 7am to 11pm.

They are available to:  
Answer Questions  
Give Directions  
Make Recommendations  
Provide a Safety Escort

Look for the Street Team in their bright yellow shirts!  
For more information, go to: [spdidd.org/scc](http://spdidd.org/scc)

**VISITSAINTPAUL.COM**  
**#MYSAINTPAUL**





# REGISTRATION AND GENERAL INFORMATION



## Location

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

*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.

As an Institute participant, you will receive information on both the in-person and virtual formats. Pre-registering for sessions is strongly encouraged for the in-person Institute. Pre-registration for virtual sessions is not required. Content from the virtual portion of the Institute will be available to all staff from registered organizations for on-demand viewing through April 30, 2024.

Individual fees apply if only one employee of a provider site/entity is attending the conference or expo.

Non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual conference fee.

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

## Cancellation Policy

Cancellations must be received in writing by Jan. 26, 2024, to receive a refund, less a \$50 processing fee. No refunds for cancellations received after Jan. 26, 2024, or for no-shows. LeadingAge Minnesota reserves the right to cancel individual sessions.

## 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)

### Online Registration Assistance

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



# INSTITUTE FEE STRUCTURE - HELPFUL TIPS

## ORGANIZATION/SITE FEE

Each building/site/service entity on a single campus must register and pay a separate fee.

### ONE FLAT FEE



## NON-EXHIBITING VENDORS

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

### ONE FLAT FEE



## FEE INCLUDES IN-PERSON AND/OR VIRTUAL CONFERENCE

## INDIVIDUAL FEE

Individual fees apply if only one employee of a provider site/entity is attending the conference.

### ONE FLAT FEE



## BENEFITS OF ATTENDING THE INSTITUTE

- Organization/service site registration fee includes attendance for any/all staff at your site.
- All staff from registered organizations receive access to in-person and/or virtual content.
- Earn up to 10 CEUs by participating in the in-person Institute.
- Register for an in-person Tuesday Intensive and earn 3-5 more CEUs.
- Earn up to 29 CEUs by viewing all the virtual Institute sessions live and/or on-demand.

See page 45 for registration fees details.

44

# REGISTRATION FEES \*Fees held to 2023 levels!

## 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. 3, 2024. ADD \$100 if registering on or after Jan. 31, 2024.

### CARE CENTERS

Number of  
Care Center

Beds Metro\* Greater MN

1-40 \$1,080 \$885

41-60 \$1,430 \$990

61-100 \$1,935 \$1,430

101-150 \$2,145 \$1,600

151+ \$2,245 \$1,640

Prospective member Care Center fee is \$2,395

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

### CORPORATE/ MANAGEMENT OFFICES

Number of Owned and Managed Sites in MN

1-5 \$715

6-10 \$960

11+ \$1,190

Prospective member Corporate Office fee is \$1,350

### ADULT DAY CENTERS

\$315

Prospective member Adult Day Center fee is \$490

### ASSOCIATE COMPANIES\*

\$650

Prospective member Associate fee is \$860

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

### HOUSING

Number of  
Housing Units

1-20 \$625

21-40 \$720

41-70 \$815

71+ \$925

Prospective member Housing fee is \$1,080

### NON-EXHIBITING VENDORS\*

Business Partner \$1,020

Prospective Business Partner \$1,480

\*Non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual registration fee.

## INDIVIDUAL REGISTRATION FEES

All fees are listed per-person. \$100 discount/late fee does not apply. Individual rates do not apply to non-exhibiting vendors.

### CONFERENCE REGISTRATION

Provider/Associate Member (full conference)\* \$420

Prospective Provider (full conference)\* \$590

Full-time Student/Faculty Member \$40

State/Government Agency Staff \$105

Expo Only One Day Pass – Provider \$40

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.

### SPECIAL EVENTS

(per person fees) Member/Prospective Member

Pre-Conference A (Feb. 6) \$140/180

Pre-Conference B (Feb. 6) \$140/180

Pre-Conference C (Feb. 6) \$140/180

Pre-Conference D AM or PM (Feb. 6) \$175/215

### Registration questions?

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

Not a member? Join today and save!

Contact Jessica Lacher at

[jlacher@leadingagemn.org](mailto:jlacher@leadingagemn.org)

to explore the value of membership.

**\*More CEUs at  
last year's  
pricing!**