



Ageing Services of Minnesota

2010 Institute

February 10-12, 2010 • Hyatt Regency Minneapolis



**Aging Services
of Minnesota**

LEADING CHANGE ■ CHANGING LIVES



Aging Services of Minnesota **2010**
Institute
 February 10-12, 2010 • Hyatt Regency Minneapolis
Passion • People • Purpose

Welcome to the 2010 Institute. This year we celebrate and honor what makes our work so special.

Passion...

for serving older adults
 for creating home in any setting
 for delivering quality, compassionate care

People...

our residents and their families who are at the center of all we do
 our caregivers whose day-to-day commitment changes lives
 our extended family of older adult providers

Purpose...

mission driven care
 pursuing excellence and innovation
 alignment to our beliefs



Please join us this February for our annual Institute. You'll experience quality educational programming, inspiring keynote speakers and an expo bursting with excitement; plus many special events and as always, unbeatable networking. To keep it affordable for you, you will find registration fees at last year's rate.

This year's Institute is going to be one of our best ever. Bring your team and your ideas! We're looking forward to seeing you there.

Wayne Olson, Chair
 Aging Services of Minnesota
 Board of Directors

Gayle Kvenvold, President & CEO
 Aging Services of Minnesota



Schedule of Events

Tuesday, Feb. 9, 2010

12:30 – 4:45 p.m. Pre-Conference Institute Intensives

Wednesday, Feb. 10, 2010

8:30 – 10:30 a.m. Opening Keynote and Awards
10:30 a.m. – 12:30 p.m. Grand Opening of Exhibit Hall
11:15 a.m. – 12:15 p.m. ALNET/Nurse Managers Networking Lunch
11:15 a.m. – 2 p.m. Marketing and Sales Networking Lunch and Program
12:30 – 2 p.m. Concurrent Sessions
12:30 – 4 p.m. Exhibit Hall Open
2:30 – 3:30 p.m. Concurrent Sessions
4 – 5 p.m. Twilight Concurrent Sessions
8:30 – 11:30 p.m. Opening Night Celebration Featuring Dueling Pianos, Crazy Keys

Thursday, Feb. 11, 2010

7 – 8 a.m. MN-DONA Nursing Leadership Breakfast
8:30 – 10 a.m. General Session and the 18th Annual Interfaith Celebration
10 a.m. – 2 p.m. Exhibit Hall Open
10:15 – 11:15 a.m. Concurrent Sessions
11:15 a.m. – 12:30 p.m. Snacks on the Exhibit Floor
11:20 a.m. – 12:20 p.m. HUD Networking Lunch
Noon – 4:30 p.m. Leadership Intensive
12:30 – 1:30 p.m. Concurrent Sessions
2 – 3:30 p.m. Concurrent Sessions
4 – 5 p.m. Twilight Concurrent Sessions

Friday, Feb. 12, 2010

8:30 – 10:30 a.m. General Session and Awards
11 a.m. – 12:30 p.m. Concurrent Sessions
12:30 p.m. Conference Adjourns



Experience the 2010 Institute

3,500 participants

Technology demonstrations

New connections

Great ideas

174 exhibits

Inspirational keynote presentations

Award-winning programs & innovations

Familiar faces

Networking events/opportunities

Money saving strategies

Leadership training

Annual Awards Ceremony

Celebration

Financial strategies

and more...

Participant Registration Desk Hours

Tuesday, Feb. 9 • 4 – 7 p.m.

Wednesday, Feb. 10 • 7 a.m. – 5 p.m.

Thursday, Feb. 11 • 7:30 a.m. – 5 p.m.

Friday, Feb. 12 • 7:30 a.m. – 12:30 p.m.

Exhibitor Registration Desk Hours

Tuesday, Feb. 9 • Noon – 7 p.m.

Wednesday, Feb. 10 • 7 a.m. – 4 p.m.

Thursday, Feb. 11 • 9 a.m. – 2:30 p.m.

PAC Silent Auction Hours

Wednesday, Feb. 10 • 9 a.m. – 3:30 p.m.

Thursday, Feb. 11 • 9 a.m. – 3:30 p.m.

Bookstore and Cyber Café Hours

Wednesday, Feb. 10 • 7 a.m. – 5 p.m.

Thursday, Feb. 11 • 7:30 a.m. – 5 p.m.

Friday, Feb. 12 • 7:30 a.m. – 12:30 p.m.

Technology Theater Hours

Wednesday, Feb. 10 • 11 a.m. – 4:45 p.m.

Thursday, Feb. 11 • 11 a.m. – 4:45 p.m.



Passion • People • Purpose

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2010 Annual Sponsors

(list as of Nov. 13, 2009)

DIAMOND



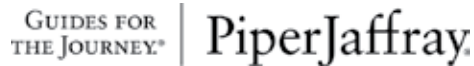
YOUR ASSOCIATION'S TRUSTED RESOURCE



Special Thanks...

Aging Services of Minnesota would like to thank the following 2010 Annual Sponsors for helping to advance our mission and for supporting important programs and initiatives.

GOLD



SILVER

DOUGHERTY & COMPANY LLC



BRONZE



Opening Keynote



Wednesday, February 10

8:30 – 10:30 a.m.

Opening Keynote and Awards

A Passion for Excellence in a World of Speed

We live in a more-faster-now world. Technology, 24-7 connectivity and consumer demands tell us the continued acceleration of business and life is inevitable.

Our work with older adults does not have to be at odds with the speed of the world. We are in this field because of a calling to serve others – a passion for the work we do and the people we serve. Instead of being stressed out by the speed of life, we can learn to carry out our passions if we embrace, rather than fight speed.

Vince Poscente

“Focusing on change alone is a mistake. Let's redirect our focus on embracing the speed in our more-faster-now culture. You don't cope with change; you embrace it. What is critical is the next level ... not coping with speed but harnessing it. Execution is not about what to do, it's about how to do it... that's what creates innovative execution.”

~ Vince Poscente

Vince Poscente knows a lot about focus, commitment and defying the odds. At age 26, he decided to take up speed skiing and pursue it competitively. Only four years later, he was vying for Gold in the Winter Olympics. Combining lessons from his remarkable Olympic experience with business and leadership insights, Vince shares proven strategies for attaining and sustaining peak performance on both a personal and professional level.

Vince illustrates how harnessing the power of speed is the ultimate solution for achieving less stress, less busyness and more balance in your work and life – including spending more time with the people you serve. Get hands-on tools you can use immediately and learn how to apply his time-tested techniques to ignite your vision and passion.

Vince Poscente kicks off your Institute with an invigorating experience of edge-of-your-seat stories, 135 mph ski videos and take-action-today inspiration. Don't miss it!

*Vince Poscente, CSP, CPAE, is a best selling author of three books including *The Age of Speed – Learning to Thrive in our More-Faster-Now World*, CEO of a business consulting firm and managing partner in a media/communications agency, inductee into the Speaker Hall of Fame and Olympian.*

Sponsored by



Passion

General Session



Eric Saperston

Thursday, February 11

8:30 – 10 a.m.

General Session and the 18th Annual Interfaith Celebration

This morning's keynote presentation is combined with the wildly popular Interfaith Celebration for an experience you simply won't forget! Join your extended Aging Services family across the street at the Westminster Presbyterian Church to celebrate the work you do and renew your spirit. Regardless of your faith background you'll start the new year with a powerful reminder of your mission in serving the elderly.

The Wisdom and Power of People

To Know the Road Ahead, Ask the People Coming Back. A life's journey weaves the tapestry of experience, wisdom and insight. How valuable would it be to gain these riches along the road of your own journey? We are surrounded by all sorts of wisdom. Just look at the lifetimes of your residents who were teachers, war veterans, inventors, parents and public personalities. Notice the other people in your life, from your friends and relatives to coworkers and casual acquaintances. Learn how to draw out those valuable pearls of wisdom and experience from the people around you to enrich your own life.

As a young man Eric Saperston set out on a cross-country journey cold-calling the nation's most extraordinary, accomplished people with the simple goal of having an inspired conversation over a cup of coffee. The result is a collection of interviews filled with amazing wisdom, humor and inspiration. Attend this morning's general session to hear the stories and learn the lessons from successful individuals about educated risk taking, problem solving, managing rapid change, ethical leadership and surviving turbulent times. From Eric's journey, you will gain valuable insights on living your life's purpose, thriving in the face of adversity and creating inspiration in your daily work. Some of the amazing people Eric interviewed include Horst Schulze, president of Ritz Carlton; Billy Crystal, actor, director; Gert Koppel, Holocaust survivor; and Ann Richards, former Governor of Texas.

Eric Saperston is founder and chief creative officer of Live In Wonder Entertainment Inc., producing communication, film, literature, spoken word, music and performance art. Its mission calls all of us to our deepest authenticity, our truest identity and our highest good.

**Interfaith Celebration
Sponsored by**



CPAs & BUSINESS ADVISORS

People

General Session



Linda Larsen

Friday, February 12

8:30 – 10:30 a.m.

General Session and Awards

Five Principles to Living with Purpose

What does it mean to live your life with purpose? How do you identify your purpose and take deliberate steps to live it?

Listen and laugh this morning as Linda Larsen shares stories and strategies designed to help you create a personal mission for your professional life that strengthens your enthusiasm, passion and commitment. Learn to acknowledge and enhance the skills you already have in your work in caring for others. Discover strategies for taking full responsibility for your actions and performance and how you interpret the events of your life. Finally, Linda will reveal the number one tool to help you gain more control over your time and life.

You'll hear Linda's personal story of the day her life literally flashed before her eyes and how it changed her life's purpose forever. Don't miss this energetic and motivational start to the final day of Institute!

Linda Larsen, CSP, helps individuals think strategically, communicate effectively and celebrate success. She is an international keynote speaker, trial consultant and author of the book True Power and the best selling audio program 12 Secrets to High Self-Esteem.

Sponsored by



Purpose

Aging Services'

Expo



2010 Institute Exhibit Hall Hours

Wednesday, Feb. 10

10:30 a.m. - 12:30 p.m.

Exhibit Hall Grand Opening

12:30 – 4 p.m.

Exhibit Hall Open

Thursday, Feb. 11

10 a.m. – 2 p.m.

Exhibit Hall Open

11:15 a.m. - 12:30 p.m.

Snacks on the Exhibit Floor

Friday, Feb. 12

Exhibit Hall Closed

174 of the top aging services suppliers gather once a year – just to meet you!

174 exhibits featuring cutting-edge products and services – your Institute is the largest state-run expo in the field!

Whatever your need, Aging Services has a supplier ready to help you deliver the best quality care possible. Walk the aisles and talk with more than 500 business supplier leaders gathered at the Hyatt to help you to help those you serve.

Aging Services meets you where knowledge meets the market. We deliver more than just products and services – we deliver solutions.

Make sure to visit the Alliance Purchasing/Aging Services Group display in the Nicollet Promenade to talk about solutions to your purchasing needs.

Plan Ahead

Get information online about exhibitors and special events before arriving. Visit www.aging-services-institute.org – your online resource for up-to-date exhibitor and conference information.

Check out the list of exhibitors!

2010 Annual Sponsors

Alliance Purchasing
Dougherty & Company LLC
Eide Bailly LLP
Elim Preferred Services Inc.
Health Dimensions Group
LarsonAllen LLP
Martin Brothers Distributing Company Inc.
Merwin LTC Pharmacy
Northland Securities Inc.
Piper Jaffray & Company
PointClickCare
Professional Portable X-ray Inc.
SCA Personal Care
Thrifty White Pharmacy Services
Welsh Construction/Genesis Architecture
Wipfli LLP
Ziegler Capital Markets

Alliance Purchasing/ Aging Services Group Vendors

Arrowhead Medical Resources, LLC
DMS Health Technologies
Encompass Textiles and Interiors
EZ Way Inc.
HealthEast Medical Laboratory
Hillyard
Marco
Martin Brothers Distributing Company Inc.
McKesson Medical Surgical
Medical Nutrition USA Inc.
Merwin LTC Pharmacy
Northwest Respiratory Services, LLC
Omnicare Minnesota
RehabCare
SCA Personal Care
SYSCO Minnesota
Upper Lakes Foods Inc.

Business Partners

Advanced Healing Systems, LLC
Advanced Wireless Communications
Alliance Purchasing
American Building Contractors Inc.
American HealthTech
Anodyne Inc.
Apollo Corporation
Appert's Foodservice
Arrowhead Medical Resources, LLC
A'viands Food and Services Management
Best Bath Systems
Beyond Barriers
By the Yard Inc.
Campbell & Associates, LTC Consulting
CMA, an Ideacom Partner
DMS Health Technologies
Dougherty & Company LLC
Dynamic Medical Systems Inc.
EAPC
EduCare by Mirabelle Management, LLC
e-Health Data Solutions
Eide Bailly LLP
Eldermark Software
Elim Preferred Services Inc.
Encompass Textiles and Interiors
Evercare
Excel Foodservice Marketing

Four Seasons Energy Efficient Roofing Inc.
Frana Companies Inc.
Frisbie Architects Inc.
Gardner & White
Geritom Medical Inc.
GLT Architects
Gulf South Medical Supply
Hawkeye Foodservice Distribution Inc.
Health Care Insurance Services
Health Dimensions Group
Healthcare Purchasing Connection
Healthcare Services Group Inc.
HealthEast Medical Laboratory
HealthMEDX Inc.
Healthsense Inc.
Heartland Home Health Care, Hospice & I.V. Care
Henricksen
Hillyard
Hoglund Bus Company Inc.
HomeFree Inc.
Horty Elving
Horty Elving Design Build
Intelligent InSites
It's Never 2 Late
Joerns Healthcare Inc.
KKE Architects
Kraus-Anderson Construction Company
Kwalu
L.C.S.I
LarsonAllen LLP
Marco
Martin Brothers Distributing Company Inc.
McKesson Medical Surgical
MDI Achieve
Medcare Products
Medical Nutrition USA Inc.
Melyx Corporation
Merwin Home Medical
Merwin LTC Pharmacy
Miller Architects & Builders Inc.
Momentum Healthware
Multiple Concepts Interiors
My InnerView
Neace Lukens Insurance Agency
New Horizon Foods Inc.
Nor-son Inc.
North Central Bus and Equipment
Northland Securities Inc.
Northwest Respiratory Services, LLC
Nova Communications Inc.
Olsen Thielen Technologies Inc.
Omnicare Minnesota
ONR Inc.
On-Site Care, LLC
Pathway Health Services Inc.
PharMerica
Phoenix Textile Corporation
Piper Jaffray & Company
PointClickCare
Pope Associates Inc.
Premier Diagnostic Imaging Inc.
Professional Portable X-ray Inc.
RehabCare
Reinhart FoodService
Rivera Architects Inc.
SCA Personal Care
SeniorHousingNet, part of MOVE
SmartLinX Solutions

(list as of Nov. 4, 2009)

SMT Health Systems
Sterling Long Term Care Pharmacy
Stratis Health
SYSCO Minnesota
Textile Care Services
Thrifty White Pharmacy Services
Trossen Wright Plutowski Architects, PA
U.S. Foodservice Minnesota Division
UHF Purchasing Services
Upper Lakes Foods Inc.
UVANTA Pharmacy-Minneapolis
Vigil Health Solutions Inc.
Voigt, Klegon & Rode, LLC
WAI Continuum
Welsh Construction/Genesis Architecture
Wipfli LLP
YHR Partners
Ziegler Capital Markets

Members/Affiliates

Aging Services of Minnesota
American Association of Homes & Services
for the Aging
Ebenezer

Prospective Members

1st Line Group/Juice Tyme
Aegis Therapies
American Data
American Medical Technologies Inc.
ARKRAY USA Inc.
Assisted Living Partners, LLC
Attainment Company Inc.
AufderWorld Corporation
Basic American Medical Products
Calmoseptine Inc.
CareTracker by Resource Systems
Carmac Corporation
Commercial Flooring Services
Custom Communications
Dakim Inc.
Direct Supply
Ecolab
Electro Watchman Inc.
EZ Way Inc.
First Quality Products Inc.
Hill-Rom Inc.
Intel Corporation
Keane Care Inc.
M.C. Healthcare Products Inc.
Medco Equipment Inc.
MinnesotaHelp Network
Mohawk Group
Morrison Senior Dining
Partners in Community Supports
Peoplefirst Rehabilitation
Professional Medical Supply
Sara Lee Coffee/Douwe Egbert
SeniorTV
Shannon Sales - Specialty Floors
Silverchair Learning Systems
Simple LTC
Sovran Inc.
Space Tables Inc.
Stanley Healthcare Solutions
SunDance Rehabilitation
Touchtown Inc.
Upstairs Solutions LTC
Viking Automatic Sprinkler Company
WhisperGLIDE Swing Company

Special Features



New this year! Visit the Technology Theater for live technology demonstrations and experience the performance of products available in the marketplace today. Learn more about the features of specific technology and arm yourself with the information to compare products before making a purchase decision. Get your questions answered by the on site product representatives. A variety of technology products will be demonstrated Wednesday and Thursday from 11 a.m. to 4:45 p.m. See a different product each hour. (Sorry, CEUs are not available for technology demos.) Don't miss this new feature and make sure to swing by for a show and enjoy some popcorn.

Look What's Back! Homes for the Aging Week Recognition Program

Aging Services is happy to announce that we are bringing back our Homes for the Aging recognition program for 2010.

Does the theme look familiar? This year's Institute theme is a perfect fit for the many celebrations our care centers and housing communities have throughout the year. It honors the personal touch and compassion that is so essential in serving the older adults who enrich our lives. The positive message of these three key words is enhanced with original artwork and bright colors.

Stop by the **Bookstore and Resource Center in the Nicollet Promenade** and check out this year's colors and design. Product will be available for purchase – so you'll want to be one of the first to pick up a shirt or two to take back for "show and tell," or pick out something for yourself and wear it during the Institute. Information about ordering items for Homes for the Aging week or for other celebratory events will also be available.

DID WE MENTION THERE'S A DRAWING FOR FREE PRIZES!



Alliance Purchasing Control Your Costs, Capture Your Profit



YOUR ASSOCIATION'S TRUSTED RESOURCE

Aging Services Group has provided group purchasing to members since 1989 through Alliance Purchasing. Alliance Purchasing is wholly owned by Aging Services Group and provides savings, through its negotiated contracts, to more than 500 Aging Services member facilities. A contract review committee, made up of Aging Services members, evaluates prospective contracts for inclusion in the Alliance Purchasing portfolio. Along with discount pricing and complimentary cost analysis, any earned revenue is returned directly to Aging Services Group to better serve Aging Services' membership. **Stop by their display in the Nicollet Promenade.**

EduCare Training: An eLearning or DVD Solution



Stop by the Nicollet Promenade to learn how nearly 200 companies in Minnesota are changing the way they do staff orientation and annual training with the EduCare training program. EduCare

can be customized to your organization and promises to:

- save you time and money;
- be compliant with regulatory statutes;
- track completion and competency;
- and make training easy!

EduCare is the exclusive on-demand training partner of Aging Services of Minnesota.

Aging Services of Minnesota PAC Silent Auction

Going once, going twice, gone to the highest bidder! Will that be you? Plan to do some Valentine's Day shopping at the Aging Services of Minnesota PAC Silent Auction during the Institute. View and bid on dozens of auction items. You can also donate a gift for this auction. Contact Kari Thurlow at kthurlow@agingservicesmn.org by Jan. 15, 2010 to donate an item. Proceeds will go to the Aging Services of Minnesota PAC to enhance our legislative advocacy for you!



There's something for everyone!

Bookstore and Resource Center

The expanded Institute Bookstore and Resource Center **returns to the Nicollet Promenade** to serve you better! Browse for the latest publications and new resources to help you extend your learning experience long after the conference is over. Couldn't make it to a session? Find a related resource to take back with you. You'll find plenty of new items along with some standard favorites that are back by request. This year, make sure you check out the many Aging Services resources that have been updated since last year. We thank Medbooks Stat in Minneapolis for hosting the Institute's one-stop resource center.

Cyber Café sponsored by Martin Brothers Distributing Company Inc.

The popular Cyber Café **returns to the Nicollet Promenade!** Computer stations will be available for use during Institute hours to check your e-mail or surf the Web. To check your e-mail you need to have one of the following e-mail accounts setup before arriving at the Institute:

- An Internet-based e-mail account – AOL, gmail, Hotmail, Yahoo, etc.
- A work e-mail account which is accessible via a web browser – ask the Network Administrator at your company if there is a way to check your e-mail remotely via a web browser and instructions on how to do so. Remote e-mail access needs to be set up at your facility in order to access it while you are at the Institute.

Check These Out!

Wednesday, February 10

✓ Grand Opening of Exhibit Hall

Wednesday, Feb. 10; 10:30 a.m. – 12:30 p.m.

More than 170 vendors of goods and services already know you are leaders. That's why they scramble to exhibit at what is in their words the "best show in the upper Midwest." Find out how they can help you continue to be great!

✓ ALNET/Nurse Managers Networking Lunch *sponsored by Thrifty White Pharmacy Services*

Wednesday, Feb. 10; 11:15 a.m. – 12:15 p.m.

Connect with your colleagues from across the state. Join us and enjoy the company of your peers, a delicious meal and a networking opportunity you will find only here. A fee of \$25 is charged to cover the cost of the meal, tax and catering service charge. *Pre-registration required.* Reserve your seat using the individual special events registration form found on page 52.

✓ Marketing and Sales Networking Lunch and Program

sponsored by Health Dimensions Group

Wednesday, Feb. 10; 11:15 a.m. – 2 p.m.

Join graduates of Aging Services of Minnesota's Marketing and Sales Certificate Program and other experienced marketing and sales professionals for an advanced level and highly interactive learning experience. Space is limited. *Pre-registration is required and there is an additional fee of \$25.* Reserve your seat using the individual special events registration form found on page 52.

PROGRAM: Power Up Your Sales and Marketing Strategies for a New Era

- Develop effective strategies to enhance your existing referral networks and build new ones.
- Evaluate the usefulness of email and regular mail lists as tools to achieve your sales and marketing goals.
- Explore the brave new world of social networking and how to leverage its power to find new customers.
- Take home best practices you will use right away to boost your organization's sales and marketing efforts to a new level.

Michael Miller, President and CEO, Primo Solutions, LLC, Phoenix, Ariz.

✓ Opening Night Celebration Featuring Dueling Pianos, Crazy Keys

sponsored by Dougherty & Company LLC and Pathway Health Services Inc.

Wednesday, Feb. 10; 8:30 – 11:30 p.m.

Join Crazy Keys and your friends for an interactive, comedic, high-energy dueling piano show featuring well-known songs, improvisations and a few ridiculous props. Sing along to chart topping all time favorite hit songs or literally dance in your seat, you are part of the show from the very start. Will you have the guts to be part of the show as an impromptu performer? Get ready for an unforgettable night of fun, dancing and sing-a-longs. You just never know what kind of craziness will occur!

Thursday, February 11

✓ MN-DONA Nursing Leadership Breakfast

Thursday, Feb. 11; 7 – 8 a.m.

MN-DONA, the association of Minnesota Directors of Nursing Administration in Long Term Care, will host a complimentary networking breakfast for DONs and ADONs during the Institute. All DONs and ADONs are welcome to attend the event. Please RSVP by Feb. 2, 2010 to info@mndona.org, 800-958-8875 or 952-858-8875. *RSVP required.* MN-DONA's mission is to promote leadership excellence through education, networking, mentoring and advocacy for the benefit of members and the people in the communities they serve. If you're planning to attend this year's Institute, the Nursing Leadership Breakfast is an excellent chance to learn more about MN-DONA and to network with nursing colleagues and peers.

✓ Snacks on the Exhibit Floor

sponsored by Evercare and Wipfli LLP

Thursday, Feb. 11; 11:15 a.m. – 12:30 p.m.

Take advantage of this opportunity to visit with over 170 companies willing to share their innovative products and services. Complimentary refreshments will be available on the exhibit floor on a first-come, first-served basis.

✓ HUD Networking Lunch

Thursday, Feb. 11; 11:20 a.m. – 12:20 p.m.

Connect with your colleagues from across the state. Join us and enjoy the company of your peers, a delicious meal and a networking opportunity you will find only here. A fee of \$25 is charged to cover the cost of the meal, tax and catering service charge. *Pre-registration required.* Reserve your seat using the individual special events registration form found on page 52.

Excellence and Innovation Award Winners

Aging Services of Minnesota Excellence & Innovation Awards showcase excellence, innovation and the accomplishments of our member communities.

Technology for Excellence

Category: Assistive Technology

Good Shepherd Community, Sauk Rapids

Good Shepherd Community's project to upgrade its entire technology system took two years of meticulous planning, hard work and a commitment from the entire team. The amazing results include 25% time savings in completing payroll, seamless billing and accuracy, efficient and consistent staff training for inservice requirements, a hack-proof health information system and a 75% reduction in charting and assessment time. The project was a full \$5,000 under budget. Best of all, caregivers are freed up to spend much more time with the residents resulting in a significant increase in resident satisfaction.

#115 – Wed., Feb. 10, 2:30 - 3:30 p.m.

AGE to age: bringing generations together

Category: Programming and Life Enrichment

Northland Foundation, Duluth

The AGE to age project of Northland Foundation brings generations together to learn from one another and address community needs. It works toward creating a fundamental shift in traditional perceptions of older adults from a population of need, vulnerability and net resource consumption to being vital resources for community improvement and enrichment. In nine rural communities, these groups of elders and youth have an equal voice in identifying local needs and devising grassroots solutions, resulting in the development of self-determined plans that join the generations in improving their communities.

#100 – Wed., Feb. 10, 12:30 - 2 p.m.

Learning Communities

Category: Work Force Development

Saint Therese of New Hope; Catholic Eldercare Inc., Minneapolis; St. Catherine University, St. Paul

An exciting collaboration between the aging services community, St. Therese of New Hope and Catholic Eldercare, and academia, St. Catherine University, was created to invest and develop nurses with a focus on geriatrics. With focused mentoring and clinical exposure embedded with the course work, the program shows great promise for long term success. The early success of this program has care center staff enjoying a mentoring experience, residents benefitting from increased attention from the students and instructors noting increased confidence in the students.

#202 – Thurs., Feb. 11, 10:15 - 11:15 a.m.

Circles: Circles of Care Surround the Circle of Life

Category: Direct Care (social services, therapy, recreation, nursing, pastoral)

Emmanuel Community, Detroit Lakes

Staff of Emmanuel Community were empowered to replace a cookie cutter approach to care. The resulting Circles of Care Surround the Circle of Life practice encompasses The Circle Begins: Warm Welcome, The Circle Continues: Home is Where the Heart Is;

and The Circle is Complete: May We Walk You Home. It's a way of creating a welcoming and comfortable home environment from the day residents move in through their dignified final journey. Staff are affirmed; families are supported; and residents are at the center of the circles.

#116 – Wed., Feb. 10, 2:30 - 3:30 p.m.

Carty Heights: Geothermal Technology Design

Category: Building Design, Construction, Energy Conservation or Sustainable Green Design

Frana Companies, Hopkins; Trossen Wright Plutowski Architects, Minneapolis; Episcopal Homes of Minnesota, St. Paul

Episcopal Homes of Minnesota, in collaboration with Trossen Wright Plutowski Architects and Frana Companies, designed and built Carty Heights in St. Paul, the first affordable senior housing building in the country to implement geothermal technology. The driving philosophies were simple: limited income needn't mean limited quality of life; sustainable energy is vital to our nation's future and represents an easy alternative to reduce annual operating costs. The case study of this project includes research, upfront costs, building design and the immediate 30-40% savings realized on heating and cooling.

#201 – Thurs., Feb. 11, 10:15 - 11:15 a.m.



Consulting and Staff Training Collaboration

Category: Emerging Trends

Kenyon Sunset Home; Northfield Retirement Communities

Northfield Retirement Communities initiated a collaborative consulting agreement with Kenyon Sunset Home to help turn around severe and long-running financial losses. Over three and one-half years all departments, systems, finances, vendors and contracts were examined, management and staff teams were shared between communities and operational systems were overhauled. Today the Kenyon Sunset community is operating in the black, the last state survey resulted in five stars on its report card, and the original contract has evolved into a reverse consulting agreement to the long range benefit of both organizations.

#128 – Wed., Feb. 10, 4 - 5 p.m.

Pre-Conference Institute Intensives

Tuesday, February 9 • 12:30 – 4:45 p.m.

Operational Implications of the RUG IV Payment System and the MDS 3.0 Assessment Document

This fast moving interactive session is designed for senior operational managers, clinical managers and financial office staff in care center settings. It will explore the dramatic changes in the SNF prospective payment system and the effects of the revisions in the MDS assessment instruments that take effect on Oct. 1, 2010. These changes can have significant effects on the Medicare reimbursement received by SNFs and their assessment systems.

Organizations will need to assess their current RUG distribution and analyze the payment changes to determine whether they will be positively or adversely affected by the RUG IV changes. This session will enable attendees to:

- Understand the basis from the STRIVE study of CMS's reweighting of classifications in RUG IV.
- Analyze CMS's restructuring of therapies (delivery, counting of billable minutes).
- Recognize the increased payment rates for clinically complex residents.
- Understand the elimination of the look-back period.
- Know how the new ADL scoring calculations will affect assignments to RUG IV classes.
- Understand the structure and implications of the MDS 3.0.
- Identify strategies for service platform changes and new approaches to rehab service delivery.

Leah Klusch, Founder and Executive Director, Alliance Training Center Inc., Alliance, Ohio



Improving Falls Assessments and Therapeutic Interventions

Falls are among the most serious health issues facing older adults and are the leading cause of fractures, hospital admissions for trauma, loss of independence and injury related deaths. Most older adults who are afraid of falling avoid simple activities such as walking, shopping and limit their attendance at social events with family or friends. To ensure their highest possible quality of life, staff must be aware of residents' fall risks and knowledgeable of fall risk assessment and interventions to decrease fall-related injury. All staff have a vital role in reducing the number of falls among the residents in their settings.

- Improve your knowledge of fall risk factors, fall risk assessments and interventions so you can reduce the number of falls and injuries.
- Learn how to implement person-directed therapeutic intervention plans based on specific risk factors.
- Find ways to improve your residents' knowledge about falls risk and prevention and develop exercise programs that focus on reducing falls.
- Take home practical information and resources to reduce the number of falls in your setting.

Janis Engelsman, RN, Corporate Director of Culture Change and Mission Integration, Vibrant Living Communities, Downers Grove, Ill.; and faculty, Mather LifeWays, Evanston, Ill.



Registration: Noon - 12:30 p.m.

Program: 12:30 - 4:45 p.m. (includes a 15-minute break)

Registration Fees: \$70 for Institute attendees; \$110 for members not attending the Institute; \$160 for prospective members not attending the Institute – fee includes materials and afternoon refreshments.

Pre-registration is required. See page 52.



Challenges and Opportunities for the Care Center Business Office in 2010

Returning at the request of our members and newly updated for 2010!

Take home information and resources designed to help you do your job. Get answers to your questions and learn from your colleagues.

- Identify strategies to successfully manage non-traditional services such as conducting cost analyses and calculating potential revenue generated.
- Take home ideas to help you prepare for Medicare implementation changes that go into effect Oct. 1, 2010.
- Review how to benchmark average costs per day and what needs to be done with the results to improve operations (hint: this will help keep you on track for RUGs IV).
- Refresh your knowledge about your rate notice and cost report so you are not caught unaware by changes that may have a negative impact on your bottom line.
- Explore such hot topics as the taxability of personal use of cell phones paid by employers, the taxability of rewards programs that employees receive related to business credit cards and P-cards currently being offered by banks.

Debbie Elsey, Principal, Health Care Group, LarsonAllen LLC, Minneapolis; and other faculty to be announced



Communicating Through All the Stages of Dementia: A Primer

More than 50 percent of residents in assisted living and nursing homes have some form of dementia or cognitive impairment, and that number is increasing every day. There has been substantial growth in recent years of special units and household cottages, along with programs devoted to providing care for this group of elders at the various stages of their illness. Staff must continually update their knowledge, refresh their skills and rejuvenate their spirits in order to meet the continuing goal to provide competent and compassionate care.

- Utilize the Dementia Care Practice Recommendations for Assisted Living Residences, Nursing Homes and Professionals Working in a Home Setting, as best practice recommendations to offer quality care for people with dementia.
- Focus on developing communication strategies as a foundation for care.
- Understand the stages of dementia and learn to engage people with dementia throughout the progression of the disease.

Marsha Berry, Professional Education Manager; and Gerise Thompson, Southern Regional Center Director, Alzheimer's Association Minnesota-North Dakota, Edina



Leadership Intensive

Thursday, February 11

Health Care Reform Minnesota Style

Key Learning Objectives:

- Describe the key concepts and care delivery elements of health care reform in Minnesota.
- Gain a greater understanding of payment reforms being developed and their potential impact on the financial performance of aging services providers.
- Understand at least three major organizational changes required to adapt to the changing health care environment in Minnesota.

BEYOND MEDICARE: FUTURE PAYMENT TRENDS

Minnesota has long been a leader in health care and an innovator in health care policy and reimbursement. While the federal health care reform debate rages on, Minnesota payers and providers are quietly moving forward to improve clinical care and restructure health care reimbursement.

- Prepare for the new world of Medicare by understanding the latest news from Washington D.C. on proposed changes to Medicare payment as part of federal health care reform.
- Explore the changing health care landscape in Minnesota and get an overview of the changes being developed by payers and providers in Minnesota.
- Examine in-depth some of the new payment models and initiatives to improve care across sites of service, including in-home, skilled care and senior housing.
- Identify the key changes to reimbursement and integration of care between the hospital or doctor's office to other levels of care.
- Discuss an emerging vision for how care delivery will change and the new role aging service providers will play.
- Estimate the impact of these potential changes on your organization using a proposed methodology developed by LarsonAllen for Aging Services of Minnesota members.

Nancy Rehkamp, Principal, LarsonAllen LLP, Minneapolis

Program sponsored by

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GROUP
PRODUCT AND SERVICE SOLUTIONS

Registration: 11:30 a.m.

Lunch: Noon

Program: 12:30 – 4:30 p.m.

Registration Fees: \$100 (includes handouts, light lunch and afternoon refreshments.)

Pre-registration is required. See page 52.



NEW PAYMENT MODELS FOR REIMBURSEMENT AND CARE DELIVERY

A panel presentation moderated by Nancy Rehkamp

Bundled Payment

Learn about Fairview Health Services' (FHS) work-in partnership with Medica—to create a systemic change in the way health care is delivered and reimbursed. This new reimbursement methodology is designed to improve clinical quality, assure greater integration across sites of service and reduce the total costs of care while rewarding providers.

Mark Eustis, CEO, Fairview Health Services, Minneapolis (invited)

Value-Based Payment

Become familiar with Prometheus Payment - a non-profit corporation working with other organizations to develop a new payment methodology to improve health care quality, lower administrative burdens, increase transparency and support patient-centered care across an episode of care.

presenter to be announced, Park Nicollet Health Services, St. Louis Park

Health Care Homes

Discuss the key concepts of health care homes and the role aging services organizations can play to reduce the costs and improve the care provided to elders.

Jan Malcolm, CEO, Courage Center, Golden Valley

IMPLICATIONS OF PAYMENT REFORM FOR AGING SERVICES PROVIDERS

A panel presentation moderated by Nancy Rehkamp

A panel of aging services providers who are actively working to develop tools and services to integrate with the new reimbursement and care delivery models will discuss the implications of payment reform. Gain insights on how each of the panelists' organizations are reassessing current services and identifying and creating the changes required.

Wayne Olson, Senior Vice President of Healthcare, Volunteers of America National Services, Eden Prairie; Mark Thomas, President, Fairview Senior Services and President & CEO, Ebenezer, Minneapolis; and a home and community-based presenter to be announced, Presbyterian Homes and Services, Roseville

LEADERSHIP INTENSIVE
Health Care Reform
Minnesota Style



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Tracks Designed For You



Audience Tracks

Use the audience tracks to help schedule your time at Institute. But look beyond the color coded sessions for your interest area; many of the session topics have a broad appeal to all aging services settings, such as wellness, innovation, technology, operational excellence, and management and supervision. Give the list of sessions a second look and discover many that will interest you!

Please note:

- Sessions numbered in the 100's are on Wednesday, 200's are on Thursday and 300's are on Friday.
- The educational programs listed below for each professional area are recommendations only and do not indicate that CEUs for the session have been applied for or have been awarded by the various licensure boards and professional organizations. Information on CEU approval status will be listed on the Aging Services of Minnesota Web site as soon as they are known before the Institute and in the materials you'll receive as a participant onsite.

For All Attendees

- Pre-Conference Institute Intensive D (Tuesday), Morning General Sessions (Wednesday, Thursday and Friday), Opening Night Celebration (Wednesday), Interfaith Celebration before General Session (Thursday)
- 126
- 203, 211, 220, 222, 233, 242, 243
- 300, 302

OF SPECIAL INTEREST TO:

Activity/Therapeutic Recreation

- Pre-Conference Institute Intensive sessions C, D (Tuesday)
- 100, 102, 104, 105, 109, 111, 113, 116, 122, 127, 130
- 203, 213, 216, 228, 240, 241
- 307

CEO/Administrator

- Pre-Conference Institute Intensive sessions A, D (Tuesday), Leadership Intensive (Thursday)
- 100, 101, 102, 103, 104, 105, 106, 112, 113, 114, 117, 118, 119, 120, 121, 123, 124, 128, 131, 132, 133, 134
- 204, 206, 207, 208, 209, 210, 214, 215, 217, 218, 221, 223, 225, 229, 230, 231, 232, 234, 235, 236, 237, 238, 239, 240, 244, 245, 246, 247
- 300, 301, 303, 304, 307, 308, 309, 310

CFO/Business Office

- Pre-Conference Institute Intensive B (Tuesday)
- 102, 103, 112, 115, 128, 131, 134
- 209, 214, 218, 230, 231
- 303, 310

Dietary/Food Services

- Pre-Conference Institute Intensive D (Tuesday)
- 210, 226, 234, 236, 246
- 301

Facility and Support Services/Environmental Services

- 112
- 201, 204, 219, 232

Fund Development

- 103
- 229

Home and Community-Based Services

- Pre-Conference Institute Intensive session D (Tuesday)
- 100, 101, 106, 108, 112, 113, 114, 118, 121, 123, 131, 134
- 201, 204, 205, 206, 207, 210, 212, 219, 221, 227, 229, 230, 232, 235, 247
- 300, 305, 309

Human Resources

- 115, 120, 133
- 202, 215, 218, 223, 224, 229, 231, 243
- 304, 308, 309

Marketing/PR

- Marketing and Sales Networking Lunch and Program (Wednesday)
- 100, 117, 123
- 229

New Managers and Supervisors

- 114, 120, 126 (mini-intensive), 133
- 211, 220, 221, 224, 243
- 304, 308

Nurse Manager/Home Care Staff

- Pre-Conference Institute Intensive sessions B, D (Tuesday), ALNET/Nurse Manager Networking Lunch (Wednesday)
- 108, 109, 110, 111, 118, 127 (mini-intensive), 129, 132
- 212, 216, 221, 230, 240, 244, 247
- 306, 307, 309

Nursing (Care Center)

- Pre-Conference Institute Intensive sessions A, B, D (Tuesday)
- 101, 108, 109, 111, 114, 115, 118, 124, 127 (mini-intensive), 129, 132
- 202, 213, 216, 221, 224, 226, 228, 230, 234, 235, 237, 238, 239, 240, 244, 246
- 304, 305, 306, 307

Pastoral Care

- Pre-Conference Institute Intensive D (Tuesday)
- 107, 116, 130
- 216, 220, 222, 241
- 304

Social Services

- Pre-Conference Institute Intensive D (Tuesday)
- 107, 108, 109, 111, 116, 124, 134
- 213, 214, 216, 217, 228, 237, 239
- 305, 310

Staff Development

- Pre-Conference Institute Intensive sessions B, D (Tuesday)
- 107, 114, 119, 120, 126, 130, 133
- 202, 216, 222, 233, 238, 243
- 304, 308

Trustee/Board

- 121, 128, 130, 132
- 209, 229
- 303

Continuing Education Information

Activity Professionals: Credit hours are being applied for through the National Certification Council for Activity Professionals.

Dietary/Food Service: Credit hours are being applied for through the Dietary Managers Association and the Commission on Dietetic Registration.

LTC Administrators: Clock hours are being applied for through the Minnesota Board of Examiners for Nursing Home Administrators.

Minnesota Licensed CPAs: See information below on how you may submit information to earn CEUs from the Minnesota Board of Accountancy.

Nursing: The Institute has been designed to meet the Minnesota Board of Nursing continuing education requirements for licensed nurses.

Senior Housing Professionals: The Institute has been designed as a project eligible expense for HUD facilities.

Social Services: Aging Services of Minnesota is an approved provider of continuing education by the Minnesota Board of Social Work.

For other aging services professionals not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-pre-approved programs and/or accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information Aging Services of Minnesota already and routinely collects like the title of the course, learning objectives, dates and times of presentations, agendas, faculty bios, number of hours earned, etc. If you require information for this purpose, please contact Heidi Simpson in advance of the Institute for assistance.

Information on the status of approved credits will be made available in future issues of Monday Mailing, on www.aging-services-institute.org and onsite at the Institute.

NO MORE WAITING FOR CEUs!

CEUs for Institute attendance are available online after the conference concludes. You will receive a scorecard and instructions in your learning journal. The process is simple:

- Keep track of the sessions you attend on the scorecard and save it with your program materials.
- After the conference, log onto www.aging-services-mn.org and record your session attendance on an easy-to-use online form. Then simply print your personalized CEU certificate from your computer!

For questions on the status of CEU applications, contact Heidi Simpson at 651.645.4545, 800.462.5368 or hsimpson@aging-services-mn.org.

When CEU approval is received it will be found on the Aging Services of Minnesota Institute Web page at www.aging-services-institute.org.



Education Sessions



Tuesday, Feb. 9, 2010

12:30 – 4:45 p.m.

Pre-Conference Intensives

(Pre-registration and separate fee required. See pages 16 and 52.)



Wednesday, Feb. 10, 2010

8:30 – 10:30 a.m.

Opening Keynote and Awards

sponsored by Merwin LTC Pharmacy

A Passion for Excellence in a World of Speed

(See page 7 for more information.)

10:30 a.m. – 12:30 p.m.

Grand Opening of Exhibit Hall

11:15 a.m. – 12:15 p.m.

ALNET/Nurse Managers Networking Lunch sponsored by Thrifty White Pharmacy Services

(Pre-registration and separate fee required. See page 14 and 52 for more information and to register.)

11:15 a.m. – 2 p.m.

Marketing and Sales Networking Lunch and Program sponsored by Health Dimensions Group

(Pre-registration and separate fee required. See pages 14 and 52 for more information and to register.)

12:30 – 2 p.m.

Concurrent Sessions

#100 – AGE to age: bringing generations together (*Excellence & Innovation Award Presentation*)

- Learn about the Northland Foundation's AGE to age initiative that brings elders together with youth to address community needs, how it has developed, how it is funded, and who it serves.
- Understand the importance of partnerships and relationship-building with community stakeholders.
- Gain insight from lessons learned on how to create effective, intergenerational collaboration and the powerful impact on connecting older adults with young people.

Lynn Haglin, Vice President/KIDS PLUS Director; and Zane Bail, Northland Foundation, Duluth

#101 – How to Implement and Introduce New Technology into Your Aging Services Organizations

- Hear how three member organizations implemented a new form of biometric monitoring technology in their aging services buildings, from the planning stages and budgeting through installation and completion.
- Use real life scenarios to see the outcomes of information obtained by the use of this new technology.
- Explore options for new and expanded ways to use this technology in your organization.

Kyle Nordine, President & CEO, Northfield Retirement Community, Northfield; Michael Klatt, President & CEO, The Lutheran Home Association, Belle Plaine; and Mark Thomas, President & CEO, Ebenezer, Minneapolis

#102 – Preparing for RUGS IV: The Myths and the Realities

- Learn to separate fact from fiction about this upcoming change in reimbursement for skilled nursing facilities.
- Identify strategies to continue to capture accurate reimbursement

Education Sessions

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

for services provided in spite of upcoming changes.

- Take home tools to help calculate the financial impact of RUGS IV on your facility so you can plan accordingly.

Debbie Elsey, Principal, Health Care Group, LarsonAllen LLC, Minneapolis; Darrell Shreve, Vice President of Health Policy, Aging Services of Minnesota, St. Paul; and other faculty to be announced

#103 – (Fund) Raising Above the Clutter

- Understand how the national economy has affected philanthropy and discover lessons from history that will help us through this economic downturn.
- Explore how to work with your leadership to create a culture of

philanthropy in your organization.

- Learn how to engage trustees, key leaders, stakeholders and others that will help your fundraising rise above the clutter in the marketplace and increase your philanthropic investment.

John A. Martin, CFRE, President and CEP, MGI Fund Raising Consulting Inc., Minneapolis

#104 – Creating a Strong Foundation for Arts Programming

- Examine why engaging in artistic creativity benefits older adults' health and quality of life.
- Learn how to build strong organizational and collaborative support for your organization's arts programming.
- Find valuable community resources offered by MnCAAN

(Minnesota Creative Arts and Aging Network) and other organizations.

Pat Samples, MFA, MA, Coordinator, Minnesota Creative Arts and Aging Network, Brooklyn Center; and Linda Tedford, JD, Vice President, Ebenezer Foundation, Minneapolis

#105 – Integrating Person-Centered Technology into Your Culture Change Journey

- See a hands-on case study in action: how Volunteers of America has integrated adaptive technology into their culture change journey.
- Discover examples of exciting adaptive computer technologies that bring the computer experience to your residents with physical and cognitive disabilities.



- Learn why technology should and will become an integral part of the culture change journey.

Jack York, CEO, It's Never 2 Late, Centennial, Ohio; and Volunteers of America staff and residents

#106 – Return on Investment: Calculating Business Value of Technology

- Recognize the benefits of deploying technology as a way of better serving your customers.
- Evaluate a holistic business case/value model that includes financial and clinical benefits as well as data.
- Become familiar with case study examples that illustrate a proven track record of success with this type of approach.

Ben Wilson, Intel Digital Health Group, Santa Clara, Calif.

#107 – Soulful Aging and the Wisdom of Elders

- Examine various metaphors, anecdotes and pictures of aging that either hinder life-long spiritual growth or nurture it.
- Identify spiritual resources and healing wisdom you can use in helping elders through the process of soulful aging.
- Begin to integrate these ideas into your professional practice with elders and your own personal spiritual journey of aging.

Rev. Scott Cartwright, MDiv., BCC, Director of Spiritual Care, Cerenity Care Center, White Bear Lake

#108 – She's my Mother. He's my Dad. Where do I fit?

- Understand and respect how adult children perceive and experience their aging parents becoming our residents.

- Create a child friendly environment where adult children of aging parents feel understood and welcomed, have a meaningful role in the caregiving equation and have their needs and expectations met, too.

- Brainstorm take-home tactics and techniques for improving the meaningful engagement of adult children in the life of their loved ones while in your care.

Dick Edwards, Administrator Emeritus; and Ruth Weispenning Director of Resident Services, Charter House-Mayo Clinic, Rochester

#109 – End of Life Care for People with Dementia

- Review the late stage of Alzheimer's disease and related dementias.
- Use the Minnesota Advance Directives to understand the importance of end-of-life care decisions.
- Get strategies for making an effective end-of-life transition for a resident with dementia in any living setting.

Marsha Berry, Education Manager, Alzheimer's Association Minnesota-North Dakota, Edina

#110 – Fair Housing for Nurses in Assisted Living (Bring Your Housing Managers with You!)

- Refresh your knowledge about the essential elements of fair housing laws.
- Recognize the challenges fair housing laws pose for nurses and other professionals working with tenants in senior housing and realize how easy it is to inadvertently violate them.

- Take home strategies for balancing health professional responsibilities with fair housing law realities.

Barbara J. Blumer, Attorney, Barb Blumer Law, PA, Eagan

#111 – Developing a Risk Control Based Behavioral Health and Wellness Program

- Discover ways to integrate residents with difficult behaviors into your organization's primary policies, procedures and actions without threatening the safety or quality of care for themselves and others.
- Educate your entire interdisciplinary team on how to use newer, less complicated evidence-based approaches to management and prevention rather than traditional or single event driven assumptions and interventions.
- Learn about new programs linked to environmental controls and uncover the underlying cause of unpleasant behavior that can lower risk of exposure and protect resident rights.

Barbara Peterson, Clinical Risk Manager, Risk Management Solutions, Columbus, Ohio; and Terrie Odom, Therapy Alliance, West Chester, Ohio

#112 – Exploring Sustainable Design: A Case Study

- Explore the design and construction of a LEED certified building through a detailed case study of North Country Senior Living.
- Understand the costs involved, environmental benefits, marketing and operational advantages and practical considerations of a LEED certified building.

Education Sessions

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

- See the process in its entirety including valuable lessons learned and the many benefits to the quality of residents' living environment.

Dana Wollschlager, Director of Real Estate Development, Ecumen, Shoreview; Ward Isaacson, Principal, Pope Architects, St. Paul; and Sandy Benson, Vice President of Elderly Services, North Country Health Services, Bemidji

#113 – Successful Aging: Proven Strategies to Creating Greater Resident Satisfaction

- Discover five new developments in age-related human potential based on the foundational research conducted by the renowned MacArthur Foundation Study lead by Dr. Robert Kahn.
- Learn why successful aging programs are now the protocol to healthier and more satisfied residents and gain strategies on improving resident happiness, involvement and satisfaction.
- Find out how you can employ these methods of organizational change for successful aging.

David Gobble, Ph.D., CHES Director, Masterpiece Living Academy, Palm Beach Gardens, Fla.; and Joy Loverde, Vice President, Sales and Marketing, Masterpiece Living, Palm Beach Gardens, Fla.

#114 – Leadership Excellence: Take Control of Your Destiny

- Develop leadership skills that will help you achieve your personal and professional goals.
- Create a customer-based attitude that motivates your work team to keep on course.
- Establish a personal trust and be confident that you will achieve a balance in your life.

Robert Dahl, Administrator, Viewcrest Health Center/Franciscan Health Center, Duluth; and Leah Nelson, Director of Human Resources, St. Francis Health Services, Morris

2 – 2:30 p.m.

Break

2:30 - 3:30 p.m.

Concurrent Sessions

#115 – Technology for Excellence

(Excellence & Innovation Award Presentation)

- Become familiar with how a senior living campus undertook the daunting task of upgrading its technology infrastructure – step-by-step from a comprehensive needs analysis to implementation.
- Recognize the critical factors driving senior living organizations to evaluate their technology – such as federal and state e-health mandates, MDS 3.0 implementation, etc.
- Explore the benefits of technology system upgrades including increased staff productivity, achieving efficiencies and better documentation that captures more appropriate levels of reimbursement.
- Gain important insights from 'lessons learned' by one aging services provider that may save yours from making costly mistakes.

Bruce Glanzer, President/CEO; Chris Jones, VP of Resident Services and DON; Krista Martini, VP of Finance and CFO; Rhonda Pohl, VP of Human Resources; and Chad Spoden, VP of Information Technology, Good Shepherd Community, Sauk Rapids

#116 – Circles of Care Surround the Circle of Life *(Excellence & Innovation Award Presentation)*

- Hear about the award-winning Circle of Life experience for care center residents that includes the three stages of "Warm Welcome", "Home is Where the Heart Is" and "May We Walk You Home?"
- Learn how this approach to resident care and services improves residents' quality of life, empowers staff as caregivers and equips them for the grieving process when residents die.
- Take home valuable lessons learned and practical information you can use to implement a similar program in your organization.

Vicki Marthaler, Chaplain, Emmanuel Community, Detroit Lakes

#117 – Increase Your Occupancy Regardless of the Economy *sponsored by Community Living Solutions, LLC*

- Get comfortable with the sales process and learn to make the sell in the first five minutes of a visit.
- Recognize the difference in behavior styles across generations, and why the Golden Rule is out and the Platinum Rule of "treat others the way they want to be treated" is in.
- Learn lessons from thousands of mystery shops and pick up crucial sales tips to start increasing your closing ratios immediately.

Michael Miller, President and CEO, Primo Solutions, LLC, Phoenix, Ariz.

#118 – How to Build a Telehealth Program

- Identify the changes in health reform driving an increase in telehealth solutions.

- Evaluate existing and emerging business models for telehealth.
- Develop a strategy toward taking advantage of these changes with best known methods from other deployments.

Dr. Mark Blatt, Intel Digital Health Group, Santa Clara, Calif.

#119 – A Leader’s Role in Culture Change

- Explore research findings on the significant role of the leader in adopting person-directed care from articulating the vision and finding and supporting champions to creating a risk-friendly environment keeping the team motivated.
- Examine the financial implications of adopting culture change as a model of care and services and learn how these leaders leveraged the resources to accomplish it.
- Identify some of the barriers to culture change and discuss how they can be overcome.

Chuck Hofius, CEO, Perham Memorial Hospital, Perham; and Leslie A. Grant, PhD, Associate Professor and Director, Center for Aging Services Manage-

ment, University of Minnesota, School of Public Health, Minneapolis

#120 – Coaching Staff to Enhance Job Performance

- Discover an approach to coaching that is respectful and non-directive, where solutions are employee-generated.
- Learn techniques for getting employees beyond the “brick wall of reality” and focused on future performance.
- Learn a model for giving feedback that is collaborative and pressure-free.

Brad Ballinger, Learning and Development Specialist, Presbyterian Homes and Services, Roseville

#121 – Adaptable Design: Planning for a Changing Housing Market

- Understand how an adaptable building design can prepare an organization to respond to changing demographic and economic conditions.
- Examine which potential consumer/occupancy groups can share program and physical plant requirements.

- Discuss different cost scenarios to provide for levels of adaptability for different occupancy groups.

Kenneth Rivera, President/Design Architect, Rivera Architects, St. Paul; and Patricia Vincent, Chief Executive Officer/Administrator, Three Links Care Center, Northfield

#122 – Put On Your Dancing Shoes and Change Your Brain!

- Understand why vigorous exercise and creative activities are essential in maintaining cognitive function.
- Learn what chemical reactions occur in the brain during physical and mental activity that can boost learning, memory and higher thinking.
- Identify the five most effective activities for preventing or slowing cognitive decline as we age.

Ruth Staus, Assistant Professor, Metropolitan State University, St. Paul; and Linda Johnson, Director of Home Care Services, The Homestead at Maplewood, Maplewood

#123 – Making the Media Your Ally

- Learn the best ways to make meaningful connections with media in an era of increased media scrutiny to get your personal stories or events covered in the news.
- Get essential do’s and don’ts from a media insider and a provider for what to do when a reporter shows up at your door.
- Develop your crisis communication plan so you can effectively manage the media and the message.

Roman Bloemke, Director of Operations, Welcome Home Management Company, Hutchinson; and Jason



Over 90 SESSIONS to choose from...

Audience Tracks

All Attendees

Care Centers

Wednesday, February 10

Thursday, February 11

12:30 - 2 p.m.
Concurrent Sessions

2:30 - 3:30 p.m.
Concurrent Sessions

2:30 - 5 p.m.
Mini Intensive Sessions

10:15 - 11:15 a.m.
Concurrent Sessions

- #100 – AGE to age: bringing generations together
- #101 – How to Implement and Introduce New Technology into Your Aging Services Organizations
- #102 – Preparing for RUGS IV: The Myths and the Realities
- #103 – (Fund) Raising Above the Clutter
- #104 – Creating a Strong Foundation for Arts Programming
- #105 – Integrating Person-Centered Technology into Your Culture Change Journey
- #106 – Return on Investment: Calculating Business Value of Technology
- #107 – Soulful Aging and the Wisdom of Elders
- #108 – She’s my Mother. He’s my Dad. Where do I fit?
- #109 – End of Life Care for People with Dementia
- #110 – Fair Housing for Nurses in Assisted Living (Bring Your Housing Managers with You!)
- #111 – Developing a Risk Control Based Behavioral Health and Wellness Program
- #112 – Exploring Sustainable Design: A Case Study
- #113 – Successful Aging: Proven Strategies to Creating Greater Resident Satisfaction
- #114 – Leadership Excellence: Take Control of Your Destiny

- #115 – Technology for Excellence
- #116 – Circles of Care Surround the Circle of Life
- #117 – Increase Your Occupancy Regardless of the Economy
- #118 – How to Build a Telehealth Program
- #119 – A Leader’s Role in Culture Change
- #120 – Coaching Staff to Enhance Job Performance
- #121 – Adaptable Design: Planning for a Changing Housing Market
- #122 – Put On Your Dancing Shoes and Change Your Brain!
- #123 – Making the Media Your Ally
- #124 – VAA Revisited: Reporting Issues for Care Centers Under the New 2009 Legislation
- #125 – Freestanding and Rural: Challenges and Opportunities Facing Today’s Care Center

- #126 – Best Practices for Becoming a Successful Manager or Supervisor
- #127 – Improving Care for Clients with Traumatic Brain Injuries
- 4 - 5 p.m.**
Twilight Concurrent Sessions
- #128 – Consulting and Staff Training Collaboration
- #129 – How to Reduce Medication Errors in Aging Services Settings
- #130 – Creating an Environment of Life Long Learning
- #131 – Promises of Change: Preparing for Payment Reform
- #132 – Beyond the POC: Challenging Government Survey Decisions
- #133 – Your Employee Satisfaction Survey: The Key to Staff Retention, Resident Satisfaction and Quality Outcomes
- #134 – How to Recognize and Combat Financial Exploitation

- #201 – Carty Heights: Geothermal Technology Design
- #202 – Learning Communities
- #203 – MDH Public Policy Forum
- #204 – Improving Resident Care and Safety Through Real-Time Locating Systems (RTLS) Technology
- #205 – HUD Public Policy Forum
- #206 – Benchmarking Your Skilled Nursing and Assisted Living Facility
- #207 – National E-Health Records (EHR) Initiatives and Your Aging Services Organization
- #208 – Profitability + Marketing = A Repositioned Environment
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- #215 – How to Avoid Employment Related Litigation



Thursday, February 11 **Friday, February 12**

12:30 - 1:30 p.m.
Concurrent Sessions

2 - 3:30 p.m.
Concurrent Sessions

4 - 5 p.m.
Twilight Concurrent Sessions

11 a.m. - 12:30 p.m.
Concurrent Sessions

- #216 – Mind-Body Integration for Holistic Outcomes
- #217 – Using Social Work Values and Ethics to Guide Your Everyday Practice in a Care Center Setting
- #218 – Secrets to Selecting, Implementing and Maximizing Your Electronic Health Record Software
- #219 – Update on Fire and Building Codes for Senior Housing
- #220 – Turn Conflict into Effective Interaction and Outcomes
- #221 – Dig Deep! Using Root-Cause Analysis
- #222 – Caring for Lesbian, Gay, Bisexual and Transgender Residents
- #223 – Immigration Compliance in the Aging Services Workplace
- #224 – Transformed Workforce Models for Culture Change Settings
- #225 – Essential Community Support Grants/Changes in Nursing Facility Level of Care (repeated Thursday, 4 - 5 p.m.)
- #226 – Infection Control and the New CMS F441 Survey Guidance (repeated Thursday, 4 - 5 p.m.)
- #227 – VAA Reporting Issues for Assisted Living Under the New 2009 Legislation
- #228 – New Programming Methods for Persons with Dementia (repeated Thursday, 10:15 - 11:15 a.m.)

- #229 – Using Social Media as a Marketing Tool
- #230 – How Many People Do We Need?
- #231 – HELP! Our Medical Plan is Killing Us
- #232 – Hazardous Waste Regulations: What You Need to Know and Do Now
- #233 – Boosting Lifelong Learning and Brain Health: A Gift That Keeps on Giving
- #234 – Strategies to Be Ready for the QIS Survey Process
- #235 – Activity Programming for Culture Change
- #236 – Food Waste Recycling: A Financially Sustainable Green Strategy
- #237 – Using Vital Involvement Skills in Your Culture Change Journey
- #238 – The CMS 5-Star Rating System is a Bumpy Road: How to Understand, Defend and Improve Your Score
- #239 – The Return to the Community Initiative and Its Potential Impact on Minnesota Care Centers
- #240 – And We WON'T All Fall Down!
- #241 – Wellness Without Walls

- #242 – Healthy Aging Survival Kit
- #243 – Motivating Your Employees Based on Individual Needs
- #244 – Minnesota Rural Palliative Care Initiative
- #245 – Essential Community Support Grants/Changes in Nursing Facility Level of Care (repeated Thursday, 12:30 - 1:30 p.m.)
- #246 – Infection Control and the New CMS F441 Survey Guidance (repeated Thursday, 12:30 - 1:30 p.m.)
- #247 – Developing Effective and Accurate Client and Tenant Records

- #300 – Aging Services Public Policy Forum: A View from Inside the Beltway
- #301 – Culture Change: Footsteps Along the National Journey
- #302 – Preventing Resident to Resident Aggression in Aging Services Settings
- #303 – Balancing a Model for Care and Rehabilitation with Prevention Services
- #304 – Communicating Effectively with a Diverse Workforce
- #305 – Elder Sexual Violence: Spot It, Prevent It, Stop It
- #306 – Clinical Services You Can and Can't Provide in Home Care Settings
- #307 – Acupuncture, Chiropractic, Health Touch... Oh My!
- #308 – Recruit Now to Retain for the Long Run
- #309 – Overcoming the Five Most Common Roadblocks for Nurse Leaders
- #310 – What We Can Learn From For-Profit Care Centers

Pre-Conference Intensives
Tuesday, Feb. 9, 2010.
Further information found on pages 16-17.



Aging Services of Minnesota **2010**
Institute
February 10-12, 2010 • Hyatt Regency Minneapolis
Passion • People • Purpose

Leadership Intensive
Thursday, Feb. 11, 2010.
Further information found on page 18.

Howland, Communications Coordinator, Fairmont Medical Center – Mayo Health System, Fairmont

#124 – VAA Revisited: Reporting Issues for Care Centers Under the New 2009 Legislation

- Analyze and apply definitions of abuse, neglect and maltreatment based on case study examples.
- Examine and apply the 2009 legislative definitions related to financial exploitation.
- Explore the benefits of root cause analysis or in-depth case review to determine appropriate quality improvement measures and monitoring after an incident.

Sue Schaffer, Attorney at Law, P.A., St. Paul

#125 – Freestanding and Rural: Challenges and Opportunities

Facing Today's Care Center (A roundtable discussion)

Inadequate Medicaid reimbursement rates and declining demand for nursing home care has led many aging services providers to downsize their care centers, develop other forms of residential services such as assisted living and specialize in services that maximize revenue from other funding streams e.g. Medicare. These trends have produced fewer, smaller care centers which often are part of a larger, multi-service organization. What then is the future for those care centers that remain unaffiliated with a larger organization

and whose focus is exclusively on providing skilled nursing services in their community?

This facilitated discussion will focus on this key question. Participants will share strategies for success, challenges unique to the single-site, single-service provider and the opportunities presented by networking with other similar providers.

Gayle Kvenvold, President and CEO, Aging Services of Minnesota, St. Paul; and Patricia A. McCullough, Health Planning and Management Resources Inc., Edina



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2:30 – 5 p.m.

Mini Intensive Sessions

#126 – Best Practices for Becoming a Successful Manager or Supervisor

- Understand the five “rules” for new supervisors and how they can provide guidance in your role and get you started off on the right foot.
- Learn how to identify the individual learning styles of your staff and effectively give directions based on each individual’s style.
- Get proven practical strategies for giving feedback and handling communication gaps or misunderstandings when they arise.

Pru Selden, Principal, Selden Training Services, St. Louis Park

#127 – Improving Care for Clients with Traumatic Brain Injuries

- Get a primer on brain injuries – basic facts, how people live with them and the unique effects on individuals.
- Learn which models of care and interventions are most likely to benefit the individual and the caregiver.
- Identify which brain injury resources are the most beneficial for the population you serve and how to access them.

Pete Klinkhammer, Associate Director of Services; and Christina, Kollman, Resource Facilitation Manager, Brain Injury Association of Minnesota, Minneapolis

3:30 – 4 p.m. Break

4 – 5 p.m.

Twilight Concurrent Sessions

#128 – Consulting and Staff Training Collaboration (Excellence & Innovation Award Presentation)

- Hear how two rural, independent senior living communities have mutually benefitted from a collaborative partnership begun when one was in need of turn-around help and another reached out in response to it.
- Gain insights from a discussion of the decision-making process the two organizations went through to formalize their arrangement.
- Describe the involvement of key partners such as vendors, consultants and other companies who helped support the collaboration and added to its success.
- Take home practical tools you can use if your organization does opt to partner with another in a formal collaboration.

Denise Budd, CFO, Kenyon Sunset Home, Kenyon; Tom Nielsen, Vice President of Operations and Administration; and Kyle R. Nordine, President and CEO, Northfield Retirement Center, Northfield; and Dave Vandergon, Administrator, Kenyon Sunset Home, Kenyon

#129 – How to Reduce Medication Errors in Aging Services Settings

- Briefly discuss medication usage including the number of drugs used daily and for what health conditions in care center, assisted living and home and community based services settings so you have a sense of scope for this aspect of care.
- Describe the most common causes of medication errors unique to each of these settings

so you can identify potential areas of risk you can target for improvement.

- Take home ideas, suggestions and tools for reducing the potential for medication errors in your setting.

Eric Tangalos, MD, CMD, Professor of Medicine and Emeritus Chair, Primary Care Internal Medicine, Mayo Clinic, Rochester

#130 – Creating an Environment of Life Long Learning

- Identify life long learning initiatives that best fit into the overall philosophy of your community.
- Learn the best way to collect data to guarantee the success of your program.
- Find out how to access volunteers and other community resources to assist with your Life Long Learning projects.

Andrea Lewandoski, Life Long Learning Coordinator; and Erin Hilligan, Campus Administrator, Ebenezer Ridges, Burnsville

#131 – Promises of Change: Preparing for Payment Reform

- Review the key proposals for payment reform for SNF, home care and home and community based services.
- Understand the kinds of information and data that will be required to negotiate episodic or value based reimbursement contracts.
- Identify three changes that will be required in care delivery and quality performance to be successful with new reimbursement methodologies.

Nancy E. Rehkamp, Principal, Health Care, LarsonAllen LLP, Minneapolis

Education Sessions

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

#132 – Beyond the POC: Challenging Government Survey Decisions

- Learn how to examine survey Statements of Deficiencies and other official notices from CMS and MDH with a critical eye to determine your appropriate course of action.
- Know which factors to consider when deciding whether to challenge your case through an Informal Dispute Resolution (IDR) request or a formal administrative challenge to a Civil Money Penalty or other survey sanction.
- Learn how CMS evaluates deficiencies when it sets your skilled nursing facility's 5-Star CMS rating or its ranking for the special focus facility initiative.

Sam Orbovich, Attorney, Fredrikson & Byron, P.A., Minneapolis

#133 – Your Employee Satisfaction Survey: The Key to Staff Retention, Resident Satisfaction and Quality Outcomes

- Understand the important link between employee, resident and family satisfaction and staff retention and quality outcomes.
- Use employee and resident satisfaction data to guide improvement in satisfaction through a process that involves staff and residents.
- Integrate employee and resident satisfaction data into your organization's quality improvement and public relations strategies.

Diane Peters, RN, NHA, Consultant, Health Dimensions Group, Minneapolis



#134 – How to Recognize and Combat Financial Exploitation

- Instantly spot the red flags and common schemes in financial exploitation of elders.
- Learn how to effectively work with law enforcement, social services and the courts to document, report and assist in investigations.
- Find out simple things you can do to detect and protect your residents and your organization from this type of abuse.

Robert Rodé, Attorney; Voigt, Klegon & Rodé LLC, St. Paul; and Jennifer Hasbargen, Assistant Attorney General, Minnesota Attorney General's Office, St. Paul

8:30 – 11:30 p.m.

Opening Night Celebration Featuring Dueling Pianos, Crazy Keys sponsored by Dougherty & Company LLC and Pathway Health Services Inc.

(See page 14 for more information.)



Thursday, Feb. 11, 2010

7 – 8 a.m.

MN-DONA Nursing Leadership Breakfast

(Pre-registration required. See page 14 for more information and to register.)

8:30 – 10 a.m.

#200 – General Session and the 18th Annual Interfaith Celebration The Wisdom and Power of People Interfaith Celebration sponsored by Eide Bailly LLP

(See page 8 for more information.)

10:15 – 11:15 a.m.

Concurrent Sessions

#201 – Carty Heights: Geothermal Technology Design (Excellence & Innovation Award Presentation)

- Become familiar with geothermal as an alternate source of energy for heating/cooling and how it works in senior services facilities.
- Recognize building site characteristics that are conducive to geothermal uses.
- Identify potential ways to cover additional construction costs related to this alternative source of energy.
- Understand design and construction features that need to be considered when evaluating geothermal as an option.

B.J. Mariotti, Project Manager, Frana Companies, Hopkins; Marvin Plakut, President and CEO, Episcopal Homes of Minnesota, St. Paul; and Mike Trossen, President, TWP Architects, Minneapolis

#202 – Learning Communities

(Excellence & Innovation Award Presentation)

- Become familiar with some examples of collaborative relationships between long-term care organizations and learning institutions to promote interest in gerontology.
- Learn how mentoring relationships improve retention.
- Gain insights about how learning communities can enhance the education and preparedness of new graduate nurses for the long-term care work setting.

Linda Glass, RN, Nursing Instructor, St. Catherine's University, St. Paul; Stacy Lind RN, Director of Nursing, Saint Therese of New Hope; and Marilyn Dubay, RN, Staff Development, Catholic Eldercare, Minneapolis

#203 – MDH Public Policy Forum

- Discuss current and proposed revisions to Minnesota's home care requirements.
- Learn about recent QIS survey implementation/trends, surveyor training, a comparison between traditional and QIS survey findings and the most common life safety code survey findings.
- Get a CMS update on its initiatives, the results of F309 and F441 changes in survey guidance in 2009 and what's next.

Darcy Miner, Director, Compliance Monitoring Division, Minnesota Department of Health, St. Paul

#204 – Improving Resident Care and Safety through Real-Time Locating Systems (RTLS) Technology

- Become familiar with Real-Time Locating Systems technology and how it works in a memory loss setting to promote independence as well as safety.
- Know how to use RTLS technology effectively to improve quality of care and increase customer satisfaction.
- Identify successful RTLS implementation strategies that will garner staff support and move towards increased productivity and their own satisfaction.

Cindy Leach, Housing Manager, The Alton Memory Care, St. Paul; and Shelly Schulz, RN, Client Experience Manager, Intelligent InSites, Fargo, N.D.

#205 – HUD Public Policy Forum

- Discover the latest developments regarding AAHSA's advocacy on HUD housing.
- Receive the most current information on HUD's planned 're-bid' and new contractual standards for Third Party Project Based Administration (PCBA).
- Explore status of and any issues remaining to EIV implementation.
- Become familiar with emerging operational and management trends so you can prepare to respond to them.

Colleen Bloom, Associate Director for Housing Operations, American Association of Homes and Services for the Aging, Washington D.C.



#206 – Benchmarking Your Skilled Nursing and Assisted Living Facility

- Identify the Senior Living benchmark databases that are widely available and how they can be accessed and utilized.
- Learn how to compare the relative performance of your organization with industry benchmarks.
- Evaluate the results from the benchmarking exercise and identify when it is time to investigate differences and when operational improvement is needed.

Troy Langsdale, CPA, Principal; Jay Pizinger, CPA, Consulting Manager; and Jeff Vrieze, CPA, Principal, Larson-Allen LLP, Minneapolis

#207 – National E-Health Records (EHR) Initiatives and Your Aging Services Organization

- Explore the rapidly accelerating national EHR public policy developments and why aging services organizations need to 'be at the table' to help set advocacy priorities.
- Become familiar with key points in ARRA and HITECH legislation

and potential impacts for aging services organizations to move towards full EHR implementation by the 2014 deadline.

- Identify key elements you will want to incorporate into your strategic planning efforts to prepare your IT structure and operations to make this transition go as smoothly as possible.

Michelle Dougherty, Director in Practice Leadership, American Health Information Management Association, Chicago, Ill.

#208 – Profitability + Marketability = A Repositioned Environment

- Explore the advantages of repositioning an aging building as a way to capture new revenue streams, create small houses to enhance quality of life and integrate new housing or services to your campus program.
- Understand how repositioning affects market desirability, staff retention, resident behavior and occupancy rates.
- Use project case studies with cost benefit analysis and before/after statistics on census, satisfaction

measures and key quality indicators as a guide in your planning.

David Wolterstorff, President, WAI Continuum, St. Paul

#209 – Changes in Today's Capital Markets: What You Need to Know About Issuing Debt

- Become familiar with recent proposals that will radically increase reporting requirements for non-profits with outstanding and future bond issues.
- Take home the latest information on the changes in credit standards that are influencing the capital markets and investor behavior.
- Examine financings completed in 2009 that included rates and covenant requirements.

Mark Landreville, Managing Director, Piper Jaffray and Company, Minneapolis

#210 – Adding Restaurant Flair to Your Dining Services

- Identify various styles of service that accommodate your customers' expectations for restaurant type dining.



- Learn what constitutes restaurant style dining and what restaurant flair means to your customers.
- Find ways to add flair to your current model of service economically and realistically.

Kim Webster, Vice President of Healthcare, A'viands Food and Services Management, Roseville

#211 – Understanding the Change Process and How to Work Through It

- Identify the three stages of the change process, the four levels of achieving successful change and how change creates uncertainty in the work place.
- Develop a structure for managing change successfully that can be adopted in your setting.
- Learn how to take the key principles of building commitment to change to make a positive difference in your organization.

Bernie Saunders, President, Center for Living Art Inc., Maple Plain

#212 – Advance Care Planning and Physician Orders for Life Sustaining Treatment (POLST)

- Become familiar with the advance care planning opportunities available for professionals working with tenants in senior housing, assisted living and memory care.
- Identify the tools available to document advance care planning decisions, health care directives and POLST orders.
- Understand the Minnesota POLST order form that is being developed for widespread use throughout Minnesota.

Barbara J. Blumer, Attorney, Barb Blumer Law, PA, Eagan; Beckie Conway, Corporate Support for Clinical Services, Presbyterian Homes Management Services, Roseville; and Lores Vlaminck, Principal, Lores Consulting, Rochester

#213 – New Programming Methods for Persons with Dementia (repeated Thursday, 12:30 – 1:30 p.m.)

- Learn about the Theory of Retrogenesis, which states that what we learn first as infants is retained last as adults.
- Evaluate your current activity programming and devise a strategy to redesign purposeful programs for residents with dementia to meet their needs based on this theory.
- Discover how to incorporate new programs that treat the whole person, such as Montessori programming, Snoezelen multi-sensory technique, music, aromatherapy and sensory stimulation.

Sarah Kneisler, Consultant, Senior Innovative Solutions, Seymour, Wis.

#214 – Creating a Win-Win: Helping Your Veteran Residents Access the Benefits Due Them

- Recognize how your veteran residents and your organization can benefit when they access the benefits that are due them for their service.
- Become familiar with the main components and sources of veterans benefits that are designed to aid, support and care for veterans.
- Know how veterans can obtain benefits, what benefits are available and how you can identify sources for completing a benefits assessment.

Aundrey J. Sanchez, Outreach Division Supervisor; and Eva Stoner, Claims Representative, Minnesota Department of Veteran Affairs, St. Paul

#215 – How to Avoid Employment Related Litigation

- Hear about the latest trends in employment-related litigation so you can allocate resources and develop action plans accordingly.
- Identify and explore common management mistakes that can expose your organization to legal liability and morale-busting employment situations.
- Develop and discuss practical easy-to-implement solutions to these management mistakes to help prevent costly and protracted employment litigation.

Brian Benkstein, Attorney, Felhaber, Larson, Fenlon & Vogt, P.A., Minneapolis

11:15 – 12:30 p.m. Snacks on the Exhibit Floor sponsored by Evercare and Wipfli LLP

(see page 14 for more information.)

11:20 – 12:20 p.m. HUD Networking Lunch

(Pre-registration and separate fee required. See pages 14 and 52 for more information.)

Noon – 4:30 p.m. Leadership Intensive Health Care Reform Minnesota Style

sponsored by Piper Jaffray & Company

Lunch sponsored by Alliance Purchasing/Aging Services Group

(Pre-registration and separate fee required. See pages 18 and 52 for more information and to register.)

Education Sessions

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

12:30 – 1:30 p.m.

Concurrent Sessions

#216 – Mind-Body Integration for Holistic Outcomes

- Identify how mind-body integration with your programs can contribute to significant improvements in job satisfaction, quality of life and decreased job stress.
- Practice some techniques of mind body integration and experience the benefits.
- Get an overview of a staff training model that has been successful.

Kathie Nichols, Director of Nursing, Courage Center Transitional Rehabilitation Program; and Nancy Flinn, Director of Outcomes and Research, Courage Center, Golden Valley

#217 – Using Social Work Values and Ethics to Guide Your Everyday Practice in a Care Center Setting

- Refresh your knowledge of the core values at the foundation of social work's unique purpose and perspective to help guide you

in your day-to-day practice and decision-making in a care center setting.

- Identify the six purposes of the NASW Code of Ethics so you can continue to abide by them and strengthen your skills as a professional.
- Using case studies that illustrate a variety of real life ethical dilemmas experienced in care center settings, enhance your problem solving skills in dealing effectively with them using the principles of the NASW Code of Ethics.

Carol Payne, Principal, Payne Consulting Inc., Becker

#218 – Secrets to Selecting, Implementing and Maximizing Your Electronic Health Record Software

- Know how to assess your needs and requirements before shopping products and vendors to get the most out of the implementation.
- Discover the secrets to properly evaluate vendors when shopping for electronic health record software.
- Learn about new technology that can help maximize staff time and prevent revenue leakage.

Heath Odom, Vice President of Business Development, PointClickCare, Minneapolis; and Peter B. Schuna, Director of Strategic Initiatives, Pathway Health Services Inc., White Bear Lake

#219 – Update on Fire and Building Codes for Senior Housing

- Refresh your understanding about the fire and building codes that apply to senior housing settings, especially those that offer

assisted living and memory care services.

- Examine the emergency response expectations held by regulatory agencies, families, other health care providers and the public and determine if you are meeting them.
- Understand the code ramifications of changing the use of a building from one setting to another.

Daniel Tideman, Principal Architect, GLT Architects, St. Cloud

#220 – Turn Conflict into Effective Interaction and Outcomes sponsored by Community Living Solutions, LLC

- Define barriers to conflict resolution that might exist in your organization including ego, time, knowledge and experience.
- Examine the strategies for engagement in conflict and the elements of "win-lose; lose-lose and win-win" outcomes to help you successfully bring conflict to resolution.
- Learn strategies for self-control, self-awareness and constructive behavior that will increase the likelihood of handling a conflict situation more successfully.

Lores Vlamincik, Principal, Lores Consulting, Rochester

#221 – Dig Deep! Using Root-Cause Analysis

- Understand the concept of root-cause analysis to move beyond the guessing game and identify the real cause of any particular problem at your organization.
- Learn how to involve all levels of your staff to help identify the cause and solve an issue.



- Explore various methods of root-cause analysis including the real life example of the Perpetual Misplaced Laundry Mystery.
Sara Sterling, Administrator in Training; and Sandy Delgehausen, Quality Improvement Manager, St. Therese Home, New Hope

#222 – Caring for Lesbian, Gay, Bisexual and Transgender Residents

- Discuss the unique needs and concerns of older LGBT people receiving health and social services and what you might want to adapt in your community to better accommodate them.
- Identify how to overcome some common barriers to optimal care.
- Learn ways to more effectively communicate with LGBT elders and how to make appropriate referrals when needed.
Kelly Knochel, ABD, MSW, LGSW, St. Paul; and Barbara Satin, GLBT Generations, St. Paul

#223 – Immigration Compliance in the Aging Services Workplace

- Learn how to properly complete and maintain the Form I-9, Employment Eligibility Verification to save valuable staff time.
- Receive tips and techniques for conducting an internal audit of I-9 records and review I-9 anti-discrimination protections so you can minimize organizational risk.
- Discuss the government's E-Verify program and the new Federal and Minnesota laws mandating its use for certain government contractors so you can preserve compliance.

- Explore options for meeting your staffing needs with foreign professionals – including nurses.
Casey A. Nolan, Attorney; and Renée Mueller Steinle, Attorney, Gray Plant Mooty, Minneapolis

#224 – Transformed Workforce Models for Culture Change Settings

- Take home valuable lessons learned from pioneering organizations on how to create new job descriptions and training opportunities with the potential to transform your frontline caregivers.
- Understand the Health Support Specialist (HSS) registered apprenticeship program now being implemented in communities across the state and learn what's ahead for this innovative model.
- Evaluate the benefits involved in cross training positions, including available resources for staff education and the impact on recruitment, retention and client satisfaction.

Marnie Ammons, Education Director, Perham Memorial Hospital and Home, Perham; Ken Westman, Chief Operating Officer and Nursing Home Administrator, Bigfork Valley, Bigfork; and Anne Willaert, HSS Project Coordinator, Aging Services of Minnesota, St. Paul

#225 – Essential Community Support Grants/Changes in Nursing Facility Level of Care (repeated Thursday, 4 – 5 p.m.)

- Learn how these support grants were designed to help support persons who were eligible for Waivered Services prior to changes in the Nursing Facility level of care, effective Jan. 1, 2011.

- Describe who and who will not be affected, what services will be available and how those services will be accessed.
- Discuss how these programs will interact with other legislative mandates also scheduled to go into effect on Jan. 1, 2011.
- Gain important insights on how these initiatives are likely to impact your care center's operations.

Rolf Hage, Resource Development Supervisor; and Lisa Rotegard, Policy Integration/Home and Community Based Services Manager, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul

#226 – Infection Control and the New CMS F441 Survey Guidance (repeated Thursday, 4 – 5 p.m.)

- Examine current standards of infection control practice and emerging survey citations to make sure your organization is in compliance with the new CMS F441 survey guidance.
- Explore how an interdisciplinary approach to infection control reduces the transmission of disease and infection.
- Take home practical tools and resources to evaluate your infection control program and to preserve compliance with federal, state and local regulations.

Michelle Stober, RN, Director of Operational Support, Pathway Health Services, White Bear Lake

Education Sessions

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

#227 – VAA Reporting Issues for Assisted Living Under the New 2009 Legislation

- Analyze and apply definitions of abuse, neglect and maltreatment based on assisted living case study examples.
- Examine and apply the 2009 legislative definitions related to financial exploitation situations involving clients in assisted living.
- Become familiar with investigative procedures and summary drafting for required reports.

Sue Schaffer, Attorney at Law, P.A., St. Paul

#228 – New Programming Methods for Persons with Dementia (repeated Thursday, 10:15 – 11:15 a.m.)

- Learn about the Theory of Retrogenesis, which states that what we learn first as infants is retained last as adults.
- Evaluate your current activity programming and devise a strategy to redesign purposeful programs for residents with dementia to meet their needs based on this theory.
- Discover how to incorporate new programs that treat the whole person, such as Montessori programming, Snoezelen multi-sensory technique, music, aromatherapy and sensory stimulation.

Sarah Kneisler, Consultant, Senior Innovative Solutions, Seymour, Wis.

1:30 – 2 p.m. Break

2 – 3:30 p.m. Concurrent Sessions

#229 – Using Social Media as a Marketing Tool sponsored by Wipfli LLP

- Explore the social media applications (blogs, podcasts, YouTube, Facebook, Twitter, etc.) that promote interaction with existing and potential customers and evaluate which may best lend themselves to marketing your aging services organization.
- Become familiar with small and large aging services providers who have used social media tools effectively and learn how to create your own multimedia online newsroom for less than the cost of a weekly trip to Starbucks.
- Discuss ways to use social media to better engage your customers and employees as ambassadors for your organization.

Lee Aase, Manager for Syndications and Social Media, Mayo Clinic, Rochester

#230 – How Many People Do We Need?

- Discuss the consequences of incorrect staffing levels and learn lessons from other industries in setting staffing levels.
- Compare several methods to set and adjust staffing levels appropriately based on census, care levels and revenue to make sure you are operating lean but not cutting too much.
- Take home data from a multi-state study of 6,000 residents to compare what you are doing in your community and help adjust your staffing accordingly.

Doug Fullaway, President & COO, Vigilant, Wilsonville, Ore.

#231 – HELP! Our Medical Plan is Killing Us

- Drive employee accountability for their medical claims by properly structuring a wellness program that can help improve health, reduce absenteeism, increase productivity and enhance morale.
- Lower your expenses by structuring a medical plan that will generate savings and allow the implementation of a wellness plan without increased cost.
- Review the employee base health risk assessments for focused education allowing for increased specialization of a custom wellness system.

James Mandel, Principal, Gardner & White, St. Paul; Kristine Keykal, Director, Advantage Health, Bloomington; and Jim Pshock, Owner and President, BravoHealth, Avon, Ohio

#232 – Hazardous Waste Regulations: What You Need to Know and Do Now

- Get an update on what substances are considered hazardous waste – some of which may surprise you.
- Know which regulations apply to your particular setting and the agencies that oversee them.
- As the Minnesota Pollution Control Agency unveils plans to bring health care providers into compliance with current hazardous waste regulations, evaluate your organization's hazardous waste disposal efforts to make sure you are in compliance.

Brandon Finke, Senior Pollution Control Specialist, Minnesota Pollution Control Agency, St. Paul

#233 – Boosting Lifelong Learning and Brain Health: A Gift That Keeps on Giving *sponsored by Ziegler Capital Markets*

- Appreciate the basics of the brain's anatomy and physiology that will help you understand how it learns and thrives.
- Identify the critical elements of a brain healthy lifestyle so you know how it can be incorporated into programming for those who live in your setting.
- Experience activities that can stimulate brain health while improving learning and restore energy levels at the day's end.

Terry Eckmann, PhD, Associate Professor, Teacher Education and Human Performance, Minot State University, Minot, N.D.

#234 – Strategies to Be Ready for the QIS Survey Process

- Get an update on the current status of QIS implementation as the national standard survey process.
- Identify tools available to help you analyze QIS data and be continually ready for a survey.
- Integrate the QIS survey tools into your existing organizational processes and quality management.

Diane Vaughn, Director of Quality Initiatives, Pathway Health Services Inc., White Bear Lake

#235 – Activity Programming for Culture Change

- Identify how meaningful activity programs can promote a better quality of life and more independent functioning in long-term care.

- Get ideas, resources and strategies for implementing activity programs in culture change environments.
- Discuss the benefits and challenges of conducting a training program for nursing assistants to implement activity programs.

Julie Reginek, Instructor, Ridgewater College, Hutchinson; and Debra Richman, Household Coordinator, Presbyterian Homes of Bloomington

#236 – Food Waste Recycling: A Financially Sustainable Green Strategy

- Become familiar with cost-saving strategies in separating food waste from garbage and recycling it through livestock feeding.
- Identify the operational and health and safety benefits of food waste recycling.
- Learn how three member organizations targeted food waste as an easy way to go green by diverting it from the garbage stream and finding hidden cost savings through county garbage services taxes.

Jodi Taitt, Consultant, Ramsey/Washington County Resource Recovery Project, Maplewood; Patricia Reller, Administrator; and Kerry K-Smith, Dietetic Technician, Ramsey County Care Center, Maplewood; Denise Juday Barnett, Administrator; and Martha Conrad, Director of Food Service, St. Therese Home Inc., New Hope; and Dinah Martin, Administrator, St. Therese At Oxbow Lake, New Hope



#237 – Using Vital Involvement Skills in Your Culture Change Journey

- Understand the basic concepts and ideas of Vital Involvement Skills as a way to promote meaning, purpose, involvement and vitality for both residents and staff when implementing culture change.
- Discuss how to overcome real world challenges and barriers in practicing Vital Involvement Skills.
- Brainstorm and identify workable strategies to create an environment that promotes staff and residents' strengths, skills and interests.

Laura Magnuson; and Mary Springer, Learning and Development Specialists, Presbyterian Homes and Services, Roseville; Helen Kivnick, Professor of Social Work, University of Minnesota School of Social Work, Minneapolis; and Georgia Lane, Care Manager, Elder Care Consultants, Minneapolis

#238 – The CMS 5-Star Rating System is a Bumpy Road: How to Understand, Defend and Improve Your Score

- Recognize the importance of the Quality Measures and Quality Indicators (QM/QI) to your organization in terms of reimbursement, liability insurance costs and public information; and why you need to be educating more than just nursing staff about them.
- Know how to evaluate and explain your organization's 5-Star Quality Measure rating to staff, residents, families and the public in the context of your resident population.

- Develop an organization-wide process for integrating QM/QI data into your QA process to minimize future adverse outcomes, maximize reimbursement and make the best use of scarce nursing resources.

Dr. Christie Tieglund, Director, Health Information Research, New York Association of Homes and Services for the Aging, New York, N.Y.

#239 – The Return to the Community Initiative and Its Potential Impact on Minnesota Care Centers

- Become familiar with the initiative that was passed into law in 2009 that has as an important component a strategy to identify care center residents who wish to be in a community setting and who can reasonably be served there.
- Learn about the various roles played by key stakeholders who will be involved in supporting those consumers preferring to return to community living.
- Understand how the new MDS 3.0, Section Q will support this effort and hear about some preliminary results from other states that have pilot tested the new Section Q.
- Describe how this initiative will be used to build bridges between skilled nursing facilities and local transition agencies to support individual choices.

Krista Boston, Director-Consumer Choices Team, Minnesota Board on Aging/Department of Human Services, St. Paul; Valerie Cooke, Project Director, Minnesota Department of Human Services, St. Paul; Marci Martinson, State MDS RAI Coordinator, Minnesota Department of Health, St. Paul; Chere

Rikimoto, Project Manager, Care Ventures Cooperative, Wheaton; and Elissa Schley, Senior Project Consultant, Minnesota Board on Aging/Department of Human Services, St. Paul

#240 – And We WON'T All Fall Down!

- Identify key concepts to a successful fall prevention program and develop strategies for creating it.
- Explore operational challenges and solutions to the implementation and sustainability of a falls prevention program.
- Design a program that includes the interdisciplinary team of Therapeutic Recreation, Social Service, Physical and Occupational Therapies and Nursing departments.

Sue Ann Guildermann, Director of Education; and Cindy Morris, Executive Director, Empira Inc., Eden Prairie; and Linda Shell, Vice President of Education, Volunteers of America National Services, Eden Prairie

#241 – Wellness Without Walls

- Discuss what the Six Dimensions of Wellness are, where they came from and how you can adapt the concept at all levels of care and service in your community.
- Learn how to use the Six Dimensions of Wellness as a tool to create change in resident/client programming.
- Describe the similarities and differences between an activities program (regardless of setting) and a wellness program.

- Identify who is already doing wellness programming in your organization for your residents/clients to build on existing strengths.
- Take home ideas for gaining support for a wellness program that will benefit those you serve.

Mia Bremer, Fitness Manager; Dennis, McKee, Chaplain; Karen Lloyd, Director of Wellness Programs; Lindsey Vajpeyi, Assistant Director of Wellness Programs; Jenny Weber, Community Events Manager, Friendship Village of Bloomington; and their residents/clients who are living proof that wellness programs can benefit people of all ages

3:30 – 4 p.m. Break

4 – 5 p.m.

Twilight Concurrent Sessions

#242 – Healthy Aging Survival Kit

- Explore current health and happiness research that is the basis of this presentation.
- Learn how to embrace the many demands of working with the aging population with a perspective that can enhance your working environment and your personal life.
- Know how to survive the ups and downs of your world with tools and strategies that can make every day a great day.

Terry Eckmann, PhD, Associate Professor, Teacher Education and Human Performance, Minot State University, Minot, N.D.

#243 – Motivating Your Employees Based on Individual Needs

- Understand the relationship between empowerment and motivation as strong influences in job performance and job satisfaction.
- Examine motivational strategies that have proven to be successful in aging services settings and maintain fairness and equity across departments.
- Explore interviewing tactics that help you discover the source of the potential employee's job satisfaction.

Lores Vlamnick, Principal, Lores Consulting, Rochester

#244 – Minnesota Rural Palliative Care Initiative

- Hear how the Minnesota Rural Palliative Care Initiative is developing a community model for palliative care to reduce suffering and improve the quality of life for persons with advanced illness.
- Discuss the unique strengths and opportunities of rural communities related to developing palliative care programs and services.
- Learn successful strategies and action plans to start and strengthen a rural palliative care program as participating communities discuss the barriers they faced and the solutions they found.

Janelle Shearer, RN, BSN, MA, Stratis Health, Bloomington; and representatives from member organizations participating in the Initiative

#245 – Essential Community Support Grants/Changes in Nursing Facility Level of Care (repeated Thursday, 12:30 – 1:30 p.m.)

- Learn how these support grants were designed to help support persons who were eligible for Waivered Services prior to changes in the Nursing Facility level of care effective Jan. 1, 2011.
- Describe who and who will not be affected, what services will be available and how those services will be accessed.
- Discuss how these programs will interact with other legislative mandates also scheduled to go into effect on Jan. 1, 2011.
- Gain important insights on how these initiatives are likely to impact your care center's operations.

Rolf Hage, Resource Development Supervisor; and Lisa Rotegard, Policy Integration/Home and Community Based Services Manager, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul

#246 – Infection Control and the New CMS F441 Survey Guidance (repeated Thursday, 12:30 – 1:30 p.m.)

- Examine current standards of infection control practice and emerging survey citations to make sure your organization is in compliance with the new CMS F441 survey guidance.
- Explore how an interdisciplinary approach to infection control reduces the transmission of disease and infection.

Education Sessions

Audience Tracks
Purple titles = All Attendees
Orange titles = Care Centers
Green titles = Housing, Home and Community-Based Services

- Take home practical tools and resources to evaluate your infection control program and to preserve compliance with federal, state and local regulations.

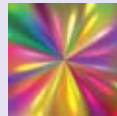
Michelle Stober, RN, Director of Operational Support, Pathway Health Services, White Bear Lake

#247 – Developing Effective and Accurate Client and Tenant Records

- Identify required documents for tenant and home care client records and why they are needed.
- Describe appropriate documentation techniques in an effort to maximize information conveyed and to minimize confusion.

- Know how to effectively use documentation to determine client status and clinical needs and to improve effectiveness of interventions.

Michelle Klegon, Attorney, Voigt, Klegon & Rodé, St. Paul



Friday, Feb.12, 2010

8:30 – 10:30 a.m.

General Session and Awards
sponsored by Professional Portable X-ray Inc.

Five Principles to Living with Purpose
 (See page 9 for more information.)

10:30 – 11 a.m.
Break

11 a.m. – 12:30 p.m.
Concurrent Sessions

#300 – Aging Services Public Policy Forum: A View from Inside the Beltway

- Hear about the latest developments in health care reform and their potential impact on aging services organizations – including long-term care financing and stimulus funding if it is extended.
- Receive up to the minute information on the federal changes in RUGs IV and MDS 3.0.

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- Obtain current information on the CLASS Act and its prospects for successful implementation (if it has passed).
- Explore hot topics of e-health-related initiatives including ARRA – the HITECH Act provisions, electronic health records and the prospects for funding long-term care.

Suzanne Weiss, Sr. Vice President of Advocacy, American Association of Homes and Services for the Aging, Washington D.C.

#301 – Culture Change: Footsteps Along the National Journey

- Explore important trends, best practices and advancements in culture change in Minnesota and across the country to evaluate use in your organization.
- Identify CMS' culture change initiatives and implications for your care center.
- Review recent culture change research (some going on right here in Minnesota) and how the findings are likely to shape culture change practices.

Christine Mueller, PhD, RN, Associate Professor and Chair, Adult and Gerontological Health Co-operative, University of Minnesota, School of Nursing, Minneapolis

#302 – Preventing Resident to Resident Aggression in Aging Services Settings sponsored by Fairview Partners

- Examine how your current resident/client mix can create the potential for aggressive behaviors and get specific strategies you can use on a daily basis to minimize problems, such as good customer service,

assessment of needs, and care and service plans.

- Discuss the benefits of taking a proactive approach to reducing resident to resident or client to client aggression in your aging services setting by helping your staff be aware of the potential for violence and preparing them with pre-emptive measures.
- Evaluate your organization's abuse prevention policy to identify areas for improvement.

Dr. John Brose, Licensed Psychologist, Associated Clinic of Psychology, Minneapolis

#303 – Balancing a Model for Care and Rehabilitation with Prevention Services

- Examine the difference between reactive and proactive care when working with older adults.
- Discuss how wellness and its elements help to create equilibrium between proaction and reaction, including programming for persons living on campuses or within communities.
- Identify programs that are currently creating equilibrium

and get ideas on how to implement them easily in your community.

Dave Carlson, Administrator; and Tony Van Acker, Wellness Director, Galeon, Osakis

#304 – Communicating Effectively with a Diverse Workforce

- Identify sources of miscommunication that occur due to cultural differences such as eye contact, greeting rituals, listening habits and nonverbal gestures.
- Understand what the "Interpersonal Gap" model is and how it impacts communication.
- Learn how to adapt communication with a diverse workforce to reduce misunderstandings and interpersonal conflicts.

Pru Selden, Owner, Selden Training Services, Minneapolis

#305 – Elder Sexual Violence: Spot It, Prevent It, Stop It

- Learn how to spot signs of sexual coercion and associated indicators.
- Understand how false reports may happen, how to respond in a dignified manner and how to



Education Sessions

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

create a safe environment by reducing the risk factors of elder abuse.

- Find resources, prevention/intervention strategies and support for medical treatment.

Habir Kaur, Elder Justice Advocate, ElderCare Rights Alliance, Bloomington

#306 – Clinical Services You Can and Can't Provide in Home Care Settings

- Review which clinical services you are allowed to provide under Minnesota's Class A and F licenses and which you are prohibited from doing.
- Examine your current practices to determine how to better meet the needs of current and potential clients and discover resources to train your staff.
- Hear how one home care agency launched a program to serve clients who require tube feedings, how they trained staff, developed the program and what the results have been.

Mary Bullock, RN, Nurse Practitioner, Evercare Minnesota, Minnetonka; Jeanette Mefford, Principal, Mefford Knutson and Associates, Richfield; and Tina Sears, RN, Director of Health Services, Northfield ParkView, Northfield

#307 – Acupuncture, Chiropractic, Healing Touch ... Oh My!

- Identify Complementary and Alternative Medicine (CAM) treatment options that can improve person-centered care in nursing facilities.
- Learn how two Volunteers of America care centers integrated CAM services with traditional medicine, and through case

studies learn about the implementation process, challenges and outcomes.

- See a demonstration and experience the various CAM modules used.

Jane Danner, LSW, Director of Psycho-social Programs, Volunteers of America National Services, Eden Prairie; Kristine Westrom, MD, MS, Associate Professor, Northwestern Health Sciences University, Bloomington; and Sheila Judd, Director of Continuing Education and Customized Training, Anoka Ramsey Community College, Anoka
Panelists: Dean McDevitt, Executive Director, Volunteers of America Anoka Care Center, Anoka; and Nancy Lanz, Director of Nursing, Edina Care and Rehabilitation Center, Edina

#308 – Recruit Now to Retain for the Long Run

- Learn essential strategies to successfully recruit talented staff from the expanded pool of candidates in light of the economic downturn.
- Adopt the leadership skills to help your organization make long range investments in your staff so you can retain the right people as the economy recovers.
- Walk that fine line between being a compassionate employer and holding firm on expectations for high standards of job performance.

Deborah Marshall, HR Consulting Manager and Trainer, Wipfli LLP, Eau Claire, Wisc.

#309 – Overcoming the Five Most Common Roadblocks for Nurse Leaders

- Describe the evolving role of the nurse in culture change so you can compare and contrast it to

your own culture change initiatives.

- Identify roadblocks nurses must overcome to become dynamic leaders in their own organizations to improve quality of care and effectively work with your staff.
- Develop strategies for transforming from manager to nurse leader to achieve success.

Linda Shell, RN, Corporate Director of Education and Learning, Volunteers of America National Services, Eden Prairie

#310 – What We Can Learn From For-Profit Care Centers

- Learn how for-profit providers employ proactive marketing, referral development and financial and operational practices to improve payer mix for a healthy bottom line.
- Explore hospitality and customer service practices for short-stay patients.
- Use a case study of other non-profit organizations that have successfully used these strategies to identify what could be employed in your non-profit organization to remain competitive and improve your margin.

Andy Edeburn, Senior Marketing Consultant; and Mary Nell Zellner, Vice President of Operational Systems, Health Dimensions Group, Minneapolis

12:30 p.m. Conference Adjourns

Photography by Mims Photography



For up-to-date information about the 2010 Institute, visit our web site at

www.aging-services-institute.org

Aging Services of Minnesota 2010 Institute
February 10-12, 2010 Hyatt Regency Minneapolis
Passion • People • Purpose

Home | Conference Information | Institute Events | Education | Exposition | Sponsors | Travel/Hotel | Resources

Institute Quick Guide
Schedule of Events
General Sessions
CEU Information
Exhibit Hall
Dates & Location
Register Online
Contact Us

Home   

Welcome to the 2010 Aging Services of Minnesota Institute!

Be part of the state's leading aging services event February 10-12, 2010 headquartered at the Hyatt Regency Minneapolis. This year we celebrate and honor what makes our work so special - "Passion • People • Purpose."

Passion...
for serving older adults
for creating home in any setting
for delivering quality, compassionate care
for knowing and loving those who live with us

People...
our residents who are at the center of all we do
our caregivers and support staff whose day-to-day commitment changes lives
families of our residents
our extended family of older adult providers

Purpose...
mission driven care
excellence and innovation as a never-ending pursuit
alignment to our beliefs
personal intention

Please join us this February for our annual Institute. You'll experience quality educational programming, inspiring keynote speakers and an expo bursting with excitement; plus many special events and as always, unbeatable networking.

Don't Miss Aging Services Events!
Webinar - Minnesota's CL Tool: Practical and Operational Approaches
November 23, 2009
Published November 10

New This Year!
Visit the Technology Theater for live technology demos - Wednesday and Thursday from 11 a.m. - 4:45 p.m.
Published November 10

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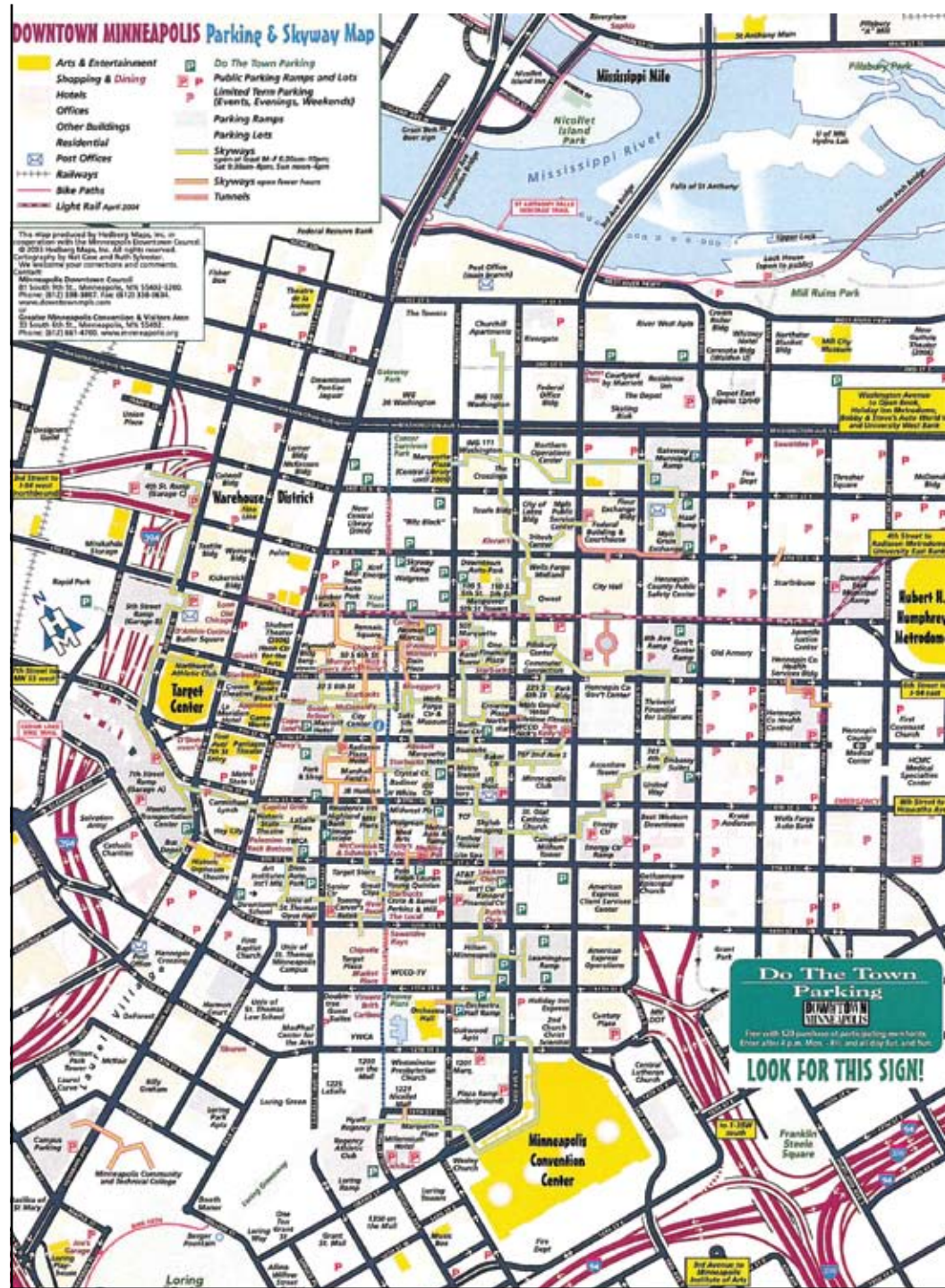
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Parking, Light Rail Transit & Minneapolis Info

Parking During the Institute

Plan ahead! Downtown Minneapolis is a busy place. To make sure you have enough time to get to your first event, plan to arrive about an hour ahead of time. If you're at the Hyatt before 8 a.m., we suggest parking in the Loring Municipal Ramp at the hotel and take advantage of a reduced parking rate. If you arrive downtown after 8 a.m., the Loring Ramp will be full – so seek alternate parking. Aging Services of Minnesota specifically recommends the Plaza Municipal Ramp located on Second Street (across from the Minneapolis Convention Center). Daily parking fees are lower than any other ramp and the ramp is accessible to the Hyatt via the skyway system. Parking downtown costs money. Please be prepared to pay a daily parking fee.



What's Happening in Minneapolis?

Dinner – shopping – sporting events – or take in a show? Plan your free time before you arrive at the Institute.

Browse Meet Minneapolis' Web site at www.minneapolis.org.

Light Rail Transit Information

Park your car at one of the 17 Hiawatha Line locations and take the Light Rail into downtown Minneapolis to the Nicollet Mall Station. Then hop a city bus to the Hyatt. Cost is \$1.75 to \$2.25 per person each way depending on time of day. Visit www.metrotransit.org for more information.



Moderator Assistance Reply Form

We encourage you to make the most of your Institute experience by moderating one or more educational sessions. **No previous experience is required!** As a moderator, you will be the liaison between Aging Services of Minnesota and a session at the Institute to ensure that the program runs smoothly and that the presenters have everything that they need. Specifically, moderators need to introduce the speaker/s and make sure that handouts are distributed. Aging Services will provide you with the information and resources you need to do this important job and be successful in doing it. Serving as a moderator is a great opportunity for members to be directly involved in this prestigious event and stand out as a leader among your peers.

Many volunteers are needed for this important duty because there are over 90 sessions that require moderators to help make sessions go smoothly. Exhibitors also are encouraged to serve as moderators. If interested, please return the completed form by **Friday, Jan. 15, 2010**. Hurry – moderator spots fill quickly and sessions are assigned on a first-requested basis!

A moderator confirmation e-mail or fax will be sent at the end of January.

Wanted! 2010 Session Moderators

Tuesday, February 9

Pre Institute Intensive Sessions A, B, C, D

Wednesday, February 10

Sessions 100, 102, 103, 104, 106, 110, 115, 116, 117, 118, 119, 120, 124, 126, 127, 128, 129

Thursday, February 11

Sessions 201, 203, 205, 207, 209, 211, 212, 213, 214, 217, 219, 220, 222, 223, 224, 225, 226, 227, 228, 232, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247

Friday, February 12

Sessions 300, 301, 302, 304, 306

I would like to volunteer to moderate the following sessions:

Session # _____

Session # _____

Session # _____

Session # _____

Session # _____

Session # _____

Name/Title: _____

Organization: _____

Phone Number: _____

Fax Number: _____

E-mail: _____

**PLEASE COMPLETE THIS FORM BY FRIDAY, JAN. 15, 2010
and return it to Heidi Simpson at Aging Services of Minnesota in one of three ways:**

1. Fax Heidi Simpson at 651.645.0002
2. E-mail Heidi Simpson at hsimpson@agingservicesmn.org
3. Call Heidi Simpson at 651.645.4545 or 800.462.5368

Registration and General Information



All registration fees have been held to 2009 levels!

Registration fees

Care Centers, CCRCs and Housing & Community Services are charged fees based on the number of beds or units. Corporate Offices are charged fees based on the number of provider sites owned/managed. *Even if facilities share a campus, each entity must register/*

pay separately. Registration categories are care centers & CCRCs, housing & community services, corporate office, associate member, non-exhibiting vendors and individuals. All employees that appear on that organization's payroll may attend the Institute for that fee. The individual registration fees apply *only* when one person from an organization is attending. Refer to the Institute registration fee structure section of this brochure for a full listing of registration fees.

What your registration fee includes

Registration fees include course materials for all educational programs offered on Wednesday, Thursday and Friday (except for single-day registrations), access to the exhibit hall and evening events. Other food and beverages are not covered. The Hyatt Regency provides discounted lunch and dinner specials in Taxxi's and Spike's restaurants, and cash sales in the common areas. NOTE: Parking fees are not included with your Institute registration. A list of parking locations will be sent with your organization's confirmation letter.

No soliciting except registered exhibitors

Institute participants agree to refrain from marketing products or services during the course of the Institute. Registered exhibitors or non-exhibiting vendors that are registered are the exceptions.

Payment

All registration fees should accompany the registration form. Members may be invoiced. **NON-MEMBER FEES ARE DUE AT THE TIME REGISTRATION IS RECEIVED.**

Sending payment through your corporate office

To guarantee that your registration reaches Aging Services of Minnesota by the deadline, please fax a copy of your completed registration form along with all participant names, titles and session numbers to 866.579.2963 and mail the original along with payment when your corporate check arrives. We will hold your registration space.

Fees for board members and trustees

Your board members can attend the Institute under your organization's registration for no extra cost! *There is an additional fee per person to attend a Pre-Conference Intensive, Networking Lunch or the Leadership Intensive.*

One more note about fees:

The individual member fees listed are for provider members only. The individual fee is reserved for only one person from an

organization to attend the Institute. If registering more than one person please refer to the organizational fees listing. Individuals employed by companies that supply products or services to providers fall under the "Business Partner" or "Prospective Business Partner" fee structure.

Registration deadline

Early bird registration deadline is **Friday, Jan. 8, 2010.** **Registrations received after Jan. 8, 2010, will be charged the regular rate.** To receive the early registration fee, your registration must include the names, titles and sessions of your attendees. Mail your registration form with payment to: Aging Services of Minnesota, Attention: Accounting #8060, 2550 University Avenue West, Suite 350 South, St. Paul MN 55114-1900, FAX to 866.579.2963 or register online at www.agingervicesmn.org, click on Events.

Pre-registration for concurrent sessions

For your comfort, please register all attendees for concurrent sessions and special events to avoid overcrowding in session rooms and to guarantee meal functions, availability of handouts and other onsite information. Session numbers are listed by the program number, title and description.

Cancellations and refunds

Cancellations for organizational registration must be received in writing by Jan. 29, 2010 to receive a refund, less a \$50 processing fee. No refunds will be given for cancellations received after Jan. 29, 2010. Aging Services of Minnesota reserves the right to cancel the Institute or individual sessions.

Sleeping room reservations

The Hyatt Regency is the official headquarters for the Institute. Institute participants are responsible for making their own hotel reservations. Complete the enclosed lodging form and return it to the Hyatt Regency at 1300 Nicollet Mall, Minneapolis MN 55403, call or register online at https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=1481207. The hotel is holding a block of rooms at the rate of \$102/single and \$117/double. **This block will be held until Monday, Jan. 18, 2010.** Be sure to mention the "Aging Services of Minnesota Institute" to receive the special rate.

For further information

For *sponsorship and exhibitor information*, contact Jenny Prosser at jprosser@agingervicesmn.org; for information regarding the *Leadership Intensive, Pre-Conference Intensives, Networking Lunches, Concurrent Sessions or CEUs*, contact Heidi Simpson (hsimpson@agingervicesmn.org); and for *general and registration information*, contact the Education Department at education@agingervicesmn.org, 651.645.4545 or 800.462.5368. You may also fax your registration to 866.579.2963 or register online at www.agingervicesmn.org, click on Events.

Special note

If you are disabled, require special services or have special dietary concerns, please describe your needs in writing and send via e-mail to Jenny Prosser at jprosser@agingervicesmn.org.



Institute Fee Structure

2010 Aging Services of Minnesota Institute

**REGISTER ON OR BEFORE JAN. 8, 2010, PAY THE EARLY BIRD RATE
REGISTER AFTER JAN. 8, 2010, PAY THE REGULAR RATE**

REGISTRATION FEE – CARE CENTERS & CCRCs

Number of Care Center Beds	Member Metro* Early Bird / Regular Rate	Member Greater Minnesota Early Bird / Regular Rate
1-40	\$700 / \$800	\$555 / \$655
41-60	\$970 / \$1,070	\$630 / \$730
61-100	\$1,350 / \$1,450	\$970 / \$1,070
101-150	\$1,515 / \$1,615	\$1,095 / \$1,195
151+	\$1,585 / \$1,685	\$1,125 / \$1,225

Prospective member Care Center & CCRC fee is \$1,700

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

REGISTRATION FEE – HOUSING & COMMUNITY SERVICES

Number of Housing Units	Member Rate Early Bird / Regular Rate
1-20	\$350 / \$450
21-40	\$425 / \$525
41-70	\$500 / \$600
71+	\$575 / \$675

Prospective Housing & Community Services fee is \$700

REGISTRATION FEE - CORPORATE OFFICES

Number of Owned and Managed Sites in MN	Member Rate Early Bird / Regular Rate
1-5	\$420 / \$520
6-10	\$605 / \$705
11+	\$785 / \$885

Prospective Corporate Office fee is \$900

ASSOCIATE MEMBER COMPANY FEE \$375

INDIVIDUAL REGISTRATION FEES

Provider/Associate Member (one day)*	\$135
Provider/Associate Member (full conference)*	\$290
Prospective Provider (full conference)*	\$420
Full-time Student/Faculty Member	\$50
MDH, DHS, Ombudsman & County Staff	\$50
Expo Only One Day Pass - Provider	\$25
Expo Only One Day Pass - Vendor	\$100

* Individual fees are for one person only from your organization to attend the Institute. If registering more than one person, please refer to the organizational fees above.

NON-EXHIBITING VENDORS

Business Partner	\$650
Prospective Business Partner	\$1,000

Prospective Member? Join today and save!

Contact Adam Suomala
at 651.603.3530 or
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membership!

**REGISTER ON OR BEFORE JAN. 8, 2010, PAY THE EARLY BIRD RATE
REGISTER AFTER JAN. 8, 2010, PAY THE REGULAR RATE**

FIRST NAME	LAST NAME	TITLE	EMAIL	WED., FEB. 10 SESSIONS	THURS., FEB. 11 SESSIONS	FRI., FEB. 12 SESSION

Organization: _____
 Address: _____
 City/State/Zip: _____

place label from back cover here



Contact Person: _____
 Contact's E-mail (required): _____

Member Prospective Member

Fax: 866.579.2963

PLEASE INCLUDE:
 _____ NO. OF BEDS (Care Centers & CCRCs)
 _____ NO. OF UNITS (Housing & Community Services)
 _____ NO. OF PROVIDER SITES OWNED AND MANAGED (Corporate Offices)

PLEASE MAKE CHECKS PAYABLE TO:
 Aging Services of Minnesota, 2550 University Avenue W., Suite 350S, St. Paul MN 55114-1900,
 Attn: Accounting #8060

Send Invoice (for members only) Check Enclosed
 Credit Card: (complete the following information) Visa Mastercard American Express
 Card #: _____ Exp. Date: _____

Cardholder's Phone #: _____
 Name as it appears on card: _____
 Cardholder's Signature: _____

COMPLETE TO CALCULATE AMOUNT DUE

Organization Registration Fees

- Care Center or CCRC Fee \$ _____
- Housing & Community Services Fee \$ _____
- Corporate Office Fee \$ _____
- Associate Member Company Fee (\$375) \$ _____
- Non-Exhibiting Vendor Fee \$ _____

Individual Registration Fees

- One-day Provider/Associate Member \$ _____
- (\$135 per person)
- Full Conference Provider/Associate Member \$ _____
- (\$290 per person)
- Full Conference Prospective Provider \$ _____
- (\$420 per person)
- Full-time Student/Faculty Member (\$50 per person) \$ _____
- MDH, DHS Ombudsman & County Staff \$ _____
- (\$50 per person)
- Expo Only One Day Pass - Provider (\$25 per person) \$ _____
- Expo Only One Day Pass - Vendor (\$100 per person) \$ _____

Individual Special Event Fees

- Tuesday Intensives (\$70 per person per intensive) \$ _____
- ALNET/Nurse Managers Networking Lunch \$ _____
- (\$25 per person)
- Marketing & Sales Networking Lunch and Program \$ _____
- (\$25 per person)
- HUD Networking Lunch (\$25 per person) \$ _____
- Leadership Intensive (\$100 per person) \$ _____

GRAND TOTAL DUE

\$ _____

Registration Form

Individual Special Events Registration Form

PRE-CONFERENCE INSTITUTE INTENSIVES A, B, C OR D TUESDAY, FEB. 9

Registration: Noon – 12:30 p.m.
Program: 12:30 – 4:45 p.m.
Fee: \$70 for Institute attendees;
\$110 for members not attending
the Institute; \$160 for prospective
members not attending the Institute

ALNET/NURSE MANAGERS NETWORKING LUNCH WEDNESDAY, FEB. 10

Lunch and Networking:
11:15 a.m. - 12:30 p.m.
Fee: \$25

MARKETING AND SALES NETWORKING LUNCH AND PROGRAM WEDNESDAY, FEB. 10

Lunch and Networking:
11:15 a.m. - 12:30 p.m.
Program: 12:30 - 2 p.m.
Fee: \$25

HUD NETWORKING LUNCH THURSDAY, FEB. 11

Lunch and Networking:
11:20 a.m. - 12:20 p.m.
Fee: \$25

LEADERSHIP INTENSIVE THURSDAY, FEB. 11

Registration: Noon - 12:30 p.m.
Lunch and Program:
Noon – 4:30 p.m.
Fee: \$100

I plan to attend the following program/s:

- Pre-Conference A – Operational Implications of the RUG IV Payment System and the MDS 3.0 Assessment Document – \$70/\$110/\$160
- Pre-Conference B – Improving Falls Assessments and Therapeutic Interventions – \$70/\$110/\$160
- Pre-Conference C – Challenges and Opportunities for the Care Center Business Office in 2010 – \$70/\$110/\$160
- Pre-Conference D – Communicating Through All the Stages of Dementia: A Primer – \$70/\$110/\$160
- ALNET/Nurse Managers Networking Lunch – \$25
- Marketing and Sales Networking Lunch and Program – \$25
- HUD Networking Lunch – \$25
- Leadership Intensive – \$100

Name: _____

Title: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

E-mail (required): _____

Use one form per person and send with your company's registration. Fax is 866.579.2963.

NOTE: Any cancellations must be received in writing by Jan. 29, 2010 to receive a refund. No refunds for no-shows or cancellations received after Jan. 29, 2010.



Hyatt Regency Registration Form

**Aging Services of Minnesota 2010 Institute
Feb. 10-12, 2010**

Deadline for sleeping room reservations is Monday, Jan. 18, 2010

Reservations are on a first-come, first-served basis. Please get your reservations in as early as possible to ensure a sleeping room at the Hyatt.

I will arrive on: _____ I will depart on: _____
Check in Time: 3 p.m. Check Out Time: Noon.

Room Rates: Single Occupancy: \$102
 Double Occupancy: \$117

Requested Accommodations:

- 1 bed/1 person 1 bed/2 people
 2 beds/2 people 2 beds/4 people*

*NOTE: A \$10 charge will be added to the double occupancy rate for each additional adult occupying the room.

**YOU CAN RESERVE YOUR SLEEPING ROOM ONLINE AT:
https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=1481207 or complete the following information and mail it in to the Hyatt Regency at the address listed below.**

Names: _____

Organization: _____

Address: _____

Daytime Phone Number: _____ Daytime Fax Number: _____

E-mail Address: _____

RESERVATIONS WILL BE HELD WITH ADVANCE DEPOSIT OR CREDIT CARD ONLY!

Advance Deposit (enclosed is one night's deposit) - Deposit is refundable if canceled within 72 hours.

Credit Card

- American Express VISA Diner's MasterCard Carte Blanche Discover

Card Number: _____ Expiration Date: _____

Cardholder's Name (please print): _____

Cardholder's Signature: _____

Please mail the hotel registration directly to:
Hyatt Regency, 1300 Nicollet Mall, Minneapolis, MN 55403.
For questions regarding Institute accommodations, call the Hyatt Regency at 612.370.1234.
Be sure to mention that you are with the **Aging Services of Minnesota Institute**
when contacting or registering with the Hyatt.

Thank you to the Aging Services of Minnesota Education and Leadership Development Committee!

One of the most rewarding ways to take advantage of your Aging Services of Minnesota membership benefits is to get involved and serve on committees – to help shape the work we do on your behalf.

The following members have given their time and talent – and plenty of their creative energy – to plan this year’s Institute.

2009 Aging Services of Minnesota Education and Leadership Development Committee

Roman Bloemke, Chair, Welcome Home Management Company
Sue Ann Guildermann, Vice Chair, Empira
Jennifer Anderson, Mirabelle Management, LLC
Margaret Dolan, Presbyterian Homes and Services
Kelly Fennewald, Volunteers of America National Services
Janet Green, Emmanuel Community
Betty Ice, Health Dimensions Group
Michael Klein, Sholom Community Alliance
Wendy Kohler, Volunteers of America National Services
Troy Langsdale, LarsonAllen LLP
Katie Lundmark, Sunnyside Care Center
Fay Manning, Volunteers of America Maplewood Care Center
Elizabeth Meyer, Oak Crest Apartments
David Myren, Volunteers of America Crystal Care Center
Jennifer Pfeffer, Pathstone Home Services
Jay Pizinger, LarsonAllen LLP
Linda Shell, Volunteers of America National Services
Corrine Soyring, Lincoln Park Assisted Living
Sally Staggert, Franciscan Health Community
Julie Trygstad, Health Service Innovations
Robert Wikan, Fair Oaks Lodge

*Kudos to you...
you all did a terrific job.*

Alliance Purchasing



DINING SERVICES	PHARMACIES & CONSULTANTS	TECHNOLOGY
<p>Food Distributors:</p> <ul style="list-style-type: none"> • SYSCO • Martin Bros. • Upper Lakes <p>Restaurant Design and Equipment</p> <ul style="list-style-type: none"> • Premier Restaurant Equipment Co. • Dinex <p>Food Brokers</p> <ul style="list-style-type: none"> • HFSA • Excel Food Services Marketing Inc. 	<ul style="list-style-type: none"> • Omnicare - Minnesota • Merwin LTC Pharmacy 	<p>Information Technology Application/Document Management and Telecommunications</p> <ul style="list-style-type: none"> • Marco Connect <p>MDS & RUGS/Interactive Education Software</p> <ul style="list-style-type: none"> • AIS Systems <p>Technology Depot</p> <ul style="list-style-type: none"> • Office Depot <p>Security Solutions</p> <ul style="list-style-type: none"> • Marco Connect
<h3>FACILITY MANAGEMENT</h3>	<h3>HEALTH & WELLNESS</h3>	<h3>BUSINESS OFFICE</h3>
<p>Interiors</p> <ul style="list-style-type: none"> • Encompass Interiors • Hiller Commercial Flooring <p>Hardware/Equipment</p> <ul style="list-style-type: none"> • HD Supply <p>Environmental Services</p> <ul style="list-style-type: none"> • Hillyard <p>Laundry Outsourcing</p> <ul style="list-style-type: none"> • Hygienic Service Systems <p>Textiles</p> <ul style="list-style-type: none"> • Encompass 	<p>Supplies</p> <ul style="list-style-type: none"> • McKesson • SCA/Tena • Smith & Nephew • Medical Nutrition USA Inc • Smiths Medical (Syringes) • KCI <p>Rehabilitative Service</p> <ul style="list-style-type: none"> • RehabCare <p>Exercise</p> <ul style="list-style-type: none"> • Arrowhead Medical <p>Oxygen</p> <ul style="list-style-type: none"> • Northwest Respiratory Services LLC <p>Medical Lab</p> <ul style="list-style-type: none"> • HE Medical Lab <p>Imaging/X-Ray</p> <ul style="list-style-type: none"> • DMS Imaging <p>DME/Lifts/Bariatric</p> <ul style="list-style-type: none"> • EZ Way • SIZEWISE • McKesson 	<p>Office Products & Supplies</p> <ul style="list-style-type: none"> • Office Depot • Marco Connect <p>Printing Services</p> <ul style="list-style-type: none"> • Impressive Print • SHAPCO Print <h3>EDUCATION</h3> <ul style="list-style-type: none"> • AIS Systems Inc. (MDS & RUGS) • Healthcare Academy

Visit our display on the Nicollet Promenade.

Aging Services of Minnesota

2550 University Avenue West, Suite 350 South
St. Paul, MN 55114-1900

PRSR
FIRST-CLASS MAIL
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MINNEAPOLIS, MN
PERMIT #29309

**Don't delay -
register by
Jan. 8 and
SAVE with
the Early-Bird
Discount!**



Passion ...

for serving older adults
for creating home in any setting
for delivering quality, compassionate care

People ...

our residents and their families who are at the center of all we do
our caregivers whose day-to-day commitment changes lives
our extended family of older adult providers

Purpose ...

mission driven care
pursuing excellence and innovation
alignment to our beliefs