Session Schedule (in-person)
Wednesday, Feb. 11

TRACKS FOR SESSIONS
AL – Assisted Living
ADS – Adult Day Services
HCBS – Home- and Community-Based Services
IL – Independent Senior Housing
NH – Nursing Home
Peer Genius – providers sharing expert, hands-on insights

CEU TYPE	Today's Sessions Eligible for Hours/Units
MN Board of Long Term Services and Supports	All Sessions excluding 205, 206, 209
MN Board of Social Work	Keynote, 103, 201, 203, 302, 306, 307, 309, 401, 403, 408, 409
MN Board of Nursing	Keynote, 102, 104, 203, 206, 301, 307, 308, 401, 403, 407, 409, 411
National Certification Council for Activity Professionals	Keynote, 103, 201, 203, 302, 306, 401, 403, 408, 409
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	Keynote, 203, 205, 401, 404, 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 credentialling bodies.*

8:30 – 9:30 a.m.
CONCURRENT SESSIONS

101 – Board Governance: Best Practices to Maximize Governance Effectiveness (All Settings; Peer Genius)
- Understand how boards impact the organization's ability to achieve strategic and financial goals.
- Explore best practices for board governance.
- Learn from case studies how things can go right and wrong and the implications of both.

Lynn Daly, MBA, Executive Vice President, Co-Head of the Not for Profit Banking Team, HJ Sims, Chicago, Ill.; and Annette Greely, Ed.D, MS, HSE, Chief Executive Officer, American Baptist Homes of the Midwest, Eden Prairie

102 – Nursing Leadership for Purposeful Communication and Documentation (AL, NH)
- Describe core elements of clinically pertinent communication and documentation.
- Review contributing factors for significant resident safety events involving failures in communication and care coordination.
- Illustrate tools and strategies that facilitate clinically pertinent communication and documentation.

Cyndi Siders, MSN, RN, CPHRM, CPPS, DFASHRM, CEO/Executive Consultant, Siders HealthCare Consulting, LLC, Grand Forks, N.D.

Session Schedule (in-person)
Wednesday, Feb. 11, *cont'd.*

TRACKS FOR SESSIONS
AL – Assisted Living
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103 – Designing for Impact: Creative and Sustainable Intergenerational Programs (ADS, AL, IL, NH)
- Identify the benefits of intergenerational programming on residents, team members, and community engagement.
- Develop creative and sustainable intergenerational programs (with or without on-site childcare) by leveraging partnerships and resident-driven interests.
- Apply practical strategies to overcome barriers and adapt programs for long-term success.

Jay Benedict, MBA, LALD, Outreach & Sales Director, and Erin Erdahl, Director of Programming and Partnerships, The Pillars of Prospect Park – Ebenezer, Minneapolis; Jody Schumann, Director of Child Care and Intergenerational Programming, Ebenezer Ridges Campus, Burnsville; and Chloe Shimota, LALD, LNHA, Executive Director, The Pillars of Lakeville – Ebenezer, Lakeville

104 – Drug Diversion: It Can Happen Anywhere (AL, HCBS, NH)
- Review regulatory obligations regarding drug diversion prevention and reporting so participants can develop strategies to mitigate risks associated with drug diversion.
- Identify best practices aimed at preventing and detecting drug diversion.
- Understand when to contact outside agencies and law enforcement and manage relationships with those outside agencies.

Jen Bernstein, Paralegal, Compliance Specialist/Paralegal, and Robert Rodè, JD, President/Partner, Rodè & Coffin, LLC, St. Paul

105 – Navigating Background Studies in Aging Services (AL, ADS, HCBS, NH)
- Understand the background studies process for employees in aging services and best practices for maintaining compliance.
- Identify key regulatory requirements and recent updates impacting background studies in assisted living and customized care settings.
- Explore common challenges in background study compliance and strategies to address them effectively in day-to-day operations.

Andrew N. Johnson, External Relations and Engagement Consultant, Office of Inspector General – Background Studies Division, Minnesota Department of Human Services, St. Paul

106 – Physical Environment Survey Findings (AL)
- Identify the most common engineering citations for AL and ALDC licensed communities.
- Discuss how to navigate door locks in assisted living and best practices for moving snow or using space heaters in colder months.
- Outline when engineering needs to review construction plans.

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

Session Schedule (IN-PERSON)
Wednesday, Feb. 11, *cont'd.*

TRACKS FOR SESSIONS
AL – Assisted Living
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107 – Technology Partnerships that Work – Outsourcing and Co-Management (All Settings)
- Differentiate between full outsourcing, co-management, and hybrid IT service models, and evaluate their advantages and risks for aging services providers.
- Identify key criteria for selecting and managing technology partners, including service level agreements, performance metrics, and shared accountability.
- Develop strategies to maintain operational continuity, data integrity, and organizational control while leveraging external IT expertise.

Nick Patel, President|CEO, ThriveWell Tech, Frederick, Md.

108 – Driving Quality Through Innovation: Lessons from Minnesota's PIPP Program (NH)
- Describe Minnesota's unique Performance-Based Incentive Payment Program (PIPP) and how it supports measurable quality improvement and innovation.
- Explore real-world PIPP project examples from project leads and identify common success factors across projects.
- Apply proven strategies and lessons learned from successful PIPP initiatives to design, implement, and sustain quality improvement projects within your own organization.

David Hill, Quality and Research Unit Supervisor, Nursing Facility Rates and Services, and Teresa Lewis, Research Scientist, Nursing Facility Rates and Services, Minnesota Department of Human Services, St. Paul

9:45 – 11:30 a.m.
Opening Keynote
Locked In: Change Makers When No One's Watching   *sponsored by* PIPER | SANDLER
Damon Dunn, Author, Former NFL Player, CEO, Board Member, Sign Talent Solutions, Seattle, Wash.
(See page 12.)

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

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

Session Schedule (IN-PERSON)
Wednesday, Feb. 11, *cont'd.*

TRACKS FOR SESSIONS
AL – Assisted Living
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1:30 – 2:30 p.m.
CONCURRENT SESSIONS

201 – More Than Bingo: How Resident Experience Boosts Quality of Life and Census (AL, IL; Peer Genius)
- Define resident experience and how to integrate residents' interests into their daily living.
- Explore innovative strategies on how a team outlook can enhance resident quality of life in a community setting.
- Identify various approaches in utilizing the resident experience as a marketing tool, to increase outside interest and exposure to your community.

Gwen Lyon, Memory Care Program Director, and Kaitlyn Ryan, CDP, Life Enrichment Director, Wellstead Senior Living, Rogers

202 – EOS: Data Driven Solutions for Operational Excellence (AL, IL, NH; Peer Genius)
- Understand the basic fundamentals of Entrepreneurial Operating Systems.
- Identify areas of operational weakness by identifying issues and barriers to operational success.
- Analyze data effectively to help your company achieve operational and financial success.

Jessica Gier, DNP, MSN, RN, Vice President of Clinical Operations and Reimbursement, and Lisa Kalla, RN, HSE, Chief Operating Officer, Saint Therese, St. Louis Park

203 – The Wisdom on Wheels Journey: Capturing Stories that Inspire Care (All Settings)
- Describe the purpose and impact of gathering and sharing residents' life stories.
- Identify lessons from the "Wisdom on Wheels" journey that can improve marketing, resident quality of life, and staff retention and satisfaction.
- Apply strategies to strengthen community culture by making story capture an expected and valued practice within senior living communities.

Jack York, Founder, TaleGate, Castle Rock, Colo.

204 – Building a Strong Foundation — Modernizing IT Infrastructure (All Settings)
- Assess current IT infrastructure maturity and identify areas for modernization in alignment with clinical and operational needs.
- Apply best practices for designing scalable and resilient infrastructure to support future growth and innovation.
- Integrate data governance, performance monitoring, and interoperability considerations into infrastructure planning and management.

Nick Patel, President|CEO, ThriveWell Tech, Frederick, Md.

205 – Culinary Professionals: Power of Peers Networking Discussion (All Settings; Peer Genius)
- Identify the top challenges facing culinary leaders in aging service settings.
- Discuss strategies to maintain compliance with regulatory requirements, particularly health and safety surveys and audits.
- Share best practices, tools, and tips that help your culinary program promote resident engagement and assure customer satisfaction.

Discussion Host: Jillian Gessell, Corporate Director of Nutrition and Culinary Services, Presbyterian Homes and Services, Roseville

Session Schedule (in-person)
Wednesday, Feb. 11, *cont'd.*

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206 – Nurse Leaders: Power of Peers Networking Discussion (All Settings; Peer Genius)
- Identify the top challenges facing nurse leaders in aging services including workforce and case complexity.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to provide quality resident care.
- Share best practices, tools, and tips that could be applied in aging services settings.

Discussion Hosts: Dr. Cami Peterson-DeVries, AGNP, DHA, MSN, LNHA, St. Francis Health Services of Morris; and Brianna Olson, Vice President of Clinical Services, Vitality, Aitkin

207 – Chief Financial Officers: Power of Peers Networking Discussion (All Settings; Peer Genius)
- Identify the top challenges facing long-term care finance departments and discuss how you are addressing them in your organization.
- Discuss what you expect to be the most positive aspect of your financial outlook for 2026 and what represents the biggest obstacle to a successful fiscal year.
- Share best practices, tools, and tips that help your organization operate successfully.

Discussion Hosts: Troy Hanson, Vice President/CFO, Guardian Angels Senior Services, Elk River; and Kevin Rymanowski, SVP, Finance/CFO, Benedictine, Fridley

208 – Human Resources: Power of Peers Networking Discussion (All Settings; Peer Genius)
- Identify current challenges and opportunities facing human resource professionals in aging services settings.
- Share effective approaches and strategies that support employee recruitment, retention, and overall workplace culture.
- Discuss practical ideas and peer-tested solutions to strengthen HR practices and promote shared-learning.

Discussion Host: Becky Peitersen, Senior Human Resource Business Partner, Ebenezer, Minneapolis

209 – Independent Living and HUD: Power of Peers Networking Discussion (All Settings; Peer Genius)
- Identify the top challenges facing independent living settings in aging services.
- Share best practices, tools, and tips that could be applied in independent living senior housing.
- Discuss strategies and solutions to overcome challenges and embrace opportunities for attaining strong occupancy.

Discussion Host: Emily Kjelstad, Director of Housing, Apple Valley Villa Assisted Living, Apple Valley; and Grady Shapiro Zimmer, Housing Director, Cornelia House, St. Paul

210 – Chief Operating Officers: Power of Peers Networking Discussion (All Settings; Peer Genius)
- Describe how artificial intelligence and other emerging technologies can be investigated and implemented to enhance operational efficiency and decision-making in senior living organizations.
- Evaluate innovative staffing solutions—including the use of technology platforms and process redesigns—that improve workforce stability, scheduling effectiveness, and employee engagement.
- Collaborate with peers to analyze and apply lessons learned from current operational challenges to develop actionable strategies that strengthen organizational performance and leadership practices.

Discussion Host: Anneliese Peterson, LALD, SVP Operations/COO, Benedictine, Fridley

211 – Sales and Marketing: Power of Peers Networking Discussion (All Settings; Peer Genius)
- Explore current trends driving move-in decisions and learn how to adapt your outreach and messaging.
- Trade creative ideas for community events, tours, and digital engagement that spark genuine connections.
- Compare notes on handling common hurdles like waitlists, competition, and changing consumer expectations.

Discussion Host: Rachelle Lavalier, Vice President of Sales and Marketing, Sholom, St. Louis Park; and Betsy Stauss, Senior Sales and Marketing Director, The Waters Senior Living, Minnetonka

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

3 – 4 p.m.
CONCURRENT SESSIONS

301 – Navigating the Nuances of CADI and Elderly Waiver (AL)
- Learn what needs to be discussed with residents at the time of admission regarding the CADI and Elderly Waiver programs.
- Understand how customized living setting limits may impact reimbursement from the CADI program.
- Identify best practices for educating residents on how and when to apply for CADI and Elderly Waiver, the application process, spenddown obligations, and housing support.

Jen Bernstein, Paralegal, Compliance Specialist/Paralegal, and Robert Rodè, JD, President/Partner, Rodè & Coffin, LLC, St. Paul

302 – Creating Community: One Call or Click at a Time (All Settings)
- Identify the bevy of accessibility issues experienced by many older adults.
- Discuss the benefits of accessible technology and programming to successfully reach a diverse population of older adults.
- Outline how older adults can engage with the Well Connected programs as participants or volunteers from the comfort of home.

Amber Carroll, M.A., Senior Director, Connection Programs, Front Porch Communities and Services, Glendale, Calif.

303 – The Performance Excellence Journey: Getting Started with Baldrige (All Settings; Peer Genius)
- Review and understand the Baldrige framework for performance excellence.
- Gain insights into how healthcare organizations are using the Baldrige framework to improve systems and results.
- Practice by reflecting on a Baldrige framework question, assessing your organization, and identifying opportunities for improvement.

Brian Lassiter, President/CEO, Organization for Alliance for Performance Excellence, Phoenix, Ariz.; and Anneliese Peterson, LALD, SVP Operations/COO, Benedictine, Fridley

Session Schedule (in-person)
Wednesday, Feb. 11, *cont'd.*

TRACKS FOR SESSIONS
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Peer Genius – providers sharing expert, hands-on insights

304 – BELTSS License Updates for HSE, NHA, and LALD (AL, NH)
- Review the new rules outlined in Chapter 6400 that impact Nursing Home Administrators and Assisted Living Directors.
- Discuss the process and requirements for obtaining dual licenses through BELTSS and other health licensing boards.
- Identify the responsibilities, standards of practice, and steps to become a licensee for those not currently licensed.

Rebecca Bollig, LHSE, Director of Assisted Living and Education, and Steve Jobe, LALD, NHA, Executive Director, Board of Executives for Long-Term Services and Supports, St. Paul

305 – State Fire Marshal Life Safety Code Update for Nursing Homes (NH)
- 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, and Greg Hubbard, Deputy State Fire Marshal, Health Care and Correctional Facilities, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul

306 – Navigating Minnesota's Paid Leave Requirements for HR Professionals (All Settings)
- Explain the key provisions of Minnesota's Paid Leave law.
- Identify how this law interacts with existing employer policies, FMLA, and other leave benefits, and determine what updates are required to ensure compliance.
- Explore organizational strategies to align policies and practices with the new law.

Penelope (Penny) Phillips, Attorney, Felhaber Larson, Minneapolis

307 – Connected Communities: Building Rural Aging Infrastructure (All Settings; Peer Genius)
- Describe the current progress and early outcomes of Minnesota's five Connected Communities pilot sites.
- Analyze lessons learned from cross-sector collaborations that support community aging infrastructure.
- Apply key strategies from the pilot experience to participants' own communities, even without grant funding.

Shanna Eckberg, Consultant, St. John's Lutheran Community, Albert Lee; Maggie Fresonke, Healthcare Strategist, Perham Health, Perham; Stacy Mohs, Director of Community Connections, Guardian Angels Senior Services, Elk River; Kristin Rucks, Vice President of Development and Marketing, Bethesda, Willmar; Lindsey Sand, Vice President of Population Health, Vivie, Alexandria; and Facilitator: Gina DiMaggio, Foundation Director, Leadin-

Session Schedule (in-person)
Wednesday, Feb. 11, *cont'd.*

TRACKS FOR SESSIONS
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gAge Minnesota Foundation, Minneapolis

308 – Staff Education Programs (AL, NH; Peer Genius)
- Describe the education and competency expectations outlined in Minnesota statutes and federal long-term care regulations.
- Recognize the link between staff education programs and survey readiness, quality improvement, and resident safety outcomes.
- Integrate education into daily operations to reinforce professional standards, teamwork, and resident-centered care.

Morgan Johnson, RN, Clinical Nurse Supervisor, and Lisa Martin, LALD, Executive Director, Farmstead Care of Moorhead; and Moderator: Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul

309 – The Resident Application Process: What's Legal and What's Not (AL, IL)
- Identify key and most common components of an effective tenant application process.
- Recognize what is and isn't permitted under federal, state, and local fair housing and discrimination laws — including HUD guidelines and city-specific renter protections.
- Discuss specific contract requirements for long-term care providers.

Rebecca Coffin, Attorney, Rodé & Coffin, LLC, St. Paul; and Michael Vraa, Managing Attorney, HOME Line, Bloomington

310 – Cybersecurity, Risk Management, and the Impact of Emerging AI Tools (All Settings; Peer Genius)
- Identify key cybersecurity threats and vulnerabilities specific to aging services providers and strategies to mitigate them through proactive risk management.
- Apply best practices for building a culture of cybersecurity awareness, resilience, and accountability across all levels of the organization.
- Examine how artificial intelligence is influencing cybersecurity—both as a tool for enhancing defense and as a potential source of new risks.

Shawn Johnson, Vice President, Information Technology, Benedictine, Fridley; and Kory Nadeau, Vice President of IT, Presbyterian Homes and Services, Roseville

311 – Guiding for the Future: The Board's Role in Strategic Planning Amid Change (AL, IL, NH)
- Identify the key responsibilities of board members in the strategic planning process within aging services organizations.
- Understand the external forces reshaping the sector and how boards can help organizations respond.
- Learn strategies to foster strong board-executive collaboration that drives mission-aligned innovation and long-term success.

John Capasso, MHSA, Senior Vice President, Senior Care, and Erin Shvetzoff Hennessey, MA, NHA, CPG, Chief Executive Officer, Health Dimensions Group, Hopkins

4 – 4:15 p.m.

SESSION SCHEDULE (IN-PERSON)
WEDNESDAY, FEB. 11, *cont'd.*

TRACKS FOR SESSIONS
AL – Assisted Living
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Peer Genius – providers sharing expert, hands-on insights

Connection Break
4:15 – 5:15 p.m.
CONCURRENT SESSIONS

401 – Honoring Culture Needs in Elder and Disability Health Care (All Settings; Peer Genius)
- Recognize the impact of cultural values and traditions on health care perceptions and decision-making among elders and individuals with disabilities.
- Identify strategies for providing culturally grounded, person-centered care that respects clients' languages, traditions, and lived experiences.
- Develop skills to navigate cross-cultural communication challenges and build trust with clients from diverse cultural backgrounds in elder and disability health care settings.

Jae England-Sullivan, Director of 245D Services, Circle of Life, Shoreview

402 – From Insight to Action: Driving Quality Outcomes Through Data and Process (AL, IL, NH)
- Define the CMS 5-Star quality measures for skilled nursing facilities and understand their impact on outcomes.
- Outline effective strategies that enhance care and lead to improved quality measures.
- Understand the quality processes that drive better outcomes and improved 5-Star ratings.

Veronica James, RN, RAC-CT, Vice President of Clinical Reimbursement, and Barb Klick, RN, MBA, Executive Vice President of Quality, Health Dimensions Group, Hopkins

403 – Who is the Medical Decision-Maker? (AL, NH)
- Understand the differences among various documents that can help inform who the medical decision-maker is.
- Discuss these tools in the context of honoring patient choices and complying with legal requirements.
- Explore ways to manage disputes when disagreements arise regarding the course of care.

Maggie, Green, J.D., B.S., Attorney, and Tracy Jacobs, J.D., B.S., Attorney, Winthrop & Weinstine, P.A., Minneapolis

404 – Food Code Requirements, Frequent Citations, and Resources for Compliance (ADS, AL)
- Review the types of kitchen surveys for assisted living and adult day services, 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.
- Review the Minnesota Food Code and a new Food Code Toolkit that will help you maintain compliance.

SESSION SCHEDULE (IN-PERSON)
WEDNESDAY, FEB. 11, *cont'd.*

TRACKS FOR SESSIONS
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Pierre Genereux, Chef, Culinary Director, and Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove

405 – Minnesota OSHA Inspections – Is Your Community Prepared? (AL, NH)
- 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 respiratory protection program requirements as they relate to the healthcare sector.

Autumn Gomez, Senior Industrial Hygienist, Rasana Rana, Senior Industrial Hygienist, Workplace Safety Consultation, and Emily Tintes-Schiwal, Senior Industrial Hygienist, OSHA Compliance, Minnesota Department of Labor and Industry, St. Paul

406 – Assisted Living and Comprehensive Home Care License Updates (AL, HCBS)
- Identify current survey trends in assisted living and home care settings.
- Explain what variance requests are, when it is appropriate to request one, and how they can support compliance.
- Apply knowledge of licensing laws, rules, and available resources to prevent citations and maintain regulatory compliance.

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

407 – Navigating Minnesota's Nursing Complaint and Investigation Process (AL, NH)
- Explain the Minnesota Board of Nursing's complaint and investigation process, including stages from report intake through final resolution.
- Identify common situations and statutory triggers that result in a nurse being reported to the Board under Minn. Stat. §§148.261–148.263.
- Apply best practices for responding to Board inquiries professionally and maintaining documentation that supports compliance and accountability.

Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul; and Robert Rodè, JD, President/Partner, Rodè & Coffin, LLC, St. Paul

408 – Strengthening Retention Through Gratitude and Connection (All Settings)
- Create a culture that attracts candidates who value belonging and appreciation.
- Identify how gratitude influences workplace culture, engagement, and retention.
- Demonstrate practical ways to apply the "Know the Person" approach to build trust, strengthen relationships, and support individuals.

Heather Johnson, RN, BSN, PHN, Executive Director, and Kelly Klund, Resource Nurse, Empira, Edina

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409 – How to De-Escalate Yourself, Family Members, Staff, and Residents (All Settings)
- Learn and apply protocols and ethical strategies for de-escalation to reduce resistance during client encounters.
- Recognize how your internal mood state can interfere with effective de-escalation.
- Develop skills to use your "mental health stethoscope" to assess the "6 Flavors" of a human being.

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

410 – IT Strategy Leader Panel — What's Next for Technology in Aging Services (All Settings; Peer Genius)
- Explore current and emerging information technology priorities impacting aging services organizations, including innovation, data, and infrastructure needs.
- Gain insights from IT leaders on effective strategies to align technology investments with organizational goals and long-term sustainability.
- Identify opportunities for collaboration, knowledge-sharing, and innovation that strengthen the role of IT in enhancing quality, efficiency, and resident experience.

Christian Gustafson, Chief Technology Officer, Vista Prairie Communities, Champlin; Reed Hofmann, Vice President IT/CIO/CISO, St. Francis Services of Morris; Shawn Johnson, Vice President, Information Technology, Benedictine, Fridley; and Kory Nadeau, Vice President of IT, Presbyterian Homes and Services, Roseville

411 – Be a PDPM Change Maker! Strategies for a Successful Medicaid Transition (NH)
- Understand the impact of recent MDS 3.0 changes on reimbursement, care planning, and interdisciplinary team processes.
- Learn from PDPM implementation strategies across more than 20 states and apply relevant insights to Minnesota's Medicaid landscape.
- Optimize PDPM compliance and reimbursement by aligning accurate documentation with quality improvement efforts and leveraging technology to improve outcomes.

Eugene Gonsiorek, PhD, NHA, Vice President of Clinical Regulatory Standards, PointClickCare, Lakeview, N.Y.; and Genice Hornberger, RN, RAC-CT, Regulatory Affairs Director, PointClickCare, Troy, Ohio

5:15 p.m.
Adjourn for the Day

8 – 11 p.m.
Opening Night Jackpot Jam

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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, 502, 503, 504, 601, 603, 701, 702, 704, 706, 708, 802, 807
MN Board of Nursing	General Session, 502, 504, 505, 507, 508, 602, 605, 607, 704, 707, 708, 801, 805, 806, 807, 808
National Certification Council for Activity Professionals	General Session, 502, 503, 601, 701, 702, 704, 706, 708, 802
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	General Session, 604, 701, 708

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 credentialling bodies.

8:30 – 9:30 a.m.
CONCURRENT SESSIONS

501 – AI, Analytics, and Liability: Simplifying Data Use in Senior Living (AL, IL)
- Examine the expanding role of AI in senior living and its potential impact.
- Understand discoverable data and how data governance supports your goals.
- Identify actionable steps for applying AI responsibly and with accountability.

Mark Anderson, MPH, Chief Client Officer, Eldermark, Minneapolis; and Robert Rodè, JD, President/Partner, Rodè & Coffin, LLC, St. Paul

502 – Breaking the Forgetting Curve: Five Strategies for Training that Sticks (All Settings)
- Identify five evidence-based methods to enhance knowledge retention and improve training effectiveness.
- Define competence in the context of professional learning and explore techniques to support and increase it.
- Recognize the critical role supervisors and leaders play in reinforcing learning and driving real-world application.

Sarah Stein, Educational Services Coordinator, STAR Services, St. Paul

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503 – Public Policy: 2026 Legislative Session Impacts to Older Adult Services (All Settings)
- Understand how the political landscape of the 2026 Legislature will shape policy priorities over the upcoming legislative session and beyond.
- Identify emerging public policies that will likely be considered in the 2026 Legislative Session.
- Explain potential policy and regulatory issues to be addressed through the work of various state agencies.

Shelli Bakken, LALD, LSW, Director of Housing Policy and Expert Support, Erin Huppert, Vice President of Advocacy, and Kayla Khang, Government Affairs Manager, LeadingAge Minnesota, Minneapolis

504 – Ensure Safety and Compliance: Assisted Living Maltreatment Investigations (AL)
- Understand when and how to report suspected maltreatment in assisted living.
- Identify key components of a thorough investigation.
- Explore root cause analysis techniques to identify underlying problems and prevent recurrence.

Julie Dietz, RN, Chief Clinical Officer, Senior Care Solutions, Stillwater

505 – Office of Health Facilities Complaints Update (AL, NH)
- 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, JD, NREMT, State Rapid Response Operations Manager, Health Regulation Division | Office of Health Facility Complaints, Minnesota Department of Health, St. Paul

506 – Fire Safety Updates for Assisted Living, Independent Living, and Adult Day Services (ADS, AL, IL)
- Understand which fire safety requirements apply to independent living, assisted living, 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

507 – Nursing Home Survey Findings (NH)
- Learn about common Immediate Jeopardy findings.
- Compare and contrast Immediate Jeopardy Removal Plans.
- Identify effective strategies for writing plans of correction.

Shannon Gilb, Regional Operations Manager, and Sarah Grebenc, MSW, Executive Regional Operations Manager, Federal Team - Health Regulations Divisions, Minnesota Department of Health, St. Paul

Session Schedule (in-person)
Thursday, Feb. 12, *cont'd.*

TRACKS FOR SESSIONS
AL – Assisted Living
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Peer Genius – providers sharing expert, hands-on insights

508 – Nurse Leadership Panel (AL, HCBS, NH; Peer Genius)
- Describe effective nursing leadership traits.
- Discuss essentials for achieving leadership effectiveness.
- Identify where you are in your personal nursing leadership journey.

Shelly Hanneken, BSN, LNHA, LALD, SNF Quality Director, St. Francis Health Services of Morris; Jesse Noska, RN, LALD; Director of Clinical Quality, ProgressiveCare, Grand Rapids; Brianna Olson, BSN, RN, LALD, PHN, Housing Clinical Consultant, Vitality Healthcare Management, Aitkin; and Moderator: Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul

9 a.m. – 12:30 p.m.
Exhibit Hall Exploration Hours

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

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

601 – Will AI Replace Chaplains? (All Settings; Peer Genius)
- Explore historical examples of how various religious groups have responded to previous technological advances and how that might guide the future.
- Understand how the creation of an AI generated chat bot of a deceased loved one might both support their grief process and possibly extend it into unhealthy modes of care.
- Evaluate some of the challenges, concerns, and ethical considerations involved when ministers or others create chat bots of living spiritual figures.

Rev. Christopher Beckman, BCCi, Corporate Director of Spiritual Care, Ebenezer, Edina

602 – Beyond the Binder: Bringing Emergency Preparedness to Life in Assisted Living (AL)
- Identify strategies to move from written emergency plans to real-world application and team readiness.
- Describe how to effectively conduct drills that go beyond checking a box and actually test staff readiness.
- Apply creative and compliant approaches to emergency preparedness training, drills, and scenario-based learning.

Niki Ballingrud, RN, LALD, Executive Consulting Director, and Ashley Klipstein, LALD, SWD, Operations Specialist, Advanced Health Institute, Bloomington

Session Schedule (in-person)
Thursday, Feb. 12, *cont'd.*

TRACKS FOR SESSIONS
AL – Assisted Living
ADS – Adult Day Services
HCBS – Home- and Community-Based Services
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Peer Genius – providers sharing expert, hands-on insights

603 – Beyond the Bulletin Board: Empower Your Team to Communicate with Clarity (All Settings; Peer Genius)
- Identify the core elements of a scalable internal communications strategy, even without a formal communications role.
- Develop a practical message cascade plan to use for team updates, changes, and recognition efforts.
- Equip frontline and mid-level managers with ready-to-use tools that make communication part of their daily leadership practice.

Libbie Chapuran, Director of Communications, Vivie, Minnetonka

604 – Menu Matters: Elevating Dining Through Resident Engagement (All Settings)
- Review common concerns from residents of senior communities related to food and dining services.
- Explore strategies for engaging residents and responding to feedback.
- Discuss best practices for planning meals and snacks in senior living.

Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove; and Emma Shepard, Self-Advocacy Specialist, Minnesota Department of Human Services, St. Paul

605 – Microbes on the Move: Containing C. diff and Other Unwanted Guests in LTC (AL, NH)
- Explain the epidemiology, transmission routes, and clinical relevance of Clostridioides difficile, carbapenem-resistant organisms (CRO/CRE), Candida auris, and multidrug-resistant gram-negative bacteria in long-term care environments.
- Identify current CDC and state public-health guidance for detection, prevention, and containment of multidrug-resistant organisms in nursing homes and assisted living communities.
- Apply practical infection-prevention, environmental cleaning, and antibiotic-stewardship strategies to reduce the spread and impact of these pathogens through interdisciplinary teamwork and quality-improvement systems.

Bree Friedman, Epidemiologist Intermediate, Surveillance Unit, and Kristi Juaire, RN, CIC, Nurse Specialist, Infection Control Assessment and Response (ICAR), Minnesota Department of Health, St. Paul

606 – Excellence in Practice Award Presentations – Workforce Initiatives (ADS, AL, NH; Peer Genius)
- Discover practical ideas and initiatives implemented by two member organizations who have received LeadingAge Minnesota's Excellence in Practice Awards.
- Identify best practices in onboarding and orientation programs that create a more engaged workforce, reduce turnover, and foster a homelike environment for residents as implemented by Samaritan Bethany.
- Describe how organization-wide de-escalation training enhances staff safety, emotional well-being, and resident care as implemented by Cassia.

Tanya Black, Assistant Clinical Mentor, Samaritan Bethany Home on Eighth, Rochester; Pam Hayle, ACC, S.F.P.T., Director of Safety and Quality Support, Cassia, Edina; and Moderator: Barbara Landeen, Senior Director of Leadership and Member Experience, LeadingAge Minnesota, Minneapolis

Session Schedule (IN-PERSON)
Thursday, Feb. 12, *cont'd.*

TRACKS FOR SESSIONS
AL – Assisted Living
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Peer Genius – providers sharing expert, hands-on insights

607 – Safe Lift in Action: Human-Centered Practices for Mechanical Lift Safety (AL, NH; Peer Genius)
- Understand how Safe Lift practices enhance mechanical lift safety by addressing human factors and system design.
- Learn implementation strategies and tools to successfully adopt Safe Lift practices at the site level.
- Gain insights from providers in the field and leave with take-home strategies to increase safety, reduce falls, and build staff confidence.

Julie Apold, PhD, Vice President of Quality, LeadingAge Minnesota, Minneapolis; and a Safe Lift Member Organization to be announced

608 – Teamwork in AR: How Administrators and Finance Partner for Success (AL, NH; Peer Genius)
- Identify what can be done prior to admission to minimize risk of non-payment.
- Understand what is a reasonable expectation for aging Accounts Receivable.
- Take away advice from current and former administrators that can be implemented in your communities.

Margaret Brandt, LSW, RN, LNHA, LALD Administrator/CEO St. Luke's Lutheran Care Center, Blue Earth; Jessi Muras, LNHA, Administrator, Sauer Healthcare, Winona; John Huhn, LNHA, Vice President of Senior Living Operations, Community Living Solutions - A Division of DBS Group, Minneapolis; Robert Rodè, JD, President/Partner, Rodè & Coffin, LLC, St. Paul; and Moderator: Kim Conner, Business Office Consultant, Pope & Conner Consulting, Inc., Hudson, Wis.

11:30 a.m. – 12:30 p.m.
Snacks in the Exhibit Hall

12:30 – 2:15 p.m.
General Session
The Science of Stuck: Tools for Change Makers in Challenging Times

sponsored by
WIPFLI

Britt Frank, LSCSW, SEP, Speaker, Author, Adjunct Professor, Human Behavior Expert, Kansas City, Mo.
(See page 13.)

2:15 – 2:30 p.m.
Connection Break

Session Schedule (in-person)
Thursday, Feb. 12, *cont'd.*

TRACKS FOR SESSIONS
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2:30 – 3:30 p.m.
CONCURRENT SESSIONS

701 – Leading with Clarity: Gaining Traction using Operational Fundamentals (AL, HCBS, IL, NH; Peer Genius)
- Learn approaches for assessing your team and understanding their strengths and opportunities for alignment.
- Understand how to set SMART goals that align with your mission and vision.
- Receive tools to identify key performance indicators, improve time management, and move big rocks to get results.

Jim Bettendorf, President and CEO, Vista Prairie Communities, Champlin; Annette Greely, Ed.D, MS, HSE, Chief Executive Officer, American Baptist Homes of the Midwest, Eden Prairie; Melissa Kirchhoff, LALD, CEC, Principal Consultant, Adept Senior Living Solutions, Lakeville; and Kris Jacobson, MBA, LNHA, LALD, Executive Consultant, Adept Senior Living Solutions, Ham Lake

702 – Training Your Team to Use GenAI with Confidence (AL, NH; Peer Genius)
- Identify common tasks within senior living departments that are well-suited for GenAI support.
- Examine ethical considerations and common risks related to AI-generated outputs in real-world settings.
- Develop a department-specific GenAI standard operating procedure that includes use guidelines, review processes, and team resources.

Angi Moore, Certified Digital Marketing Expert (CDME), Professional Certified Marketer (PCM), Director of Digital Marketing, Ebenezer, Edina

703 – Using Existing Buildings to Create a New Assisted Living (AL, NH)
- Understand the assisted living physical environment regulatory process when submitting for an assisted living license or construction project.
- Analyze the 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, Licensed Architect, Owner, The Source Assisted Living Consultants, Hudson, Wis.

704 – Before Goodbye: How Storytelling Supports Anticipatory Grief (AL, IL)
- Define anticipatory grief and describe its emotional, relational, and spiritual impact across care settings, distinguishing it from other forms of grief.
- Demonstrate how storytelling fosters connection, meaning-making, and emotional regulation for individuals and families experiencing anticipatory grief.
- Apply reflective prompts and legacy-centered questions to initiate meaningful, healing conversations before loss or major life transitions.

Thomas Waknitz, M.Div., Chaplain | Doula, OneMTL, LLC, Minneapolis

Session Schedule (in-person)
Thursday, Feb. 12, *cont'd.*

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705 – Navigating Reimbursement Models: MN Case Mix, VBP, and QRP Demystified (NH; Peer Genius)
- Describe the foundational principles of Minnesota's Case Mix System and its impact on facility-level payment.
- Identify strategies for optimizing reimbursement captured through accurate documentation, coding, and assessment practices.
- Summarize expanded components of the CMS Value-Based Purchasing and Quality Reporting System to avoid Medicare penalties.

Michelle Stober, RN, BSN, Nurse Consultant/CEO, Senior Care Solutions, Stillwater; and Anna Olinger, Administrator, PRN Consultant, Auora on France TCU, Edina

706 – Communicating and Engaging with Resident Families (AL, NH)
- Identify how best to partner with the Office of Ombudsman and opportunities for staff training.
- Understand the value, requirements, and best practices for effective communication with residents and their families.
- Describe strategies to build and sustain meaningful Resident and Family Councils and support groups that foster engagement and collaboration.

Maisie Blaine, MSW, Policy Specialist, and R. Brian Stamschror, Resident and Family Advisory Council Education (RFACE) Specialist, Minnesota Office of Ombudsman for Long-Term Care, Minnesota Board on Aging, St. Paul

707 – Technology at Work: Provider Innovation Applications for Safer Care (AL, NH; Peer Genius)
- Describe how a variety of emerging technologies—including hygiene, monitoring, dietary, and engagement tools—can be integrated into care processes to improve resident safety and wellbeing.
- Identify effective implementation strategies and change management approaches that support successful adoption of new technologies.
- Apply lessons learned and best practices from a provider's experience to guide your own organization's efforts to enhance safety, efficiency, and resident-centered care through technology.

Autumn Herzog, LNHA, Administrator|Director of HR, Browns Valley Health Center, Browns Valley

708 – How New American Workforce Strategies Strengthen Long-Term Care (All Settings, Peer Genius)
- Explore the organizational and community benefits of recruiting and integrating New Americans into the long-term care workforce, drawing from real-world examples of successful provider initiatives.
- Understand how to apply practical strategies and membership resources, such as the Employer Guide: How to Recruit, Retain, and Advance New Americans in Long-Term Care, Employer Collaborative, the Multilingual Video Series for New Americans in MN, and other resources, to strengthen recruitment and retention practices within participants' organizations.
- Evaluate proven approaches to engage New American communities, identifying action steps to adapt these models for your workforce.

Panelists: Joshua Orenge, RN, MSN, LALD, Director of Nursing, The Birches at Trillium Woods Health Center, Plymouth; Sheila Tandingan, RN, Onboarding Program Manager Presbyterian Homes and Services, Roseville; Tecla Welch, RN, Director of Health Services, Catholic Eldercare, Minneapolis; Roger White, LNHA, SPHR, SHRM-CP, Associate Administrator, Mount Olivet Careview Home, Minneapolis; and Moderator: Kirstan Ketter, Foundation Project Manager, LeadingAge Minnesota Foundation, Minneapolis

Session Schedule (IN-PERSON)
Thursday, Feb. 12, *cont'd.*

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3:30 – 3:45 p.m.
Connection Break

3:45 – 4:45 p.m.
CONCURRENT SESSIONS

801 – MDS Accuracy: Updates, Compliance, and Outcomes (NH)
- Explain the justification and heightened significance of overseeing MDS accuracy.
- Illustrate the changes to the regulatory guidance on MDS accuracy.
- Evaluate three methods to ensure documentation meets the MDS assessment requirements.

Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, DNS MT, Vice President of Clinical Services, Pathway Health, Lake Elmo

802 – Radical Acceptance: Find Peace and Power by Ending Your Battle with Reality (All Settings; Peer Genius)
- Introduce Radical Acceptance as a skill—distinct from resignation or fatalism—that builds empowerment and resilience and reduces suffering in circumstances beyond our control.
- Explore how Radical Acceptance can transform our approach to processing, healing from, and navigating difficult or painful experiences in the past, present, or future.
- Engage in a pragmatic Radical Acceptance practice to develop or deepen competence and confidence in this challenging but transformative skill.

Erin Hurley Robinson, M.Div., M.A., Mental Health First Aid Instructor, Team Chaplain Manager, Vivie, Minnetonka

803 – MN Statute 144G and How it's Affecting Assisted Living Buildings (AL)
- Recognize the physical environment and fire safety requirements included in Minnesota's assisted living licensure law, including the 2018 Life Safety Code and the 2018 FGI.
- Distinguish how different portions of an assisted living facility or campus will be surveyed after an addition, alteration, or new building is added to the license.
- Understand the assisted living physical environment regulatory process when submitting for an ALFDC license or construction project.

Michael Mireau, Licensed Architect, Owner, The Source Assisted Living Consultants, Hudson, Wis.

804 – Solving the Staffing Crunch with AI and Smart Automation (AL, IL, NH; Peer Genius)
- Identify high-burden HR tasks causing dissatisfaction and turnover and learn how AI can flag early warning signs of caregiver attrition to improve retention.
- Evaluate the impact of automating tasks like onboarding, OIG checks, credential tracking, and care plan updates to reduce admin load and support care teams.
- Develop a practical, non-technical plan to pilot AI and use real-time SMS scheduling to fill last-minute shift gaps and scale within existing HR systems.

Vipin Bharadwaj, MBA and AI certifications, CEO, NuAig, Edison, N.J.; and Mark Leonard, Chief Executive Officer, United Methodist Communities, Nepture, N.J.

Session Schedule (in-person)
Thursday, Feb. 12, *cont'd.*

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805 – Nursing Home Rate and Policy Update (NH)
- Describe the 2026 rate setting process for nursing homes and implementation of the PDPM transition, operating rate caps, and minimum wage rate add-on.
- Discuss the auditing process and issues that come up regularly in the setting of care center payment rates.
- Provide an update on the work of the Nursing Home Workforce Standards Board.

Kim Brenne, Audit Director, Jane Gottwald, NFRP Audit Director, and Shelly Jacobs, State Program Administrator, Principal, Aging, Minnesota Department of Human Services, St. Paul

806 – Licensing Update for Nursing Homes (NH)
- Understand the steps in the nursing home licensure renewal process.
- Review requirements for skilled nursing bed layaway.
- Discuss the current process and challenges from licensing renewals and changes of ownership.

Shellae Dietrich, Federal Operations Manager, Rick Michals, Executive Regional Operations Manager, and Kia Moua, Federal LCR Supervisor, Health Regulation Division, Minnesota Department of Health, St. Paul

807 – Nurses Peer Support Network: Mental Health and Addiction (All Settings; Peer Genius)
- Identify available peer support resources and referral options within the Minnesota Nurse Peer Support Network.
- Apply confidentiality principles that protect nurses seeking assistance through peer support programs.
- Recognize the importance of fostering psychological safety in nursing practice environments that encourage openness, mutual support, and help-seeking without fear of judgment.

Nurse Peer Support Network members to be announced, and Moderator: Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul

808 – Global Solutions to Minnesota's Nursing Shortage: The Role of International RNs (ADS; HCBS, IL, NH)
- Explain the key causes of Minnesota's nursing shortage and why it is projected to worsen through 2035.
- Describe the standard business practices and processes involved in hiring international nurses.
- Outline the legal visa pathways and timelines for employing international nurses in Minnesota.

James Kaiser, JD, MA, Co-Founder, Project Workforce International Inc. St. Louis Park

4:45 p.m.
Conference Adjourns