

WEDNESDAY, FEB. 9 • 9:45 - 11:30 a.m.

OPENING GENERAL SESSION, AWARDS & KEYNOTE BREAKTHROUGH TO KINDNESS!

Sponsored by **PIPER | SANDLER**

What is the single most important element we can use to elevate staff morale, engagement, and energy in serving older adults?

Kindness. Surprised? Don't be. Kindness is a key ingredient in building momentum toward an unstoppable culture of loyalty, teamwork, and collaboration. It's a simple yet empowering difference-maker that each of us can bring to our work with each other and those we serve.

Research reveals a stunning bottom-line impact that results from a concerted focus on elevating kindness within an organization – lower staff turnover, recruitment of more highly qualified staff, greater loyalty, higher job satisfaction, less stress, elevated teamwork, and improved customer service.

In this morning's dynamic keynote presentation, Brian Biro helps us uncover the simple secrets to developing proactive kindness within our organizational culture. Learn how to deliver kindness in the most meaningful, powerful way to create profound connections with our coworkers and those we serve, making each and every day richer and more fulfilling.

Known as America's Breakthrough Coach, Brian Biro is an author, speaker, and teacher of leadership and team building. Brian built one of the largest private swim teams in the U.S., and received the United States Swimming National Coaching Excellence award given to the top 10 American swimming coaches. He is a former vice president of a major transportation corporation, leading a successful turnaround; and is the author of 15 books including bestseller, Beyond Success! and his new book The ROI of Kindness.



BRIAN BIRO

LEADERSHIP INTENSIVE

WEDNESDAY, FEB. 9 • 12:15 - 4 p.m.

Program Schedule

11:45 – 12:15 p.m.

Registration

12:15 p.m.

Lunch and Connections

1 – 4 p.m.

Program

Registration Fee

Separate registration is required for this program.

\$145 per person fee includes lunch, refreshments, and program materials.



**An afternoon designed for leaders and executives
to help their organizations build the momentum necessary
to propel to the other side of the pandemic and beyond.**

We are pleased to reintroduce the Leadership Intensive, an afternoon uniquely designed for executives and leaders to step back from the focus of daily operations and look ahead to what's next.

Our field has been battered and rocked. Our leaders have worked tirelessly to support their staff teams in the midst of an historic workforce shortage, navigate the constant changes and challenges of the pandemic, and manage ever-tightening finances.

But there is hope and opportunity. In this high-energy, power-packed session, learn innovative strategies to redefine disruption, put yourself in the driver's seat, and turn uncertainty to your advantage.

Sponsored by



Ziegler

CAPITAL :: INVESTMENTS :: ADVICE

THRIVE: TURNING UNCERTAINTY TO YOUR ADVANTAGE

Uncertainty does not need to be negative. If embraced, uncertainty can be the engine that propels your business forward, drives innovation, and creates new opportunities for greatness.

Business strategist Meridith Elliott Powell shares insights and strategies from nine companies who started in the late 1700s to early 1800s that are still thriving in business today, having survived World Wars, Economic Depression, and even a Pandemic. Her research revealed a powerful methodology for what it takes to navigate change at this level, to find opportunity in crisis, and how to inspire your team to move from reacting to change to driving it.

Meridith walks through the steps to strategically move forward, proactively prepare for disruptions, rally your team, and move ahead in the senior living marketplace. You'll leave the session with actionable strategies that ensure you have what you need to stay laser-focused, highly flexible, and ready to turn uncertainty to your advantage.

In this session you will take away:

- Meridith's research-based 9-Step formula for Thriving in Uncertainty™.
- Proven techniques for predicting the changes coming in the marketplace.
- Powerful strategies that ensure longevity and success in highly volatile times.
- Secrets to making the right and critical decisions to move your organization forward.
- A customizable plan of action to turn uncertainty to competitive advantage.

Meridith Elliott Powell is an author, business strategist, and executive coach, and a member of the prestigious Forbes Coaching Council. With a background in leadership and corporate sales, her career expands over several fields including banking, healthcare, and finance. Her work helps leaders and business owners learn the new rules of success today. She is the author of four books, including "Winning In The Trust & Value Economy" (a finalist in the USA Best Book Awards), "Own It: Redefining Responsibility – Stories of Power, Freedom & Purpose", and her latest, "Thrive: Turning Uncertainty to Competitive Advantage."



**MERIDITH
ELLIOTT
POWELL**

PUTTING PRINCIPLES AND LEADERSHIP INTO ACTION

Building upon the themes and concepts presented by Meridith Elliott Powell, the next step is to apply these principles to our work in older adult services. Through discussion and active exploration, learn how to leverage these tools and approach strategic planning differently.

- Transform your strategic planning into a living, breathing, actionable process that allows you to be flexible and adaptable to the changing environment.
- Know how to engage the people closest to the work – its challenges as well as opportunities – in your strategic planning efforts. Engaged and invested staff are powerful partners in accomplishing organizational goals.
- Explore how to lead your organization in a way that creates and sustains community and strengthens connections.
- Reignite your passion as a servant leader to restore a spirit of optimism throughout your organization and the greater community.

Ric Olson is CEO of Lessons Learned Solutions in Andover, Minn. He served for 30 years in executive, leadership, financial, and operations positions with Covenant Retirement Communities and VibrantLiving Communities @ Services. Ric is an author, CPA, and Adjunct Professor at Bethel University. His consulting business supports long-term care organizations in operations, financial modeling, project development, and strategic planning.



RIC OLSON

Professional Group	Sessions
Activities/Therapeutic Recreation	104, M108, 204, 205, 303, 304, 406
Adult Day Services	204, 205, 301, 303, 406
Assisted Living Director	102, 106, 202, 203, 204, 301, 302, 303, 304, 305, 307, 401, 402, 406
Board Member	106, 204, 301, 305, 307, 401, 402, 403, 404
Campus Director/Site Leader	102, 103, 105, 106, 202, 203, 204, 205, 207, 301, 302, 303, 304, 305, 307, 401, 402, 403, 404, 406
CEO/Administrator	101, 102, 103, 105, 106, 202, 203, 204, 205, 207, 301, 302, 303, 304, 305, 307, 401, 402, 403, 404, 406
Dietary/Nutrition/Culinary	105 **, 204 **, 206, 306, 406
Finance/Business Office	106, 204, 207, 301, 403
Fund Development	204
Home Care	204, 303, 305, 401, 402, 403
Housing Director (Independent living)	204, 301, 401, 402, 403
Human Resources/ Talent Director	201, 203, 204, 301, 303, 401, 402, 403

Professional Group	Sessions
Maintenance/ Environmental Services/ Engineers	202, 204
Marketing and Sales	204
Medical Records/Health Information Technology	204, 305
Nursing/Clinical Services	101, 102, 103, 104, 105, 108, M108, 201, 203, 204, 205, 206, 207, 302, 303, 305, 306, 307, 402, 405
Physical/Rehab Therapy	204, 206, 207, 303, 306, 405
QA/QI Staff	103, M108, 203, 204, 205, 302
Social Work	104, 204 **, 303, 304, 406
Spiritual/Pastoral Care	204, 303
Staff Development	102, 107, 204, 402
Technology	204, 305, 403

**** Meets the ethics CEU requirements for MN licensed social workers and CDR/MAND**

LeadingAge[®]MN

Savings & Solutions Center



INNOVATION

*New Products
and Emerging Trends*

A portfolio of programs,
products and services.



INSURANCE

*Protecting Your Community
and Your Workforce*

Property, Liability,
Worker's Compensation
and Employee Benefits



PURCHASING

*Discounts and
Savings*

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

Partnering with senior living clients to achieve their financial goals

Piper Sandler is committed to creating and implementing financial solutions for our senior living clients.

- Investment banking
- Direct lending
- Private placements
- Seed capital
- Equity/mezzanine financing
- Capital & strategic planning
- Education & communication
- Investment management
- Financial risk management
- Affiliations, mergers & acquisitions

For more information, contact:

Jenny Wade
612 303-6000

Brad Wirt
612 303-6000

PiperSandler.com

Since 1895. Member SIPC and NYSE. © 2021 Piper Sandler & Co. 11/21 CM-1698

PIPER | SANDLER

Realize the power of partnership.



Long Term Care Pharmacy

1-800-816-2887

www.thriftywhite.com

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

WEDNESDAY, FEBRUARY 9

8:30 – 9:30 a.m.

SUNRISE CONCURRENT SESSIONS

101 – MDH: Licensing and Certification Update for Care Centers (CC)

- Review trends in nursing home surveys, including recertification, complaints, and focused infection control inspections, and identify opportunities to remain in compliance.
- Hear about current Licensure and Certification Program updates.
- Explore other timely topics related to care center licensing and certification through a question and answer format.

Maria King, Regional Executive Operations Manager, Licensing and Certification, Health Regulation Division, Minnesota Department of Health, St. Paul

102 – MDH: Assisted Living Updates (AL)

- Understand the composition of assisted living Licensees around the state and the process for license renewal.
- Learn the findings from assisted living surveys to date.
- Hear answers to frequently asked questions from the first months of the new law and rules.

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

103 – Quality Improvement Projects for Frontline Nurses (CC)

- Describe types of data, how they are useful in quality improvement, and practical methods of data collection.
- Explain the basic concepts of Rapid Cycle Improvement (RCI) and Plan Do Study Act (PDSA) models for quality improvement.
- Integrate your understanding of data fundamentals into a working model for a Process Improvement Project (PIP).

Chris Blomquist, Director of Skilled Nursing and Corporate Nurse Consultant, Advanced Health Institute, Bloomington

104 – Meeting the Activity Needs of Younger Adults in Care Centers (CC)

- Review CMS' focus on person-centered care and why it is necessary to recognize this specific population to improve their quality of life during their time in a skilled care center.
- Understand the importance of providing younger residents a purpose and sense of accomplishment through activities.
- Identify the challenges, barriers, and needs presented by the younger populations and learn strategies and interventions that need to be provided.

Catherine (Cat) Selman, President and Co-Owner, The Cat Selman Company, Vonore, Tenn.

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

8:30 – 9:30 a.m.

SUNRISE CONCURRENT SESSIONS *cont'd.*

105 – Preventing Dietary-Related Resident Harm (AL, CC)

- Understand, through deep dive analysis, the root causes of dietary-related adverse events that can lead to resident harm.
- Explore solutions to reduce the probability of these types of adverse events from occurring.
- Describe the ethical issues that may arise when residents do not follow their prescribed diets and how those might be addressed.

Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; and Dawn Nickelson, CDM, Owner, Passion for Dining and Nutrition, Cottage Grove

106 – Senior Living Today and What the Future Holds (All Settings)

- Hear the latest trends and research on the senior living field and understand the impact on strategic planning efforts.
- Learn key success factors providers need to deploy to remain relevant and viable in the long-term, including strategies for smart long-term capital planning.
- Use this knowledge to establish a disciplined approach to growth and position your organization successfully in this rapidly changing field.

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

107 – Adult Education Beyond the ABC's (All Settings)

- Identify evidence-based principles of adult learning and what motivates adult learners.
- Create educational offerings that include visual, auditory, and tactile learning opportunities.
- Get tools and actionable strategies to inspire adult learners to apply their learning in day to day practice.

Kelly Klund, Resource Nurse, Empira, Anoka

9:45 – 11:30 a.m.

Opening General Session, Awards & Keynote *sponsored by* PIPER | SANDLER

(See page 8.)

11 a.m. – 1:30 p.m.

Grand Opening of Exhibit Hall

11 a.m. – 3 p.m.

Exhibit Hall Exploration Hours

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

Noon – 1 p.m.

M108 – 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.*

- Activities/Therapeutic Recreation
- Directors of Nursing/Clinical Care
- QA/QI Staff

12:15 – 4 p.m.

Leadership Intensive sponsored by **Ziegler**

CAPITAL :: INVESTMENTS :: ADVICE

Separate registration and fee apply. (See page 11-13.)

1:30 – 2:30 p.m.

CONCURRENT SESSIONS

201 – MDH: Update on the Nurse Aide Registry (AL, CC)

- Describe the federal regulatory purpose, background and history of the Nurse Aide Registry.
- Increase your understanding of the federal 1135 Waiver along with MN Options for nursing assistants working during this waiver.
- Refresh your knowledge of changes to the Nurse Aide Competency testing process.

Brenda Fischer, Assistant Program Manager, and Elizabeth Silkey, HFE Mankato Unit Supervisor, CLIA, NA/R Registry, Health Regulation Division, Minnesota Department of Health, St. Paul

202 – MDH: Physical Environment Requirements for Assisted Living Facilities (AL)

- Review physical plant and fire safety requirements for assisted living facilities and assisted living facilities with dementia care.
- Identify deficiencies frequently cited by surveyors related to physical environment standards and opportunities to remain in compliance.
- Become familiar with the design standards and Life Safety Code requirements that apply to assisted living facilities having a new license or new construction.

Bob Dehler, Engineering Program Manager, and Michael Mireau, Public Health Architect, Assisted Living Physical Environment Supervisor, Engineering Services, Minnesota Department of Health, St. Paul

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

1:30 – 2:30 p.m.

CONCURRENT SESSIONS *cont'd.*

Quality & Patient Safety Conference Session

203 – Establishing a Just Culture Focused on Continuous Improvement (All Settings)

- Hear perspectives from multiple stakeholders on the role that Just Culture plays to support organizations and individuals in keeping those they serve safe from harm.
- Explore challenges and practical approaches for implementing a culture of learning, justice, and accountability to improve quality and safety.
- Take home strategies and tools that can be used within your organization to take the first steps in building a safety culture.

Barbara Olson, Chief Clinical Officer, Executive Lead, Healthcare Operations, The Just Culture Company, Fort Lauderdale, Fla.; Christy Brinkman, Administrator, Essentia Health Oak Crossing, Detroit Lakes; and Susan Winkelmann, J.D., Assistant Division Director, Health Regulation Division, Minnesota Department of Health, St. Paul

204 – Ethical Dilemmas – Which Decision is the Correct Decision? (All Settings)

- Explore the range of ethical dilemmas and values long-term care professionals encounter in the provision of aging services.
- Discuss a framework for making ethical decisions you can use in your setting.
- Apply what you've learned to actual resident scenarios to discern the problematic area, the best course of action, and the appropriate established ethic standard that will support your decision.

Catherine (Cat) Selman, President and Co-Owner, The Cat Selman Company, Vonore, Tenn.

205 – Excellence in Practice Award Presentations

Vets Club “On the Road” (All Settings)

- Be inspired by the creativity and innovation in response to the forced closure of adult day centers that allowed clients of one Minneapolis program to stay engaged.
- Hear how the program staff used a variety of resources to deliver virtual and safely distanced services to their most vulnerable clients.
- Glean ideas that you can incorporate into your adult day program to offer greater flexibility and expand the reach of impact.

Jennifer Knutson RD, LD, Dietician, and Ruth Reimer LICSW, Social Worker, Minnesota Veterans Home Adult Day Center, Minneapolis

COVID Support Units (All Settings)

- Hear the inspirational story of two Cassia care centers that became the first COVID Support Units in the earliest days of the pandemic.
- Learn the practices and protocols used to engage the entire team and ensure proper building design, staffing, infection control, and operational excellence during this time.
- Take away lessons learned and proven systems that might be incorporated into your care center operations and remain even after the pandemic.

Pamela Hayle, Director of Safety and Quality Support, Cassia, Edina

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

1:30 – 2:30 p.m.

CONCURRENT SESSIONS *cont'd.*

206 – Preserve and Protect Skin Integrity (CC)

- Review the essential elements in preventing alterations in skin integrity and examine fundamental treatment options for pressure injuries and lower extremity wounds.
- Discuss the key elements necessary to facilitate wound healing.
- Reveal the impact of facility-acquired pressure injuries on quality measures.

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

207 – Rethinking Your Approach to Therapy Services Outcomes and Reimbursement (CC)

- Understand the evolution of therapy reimbursement and which metrics help improve client outcomes and maximize reimbursement.
- Learn how to analyze your operational approach under PDPM and learn strategies to achieve success.
- Discuss three areas of opportunity for enhanced collaboration with your rehabilitation department to ensure quality functional outcomes for all.

Karen Welsh, Senior Director of Clinical Outcomes, Functional Pathways, Knoxville, Tenn.

208 – Technical Assistance Office Hour @ the Expo

You've seen them on the weekly Huddle and Coaching Rooms, you've reached out to them with your questions by phone and email, now you can meet them in person! Our LeadingAge Minnesota Technical Assistance Team will be holding "office hours" at the Expo. Meet our team and bring your questions and concerns related to reimbursement, clinical policies and procedures, survey prep and response, regulatory compliance, COVID, Assisted Living Licensure, and so much more! *CEUs are not available for this informal learning opportunity.*

- Jeff Bostic, Director of Data & Financial Policy
- Kari Everson, Vice President of Clinical Services & Nurse Consultant
- Bobbie Guidry, Vice President of Assisted Living & Housing
- Jon Lips, Vice President of Legal & Regulatory Affairs

2:30 – 3 p.m.

Connection Break and Exhibit Hall Exploration Time

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

3 – 4 p.m.

CONCURRENT SESSIONS

301 – DEED CareerForce: Getting People Back to Work in a Post-COVID Environment (All Settings)

- Hear about new initiatives at CareerForce to get people back to work.
- Discuss successful recruitment, retention, or training practices in other sectors that can apply to long term care employers.
- Learn about opportunities for childcare grants to address one of the top barriers to returning to work.

Lorrie Janatopoulos, CareerForce Director, and Mike Lang, Director of Employment Services, CareerForce Systems Minnesota, Department of Employment and Economic Development (DEED), St. Paul

Quality & Patient Safety Conference Session

302 – How a Supportive Culture Enhances Quality and Safety (All Settings)

- Build awareness about how staff resilience and overall wellness are tied to quality and safety goals.
- Learn how to implement solutions to build sustained resilience in your organization.
- Take home strategies and resources to build a psychological safety net within your communities.

Alyson VanAhn, PsyD LP, Licensed Psychologist, Associated Clinic of Psychology, Minneapolis

303 – Becoming a More Compassionate Caregiver as an Elder-In-Training (All Settings)

- Understand the correlation between having your own vision for growing older and being a more thoughtful, compassionate, and informed caregiver.
- Describe the key traits of a wholistic aging process that are based on the concerns of our current senior population – including their choices, decisions, and values.
- Explore a series of key questions that will help you in your journey as an elder-in-training and provide insights on becoming a more compassionate caregiver.

Reverend Chris Beckman, Corporate Director for Spiritual Care, Ebenezer, Edina

304 – Activity Programming for Assisted Living Residents (AL)

- Describe the process for developing an activity program for residents of assisted living settings.
- Recognize the importance of assessing individual residents and conducting population surveys to gather ideas about your community's interests.
- Take home ideas for programs and programming formats you can use in your setting to improve activities for your AL residents.

Catherine (Cat) Selman, President and Co-Owner, The Cat Selman Company, Vonore, Tenn.

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

3 – 4 p.m.

CONCURRENT SESSIONS *cont'd.*

305 – Information Blocking: Fact Versus Fiction (AL, CC)

- Become familiar with information blocking regulations for health care providers and the guidance and FAQ issuances that go with them.
- Describe what specific types of information blocking issues arise in long-term care settings and how the information blocking rules interact with HIPAA and state privacy laws.
- Receive the latest information on the status of the enforcement system for information blocking and what to expect in future rulemaking on enforcement.

Katherine B. Ilten, Attorney and Shareholder, Fredrikson @ Byron P.A., Minneapolis

306 – IDDSI Food Preparation and Instructional Training (AL, CC)

- Learn and understand the instructions on how to create the modified textures for the International Dysphasic Diet Standardization Initiative (IDDSI) levels 4, 5, and 6.
- Receive instruction on how to test each level using the audit sheets to ensure appropriate texture was reached.
- Understand various plating techniques to provide your residents on texture modified diet a visually appealing meal.

Kate Munson, Wellness Manager, and Chris Greve, Corporate Executive Chef, Cura Hospitality, Pittston, Maine

3 – 5:15 p.m.

DEEP DIVE SESSION

307 – The First Six Months of Assisted Living Licensure: What We've Learned So Far (AL)

- Understand the impact and results from the assisted living license conversion process, what compelled MDH to issue conditional licenses to some applicants instead of full conversion licenses, and what it means for future on-site survey inspections and reviews.
- Describe how these new licensing requirements change your assisted living community's relationship with your residents, tenants, and their devoted family members; and if residents are able to hire different service providers.
- Discuss the interaction between the new licensing system and the Minnesota Vulnerable Adults Act, and how MDH will move to compliance surveys and enforcement.
- Examine how Fair Housing and assisted living licensure intersect so you can remain in compliance with both.
- Identify survey trends and regulatory challenges facing providers under the new law.
- Develop strategies and practices for maintaining regulatory compliance.

Michelle R. Klegon, Attorney, Klegon Law Office Ltd., Minneapolis; Sam Orbovich, Attorney and Shareholder, Fredrikson @ Byron P.A., Minneapolis; Robert Rodè, Attorney/Partner, and Aaron Sagedahl, Attorney, Voigt, Rodè, Boxeth @ Coffin LLC, St. Paul

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

4 – 4:15 p.m.

Connection Break

4:15 – 5:15 p.m.

TWILIGHT CONCURRENT SESSIONS

401 – DEED: Using Labor Market Information to Inform Workforce Strategy (All Settings)

- Understand the impact of COVID-19 on the current labor force and projections of in-demand healthcare jobs in the future.
- Explore job seeker trends and how the labor market can inform responsive employer planning.
- Become familiar with new opportunities for hiring, developing career pathways, or other prospects for growth based on labor market forecasting.

Tim O'Neill, Twin Cities Metro Regional Analyst, Department of Employment and Economic Development (DEED), St. Paul

Quality @ Patient Safety Conference Featured Session

402 – Designing Systems that Account for Human Beings Being Human (All Settings)

One of the greatest threats to addressing Twenty-first Century challenges is not a lack of resources, vision, or passion, but a chronic lack of creativity. One promising framework for fostering equitable and creative problem framing and solving is Human Centered Design (HCD). HCD is an applied research and innovation framework that prioritizes empathy for individuals most familiar and impacted by a challenge, involves diverse and collaborative project teams, and promotes cycles of designing, testing, and analyzing a product or process based on insights gathered from the end-user.

- Describe the principles of HCD and how it relates to recognized improvement concepts and practices.
- Uncover insights from people's lived experiences and integrate them into new ways of delivering care.
- Learn how humility, radical collaboration, and rapid prototyping promote creativity and safety.
- Apply specific HCD approaches and tools to your own work setting.

Jess Roberts, Human-Centered Designer, Professional Un-Expert and Founder, Culture of Health By Design, University of Minnesota, Minneapolis

403 – Cybersecurity Threats for 2022 – Ransomware, Phishing, and Service Provider Risks (All Settings)

- Hear about the latest developments in cybersecurity threats through case studies and how situations have gone horribly wrong, so you don't make the same mistakes.
- Recognize the critical dependencies on and risks associated with outsourced service provider relationships.
- Learn where your organization can focus valuable risk mitigation resources to prevent successful attacks.

Randy Romes, Principal, CliftonLarsonAllen LLP, Minneapolis

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

WEDNESDAY, FEBRUARY 9, *cont'd.*

4:15 – 5:15 p.m.

TWILIGHT CONCURRENT SESSIONS *cont'd.*

404 – A Leadership Approach to Reinvention in a Post Pandemic World (CC)

- Examine the vast and far reaching impacts and challenges facing older adult service organizations as you begin to emerge from COVID-19.
- Identify your leadership role in accelerating your organization's journey forward for successful outcomes.
- Review five key strategies to lead through disruption, foster team collaboration, and achieve desired outcomes.

Lisa Thomson, Chief Strategy Officer, Pathway Health, Lake Elmo

405 – Best Practices for Falls Prevention in Assisted Living (AL)

- Using an assisted living-based case study, find clues to discover how individual, external, and operational factors contribute to falls.
- Discuss how to apply root cause analysis so you can challenge the current status quo around fall management strategies.
- Take home actionable plans and tools for implementing person centered fall interventions in your setting.

Kelly Klund, Resource Nurse, Empira, Anoka

406 – HomeGrown Farm-to-Table Program at the Minnesota Veterans Home (All Settings)

- Learn how one organization developed a small-scale farm-to-table program with its residents and how it can be replicated in your setting.
- Understand how growing produce positively impacts resident's quality of life, the environment, and the broader community.
- Consider the win-win benefits of a cost-effective method to engage residents with therapeutic gardening while directly improving food and nutrition.

Mike Anderson, Administrator, Jamie Adler, Senior Rehabilitation Counselor, and Bekki Kammeyer, Nutrition Services Supervisor, MDVA Minnesota Veterans Home - Domiciliary Program, Hastings

5:45 – 6:45 p.m.

Stars Among Us Awards Reception (*invitation only*)

6 – 10 p.m.

Opening Night Celebration – Olympics Watch Party and Noah Sonie, Hypnotist/Mentalist *sponsored by*

Loon Cafe, Pillbox Tavern & KJ's Hideaway

Dine with Your Team and Olympics Watch Party: 6 – 8 p.m. • Hypnotist/Mentalist Show: 8:30 – 9:30 p.m.

(See page 59.)

