

THURSDAY, FEB. 10 • 12:30 - 2:15 p.m.

## GENERAL SESSION & AWARDS

# WORK, LAUGH, REPEAT

Sponsored by



HEALTH DIMENSIONS GROUP

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

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

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

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

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

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



## GREG SCHWEM

Professional Group	Sessions
Activities/Therapeutic Recreation	505, 604, 702, 704, 705, 802, 803
Adult Day Services	505, 603, 604, 705, 802, 803, 805, 806
Assisted Living Director	501, 502, 505, 506, 507, M609, 602, 603, 604, 605, 606, 607, 701, 702, 704, 705, 707, 801, 802, 803, 804, 805, 806, 807
Board Member	501, 502, 505, 507, 605, 606, 706, 803
Campus Director/Site Leader	501, 502, 503, 505, 506, 507, M508, 601, 602, 603, 604, 605, 606, 607, 701, 702, 704, 705, 706, 707, 801, 802, 803, 804, 805, 806, 807
CEO/Administrator	501, 502, 503, 505, 506, 507, M508, 601, 602, 603, 604, 605, 606, 607, 701, 702, 704, 705, 706, 707, 801, 802, 803, 804, 805, 806, 807
Dietary/Nutrition/Culinary	504 *, 505, 602 *, 707, 803
Finance/Business Office	502, 505, 605, 606, 706, 803
Fund Development	505, 803
Home Care	501, 505, 604, 607, 703, 704, 705, 802, 803, 804, 805, 807

Professional Group	Sessions
Housing Director <i>(Independent living)</i>	505, 506, 603, 803, 805
Human Resources/ Talent Director	501, 505, M608, 703, 803, 806, 807
Maintenance/ Environmental Services/ Engineers	505, 506, 601, 803
Marketing and Sales	505, 604, 605, 803
Medical Records/Health Information Technology	505, 803
Nursing/Clinical Services	501, 503, 505, 604, 607, 702, 703, 704, 705, 801, 802, 803, 804, 805, 806, 807
Physical/Rehab Therapy	505, 604, 702, 802, 803
QA/QI Staff	503, 505, 603, 702, 801, 802, 803, 804
Social Work	501, 505, 507, 604, 607, 704, 705, 802, 803, 805
Spiritual/Pastoral Care	505, M508, 607, 704, 705, 802, 803
Staff Development	504, 505, M608, 609, 703, 704, 705, 803, 806, 807
Technology	505, 803

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

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# IN-PERSON SESSION SCHEDULE

## TRACKS FOR SESSIONS

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

## THURSDAY, FEBRUARY 10

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

8:30 – 9:30 a.m.

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

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

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

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

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

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

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

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

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

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

9 a.m. – 1 p.m.

### Exhibit Hall Open

9:30 – 10:30 a.m.

### Dedicated Exhibit Hall Exploration Hour

# IN-PERSON SESSION SCHEDULE

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

9:30 – 10:30 a.m.

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

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

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

10:30 – 11:30 a.m.

### **CONCURRENT SESSIONS**

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

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

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

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

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

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

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

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

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

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

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

10:30 – 11:30 a.m.

### CONCURRENT SESSIONS *cont'd.*

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

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

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

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

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

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

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

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

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

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

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

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

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

10:30 – 11:30 a.m.

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

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

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

11:30 a.m. – 12:30 p.m.

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

11:30 a.m. – 12:30 p.m.

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

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

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

12:30 – 2:15 p.m.

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

(See page 9.)



2:15 – 2:30 p.m.

### **Connection Break**

# IN-PERSON SESSION SCHEDULE

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

2:30 – 3:30 p.m.

### CONCURRENT SESSIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2:30 – 3:30 p.m.

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

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

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

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

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

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

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

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

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

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

3:30 – 3:45 p.m.

### Connection Break

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

3:45 – 4:45 p.m.

### CONCURRENT SESSIONS

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

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

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

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

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

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

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

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

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

*Sarah Ciavarrri, Chaplain, Cassia, Edina*

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

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

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

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

3:45 – 4:45 p.m.

### CONCURRENT SESSIONS

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

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

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

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

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

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

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

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

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