

PRE-CONFERENCE INTENSIVE SESSIONS

In-depth learning on the issues important to you

TUESDAY, FEB. 10
SESSION A

QAPI – MEETING AND EXCEEDING REQUIREMENTS TO DRIVE IMPROVEMENT

ABOUT THE INTENSIVE

This interactive workshop will help participants strengthen their understanding and implementation of Quality Assurance and Performance Improvement (QAPI) to meet and exceed regulatory requirements while advancing organizational performance.

By the end of this workshop, participants will be able to:

- Explain the key components and regulatory requirements of nursing home QAPI.
- Discuss leadership's role in fostering a culture of QAPI and supporting an effective quality management system.
- Apply practical strategies to drive improvement across all levels of care.
- Create or strengthen a QAPI Plan that aligns with organizational goals and compliance standards.
- Identify QAPI citations, requirements, and practical strategies for effective QAPI/quality committee structure, agendas, meetings, and documentation.
- Examine and apply strategies for selecting, creating, monitoring, and sustaining meaningful PIPs.
- Apply QAPI processes and tools to real-world case studies to improve systems and resident outcomes.
- Integrate QAPI principles into daily operations to build and sustain a culture of continuous learning, improvement, and excellence.

REGISTRATION FEES

LeadingAge Minnesota Members - \$145 per person

Prospective Members - \$200 per person

Registration includes lunch, refreshments, and handouts.

SCHEDULE

8:30 a.m.

Registration

9 a.m. – 3:30 p.m.

Program

PRESENTERS

Julie Apold, PhD, Vice President of Quality, LeadingAge Minnesota, Minneapolis; and Sandy Delgehausen, RN, PHN, Regional Director of SNF Clinical Support/Metrics, Cassia, Edina



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TUESDAY, FEB. 10
SESSION B

CYBER RESILIENCE AND EMERGENCY PREPAREDNESS FOR NURSING HOMES AND ASSISTED LIVING

ABOUT THE INTENSIVE

Ransomware and data breaches have pushed healthcare into a new era of “always-on” crisis management, with researchers tracking 211 ransomware attacks on healthcare companies in just the first half of 2025—a slight increase over 2024 and part of a broader trend of growing cybercriminal extortion targeting hospitals, clinics, and long-term care providers. Massive incidents such as the Change Healthcare breach, impacting roughly 190 million people and disrupting claims processing nationwide, and the CommonSpirit Health ransomware attack, which led to an estimated \$160 million in response and recovery costs, have demonstrated that cyber incidents are no longer just IT problems but full-scale emergency preparedness events underscoring the urgent need to integrate cyber events into all-hazards emergency planning.

Against this backdrop, this intensive is designed to help healthcare organizations move beyond check-the-box compliance and build true operational resilience.

This full-day intensive weaves together real-world case studies, regulatory expectations, legal and insurance perspectives, and a hands-on simulation exercise. Participants will:

- Understand how major cyber incidents disrupt care, finances, and operations.
- Connect cyber threats directly to CMS emergency preparedness requirements.
- Strengthen governance, communication, and decision-making structures for cyber events.
- Complete a simulation exercise that meets emergency preparedness drill requirements.

REGISTRATION FEES

LeadingAge Minnesota Members - \$145 per person
Prospective Members - \$200 per person
Registration includes lunch, refreshments, and handouts.

SCHEDULE

8:30 a.m. Registration
9 a.m. – 3:30 p.m. Program

PRESENTERS

Jennifer Torrez, CIPP/US, Member, McDonald Hopkins, Chicago, Ill.; Emily Moilanen, MPH, Owner and Preparedness Consultant, Partners in Preparedness, St. Paul; Mark Schulz, JD, Vice President of Policy and Regulatory Affairs, LeadingAge Minnesota, Minneapolis; Rick Schute, Emergency Management Director, City of St. Paul; Matt Thomson, MSIA, GCIH, GPEN, CISSP, Director of Cyber Liability, M3 Insurance, Green Bay, Wis.; and Jaime Wascalus, Director and Chief Information Officer, Office of Technology and Communications, City of St. Paul

CYBER RESILIENCE AND EMERGENCY PREPAREDNESS FOR NURSING HOMES AND ASSISTED LIVING, *cont'd.*

AGENDA

Lessons from the 2025 City of St. Paul Cyberattack

Representatives from the City of St. Paul will walk through the July 2025 cyberattack that forced the city to declare a state of emergency, shut down key systems, and request support from the Minnesota National Guard. Attendees will hear how the incident was detected, how leaders coordinated with state and federal partners, what worked (and what didn't) in communications, and the long road of recovery and data-exposure concerns. Discussion will focus on parallels to healthcare operations and what long-term and post-acute providers can apply immediately.

Emergency Preparedness 101 – With a Cyber Lens

Review the core elements of emergency preparedness requirements for healthcare entities, highlighting where cyber risk fits into the all-hazards framework. Topics include hazard vulnerability analysis for cyber events, incident command integration, redundant communication planning, business continuity for EHR and billing downtime, and training and exercise strategies that support survey readiness when a cyber incident becomes your “emergency event.”

Revitalizing Cyber Resilience Through a Simulated Cyber Incident

Use a simulated cyber incident to explore legal, regulatory, and insurance implications in real time. Participants will walk through decision points around ransom negotiations, regulatory notifications, HIPAA breach analysis, contractual obligations with vendors, and how to work with carriers and incident-response teams. The focus is on practical steps organizations can take now to reduce risk, shorten downtime, and protect residents and staff.

Capstone Tabletop: Cyber Incident Emergency Preparedness Exercise

The intensive culminates in a facilitated group exercise built around a realistic cyberattack scenario (for example, ransomware impacting EHR, pharmacy, payroll, or building systems). You will:

- Practice activating an emergency operations plan for a cyber event.
- Simulate activating a facility response team to manage the cyber event.
- Identify gaps in downtime procedures, vendor coordination, and recovery planning.

Participants will leave with exercise materials and an after-action/improvement plan template that can be adapted for their organizations and used to help satisfy emergency preparedness training and testing requirements.

By the end of the day, attendees will have a clearer picture of the current threat landscape, concrete strategies to harden their organizations against cyber disruption, and a regulatory-ready exercise they can bring back to their own emergency preparedness programs.

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TUESDAY, FEB. 10
SESSION C

NAVIGATING LICENSURE, ACCOUNTABILITY, AND BOARD ENGAGEMENT: RESPONDING TO BOARD OF NURSING INQUIRIES

ABOUT THE INTENSIVE

Nurses and nursing leaders are increasingly finding themselves at the intersection of health department survey findings and licensing board oversight. This interactive workshop provides practical guidance on how to navigate that intersection with confidence.

Participants will explore how survey citations, complaint investigations, or substantiated maltreatment findings can lead to reports to the Minnesota Board of Nursing (MBN) and what happens next. Using real examples, we'll clarify the reporting and review process, when to involve legal counsel, and how to respond effectively to Board inquiries.

Ideal for nurse leaders, compliance officers, and administrators, this workshop builds confidence in managing licensure issues, supporting staff, and fostering a culture of accountability and integrity.

Participants will be able to:

- Identify when Minnesota Department of Health (MDH) survey findings, complaints, or maltreatment determinations trigger reporting to the MBN under Minn. Stat. §§148.261–148.263.
- Distinguish MDH licensing authority (Minn. Stat. §§144A and 144G) from the MBN's disciplinary and corrective action authority.
- Explain who is required to report nurses and in what circumstances following survey or complaint findings.
- Outline the stages of the MBN's complaint review process, including the Review Panel, Corrective Action, and Stipulation and Consent Order pathways.
- Develop strategies for preparing written responses aligned with practice standards and documentation evidence to Board inquiries.
- Describe the purpose and process of the Review Panel Conference and how to prepare effective supporting materials.
- Apply lessons from case examples to improve internal quality systems, documentation practices, and staff education to prevent future reportable events.
- Develop protocols that support nurses undergoing review while maintaining regulatory compliance, protecting residents, and upholding nurses' rights—including the option for a contested case hearing.

REGISTRATION FEES

LeadingAge Minnesota Members - \$145 per person
Prospective Members - \$200 per person
Registration includes lunch, refreshments, and handouts.

SCHEDULE

8:30 a.m. Registration
9 a.m. – 3:30 p.m. Program

PRESENTERS

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

LEADERSHIP AND GOVERNANCE INTENSIVE **TUESDAY, FEB. 10** **BOLD IDEAS TO TRANSFORM AGING** **SESSION D**

A Leadership and Governance Workshop for Executive and Board Teams

ABOUT THE INTENSIVE

Join visionary strategist Bob Kramer for a provocative look at the forces disrupting aging services—and the bold leadership needed to turn crisis into opportunity.

The future of aging services is being redefined—and today's leaders have a vital role to play. In this dynamic workshop, Bob Kramer will challenge you to think boldly about the future of senior living, healthcare, and community. Together, we'll explore the disruptors transforming the field—shifts in demand, cost pressures, changing consumer expectations, and cultural attitudes toward aging—and uncover new opportunities in life plan communities, home- and community-based services, and integrated care models.

We'll also dive into the five essential CEO skills that define successful leadership in this era of change: personal depth, operational savvy, industry awareness, government smarts, and megatrend acumen. Through engaging discussion and peer dialogue, you'll translate insight into action—clarifying priorities, sparking innovation, and strengthening your capacity to lead confidently through disruption.

Leave equipped with the vision, strategies, and relationships to shape a future where aging well is the new expectation.

Part One: Seizing the Opportunities in a Time of Uncertainty

- Identify the disruptors reshaping aging services and assess their implications for your leadership and organizational strategy.
- Evaluate innovative business and care models that create new value in housing, healthcare, and community engagement.
- Apply bold, future-focused leadership approaches to reframe aging as opportunity and accelerate meaningful transformation.

Part Two: The Five Critical CEO Skills for the Future of Aging Services

- Assess and strengthen leadership capabilities across the five critical CEO skill areas to support both personal growth and leadership development in others.
- Anticipate and respond to emerging trends, workforce challenges, and policy shifts shaping the future of aging services.
- Apply actionable strategies to build agile, inclusive, and future-ready teams that can lead organizational transformation and continuity.

The Leadership and Governance Intensive is supported by the Ronald Patterson Governance Fund of the LeadingAge Minnesota Foundation.

REGISTRATION FEES

LeadingAge Minnesota Members - \$100 per person
Prospective Members - \$140 per person
Registration includes refreshments and handouts.
Lunch not included.

SCHEDULE

12:30 p.m.	Registration
1 – 4:30 p.m.	Program

PRESENTER

Robert G. Kramer, Founder, Nexus Insights, Co-founder, NIC, Arnold, Md.