

WHCA / WiCAL

**60TH ANNUAL
SPRING CONFERENCE & EXPO**

APRIL 6-8, 2022

Hyatt Regency & KI Convention Center, Green Bay

ATTENDEE INFORMATION

60TH Annual Spring Conference & Expo

Join WHCA/WiCAL, its valued Business Partners, providers, and peers from Wisconsin's long-term care community for an educational and networking event. The 60TH Annual Spring Conference & Expo has an outstanding educational lineup, fun networking events, and an expo hall filled with vendors actively supporting and servicing Wisconsin's long-term care communities. All attendees have an all-access pass to Conference, which includes all education sessions, the Keynote Presentation, the Opening Night Reception, the Expo Hall Luncheon, The Expo Hall Happy Hour, snacks, and refreshments. All education programs are approved for NHA and Nursing continuing education credits.

\$379 Members | \$409 Non-Members

Register 5 attendees and automatically save \$100! Click [HERE](#) to Register!

Registering 6 or more attendees from your facility? Great! You will save even MORE!

Simply email jena@whcawical.org for the Multi Attendee Discount Form to complete registration.

6-9 Attendees: \$125 Discount | 10-19 Attendees: \$379 Discount

20-29 Attendees: \$758 Discount | 30+ Attendees: \$1,137 Discount

WHCA/WiCAL

ELITE BUSINESS PARTERS



World-class expertise AND individual attention.

Don't settle for either-or.
With M3, you get both.

Some things in our world demand compromise, but insurance and risk management shouldn't be one of them. You need an advisor who knows your business AND is connected to the best information, ideas and programs in the world.

**Discover the M3 difference
at m3ins.com.**



**CONTACT US TODAY
TO LEARN MORE**
(800) 272-2443
www.m3ins.com

PROPERTY & CASUALTY – EMPLOYEE BENEFITS – M3 FINANCIAL – PERSONAL INSURANCE

ATTENDEE INFORMATION

Pre-Conference Education Add-On: Workforce Workshop

Workforce Stability – We're All in this Together

April 6, 9:30 AM – Noon | \$79 Conference Add-on | \$109 Workshop Only Price

Register to attend this pre-conference interactive panel discussion and round-table workshop. Those attending Conference should register to attend the workshop at the discounted rate of \$79 (\$30 discount). The Workforce Workshop is approved for 2.5 NHA and Nursing continuing education credits, and will be held at the KI Convention Center on April 6, 2022 from 9:30 – Noon. The Workforce Workshop provides real-life workforce solutions, while also supporting interactive forum & discussion with panelists and your peers. This collaborative, informative, and important program is something you will NOT want to miss. Check "YES" that you will be attending the Workforce Workshop during the Spring Conference Attendee Registration Process.

Those NOT attending the Spring Conference can register to attend the Workforce Workshop for \$109. Click [HERE](#) to complete the stand-alone registration to attend only the Workforce Workshop.

Panelists: Lori Koepfel, Lisa Gervais, Kate Battiato, Steve Kuranz, and Nikki Andrews

Session Summary: Addressing workforce challenges and providing staffing solutions & retention strategies. Our panelists will discuss CNA training options including waivers, the WisCaregiver Career program, career ladder opportunities, how to use your facility assessment to evaluate staff competencies, and retention/recruitment strategies. The workshop will help pinpoint the staffing challenges impacting both Skilled Nursing and Assisted Living facilities. The panelist and peer-to-peer roundtable discussions will share successful workforce strategies that you can implement in your own facility.



Gordon[®]
FOOD SERVICE

With delicious choices you can help people feel right at home

Gordon Food Service[®] partners throughout the continuum of care, including senior living, hospitals and more, providing quality food choices, nutrition and regulatory guidance, and operational expertise. We also offer a **Clear Choice**[™] program, providing transparency about label claims, sourcing and sustainability on products important to your guests. Together, we'll help you make dining experiences stand out.



A complete extended care design solution



Contact your Graham-Field representative for more info
1.770.368.4700

ATTENDEE INFORMATION

Hotel & Accommodations

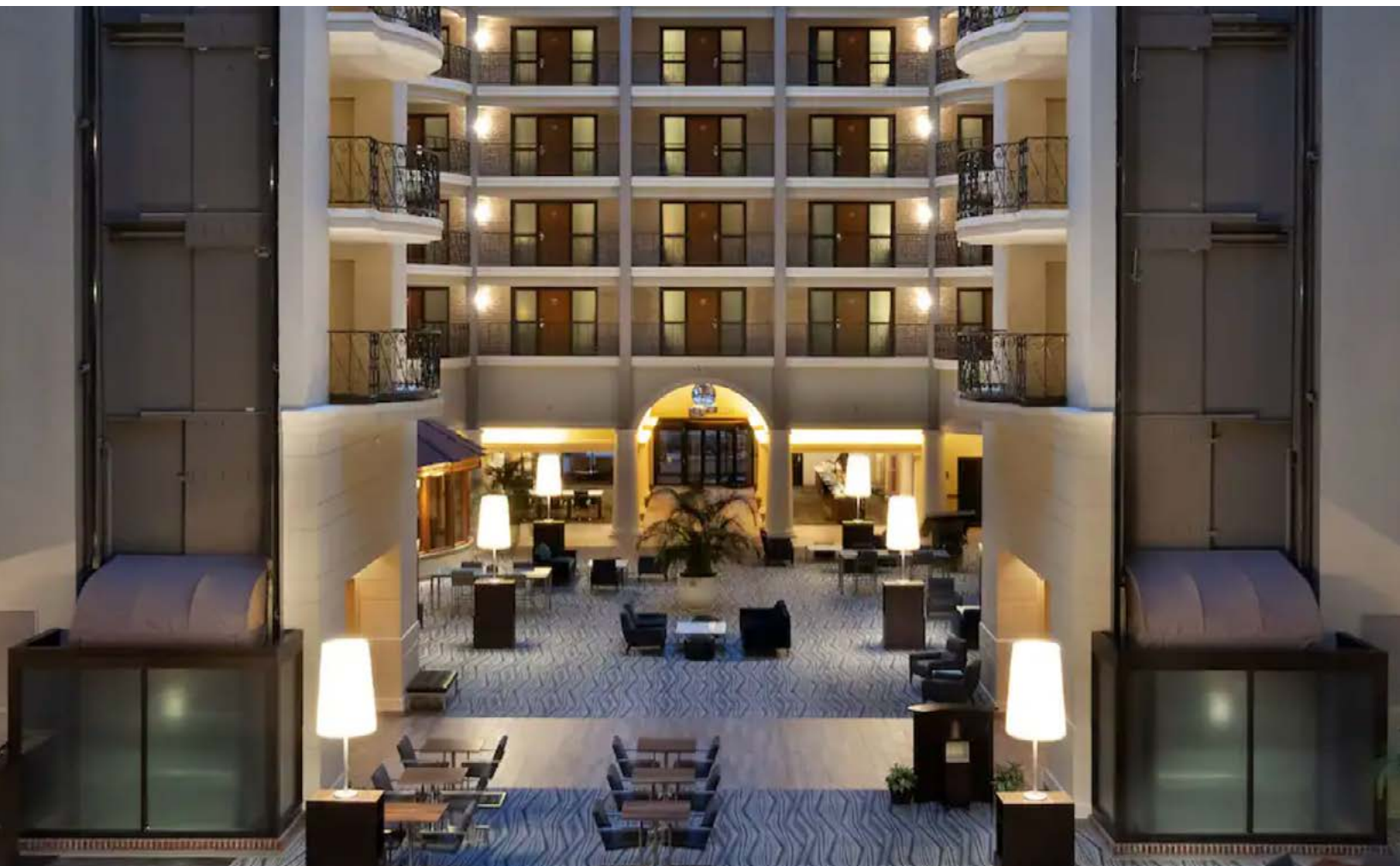
Do not forget to secure your accommodations for Conference! WHCA/WiCAL has partnered with the Hyatt Regency Hotel to provide Conference Attendee a preferred and discounted rate. The room rate and block is guaranteed through March 6, 2022. You are strongly encouraged to reserve your hotel accommodations before March 6, as WHCA/WiCAL & the Hyatt are unable to guarantee rates and availability after March 6.

Click [HERE](#) to access the reservation portal.

For further assistance with your reservation, please contact the Hyatt at 920.432.1234

Rates: \$117-127/night

Hyatt Regency Hotel: 333 Main St, Green Bay, WI 54301



Announcing a brand-new way to advance your workforce!

Practical Nursing Cohort Program



If you are looking to “grow your own” in-house Licensed Practical Nurses (LPNs) to fill staffing gaps, we have a unique program opportunity available to you through a partnership between WHCA/WiCAL and Herzing University.

Herzing’s newest workforce solution has been designed to help you provide a path to a Diploma in Practical Nursing for your employees and a stable pipeline of new LPNs for your organization.



Employee Benefits:

- 30% tuition scholarship available exclusively for WHCA/WiCAL association member employees
- Earn your diploma and begin a new career in nursing in as few as 12 months
- Hands-on learning in simulation labs followed by an onsite clinical experience
- Fully prepare and test for your NCLEX-PN exam to become an LPN

Cohort program offered through Herzing’s Brookfield, Kenosha, and Madison campuses.

FACILITY BENEFITS:

- Program specifically built for in-demand roles to help retain your best employees
- Provides you a new way to advance existing staff
- Dedicated partner support
- Opportunity to become a clinical site

Let’s talk!

Questions about the WHCA/WiCAL- Herzing partnership or this cohort opportunity?

Contact Lisa Carr at (262) 649-1710 x66405 or licarr@herzing.edu.

Would you like to learn more about becoming a clinical site?

Contact Kate Weeks at (262) 671-0675 x60575 or kweeks@herzing.edu.



forms.herzing.edu/cohort

ASSOCIATION LEADERSHIP & STAFF



Rick Abrams
President & CEO
WHCA/WiCAL



Steve Kuranz
WHCA President



Dale Kelm
WiCAL Chairperson



Jim Stoa
Directory of
Government Relations
& Regulatory Affairs



Pat Boyer
Director of Education &
Quality Advancement



Jena Jackson
Director of
Development



Kate Battiato, MPA
Director of
Workforce Development



Brian Purtell
Legal and
Regulatory Advisor



Kate Dickson
Director of
Reimbursement Policy



Jammie Moore
Director of
Administrative Services



Allison Cramer
Communications and
Government Relations
Specialist

EDUCATION COMMITTEE MEMBERS:

Tina Belongia
co-chair
Mitul Lindemann
co-chair
Ellen Hardy
Bethany Christianson
Jana Clement

Kathy Jokisch
Kim Taylor
Len Fast
Laura Holmstron
Lisa Thompson

Lori Koeppel
Mitzie Cannon
Pat LeMire
Stephanie Sherman
Stacy Royston
Tricia Plate

Lori Post
Bob Schaefer
Pat Boyer
Gina Peterson
Marcia Christiansen

PARTNERS

WHCA/WiCAL would like to thank our Pledge Partners for their sponsorship and participation in the 60TH Annual Spring Conference and Expo. Because of their continued support, WHCA/WiCAL is able to host Conference in-person and provide attendees with quality education & tools to support their staff and residents.

M3 Insurance – Elite Premier Partner

Healthcare Services Group – Elite Partner

McKesson Medical Surgical – Elite Partner

Think Anew – Elite Partner

Wipfli LLP – Elite Partner

Behavioral Care Solutions – Prime Partner

CE Solutions – Prime Partner

Martin Bros Distributing – Prime Partner

Navigator Group Purchasing, Inc. – Prime Partner

Basic American Medical Products – Select Partner

von Briesen & Roper – Prime Partner

CliftonLarsonAllen LLP – Select Partner

Gordon Food Service – Select Partner

Herzing University – Select Partner

Medline Industries, Inc. – Select Partner

Pathway Health Services, Inc. – Select Partner

Husch Blackwell – Select Partner

Nextaff – Select Partner

And a special thanks to **AM Solutions**, for their support of WHCA/WiCAL, Conference Badge Sponsorship, and their services with the creation of the Attendee Brochure.

EXPO

60TH Annual Spring Conference Expo

Join WHCA/WiCAL and vendors supporting & servicing Wisconsin's long term care communities for the Expo Luncheon and Expo Happy Hour on Thursday, April 7. Many exhibitors will be giving away prizes. WHCA/WiCAL will be awarding \$1,500 in CASH prizes during the Expo!

Lunch will be served for all attendees in the Expo Hall from 11:30 AM – 1:00 PM. Please use this time to grab lunch and visit with our valued exhibitors. Complete your BINGO card during the Expo Luncheon and be entered into the CASH prize drawings, which will be announced during Happy Hour. The Expo Happy Hour, complete with drinks and apps, will be held from 4:30 – 6:00 PM.

I'm sure you're asking yourself, "How can I win cash?" It's SO SIMPLE!

Complete the BINGO card by visiting each participating exhibitor. Once all exhibitors have initialed your card, place it into one of 5 drawing buckets located in the Expo Hall (these will be clearly marked). During the Expo Happy Hour, winners will be drawn and announced. Five \$100 CASH prizes will be awarded, plus one \$500 CASH prize. You must be present to win.

DID YOU KNOW: WHCA/WiCAL business partners provide the association with over \$100,000 in annual sponsorship? This allows WHCA/WiCAL to continue its impactful advocacy efforts, provides members with important educational tools & resources throughout the year, and supports WHCA/WiCAL's fun networking events. Please take a moment to visit our [Business Partner Page](#), learn about the support provided from [Pledge Partners](#), and reach out to any WHCA/WiCAL Business Partner for services or support for any aspect of your facility & staff!

KEYNOTE

Thursday, April 7 | 8 – 9:30 AM Secretary Karen Timberlake

WHCA/WiCAL welcomes Secretary Timberlake as the Keynote for the 60TH Annual Spring Conference & Expo. Secretary Timberlake returned to Wisconsin's Department of Health Services after 10 years away from government service. She most recently worked at Michael Best Strategies, supporting initiatives in health care and human services transformation. Before that, she directed the Population Health Institute at the University of Wisconsin School of Medicine and Public Health, worked to ensure higher quality health care at a lower cost with the Wisconsin Health Information Organization, and was an Assistant Attorney General with the Wisconsin Department of Justice. She served as Secretary at DHS from 2008-2010, guiding Wisconsin through the H1N1 pandemic virus response.



Thank you to **M3 Insurance** for their sponsorship of the Keynote Speaker and continued support of WHCA/WiCAL educational programs.

SESSIONS

Trauma-Informed Dementia Care: Two-Part Program

Laura Nolan, UW-Green Bay

The effects of trauma caused by abuse, neglect, violence, or combat experience can be dramatic and long-lasting. Trauma-Informed Care principles benefit people living with dementia who have also been impacted by trauma. By changing our mindset and understanding the effects of trauma, we can reduce challenging behaviors while providing a higher quality of care for residents. Individuals who complete this course will examine how the effects of trauma can increase the likelihood of developing dementia and how to incorporate the knowledge of past trauma into caring for someone with dementia. Specific non-pharmaceutical approaches will be addressed with ideas on implementing the strategies in your facilities.

Session Objectives:

- Define trauma
- Understand how trauma can impact someone for life
- Learn ways to incorporate the knowledge of past trauma into caring for someone with dementia
- Learn ways to change our mindset to improve communication and support of the person with dementia

Re-setting and Re-sizing Your Operations for a New Reality

Darrin Hull, Health Dimensions Group

The COVID-19 pandemic had an immediate and significant impact on the operations and financials of senior care and living communities. Almost two years later, with stimulus funds running out, the pandemic's effect continues to be felt through lack of consumer confidence, staffing shortages, and increased regulatory oversight. To succeed in the new reality, operators must evaluate and reinvent all operational areas and should complete a service line assessment, review their staffing environment strategy, and consider operational reorganization. Additionally, operators must ensure realistic demand and revenue projections and reasonable expense profiles to meet short and long-term community needs.

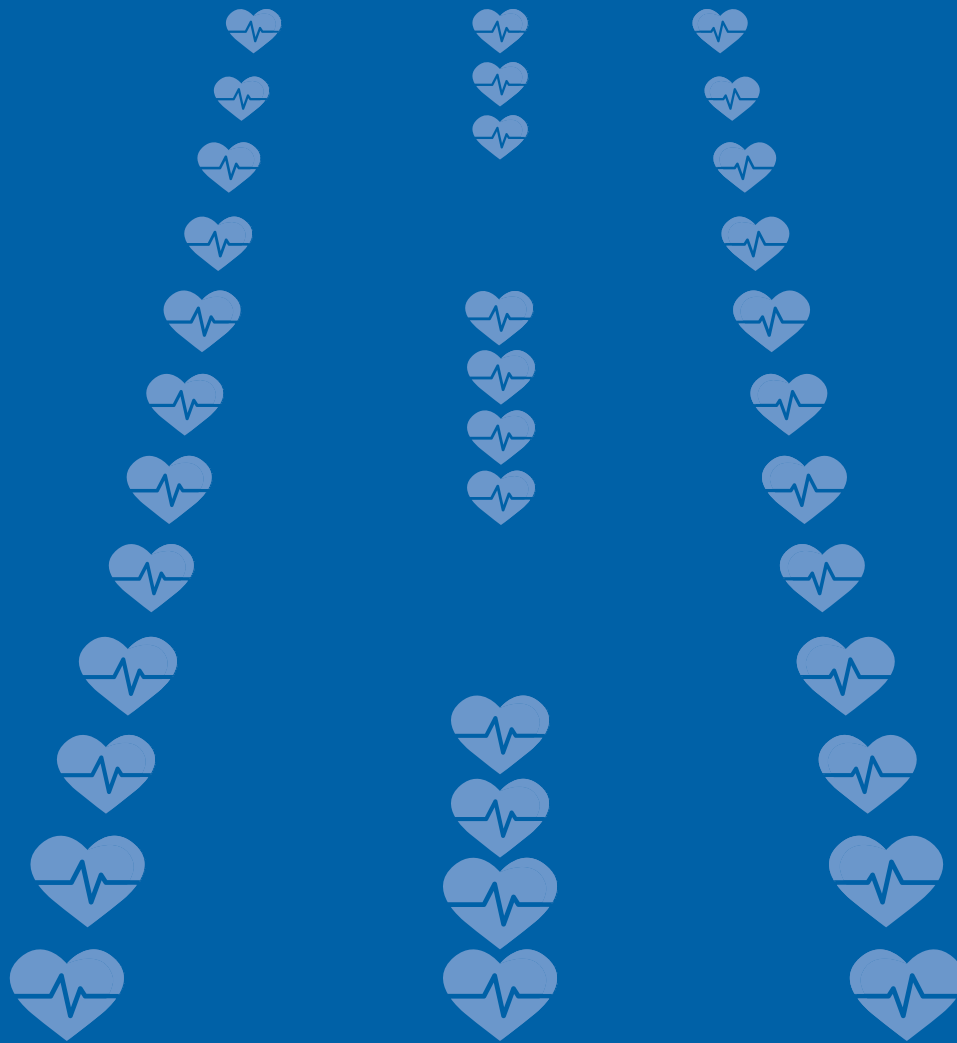
Session Objectives:

- Understand the full impact of COVID-19 on the profession, markets, and operations
- Understand the change needed from a stability mindset and the ability to think creatively and move quickly when initiating necessary organizational changes for survival, and how to make these decisions
- Identify key strategies for resizing and realigning operations for future financial success and improved quality

WHCA/WiCAL

ELITE BUSINESS PARTERS





Focus on the road to recovery, not the road back to the hospital

Proactively manage readmissions with McKesson Readmissions Resource™

Our comprehensive clinical program is designed to help you reduce readmissions and allow residents to continue healing while in your care. Get access to clinical protocols, product formularies and service offerings that can help keep those you care for where they belong — out of the hospital.

To learn more, visit mms.mckesson.com/readmissions-care

SESSIONS

The Legal Landscape of Senior Living and Strategies to Minimize Risk

Marleah Keuler Grahek; Rob Rode, M3 Insurance

Healthcare, including senior living, is becoming increasingly viewed as “big business” and with that comes increased awards for plaintiffs who bring suit against providers. Litigation management strategies are essential for providers to implement to reduce the risk of lawsuits being filed and to minimize potential harm when they are filed.

Session Objectives:

- Understand the current legal landscape and jury trials for health care providers
- Explore how grievance and survey management, record retention and release, and arbitration agreements can help to reduce risk of litigation
- Takeaway action items to implement in their facilities to minimize the risk of harmful litigation

Preparing for Informal Dispute Resolution

Stacy Gerber Ward; Aaron Smith, von Briesen & Roper, s.c.

Hopefully, it never comes but when state surveyors issue a Statement of Deficiency, long term care providers need to act quickly to evaluate whether to request an informal dispute resolution (IDR) conference and to prepare for it.

Session Objectives:

- An overview of the IDR process
- The steps to be taken immediately following the survey exit meeting
- How to prepare for the IDR

Clinical Analytics Coupled with Processes to Drive Medical Staff Performance

Dr. Justin DiResse

For SNF operators, it is integral to develop and implement data-driven processes to manage clinical quality. In this session, we will explore methods in which we employed data to develop processes and utilized that data on a continuous basis to manage clinical performance in areas such as readmissions and more.

Operational & Clinical strategic Positioning for Success

Lisa Thomson; Susan LaGrange, Pathway Health

This interactive session will provide clinical and operational leaders with an overview of the emerging trends affecting their organizations, setting the foundation for strategic positioning in the future. Following a brief presentation, attendees will participate in a facilitated discussion outlining key opportunities for operational and clinical growth, aligning with marketplace needs for post-acute care.

Session Objectives:

- Understand the current challenges and opportunities facing post-acute care leaders
- Identify business and clinical opportunities today and for the future
- Define leadership strategies while working with partners for strategic positioning

“Healthcare Excellence for the Older Adult”



- Psychiatric Services
- Psychosocial Services
- Psychotherapy Services
- Behavioral Management
- Family Centered Services
- Tele-Mental Health Services
- Non-Pharmacological & Behavior Management Services



**BEHAVIORAL
CARE SOLUTIONS**

Wisconsin Address: 11414 West Park Place, Suite 202, Milwaukee, WI 53224

Corporate Address: 39465 West 14 Mile Road, Novi, MI 48377

Phone All Locations: 877-906-9699 | Fax All Locations: 888-483-0118

Web: www.behavioralcaresolutions.com | Email: contact@bcsgps.com

SESSIONS

Senior Living Transactions Key Considerations

Jeff Mark; Ryan Siehr; Stacy Gerber Ward, von Briesen & Roper, s.c.

The nursing home industry continues to evolve, with many facilities considering purchasing – or being acquired by – another facility. Understanding the key components of a transaction can help owners maximize their opportunities.

Session Objectives:

- An overview of the types of transactions common for long term care providers
- The stages of the transaction process from the letter of intent, the due diligence process, and negotiation of the final agreement
- Key regulatory considerations including licensing, Medicare enrollment and state notification requirement

Nurses in Assisted Living – How Do They Fit In?

Sue Schneider, Assisted Living Consultants Consortium, LLC

Clinical services coordinator, supervisor, educator, medication management, delegation, - It can be a challenge determining how to most effectively have the Nurse fit in and benefit your organization. With resident complexity of care increasing and aging in place occurring, many organizations feel the need to have a Nurse on staff. Learn about how to effectively implement having a Nurse. Learn how the Nurse could benefit your organization and enhance the quality of services you provide.

Session Objectives:

- Regulatory requirements related to the Nurse in assisted living
- Clearly identify the role(s) of the Nurse in your organization
- Benefits of having a Nurse in your organization

Countdown to Wisconsin's Top 10

Ann Angell, DHS - Bureau of Nursing Home Resident Care

The presentation will review the Top 10 Nursing Home Citations in the state of WI, discuss citing trends and explore measures a facility can implement for proactive QAPI.

Session Objectives:

- The audience will become familiar with the current top 10 citations in WI along with their scope and severity levels
- The audience will become familiar with the current citing and complaint trends so that they can be proactive in their QAPI process by identification of potential issues
- The audience will hear some examples from citations and complaints to learn and better understand the how and why citations are issued



**PATHWAY
HEALTH**
Insight | Expertise | Knowledge

Moving Your Organization Upward



Our experts are ready to support your Infection Control Survey and Annual Survey readiness and success!

Regulatory Preparation and Quick Response

Customized virtual and onsite expert support (virtual and onsite) to leaders and organizations.



Regulatory Review - Mock Survey, a review of your current regulatory status.

Targeted Regulatory Reviews - Customized to your needs. Single, Four and Five Focus Area options.

Clinical Regulatory Reviews - Clinical Documentation Scan and Trend Snapshot to determine areas for improvement.

Regulatory Support Services - Regulatory Response Services; Regulatory Follow-Up POC/DPOC; Coaching; Customized Training.



COVID - IC Coach Solution

An affordable, individualized and customizable solution to assist your clinical team with current COVID-19, infection control and regulatory guidance and expectations.

- One-hour COVID-19 update (approved for one Nursing CE credit hour)
- A designated Virtual Pathway Infection Preventionist
- 2 or 4 hrs of Customized infection control consultation provided by your Pathway Infection Preventionist

Contact 877-777-5463 to learn more. | pathwayhealth.com



Create Opportunities

CLA assembles the team you need for high performance.

WEALTH ADVISORY | OUTSOURCING
AUDIT, TAX, AND CONSULTING

Michael Peer
414-476-1880
CLAconnect.com

Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor ©2021 CliftonLarsonAllen LLP



SESSIONS

Health Monitoring in Assisted Living for Compliance and Quality

Sue Schneider, Assisted Living Consultants Consortium, LLC

To accomplish health monitoring, facilities need to provide their staff with tools and systems for accomplishing ongoing health monitoring to meet the expectations of residents, families and case managers and last but not least, the regulators.

Learn how to set your staff up to successfully provide ongoing health monitoring and address potential resident condition changes promptly.

Session Objectives:

- Comprehensive Assessments
- Health monitoring for compliance and quality
- Addressing health monitoring for
 - Change of condition
 - Falls
 - Behaviors

The Relationship Between Therapy and Nursing: Developing Best Practices for Quality Outcomes

Dr Kathleen Weissberg, Select Rehab

Therapists play an important role in the lives of our residents with varying levels of function. By definition, skilled therapy focuses on maintaining, promoting, or restoring lost function following a serious injury or illness. While therapy no longer drives payment for residents, its importance is no less critical. And, for long stay residents and those in assisted living, therapy can make the difference in preventing functional decline. How can providers ensure a strong partnership between nursing and therapy? How can they ensure resident needs, both acute and long-term, are being met? How can they ensure therapists implement a culture of person-directed care? How can therapy and nursing work together to facilitate improved quality reporting? And, how can providers be certain they have all the critical medical information about a potential transfer to impact reimbursement? All of these questions and more will be answered in this session that addresses best practices for managing the post-acute rehabilitation continuum.

Session Objectives:

- Identify strategies to managing the risk of transitions of care between acute and long-term facilities in order to proactively identify, prioritize and mitigate potential uncertainties
- Indicate 3 techniques used to identify residents appropriate for therapy services within a specific facility program
- Outline principles of effective documentation for nursing and therapy to support skilled, objective service delivery and clinical reasoning for medical necessity requirements



Positioned to Meet the Emerging Needs of Today's Senior Living Providers

The Largest and Most Experienced Full-Service GPO Exclusively Focused on Senior Living

Gain access to a full range of programs, tools, and services to help you achieve your resident and financial goals

Our Solutions Include



Group Purchasing

Our extensive contract portfolio and select distributor program helps provide savings opportunities. Navigator GPO members gain leverage on all purchasing needs:

- ◆ Food & Dietary Supplies
- ◆ Medical Products & Services
- ◆ Business Products & Services
- ◆ Hospitality
- ◆ Maintenance, Repair and Operations
- ◆ Kitchen Equipment & Supplies
- ◆ Office Supplies
- ◆ Capital Equipment



Culinary Consulting Services

Navigator provides members access to culinary and operational expertise to help reduce costs, drive operational efficiencies, increase revenues, and improve quality:

- ◆ Culinary Academy
- ◆ Product Reviews
- ◆ Menu Strategy & Planning
- ◆ Continuing Education Credit Offerings



Software Solutions

- ◆ Navigator member portal: Offers a central resource for insights into Navigator spend, an easy way to find vendors for specific projects, the ability to manage the addition of a new locations online, and more.
- ◆ Navigator eProcurement: A customizable, cloud-based Procure-to-Pay system. Enables members to gain spend & VA visibility, implement controls, reduce costs and create efficiencies.

Contact us today to explore the rest of our solutions



Data Analytics



Resident Satisfaction



Emerging Market Trends



Legislative Affairs



Quality Metrics

(800) 642-3020 | www.navigatorgpo.com | memberengagement@navigatorgpo.com

SESSIONS

Navigating the Infection Control Survey Pathway During the Pandemic

Deb Martin, CE Solutions; Sue Ayers, Infection Preventionist

This program will review the CMS-22054 Critical Element Pathways. It will discuss the 12 Critical Element questions and provide guidance on how to effectively meet the requirements. Various tools & resources will be shared as well as at least one in electronic format. Requirements for surveillance and antibiotic stewardship will be reviewed as well as methods to track medications prescribed to treat pathogens.

Session Objectives:

- Use CMS 22054 (Centers for Medicare and Medicaid Services, 9/2021) Infection Prevention Control and Immunization Critical Element Pathway to implement measures to meet surveyor criteria
- Discuss technological options to create efficiencies in the infection control process and plan implementation
- Explain how the annual facility infection control risk assessment can be utilized to focus on specific areas for improvement

Crisis & Disaster Management: CMS Emergency Preparedness Requirements

Kenneth Daily, Elder Care Systems Group

Our profession has and is experiencing a once-in-a-lifetime event responding to COVID-19 Pandemic. Beginning more than a 18 months ago our facilities have responded to a highly transmissible deadly virus emergency which forced us to significantly alter our core business practices and services we deliver daily.

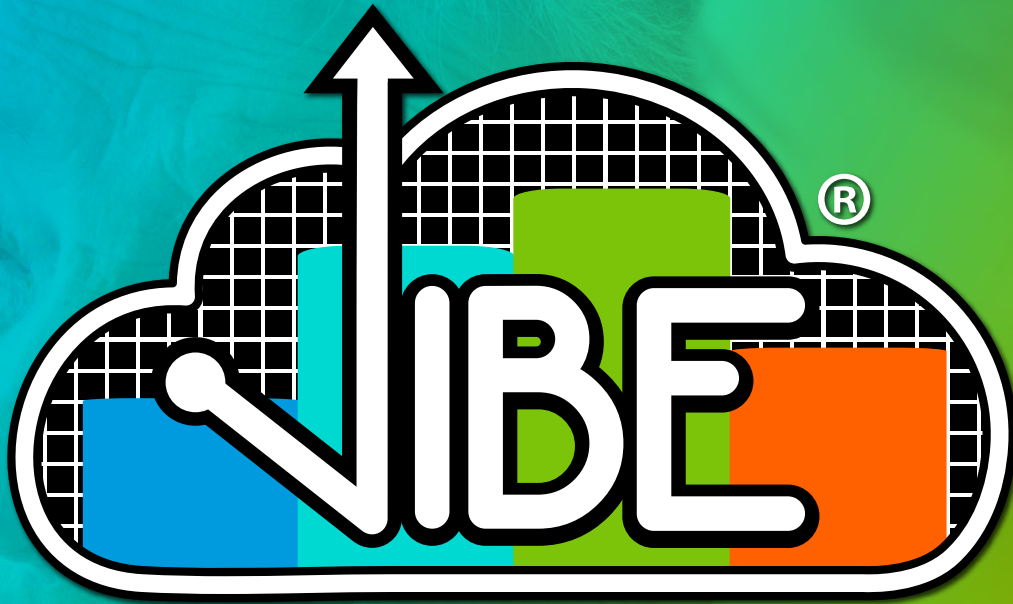
The state and federal government expects senior living facilities to be prepared for emergencies with a set of comprehensive regulations. Earlier this year CMS posted a QSO Notice updating Appendix Z that outlines emergency preparedness requirements. The new guidance adds significantly to CMS expectations, relating to Emerging Infectious Disease outbreaks, evacuation and shelter-in-place, use of emergency generators, alternate care sites facility risk assessment and strengthen their training and exercise regime.

This program will explore the CMS requirements and best practices for senior living facilities recommended policies and templates to meeting the comprehensive standards. Kenneth Daily will review the requirements for established by CMS and review the critical components of a facility's Emergency Preparedness plan. Facility leadership is critical in developing and deploying effective and innovative multi-disciplinary disaster response to ensure reducing losses, protecting lives and a quicker recovery.

Session Objectives:

- Review the CMS Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers
- Review CMS Appendix Z emergency preparedness guidance to surveyors
- Discuss disaster mitigation actions that can either prevent the occurrence of a disaster or reduce the severity of its effects. Mitigation activities include the way structures are built and maintained, policies, procedures and training/education on disaster prevention strategies
- Review completing a hazard vulnerability analysis tool and how to develop a facility policies based on facility priorities
- Discuss response actions taken to implement a facility's plans including Incident Command System which reduces injuries, chaos and promotes collaboration and interoperability with first responders
- Discuss the requirements of the NFPA 101 Life Safety Code and NFPA 99 Health Care Facilities Code as it relates to skilled nursing facilities
- Review the process for developing effective emergency and disaster preparedness training and exercises

Be proactive, not reactive.



VIRTUAL INTELLIGENCE *for* BETTER EXECUTION

With real-time insights into your critical measures, improve outcomes by using predictive analytics.

Clinical

Census

Labor

Accounts
Receivable

Quality
Measures

Custom
Reporting

Request a demo at www.VIBELTC.com

Created by:
 **ThinkAnew**[®]

www.ThinkAnew.com | 1-888-871-4266

SESSIONS

Managing Staff Issues Amid the Latest COVID-19 Requirements

Alec Dobson; Laurie Meyer, Davis & Kuelthau

Ever-changing federal and state laws and regulations can impose significant burdens on long-term care providers regarding COVID-19 vaccination and testing of staff. These burdens are complicated by concerns over discrimination, retaliation and exemption requests due to disability or sincerely held religious beliefs, all in the context of low staffing in the industry. This presentation will explain the state of the law as of the date of the Spring Conference and address how providers can best comply with their legal obligations while meeting their employment and resident care needs. It would include ample time for questions and answers, so attendees can address their own specific concerns.

Session Objectives:

- Attendees will be better prepared to address staff vaccination and testing issues regarding COVID-19, based on the current laws at the time of the conference
- Attendees will have opportunities to ask questions to attorneys with experience in the fields of employment and long-term care

Operational Strategies for the New DON

Sue LaGrange, Pathway Health

This dynamic session will provide concrete strategies for the new DON and will cover organizational management, people management, quality of care and regulatory compliance. This program will also provide insight to key resources the DON will want to keep at their fingertips! You will leave with user-friendly tips of the trade!

Session Objectives:

- Verbalize three key organizational tips for the new DON
- Describe the importance of staff relations
- Verbalize strategies on keeping up with regulatory requirements

Understanding Various Forms of Dementia

Dr. Anthony Bunin, PhD, Behavioral Care Solutions

Dementia is a group of symptoms (not a disease). It is a decline in the ability to think that persists long enough and is severe enough to interfere with routine daily activities. This education will explore the primary causes of dementia, recognize the difference between irreversible and reversible dementia, explore changes in the brain that occur and discuss the importance of person-centered care.

Session Objectives:

- Identify Primary Causes of Dementia
- Recognize the difference between irreversible and reversible dementia and delirium
- Describe how brain changes affect the way a person functions and behaves
- Discuss the importance of individualized care when treating someone diagnosed with dementia



DRIVE RESULTS

RESIDENT SATISFACTION IS TRULY ACHIEVED WHEN ALL THINGS ARE WORKING TOGETHER

STAFFING

From recruitment to establishing long-term dedicated teams, Martin Bros. has toolkits, onboarding competencies and training resources to help guide you and your team every step of the way.

SPEND MANAGEMENT

By combining intuitive technology with reporting tools and consulting from our team of experts, Martin Bros. helps you to not only identify breakdowns in your organization, but helps put systems in place to correct and prevent them from reoccurring.

REGULATORY COMPLIANCE

Driven by resident satisfaction, we know regulatory compliance drives every decision you make. Our team of specialists are available to ensure you are prepared in every aspect of survey preparation.

MARKETING

90% of family members say that Food Service is the #1 factor they consider when deciding where to place their loved one. We work alongside your dining team to ensure your guests look forward to mealtime.

This year has added challenge and stress to one of the most regulated industries in the nation. In this time of extreme complexity, Martin Bros. has pivoted alongside our customers to provide and implement solutions that deliver results.



Click or scan here to see our efforts to meet the needs of our customers amidst COVID-19.



MARTINBROS.COM | (800) 847-2404

SESSIONS

Know Better, Do Better: Using Survey Trend Data to Identify Risk

Lori Koepfel, Koepfel Healthcare Solutions, LLC

You know we look at survey trends and spread the word about surveys frequently. Over the past year, who has honestly been able to take that data and use it to identify potential non-compliance in your organization? During this session, we will explore the value in monitoring Federal Survey Citation trends in Wisconsin. We will explore the benefits of including analysis of federal citation trends within your clinical quality improvement plan and explore additional strategies to mitigate risk of citations during complaint/ recertification surveys. We will discuss why documentation and swift action are absolutely necessary when establishing past non-compliance in the nursing home setting.

Session Objectives:

- Analyze Department of Health Service nursing home survey and Immediate Jeopardy trends
- Understand the value of incorporating CMS survey tools use into an organization's systematic analysis (QAPI Process element 5)
- Identify trigger events relating to top trending WI nursing home citations that require immediate root cause analysis and Performance Improvement Plan development
- Identify actions required to establish past non-compliance using the State Operations Manual, Appendix P

Bureau of Assisted Living Trends

Dan Perron

The Bureau of Assisted Living (BAL) State of Assisted Living presentation will provide an overview of current state Assisted Living (AL) data and regulatory trends in addition to updates on current BAL initiatives and core focus areas as noted below:

Session Objectives:

- Wisconsin AL Trends and Statistics, AL Capacity Complaints, Self-Reports Survey, Bureau of Assisted Living Surveys, AL Enforcement
- BAL Initiatives
- Core Focus Areas

WHCA/WiCAL

ELITE BUSINESS PARTNERS



Infection Compliance Solutions

Easy Data and Compliance Tracking at Your Fingertips



A proactive infection prevention and control program is critical for today's long-term care facility. It's not only required by law; it could save a resident's life. The first step to developing an effective program is accurately and easily tracking medication use.

Designed for efficiency, Infection Compliance Solutions (ICS) streamlines tracking and reporting while still meeting the strict demands of CMS, fulfilling federal regulations F880 and F881. And it's easy to use, so your staff spends less time entering data and more time applying it to help your residents.

Take the headache out of compliance:

✔
Track antibiotic, antiviral, and antifungal usage in your facility

✔
Record information on residents, physicians, locations, and cases

✔
Carry over unfinished medication and days of therapy to the next month

✔
Generate monthly, quarterly, and annual reports

✔
Easy-to-analyze data for developing infection control strategies

✔
Regular feature updates for increased value over time

Stay compliant, stay efficient with ICS. Visit vgmeducation.com/ICS to learn more.

Current CE Solutions customers receive preferred pricing for ICS.



Contact Account Executive Deb Martin RN, BSN, to request a free demo.

debm@discovercesolutions.com | 855-874-6930

Enjoy a complete educational experience, including online training courses and CEUs, with VGM Education/CE Solutions.

SESSIONS

Emotional Intelligence

Preethi Fernando, Author & Consultant with Leadista

In no other industry is emotional intelligence more pronounced, than in healthcare. Emotional intelligence is the unique intersection of the heart and the mind. Many in the workforce feel like their work demands their heads, not their hearts. When an employee has a meltdown, how did the supervisor handle tears at work? The happier your employees are, the more engaged they are, and the more likely they would give their best to the company. Employee engagement increases organization productivity, saves time, and is a key ingredient in getting things done right and quickly, the first time. Showing empathy and showing sympathy, means two different things. Empathy is empowering, sympathy can sometimes have a negative message. Emotional intelligence does not mean that we have to be nice to everyone at work all the time. It is the ability to confront certain situations and people, while treating people with dignity and validation. Many are facing burnout, fatigue, and sense of loss after the pandemic. Emotional intelligence and knowing how to use it on the job, is more important than ever.

Session Objectives:

- How to correct employees by using encouragement and validation, rather than fault finding and condemnation
- How to handle tears at work
- How to become a virtuoso in interpersonal skills
- How to maintain boundaries and find the channel to listen to the emotional needs of employees
- How to create an engaged workforce, so that employees are both physically and emotionally present on the job

Mental Toughness in an Emotionally Fragile Healthcare Environment

Preethi Fernando, Author & Consultant with Leadista

For healthcare professionals to be able to have empathy and still remain undetached requires mental toughness. This is a timely topic, in a post-pandemic world. Mental toughness is vital to influence, outreach, and maximum productivity in a drastically revised workspace. When our mental capacity functions on an optimum level, there is calmness, stability, and a laser like focus that we bring in to any task. This combination leads to maximum physical productivity leaving minimal residue of stress, anxiety, and busyness. In a world where touchiness, sensitivity, and misunderstandings are at an all time high, and people are burnt out and ready to quit, it takes mental toughness to “wade” through an emotionally fragile world, and come out stronger, more influential, and create better well being for an organization, business, or corporation. Any individual who knows how to navigate sensitively and lead with mental toughness sets themselves apart in this drastically revised workplace. An employee may have 99% of the work done right. Yet it is that 1%, that mental toughness that will lead them to that winning edge, to become a person of excellence, who goes the extra mile, and brings stellar recognition to the business. This is a motivational, practical, and inspirational delivery for a workforce that feels demoralized by stress, overwork, and change.

Session Objectives:

- Tackling the tough decisions and addressing the difficult tasks, while practicing empathy at the same time
- Navigating with sensitivity and toughness, and coming out with a sense of “togetherness” rather than “separateness”
- Motivating instead of demoralizing
- Developing the mental stick-to-itiveness to remain with a problem long enough to work it through, rather than quit

Creating connections for optimal performance.

The pressure to do more with less has never been greater.

Our tailored mix of products, services and technology equip you to take on clinical and financial challenges for the long term.



How can we help?

Contact your Medline Representative or visit medline.com to learn more.

©2020 Medline Industries, Inc. Medline is a registered trademark of Medline Industries, Inc. MKT19W1078285 / 55

PRINT & MORE
— EST 1993 —

AM Solutions

WHCA/WiCAL's Marketing & Print Partner

Design • Target Marketing • Print
Mail • Display • Fulfillment

Where technology & craftsmanship meet.

100 Interstate Blvd. Edgerton, WI 53534-9399 • 608.884.3452 • amsolutionswi.com

SESSIONS

Life Safety Code Happens – Documenting for Success: Part 1 & 2

Kenneth Daily, Elder Care Systems Group

CMS adopted both the 2012 Life Safety and Healthcare Facilities Code more than a 5-years ago establishing many new expectations for inspection, testing and maintenance (ITM) for the many features of fire and safety protection found in long term care facilities. With this comprehensive adoption there has been an evident tightening of the requirements by CMS through stricter implementation resulting in many more deficiencies for nursing facilities.

The Life Safety Code establishes minimum criteria for the many protective features and systems for fire protection, generators, doors, building services, and maintenance activities. All of this must be accomplished under the rubric that facilities maintain an acceptable degree of safety for all who live and work in our centers. This session will examine the ITM expected and an overview of the expected documentation for survey success.

Life Safety Code requires facilities to complete rigorous inspection, testing and maintenance (ITM) for the many features of fire and safety protection. Using real life examples and survey scenarios, the session will explore how the code is applied; discuss code changes and increased ITM requirements; and review common violations. Understand practical applications of the Life Safety Code and learn from Life Safety expert on what to prepare for during survey. This session will examine what CMS expects and an overview of documentation for survey success.

Session Objectives:

- Discuss 2012 NFPA 101 Life Safety Code requirements for nursing homes and current priorities focused on my surveyors
- Discuss the NFPA 99 Health Care Code and its impact on Nursing facilities
- Examine the 2012 LSC priorities including facility culture change environments
- Review the leading LSC deficiencies
- Recommend policies, standards and documentation for LSC survey success
- Examine proactive and practical solutions to achieve and maintain compliance

Senior Living by the Numbers

Amy Vehrs, Clifton, Larson, Allen

Changes in healthcare are constant and relentless, making it difficult to truly understand ‘how is our organization doing?’ Using data as our guide, we will explore recent trends in senior living. Our discussion will highlight unique challenges and opportunities facing Wisconsin providers, qualities that define successful organizations, and explore emerging changes to more strategically plan for the future.

Session Objectives:

- Explore trends in key performance indicators at a state and national scale
- Understand how industry changes are impacting providers in Wisconsin and nationwide
- Recognize organizational strengths and weaknesses to better plan for future success



Results that transform

Wipfli takes care of your today, and helps you build a stronger tomorrow.

Ask us about our senior living solutions in:

- Clinical services
- Audit, accounting and tax
- Market studies and feasibility assessments
- Strategic planning
- Reimbursement consulting
- AR and billing consulting

wipfli.com/seniorliving

WIPFLI

Healthcare SERVICES GROUP



For over 40 years, Healthcare Services Group (HCSG) has delivered exceptional Dining, Nutritional, Laundry and Housekeeping services to an ever-evolving healthcare market including senior living, assisted living and rehabilitation centers.



1-800-363-HCSG | www.hcsgcorp.com

2022 Pledge Partner Listing

ELITE PREMIER BUSINESS PARTNER

M3 Insurance

608-288-2807 • Pat LeMire • Pat.LeMire@m3ins.com • m3ins.com

ELITE BUSINESS PARTNERS

Healthcare Services Group

Jason Skolaski
920-216-2458

Jskolaski@hcsqcorp.com
hcsqcorp.com

McKesson Medical Surgical

Jake Byrnes
763-807-6120

Jake.byrnes@mckesson.com
mckesson.com

Think Anew

Stacey Yoakum
601-853-1953

Syoakum@thinkanew.com
thinkanew.com

Wipfli LLP

Larry Lester
414- 431-9300

Llester@wipfli.com
wipfli.com

PRIME BUSINESS PARTNERS

Behavioral Care Solutions

Robert Clemente
248-895-5470

Robbie@bcsgps.com
behavioralcaresolutions.com

CE Solutions

Deb Martin
866-650-3400

Debm@discovercesolutions.com
discovercesolutions.com

Martin Bros Distributing

Tim Yoder
920-420-7165

tyoder@martinbros.com

Navigator Group Purchasing, Inc.

Sarah Dippen
806-787-6575

Sarah.dippen@navigatorgpo.com
navigatorgpo.com

von Briesen & Roper, s.c.

Stacy Gerber Ward
414-287-1568

Sgward@vonbriesen.com
vonbriesenhealth.com

SELECT BUSINESS PARTNERS

Basic American Medical Products

Luke Smet
920-904-0989

Lsmet@grahamfield.com
grahamfield.com

CliftonLarsonAllen LLP

Michael Peer
414-721-7580

Michael.peer@claconnect.com
claconnect.com

Gordon Food Service

Kymerly Wroble
309-781-8259

Kymerly.wroble@gfs.com
gfs.com

Herzing University

Lisa Carr
262-955-5048

Licarr@herzing.edu
herzing.edu

Husch Blackwell

Carrie Noonan
608-258-7121

Carrie.noonan@huschblackwell.com
huschblackwell.com

Medline Industries, Inc.

Mark Mega
847-208-8623

Mrmega@medline.com
medline.com

Pathway Health Services, Inc.

Hope Summers
651-964.5657

Hope.summers@pathwayhealth.com
pathwayhealth.com

Nextaff

Bart Davis
515-325-1047

bdavis@nextaff.com
nextaff.com