WHCA/WiCAL
57TH Annual Spring Conference & Exposition

FACING THE CHALLENGES
Creating Opportunities Together

Hyatt Regency | Green Bay, WI
Conference: April 10-12, 2019 | Expo: April 11, 2019

whcawical.org/spring
This Spring marks the 57TH Annual WHCA/WiCAL Spring Conference, which will be held April 10-12 at the Hyatt Regency in Green Bay! WHCA/WiCAL understand that our providers face new challenges, but also need new opportunities to grow and succeed. When we were trying to come up with themes for Spring Conference, there were four key themes that emerged as “challenges.” With each of these challenges comes opportunity – opportunity to learn, opportunity to grow, opportunity to try something different, opportunity to connect……

These challenges that we now face collectively include:

• Workforce issues
• Resident/customer issues (satisfaction, expectations, changing needs, etc.)
• Regulations: the never-ending battle to juggle all the regulations plus new regulations coming into effect with Phase 3 (Nov. 28, 2019)
• Reimbursement: PDPM takes effect in October 2019, which will be a major overhaul of how we are reimbursed. Deciphering between contracting, billing, and appeals processes of different MCOs. Negotiating with MCOs that are offering continuously lower rates.

The 57TH Annual Spring Conference’s educational offerings are tailor-made to help skilled nursing and assisted living facilities, including the home care community, face these challenges head-on! We have compiled dynamic, informative educational programs that will provide you with the skills to help create opportunities for you and your facilities, overcome the challenges you’re facing – from workforce issues to resident issues, quality standards, understand PDPM, and meeting compliance standards.

The WHCA/WiCAL Spring conference not only offers attendees invaluable continuing education, but also provides fun events and networking opportunities with the top vendors in LTC and peers from provider communities throughout Wisconsin. This year, join a growing movement of providers, staff, vendors, and other stakeholders as we prepare to shape the future of our LTC community.

You’ll leave the 57TH Annual Spring Conference with new tools and a renewed passion to serve. Together, we will face our challenges and create opportunities to grow!
Download The Expo Pass App For 2019 WHCA/WiCAL Spring Conference

• Stay up-to-date with Event Notifications
• Get to Know the Exhibitors
• View Session Details
• Create a Custom Agenda
• Track Your CEUs & Sessions

Follow These Instructions

1. Download Expo Pass from the Apple App Store or Google Play Store. Search: Expo Pass

2. Create an account using the same email address you used for registration.

3. Verify Your Email with a 4-digit code emailed to you after your account is created.

4. When you enter the code, the system will automatically load your event.

(You do not need to download the app if you already used it at the 2018 Fall Convention)
**Session Planner**  
**Wednesday, April 10, 2019**

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<tr>
<th>TIME:</th>
<th>SESSION:</th>
<th>SPEAKER:</th>
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| 1:00–2:00 pm  | Assure Compliance with CMS Requirements of Participation through Innovative Dementia Care Practices | Lisa Milliken, MA  
Select Rehab |
| 1:00–2:00 pm  | Review of Workplace Health and Safety (OSHA) Requirements                  | George Gruetzmacher,  
PhD, CIH, CSP, PE  
WisCon Program, University of Wisconsin Madison |
| 1:00–2:00 pm  | HCBS                                                                     | Darien Woods                                                             |
| 2:15–3:15 pm  | Pests 101: Protecting Residents from Unwelcome Visitors                   | Jamie Kopko, PhD  
Guardian Pest Solutions |
| 2:15–3:15 pm  | How Spectrum of Light Affects Residents and Staff                        | Rodney Heller LC, CLEP guests Lori Post, LNHA, Nicole Danger, LNHA  
Energy Perf. Lighting |
Think Anew |
| 3:30–4:30 pm  | Board Meeting                                                            |                                                                         |
| 5:00–8:00 pm  | MVPs of LTC Reception Located in the Atrium of the Hyatt                |                                                                         |

**Thursday, April 11, 2019**

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<th>TIME:</th>
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<th>SPEAKER:</th>
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<tr>
<td>8:00–9:00 am</td>
<td>Opening Keynote: Prospering During Difficult Times</td>
<td>Mark Parkinson, AHCA/NCAL</td>
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| 9:15–10:15 am | PDPM - Stop Panicking! Practical Strategies for Nursing and Therapy PART 1 | Kate Brewer, PT, MBA, RAC-CT and Tina Schrader-Berte, RAC-CT  
Greenfield Rehabilitation Agency and Pro Ed Continuum, LLC |
| 9:15–10:15 am | Building Your Case of Past Non-Compliance in the Nursing Home Setting    | Lori Koeppel  
Koeppel HCS |
| 9:15–10:15 am | The Cost of Poor Oral Care                                               | Angie Stone  
HyLife Oral Health Association |
| 9:15–10:15 am | What’s this Leadership Academy All About?                               | Brett Remington and Buck Rhyme  
Blue Rock WI & RR Consulting Group |
| 10:30–11:30 am | PDPM - Stop Panicking! Practical Strategies for Nursing and Therapy Part 2 | Kate Brewer, PT, MBA, RAC-CT and Tina Schrader-Berte, RAC-CT  
Greenfield Rehabilitation Agency and Pro Ed Continuum, LLC |
| 10:30–11:30 am | Purposeful Preparation for Phase 3                                       | Leah Killian-Smith  
BA, NHA, HSE, RHIA  
Pathway Health |
| 10:30–11:30 am | Hospitality in Healthcare                                                | David Miller  
Friendship Village of Bloomington, a Lifespace Community |
| 10:30–11:30 am | Turning Around Turnover: The Real Reasons Why Employees Leave, and What You Can Do About It | Brett Remington  
Blue Rock WI |
### Session Planner
**Thursday, April 11, 2019 continued**

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<tr>
<td>11:30–1:30 pm</td>
<td>Expo/Lunch in Expo Hall</td>
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<tr>
<td>1:30–2:45 pm</td>
<td>ICD-10-CM Refresher... is Your Diagnosis List Complete, and Your Code Assignment Accurate? PART 1</td>
<td>Kelly Schroer, Leader Stat</td>
</tr>
<tr>
<td>1:30–2:45 pm</td>
<td>Phase 3 Compliance Programs and Ethics Program Implementation - You are Closer Than You Think</td>
<td>Donna Thiel, BA, CHC, Provider Trust</td>
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<tr>
<td>1:30–2:45 pm</td>
<td>Pressure Mapping</td>
<td>Amanda Bradley RN, BSN and Samantha Hopp, RN, BSN, Dove Healthcare</td>
</tr>
<tr>
<td>1:30–2:45 pm</td>
<td>Creative Staffing Models – Today and Beyond</td>
<td>Leah Killian-Smith, BA, NHA, HSE, RHIA, Pathway Health</td>
</tr>
<tr>
<td>3:00–4:15 pm</td>
<td>ICD-10-CM Refresher... is Your Diagnosis List Complete, and Your Code Assignment Accurate? PART 2</td>
<td>Kelly Schroer, Leader Stat</td>
</tr>
<tr>
<td>3:00–4:15 pm</td>
<td>Fair is Fair Until It Isn’t: Core Values-Based Patient/Resident Engagement</td>
<td>Jacy Imilkowski, Building Balance, LLC</td>
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<tr>
<td>3:00–4:15 pm</td>
<td>Creating a Trauma Informed and Sensitive Culture</td>
<td>Mia Croyle, MA and Toni Kettner, BSN, MHA, NHA, CPHQ, MetaStar</td>
</tr>
<tr>
<td>3:00–4:30 pm</td>
<td>Medicaid MCO Contracting Bootcamp: A Panel Discussion</td>
<td>Larry Lester, Terri Lee, Wipfli</td>
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<td></td>
<td>Kate Dickson: Moderator</td>
<td>Brian Puntell, WHCA/WiCAL, David Egan, BSHCA, NHA, RAC-CT, QCP, Clairidge House Nursing Home</td>
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<tr>
<td>4:30–7:30 pm</td>
<td>Social Hour and Networking Event Dueling Pianos</td>
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<td>Lower Level of the KI Convention Center in B1 &amp; B2</td>
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### Friday, April 12, 2019

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<tr>
<th>TIME:</th>
<th>SESSION:</th>
<th>SPEAKER:</th>
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</thead>
<tbody>
<tr>
<td>8:15–9:15 am</td>
<td>Closing Keynote: Creating A Happy Workplace By Leading With A Grateful Heart</td>
<td>Scott Colby, Say It With Gratitude</td>
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<tr>
<td>9:30–11:00 am</td>
<td>Emergency Preparedness: A Panel Discussion</td>
<td>Steve Kuranz, NHA, Oak Ridge Care Center</td>
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<td>Chris Halverson, M3 Insurance</td>
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<td>Sandy Barbeau, NHA, North Ridge Joe Cordova, State of WI</td>
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<tr>
<td>9:30–11:00 am</td>
<td>ALF Best Practices: A Panel Discussion</td>
<td>Susan Schneider and Cheryl Bott, Quality Assurance Program Specialist Senior (QAPS) Assisted Living Consultants Consortium (ALCC) State of WI BAL</td>
</tr>
<tr>
<td>9:30–11:00 am</td>
<td>Developing Root Cause Analysis Skills</td>
<td>Nadya Shewczyk and April Bernabe, MHA-GER, MA, NHA, RAC-CT, CHC, QCP Long Term Care Institute, Inc (LTCI)</td>
</tr>
</tbody>
</table>
WEDNESDAY, APRIL 10  5:00 pm
ATRIUM OF THE HYATT REGENCY HOTEL

Before the Conference programming is in full swing on Thursday, join us at our MVPs of LTC Opening Night Reception with long-term care professionals and business partners!

Stop by and enjoy a few cold beers, some classic tailgating games, and mouthwatering food. This is a perfect opportunity to build lasting relationships in a relaxing, fun, inviting atmosphere!
Assure Compliance with CMS Requirements of Participation through Innovative Dementia Care Practices

Lisa Milliken, MA
Select Rehab

This session will review and provide details related to the new CMS rules for long-term care facility requirements for Medicare and Medicaid Program participation.

Participants will learn how key principles including person-centered care, care planning, discharge planning, and staff training are incorporated into these rules. The new rules will have an impact on how dementia care is provided in facilities. More than ever before, providers will need to focus on individualized care, therapeutic approaches, root cause analysis of behaviors, and staff training to ensure requirements are met. This session will address challenges to implementation, ways to mitigate unintended consequences, and strategies for successful implementation.

Session Objectives:
• State the changes to CMS rules for skilled nursing facilities
• Describe how person-centered care is incorporated as a key principle in the rules
• Identify strategies for and challenges to implementation, particularly related to individuals diagnosed with dementia

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing Leadership, Social Services. Portions of this session could also be helpful to AL managers.

Review of Workplace Health and Safety (OSHA) Requirements

George Gruetzmacher
PhD, CIH, CSP, PE
WisCon Program, University of Wisconsin Madison

OSHA uses workplace injuries and illnesses to identify companies for inspection. Healthcare facilities typically have higher than average injury and illness rates, and therefore appear on the inspection targeting lists. This session will review the most frequently cited hazards from OSHA inspections in healthcare facilities, review the targeting system, and describe the basic process of an OSHA inspection.

Session Objectives:
• List standards that OSHA routinely finds out of compliance in healthcare facilities
• Describe the OSHA site specific targeting system, and how health care facilities are identified for inspections
• Describe the basic process of an OSHA inspection

Suggested Audience:
Corp/Regional leadership, NHAs, AL managers, Nursing Leadership, Environmental Service Directors
Thursday, April 11
Lower Level of the KI Convention Center in B1 & B2
Cocktail Reception 4:30 – 5:00 pm

FOLLOWED BY DUELING PIANOS
5:00 – 7:30 pm

HOLD ON!
These Performers are Adept at Entertaining Audiences
Rip Roaring Humor to Go Along With Their
Incredible Performing Skills.

National Experience + Local Roots =
CAN’T MISS ENTERTAINMENT!
How Spectrum of Light Affects Residents and Staff

The discovery of a third photoreceptor, ipRGC, has led to new interventions with lighting which have been shown to lower fall rates, sun downers, and psychotropic med needs. You will learn the physiology of how specific spectrums of light control the production of melatonin and cortisol. This sets our circadian rhythm, increases our alertness during the day and improves the quality of our sleep at night. Residents and staff have responded positively to this protocol and we are in the middle of an IRB approved study for validation. These lighting systems reduce energy consumption 60-70% and can fit into a budget with energy savings paying for the lighting system. Everybody wins with the right lighting.

Session Objectives:
• Learn how light affects alertness
• Learn the importance of spectrum of light in the built environment
• Learn how it can lower fall rates, med needs, and sun downers
• Learn how light can lower accidents and errors
• Learn how light sets circadian rhythm and affects SAD

Suggested Audience:
Corporate/Regional leadership, NHAs, AL managers, Home Health personnel, Compliance Officers

Pests 101: Protecting Residents from Unwelcome Visitors

Jamie Kopko, PhD
Guardian Pest Solutions

We will discuss broadly why pest management is important and highlight common indoor pests, including seasonal invaders (e.g. boxelder bugs, Asian ladybird beetles, etc.), stored product pests (e.g. meal moths, flour beetles, etc.), rodents, ants, cockroaches, and bed bugs. For each pest, we will discuss the damage they cause, relevant aspects of their biology and behavior, preventive methods you can use to deal with them, and when professional pest control is warranted. Audiences should be prepared to participate in an interactive discussion of these pests and feel free to ask questions during this session.

Session Objectives:
• Recognize why pest management is important from public health and liability standpoints
• Recognize some common pests and connect the pest to its damage
• Plan a proactive pest management protocol that:
  - makes entry difficult for pests,
  - quickly detects pests that do show up, and
  - combats pests safely, effectively, and affordably

Suggested Audience:
Corporate/Regional Leadership, NHAs, AL managers, Environmental Services

Wednesday, April 10, 2019 • 2:15–3:15 pm
YOU WANT TO WIN, RIGHT?
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With advisors who focus relentlessly on understanding what you need, you have a winning advantage. M3’s playbook is about way more than our services, resources, and capabilities: It’s about how we tailor them to maximize their impact on you.

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PROPERTY & CASUALTY • EMPLOYEE BENEFITS • M3 FINANCIAL • PERSONAL INSURANCE
How the Digital Transformation Should Drive Your Security Strategy

Don Glidewell
Think Anew

In 2007, Don founded Think Anew with the objective of providing customer service based information technology, vital to the long-term care sector. His passion to ensure that technology provides the necessary tools for caregivers comes from his mother, who was a caregiver most of her career.

Recently, Think Anew was selected as one of Microsoft’s 2019 Healthcare Innovation Award nominees. In 2018, Think Anew was nominated as a Tampa Small Businesses of the Year and Don received the prestigious Florida Business Ambassador Award from Governor Rick Scott. This will be an interactive, panel style session with a question and answer session around HIPAA, security and compliance, that also includes a simulated, lifelike HIPAA breach courtroom experience.

These legal points will be converted into teaching points during the seminar.

Topics will include, but not be limited to, Email Phishing, Ransomware, Virus, Cloud vs on-premise hosting, and establishing a security and compliance culture.

Session Objectives:

• To educate users on the hidden (as well as not so hidden) pitfalls that come along with the Digital Transformation so that they can prepare and protect themselves against security risks

Suggested Audience:

Corporate/Regional leadership, NHAs, AL managers, Home Health personnel, Compliance Officers
For 77 years we have dedicated our business to helping our customers grow their operations. Industry knowledge helps drive that success. We understand the challenges of the industry and work alongside our customers to provide long-term solutions.

**Top 5 Industry Challenges As We See Them Today:**

- Labor – Hiring and Maintaining Quality Staff
- A Government Mandated Five-Star Rating System
- Reimbursement Changes (Making it Difficult to Sustain Normal Operations)
- Constant Updates and Changes to Industry Regulations
- Resident Satisfaction/Census Maximization

The partnerships we establish from day one allow us to evaluate these challenges as they relate to each organization and to customize a program that will enhance dining operations, impact financial goals and improve clientele nutrition.
Opening Keynote: Prospering During Difficult Times

Mark Parkinson
AHCA/NCAL

Gov. Mark Parkinson, President and CEO of the American Health Care Association and the National Center for Assisted Living will be the Keynote Speaker for the 57th Annual WHCA/WiCAL Spring Conference. A former Kansas Governor, State Senator, experienced senior living operator, and consistently voted as one of the 100 most influential lobbyists in Washington, D.C., WHCA/WiCAL is excited to have the opportunity to welcome Gov. Parkinson to his first WHCA/WiCAL event. Gov. Parkinson will address the state of the senior living profession, challenges facing assisted living and skilled nursing operators, policy and regulatory developments in Washington and across the country, and everything that AHCA/NCAL is doing to help the provider community.

Session Objectives:
• Discuss the challenges facing assisted living and skilled nursing operators.
• Review policy and regulatory developments in Washington and across the country.
• Gain better understanding of the tools and resources AHCA has available to assist members.

Suggested Audience:
All attendees

Speaker Bio:
The Honorable Mark Parkinson is the president and chief executive officer of the American Health Care Association (AHCA) and National Center for Assisted Living (NCAL), which represents more than 11,000 for- and not-for-profit nursing homes, assisted living residences, and facilities for the care of individuals with intellectual and developmental disabilities. Before leading AHCA/NCAL, the native Kansan was a successful businessman, state legislator, and most recently served as the 45th Governor of the State of Kansas.

A summa cum laude graduate of Wichita State University, Parkinson finished first in his class from the University of Kansas School of Law in 1984 before forming his own private practice law firm in 1986. In 1990, Parkinson was elected to the Kansas House of Representatives; two years later he was elected to the Kansas Senate. While serving in the state legislature, Parkinson earned a reputation for bridging party lines.

In 1996, Parkinson focused on a new passion—helping to enhance seniors’ quality of life by providing first-class elder care facilities. An owner and operator for more than 15 years, Parkinson helped to develop ten facilities in Kansas and Missouri. His experience as founder, developer, and CEO of facilities offering skilled nursing care, assisted living, and dementia-related care has given Parkinson a perspective that spans the continuum of care. His vision also helped to earn national recognition for the design of one of his assisted living facilities, and the title of “Outstanding Business in Northeast Johnson County” for his company.

Next, the successful businessman and former state legislator returned to the state capital, joining The Honorable Kathleen Sebelius as her Lieutenant Governor in 2006. Three years later, Parkinson was sworn in as Governor of Kansas when Sebelius was selected to serve as U.S. Secretary of Health & Human Services.

Under his leadership, Kansas developed a comprehensive energy policy and a ten-year transportation plan for maintaining the state’s infrastructure. Citing his bipartisan support and ability to move the state forward even in challenging economic times, the Topeka Capital Journal named Parkinson “Kansan of the Year” in 2009.”
**PDPM - Stop Panicking! Practical Strategies for Nursing and Therapy Part 1**

Kate Brewer, PT, MBA, RAC-CT  
Greenfield Rehabilitation Agency and Pro Ed Continuum, LLC

PDPD is no reason to panic! This educational session will lead the attendee through the methodology of PDPM from both a nursing and therapy perspective to provide a balanced assessment of the impact upon care and considerations to be addressed prior to October. Participants will leave with practical strategies and tools that they can take back and discuss with their teams to assess their readiness for the transition to the new payment model.

**Session Objectives:**

- Be familiar with the context of the Final Rule
- Identify the key components of PDPM as a payment system and the impact upon operations
- Identify principal shifts in operations that will occur from current practice
- Identify practical strategies for preparation and transition to PDPM

**Suggested Audience:**

Corporate/Regional leadership, NHAs, Nursing leadership, MDS coordinators, Therapists

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**Building Your Case of Past Non-Compliance in the Nursing Home Setting**

Lori Koeppel  
Koeppel HCS

Have you ever successfully built a case of past non-compliance? During this one hour session, we will explore the necessity to establish a systematic approach when demonstrating compliance after an adverse event/near miss occurs in your facility. We will discuss the criteria, action steps and documentation required to establish past non-compliance of practice within the nursing home setting. Remember, there is no harm in hoping for the best, as long as you are prepared for the worse.

**Session Objectives:**

- List the federal criteria that are required for surveyors to issue a citation of past non-compliance during a survey
- Identify the action required to establish past non-compliance when an adverse event occurs in your facility
- Explore the benefits of Root Cause Analysis and implementing immediate “plan of correction” after an adverse event or near miss occurs in your facility

**Suggested Audience:**

Corporate/Regional leadership, NHAs, Nursing leadership, QA Nurses. Portions of this session could also be helpful to AL managers.
Focus on the road to recovery, not the road back to the hospital

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The Cost of Poor Oral Care

Angie Stone
HyLife Oral Health Association

As our population continues to age, more people are requiring care in some type of care setting and the problem of poor oral health is growing quickly. It turns out teaching care providers to brush and floss residents’ teeth is not the best answer. Something needs to be done to stop the epidemic of dental disease and the needless suffering of our elders. Living with dental decay, broken teeth, and infected gums reduces quality of life and can be painful. In addition to taking the best possible care of residents, the field of aging services is tasked with taking measures to ensure the financial stability of care communities. Oral health can have a big impact on both items. Costs related to diabetes and pneumonia care can be reduced by improving oral care. It is likely that rehospitalizations can be reduced as well with the implementation of an effective oral care program.

Session Objectives:
• Recognize the current oral health situation of dependent adults
• State why managing an effective oral care program is challenging for care teams
• Determine the oral health situation in a care community
• Analyze the ways a dental professional can assist care teams with improving oral care efforts while also reducing dental and systemic disease
• Explain how vital an effective oral care program is to the oral and systemic health of dependent adults, as well as to the financial wellbeing of a care community

Suggested Audience:
NHAs, AL Managers, Nursing leadership

What’s this Leadership Academy All About?

Brett Remington
Blue Rock WI
and RR Consulting Group

Buck Rhyme
Blu Rock WI and RR Consulting Group

WHCA/WiCAL is offering a tailored, immersive leadership development academy for the first time in 2019. Participants will explore, develop and practice key leadership skills in a 5-part cohort-model academy.

Topic areas include:
• Strengthening your practice of leadership
• Leading change and innovation that sticks
• The leader as master communicator
• Leading high performing teams
• How leaders maintain a focus on the future

This session will provide a preview of the curriculum, benefits, and project work that participants will be responsible for.

Session Objectives:
• Experience WHCA/WiCAL’s 2019 Leadership Academy
• Determine if this commitment is right for you
• Develop an appreciation for what you’ll give/what you’ll get
• Meet the faculty

Suggested Audience:
Anyone interested in improving their leadership acumen
Our lighting upgrades are correlated to a 32% reduction in falls

Gundersen-Tweeten Care Center
Lighting Project Spotlight | Spring Grove, MN

Project Overview & Results
Using our signature “occupant-centric” approach, Energy Performance Lighting, with our research partner, Midwest Lighting Institute (MLI), gained an understanding of how the facility was used in-order to design a lighting system that could be dynamically-controlled throughout the day to achieve Tweeten’s health and savings goals.

Common areas were upgraded with dynamic LED lighting, which changes color and intensity during the day, to simulate the effects of natural daylight. We connected the lighting to an existing building automation system for the ease of the facility.

Patient rooms were relamped with rich-blue LED uplights for daytime use - to better simulate a natural alerting effect for residents unable to get outdoors - and warmer downlights that encourage a calming effect in the evening.

Key Results
• 32% reduction in falls • 38% reduction in sundowners
• Anti-anxiety and anti-psychotic meds reduced • Reduced energy consumption by 63%

Learn more about our success and opportunities at www.EnergyPerformanceLighting.com
PDPM - Stop Panicking! Practical Strategies for Nursing and Therapy Part 2

Kate Brewer, PT, MBA, RAC-CT
Greenfield Rehabilitation Agency and Pro Ed Continuum, LLC

Tina Schrader-Berte, RAC-CT
Greenfield Rehabilitation Agency and Pro Ed Continuum, LLC

PDPM is no reason to panic! This educational session will lead the attendee through the methodology of PDPM from both a nursing and therapy perspective to provide a balanced assessment of the impact upon care and considerations to be addressed prior to October. Participants will leave with practical strategies and tools that they can take back and discuss with their teams to assess their readiness for the transition to the new payment model.

Session Objectives:
• Be familiar with the context of the Final Rule
• Identify the key components of PDPM as a payment system and the impact upon operations
• Identify principle shifts in operations that will occur from current practice
• Identify practical strategies for preparation and transition to PDPM

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, MDS coordinators, Therapists

Purposeful Preparation for Phase 3

Leah Killian-Smith
BA, NHA, HSE, RHIA
Pathway Health

This session will provide the participant with helpful information to prepare for implementing Phase 3 regulations related to the State Operations Manual Appendix PP for long term care. While it may seem that the first two phases included the most work, Phase 3 includes comprehensive programmatic changes that will require extensive training for staff members. Join us for this information-packed session to help prioritize the next steps for compliance!

Session Objectives:
• Understand the required elements of Phase 3 and how they affect long term care’s current policies and practices
• Analyze the components of the regulations that are new and those that are in addition to what is already in place
• Gain knowledge to be able to prepare staff members for the next phase of regulatory guidance for long term care

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, QA nurses, compliance officers
Partner with Navigator Group Purchasing, Inc.

Navigator is the experienced leader in skilled nursing, senior living, and CCRC purchasing services. We provide maximized savings opportunities and value for Navigator members through:

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www.NavigatorGPO.com
Hospitality in Healthcare

David Miller
BA, NHA, HSE, RHIA
Friendship Village of Bloomington, a Lifespace Community

In this session, attendees will learn how hospitality plays a valuable role in our field. David will share useful, everyday practices, culture-building strategies, and tips for creating an environment where exceptional service is the norm.

Session Objectives:
• To describe the role of hospitality in the long-term care environment
• To give tools and small takeaways to have an immediate impact.

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, AL managers

Turning Around Turnover: The Real Reasons Why Employees Leave, and What You Can Do About It

Brett Remington
Blue Rock WI

Voluntary employee turnover is expensive, disruptive, time-consuming, and a threat to resident health and safety. Many employees cite pay as their reason for leaving. But what if they aren’t telling you the whole truth? Learn the REAL reasons why employees leave and what you can do about it. Even in the most challenging environments, leaders and administrators may regain control of their work environment by addressing root cause issues instead of payroll symptoms.

Session Objectives:
• Understand the 3 reasons why employees leave their employers
• Develop an appreciation for your control of these factors
• Identify strategies to reduce voluntary turnover

Suggested Audience:
Corporate/Regional leadership, NHAs, AL Managers, Nursing leadership, Home health personnel
Responsive to timeline and budget.
Sensitive to resident quality of life.

www.brothersinteriors.com
EXHIBITION HALL TRADE SHOW

Thursday, April 11 • 11:30 am–1:30 pm • Expo Hall

Part of maintaining high quality care is making sure you have the right support services to meet your residents’ needs. The Spring Conference Exhibition Trade Show offers an opportunity for you to meet with premier vendors who are committed to aiding you in your mission as a care provider. Facing the Challenges, Creating Opportunities Together is the theme of the trade show, bringing the long-term care profession’s top vendors together in one room, so you can gain facetime with vendors and learn about new and innovative products and services in a fun and casual atmosphere!

All attendees will receive a punch card for the trade show with the participating vendors listings by name and booth number. The completed punch cards are to be returned to the WHCA/WiCAL Service Corp booth to be entered into a $500 cash prize drawing.

Enjoy Lunch During the Trade Show in the Expo Hall!

WHCA/WiCAL
Elite Business Partners
ICD-10-CM Refresher... is Your Diagnosis List Complete, and Your Code Assignment Accurate?

Kelly Schroer
Leader Stat

A correct and complete ICD-10-CM diagnosis list is paramount to accurate Medicare reimbursement under the Patient Driven Payment Model. Having appropriate systems in place along with staff well trained in diagnosis identification and accurate code assignment is critical. Who determines which ICD-10-CM codes are assigned in the health record and entered on the MDS, and how accurate is your coding to begin with? Having varying departments involved in the ICD-10-CM coding process, often leads to differing interpretations of coding regulations between MDS nurses, therapists, health information/medical records and billing personnel. This program is intended for all staff involved in diagnosis coding including: Health Information/Medical Records, Nurses, Therapists, and Billing Personnel as well as Administrators. Attendees will learn best practices for accurate ICD-10-CM code assignment, how to avoid discrepancies between departments, and strengthen coding skills throughout the education session.

Session Objectives:
• Understand the significance of accurate coding related to documentation and the Patient Driven Payment Model
• How specificity of physician documentation impacts code assignment
• Why determining primary or principal diagnosis code assignment as a team is essential
• Prioritizing and sequencing of diagnosis codes in the health record
• ICD-10-CM Official Guidelines for Coding & Reporting
• Appropriate use of Z codes
• Coding diagnosis vs symptom
• Common coding mistakes and how to avoid them
• When to seek physician clarification
• Why a review process is important, who and what should be included
• 2019 ICD-10-CM updates

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, HIM personnel, MDS coordinators, Therapists, Billers

Phase 3 Compliance Programs and Ethics Program Implementation - You are Closer Than You Think

Donna Thiel, BA, CHC
Provider Trust

Compliance Programs will soon be mandatory for skilled nursing facilities but compliance and ethics isn’t anything new to skilled nursing providers. We will look at the systems you already have in place that will help you jump start your implementation. We will review a helpful “ways to get started” checklist for each of the required elements. By the end of the session you will have a clear path for completing your implementation of this Phase 3 requirement.

Session Objectives:
• Identify the current compliance and ethics practices already in place within your SNF.
• Learn some helpful “ways to get started” tips for each one of the required elements of the Compliance and Ethics Program.
• Take home a Checklist for practical implementation of these new Compliance and Ethics Program requirements.

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership
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Pressure Mapping

Amanda Bradley RN, BSN
Dove Healthcare

Samantha Hopp, RN, BSN,
Dove Healthcare

This presentation will offer attendees useful information on Pressure Mapping Technology (PMT) and its use in the long-term care setting to improve the overall quality of life of the residents entrusted to our care. The implementation of a pressure mapping system in a skilled nursing facility is a relatively new and innovative undertaking, however it is invaluable in the quest to prevent pressure related skin breakdown. This session will cover the basics of PMT, including a brief overview of current application in one skilled nursing facility, implementation of a facility-wide PMT policy and future direction for this new and upcoming pressure injury reduction modality.

Session Objectives:
- Summarize the value of using pressure mapping technology for resident pressure redistribution and positioning decisions
- Apply pressure injury prevention tips learned through the use of pressure mapping technology in the attendee’s present practice
- Understand the value of this technology as it relates to the resident population in the attendee’s work environment

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, Therapists. Portions of this session could also be helpful to AL Managers.

Creative Staffing Models – Today and Beyond

Leah Killiam-Smith
BA, NHA, HSE, RHIA
Pathway Health

This session will provide LTC leadership with ideas on how to improve the staffing challenges we face in our care centers today. Learn creative and exciting new ways to attract and retain staff.

Session Objectives:
- Identify three new ideas regarding creative staffing patterns
- Learn how to analyze workflow processes to identify areas of efficiency
- Describe criteria to set up a self-staffing model for long term care

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, AL Managers
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ICD-10-CM Refresher... is Your Diagnosis List Complete, and Your Code Assignment Accurate? Part 2

Kelly Schroer
Leader Stat

A correct and complete ICD-10-CM diagnosis list is paramount to accurate Medicare reimbursement under the Patient Driven Payment Model. Having appropriate systems in place along with staff well-trained in diagnosis identification and accurate code assignment is critical. Who determines which ICD-10-CM codes are assigned in the health record and entered on the MDS, and how accurate is your coding to begin with? Having varying departments involved in the ICD-10-CM coding process, often leads to differing interpretations of coding regulations between MDS nurses, therapists, health information/medical records and billing personnel. This program is intended for all staff involved in diagnosis coding including: Health Information/Medical Records, Nurses, Therapists, and Billing Personnel as well as Administrators. Attendees will learn best practices for accurate ICD-10-CM code assignment, how to avoid discrepancies between departments, and strengthen coding skills throughout the education session.

Session Objectives:
• Understand the significance of accurate coding related to documentation and Patient Driven Payment Model
• How specificity of physician documentation impacts code assignment
• Why determining primary or principal diagnosis code assignment as a team is essential
• Prioritizing and sequencing of diagnosis codes in the health record
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• Appropriate use of Z codes
• Coding diagnosis vs symptom
• Common coding mistakes and how to avoid them
• When to seek physician clarification
• Why a review process is important, who and what should be included
• 2019 ICD-10-CM updates

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, HIM personnel, MDS coordinators, Therapists, Billers

Fair is Fair Until It Isn’t: Core Values-Based Patient/Resident Engagement

Jacy Imilkowski
Building Balance, LLC

Does “fair” mean that everyone is treated the same, or that everyone is treated as an individual? The answer is: Yes.

Core values are the foundational principles that dictate our behaviors and actions. They’re also one of the fastest ways to connect with others and create meaningful patient/resident experiences. Recognizing and acknowledging an expression of core values creates a positive neurochemical response that primes the brain for partnership and connection.

Through interactive story sharing and communication exercises, participants will both learn about and experience the power of connection through core values.

Key Topics
• How expression and recognition of core values is foundational to positive patient experience
• How values are expressed in words and actions
• How different perspectives on the same values create strong, diverse cultures

Session Objectives:
• Explore how to see and hear values in individuals and organizations
• Prevent and resolve uncertainty, frustration, and fear using values
• Build stronger relationships between care teams, patients, and families

Suggested Audience:
Corporate/Regional leadership, NHAs, AL Managers, Nursing leadership, QA Nurses, Therapists, Social Services, Home Health personnel
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Creating a Trauma Informed and Sensitive Culture

Mia Croyle, MA
MetaStar

Toni Kettner
BSN, MHA, NHA, CPHQ
MetaStar

To prepare facilities to deal with the new requirement of TIC on November 28, 2019, this seminar will provide an overview of the regulation; define TIC, provide ideas and strategies for facilities to build greater awareness of trauma informed care, and assist staff in becoming more trauma sensitive. Communication is a significant part of this process and the concept of motivation interviewing can assist staff in having difficult conversations. Finally, some practical tips will be shared that support staff and residents in dealing with trauma.

Session Objectives:
- Provide a brief review of key terminology and concepts related to Trauma Informed Care (TIC)
- Understand the role and benefits of using motivational interviewing (MI) in creating effective communication approaches
- Discuss strategies for building trauma awareness, trauma sensitivity, and trauma responsiveness in staff
- Explore suggestions for dealing with trauma in the elderly and those with behaviors

Suggested Audience:
Corporate/Regional leadership, NHAs, Nsg leadership, Social Services. Portions of this session could also be helpful to AL managers
VISION  We are a team of professional and compassionate long-term health care providers continuously enhancing quality long-term health care through education, advocacy, relations, professional development, innovation and partnership.

MISSION STATEMENT  To advance the quality, value and professionalism of long-term care providers through education to enhance quality long-term care for the benefit of residents, employees and the long-term care provider community.

For more information Contact  WHCA/WiCAL  131 West Wilson Street, Suite 1001A, Madison, WI 53703  |  608.257.0125

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**Medicaid MCO Contracting Bootcamp: A Panel Discussion**

Contracting with multiple managed Medicaid organizations can be confusing – there are different contracts, different billing processes, and different rules. Join us for our Managed Medicaid Bootcamp Panel Discussion and hear from Larry Lester, Partner at Wipfli, Terri Lee Manager (AR Consulting) Wipfli, Brian Purtell (WHCA/WiCAL Legal/Regulatory Advisor) and NHA David Egan as they share important information about working successfully with Family Care MCOs. Come prepared with your questions and be prepared to share your best practices as well.

**Session Objectives:**

- Understand differences in practices between Family Care MCOs
- Understand the appeals process, including rights of residents and providers
- Get answers to frequently asked questions about contract intricacies of Family Care MCOs
- Learn what rules are in place and what may change in the State-MCO contract

**Suggested Audience:**

Corporate/Regional leadership, NHAs, AL Managers, Billers

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**Larry Lester**  
*Partner at Wipfli*

**Terri Lee**  
*Manager (AR Consulting) Wipfli*

**Brian Purtell**  
*WHCA/WiCAL Legal/Regulatory Advisor*

**David Egan,**  
*BSHCA, NHA, RAC-CT, QCP*  
*Clairidge House Nursing Home*

**Kate Dickson: Moderator**  
*Director of Reimbursement Policy*  
*WHCA/WiCAL*
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Say It With Gratitude

We’re living in a 24/7 connected society and personal interaction is declining rapidly. However, we all crave connection, whether we’re a resident, a caregiver, or a CEO. We’re human, and we deeply care about how we’re treated.

Research shows that 79% of people who leave a job voluntarily cite a lack of appreciation as one of the major reasons for leaving. There’s a workforce crisis confronting long-term and residential care providers. Imagine if you could turn this around! What would the professional culture of your organization look like if it were full of employees who felt appreciated, recognized, and motivated to contribute to the success of the team? What if performance of your team increased and caregivers were happy working for your organization instead of leaving? Can you feel the boost in morale? Can you see the cost savings?

It starts with creating a culture of gratitude in your organization and having gratitude as one of your core values. In this presentation, you’ll take away 3 important concepts:

• How to foster a gratitude mindset so you can live your days in gratitude. It needs to start with you first, before you can spread it to others

• How to lead with gratitude which means treating your caregivers and facility members like real people so that they feel a sense of acknowledgement, belonging, and connection

• How to appreciate your team. There are 5 languages of appreciation in the workplace. You’ll learn what these languages are and the best ways to appreciate people in their preferred language

When you have gratitude as one of the core values of your organization, your employees will stay longer, perform better, and have a stake in the success of your organization.

Session Objectives:

• Gratitude starts within. In a world where we’re divided and disconnected, we need gratitude more than ever in our lives. And it starts with us. You’ll learn 4 ways to start living in gratitude

• How to lead with gratitude. Leading with gratitude means treating your caregivers and facility members like real people so that they feel a sense of acknowledgement, belonging, and connection. It’s putting people first and showing that you care about people. You’ll learn the best ways to lead with gratitude

• Appreciation in the Workplace. There are 5 languages of appreciation in the workplace. You’ll learn what they are and how to appreciate the people on your team in their preferred language

Suggested Audience:

All attendees

Anyone who attends the Closing Keynote will be eligible to win one of Scott’s books or other personal development/leadership books.
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Emergency Preparedness: A Panel Discussion

A panel of experts and providers will discuss the emergency preparedness rule, the importance of testing your plan, and what they have learned after experiencing an emergency or after assisting a facility through an emergent situation.

Session Objectives:

- Understand the importance of routinely reviewing and testing a facility Emergency Preparedness Plan.
- Discuss the importance of completing a thorough all-hazard risk and vulnerability assessment.
- Identify resources within the state of Wisconsin related to emergency preparedness.

Suggested Audience:

Corporate/Regional leadership, NHAs, Environmental Services. Portions of this session could also be helpful to AL managers.
ALF Best Practices: A Panel Discussion

Susan Schneider, Senior (QAPS)
Assisted Living Consultants
Consortium (ALCC)
State of WI BAL

Cheryl Bott, Quality Assurance Program Specialist
Assisted Living Consultants
Consortium (ALCC)
State of WI BAL

Developing Root Cause Analysis Skills

Nadya Shewczyk
Long Term Care Institute, Inc (LTCI)

April Bernabe, MHA-GER, MA, NHA, RAC-CT, CHC, QCP
Long Term Care Institute, Inc (LTCI)

A panel of experts and providers will discuss various best practices across the assisted living spectrum of services. Join in this informative panel discussion to share ideas and hear how Assisted Living Communities across Wisconsin are improving the lives of those they serve.

Session Objectives:
• Discuss and share best practices related to falls, change of condition, and other topics relative to assisted living
• Examine potential barriers to process improvement
• Review available resources for process improvement

Suggested Audience:
Corporate/Regional leadership, AL managers

This presentation will allow the audience to build upon their knowledge and experience in finding the root cause of issues that arise in the post-acute care setting. We will discuss effective ways to frame a “problem statement” to maximize quality improvement, examine the benefits of taking a “systems approach” to root cause analysis while also discussing the importance of prioritizing issues that arise in light of the overall job responsibilities and staffing concerns that are present in the post-acute care environment.

Session Objectives:
• Build on knowledge gained through Learning Management Software modules
• Briefly re-visit approaches to Root Cause Analysis (5 Whys, Gap Analysis, Process Mapping, etc.)
• Discuss effective ways to frame a problem statement
• Examine a systems approach to RCA
• Discuss the importance of prioritizing issues

Suggested Audience:
Corporate/Regional leadership, NHAs, Nursing leadership, AL Managers, QA Nurses
SPECIAL DIET REQUEST
If you need a special meal, simply mark the appropriate spot on the registration form.

WHAT TO WEAR
All events are business casual. We do our best to ensure each session room is set at comfortable temperature. However, spring weather in Wisconsin can be hard to predict; therefore, we recommend dressing in layers.

CONFERENCE HOTEL
Headquarters for the WHCA/WiCAL 57th Annual Spring Conference KI Convention Center attached to the Hyatt Regency Green Bay, 333 Main St, Green Bay, WI 54301, 920-432-1234.

Rates are $105.00 /night. We encourage you to make your reservation as early as possible as hotel rooms fill quickly and the room block expires March 27, 2019. Reserve your room here: whcawical.org/spring.

NOTICE
WHCA/WiCAL takes photographs during its events for use in Association media releases, newsletters, and other promotional materials, whether in print, electronic, or other media including the WHCA/WiCAL website and online social networking sites. By participating in this conference and other WHCA/WiCAL events, you grant WHCA/WiCAL the right to use your name and photograph for such purposes.

TAPING & CELLULAR PHONES
Material presented at all of the education sessions is the property of the speakers or WHCA/WiCAL. Therefore, taping of the sessions is not allowed. All cellular phones should be set on silent during education sessions.

ADDITIONAL INFORMATION
For additional information please call the WHCA/WiCAL office at 608-257-0125 or contact info@whcawical.org.
Online Hotel Reservations can be made at www.hyatt.com/en-US/group-booking/GRBRG/G-WHCA

There is a small parking lot next to the Hyatt and a large covered parking garage across the street, with a walkway to the convention center.

Room Rates are $105/night.
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Early Bird Registration for Members (SNF/AL): Register before March 18, 2019 to be entered into a $500 CASH drawing.
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For additional information email info@whcawical.org.

Please contact Jena Jackson at jena@whcawical.org or call the WHCA/WiCAL office at 608-257-0125 for multi attendee discounts.
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