

Wed. Oct 23	Program	Overview	Location	Track
8:30 AM - 3:00 PM	Staffed Registration/Help Desk Hours	Attendees, Sponsors, and Exhibitors can obtain badges from the display tables in the registration area. Speakers must check-in at the registration booth to obtain their badge. Exhibitors: Expo Hall will not be open for move-in until 4 PM!	Room Near the Palm Garden Foyer	
8:30 AM - 9:00 AM	Breakfast for Annual Survey Session Attendees		Palm Garden Foyer	
9:00 AM - 12 PM	Annual Survey Session with Brian Purtell	Pre-Convention Program & Convention Ad-On Registration for this event is not included with convention registration. Annual Survey Session attendees will be provided a boxed lunch at the conclusion of the program.	Villa Gottfried AB	SNF - Owners/Operators, Leadership, Facility Management, Ops Staff, VPS, Admins, DONs, MDS Coordinator
1:00 - 2:00 PM	Refugees and the Health Care Workforce	Learning Objectives: <ul style="list-style-type: none"> Refugee 101 – who is a “refugee”. How Arizona worked to build a refugee NA training program. What refugee organizations exist in Wisconsin. Best practices in engagement with refugee resettlement organizations and other partners. 	Palm Garden A	SNF & AL - all roles
1:00 - 2:00 PM	LTC Pharma: Waste Reduction, Innovation, and Regulatory Initiatives Presented by Connie Perry, Managing Director- Ethica Pharmacy Advisors an M3 Insurance Partner	This engaging presentation will focus on the current dynamics, trends, and cost concerns under the pharmacy benefit while considering different innovations in management. These five areas will be discussed, along with management techniques, member impact and key considerations for Plan Sponsors: <ul style="list-style-type: none"> Overview of the landscape and key trends, including waste and med errors Specialty drugs, biosimilars and gene therapy The BIG trend behind GLP-1s New PBM contract methodologies Impact on Plan Sponsors from a legislative perspective 	Palm Garden BC	SNF & AL - Owners/Operators, Admins, EDs, DONs, Clinical Staff, Facility Management, Ops Staff, MDS Coordinator
1:00 - 2:00 PM	Understanding Activity Professionals’ Impact on Resident Satisfaction & Quality of Life Presented by Tracey Draper, President and Deborah Smith, Vice President – Wisconsin Representatives of Activity Professionals (WRAP)	This program will discuss the impact Activity Professionals have on the quality of life of the residents they serve. Objectives: <ul style="list-style-type: none"> The session will empower individuals facilitating activity services by providing education, advocacy, and networking opportunities to achieve personal growth and excellence in professional practice. The session will focus on the importance of having an engaging activities program for residents and the impact it has on the residents’ quality of life, overall happiness, and satisfaction. Attendees will leave the session with education and networking opportunities for Activity Professionals that will directly impact the resident they serve. 	Palm Garden DEF	SNF & AL - Owners/Operators, Leadership, Facility Management, VPS, Admins, EDs, Marketing, HR, VPS
BREAK				
2:15 - 3:30 PM	Proactive Measures to Safeguard Staff and Residents from Workplace Threats Presented by Tyler Weston, CEO and Dan Hanlon, Training Director – both of The Noble Group	Protecting your employees, residents, property and reputation! Emergency planning and violence mitigation experts will review workplace violence data and statistics, provide insight on effectively identifying potential risks and threats, the importance and benefits of having an effective emergency plan, address the crucial roles owners and facility leadership play in facility security and residents and staff safety, and share effective, proactive measures to protect your staff, residents, and property from violence & threats.	Palm Garden A	SNF & AL - All staff, all roles
2:15 - 3:15 PM	“I love it here!” Creating a culture of positivity and appreciation in the LTC workplace Presented by Stacy Kopp, Clinical Quality Improvement Advisor	The session will: <ul style="list-style-type: none"> Examine the impact of Administrator and Director of Nursing turnover in LTC. Identify causes and contributing factors for burnout. Explore strategies for building wellness and resilience into your professional role. Identify how applying appreciation can promote positive connections among team members. Explore strategies for fostering a positive culture within your scope of influence. 	Palm Garden BC	SNF & AL - Owners/Operators, Leadership, Facility Management, Ops Staff, Admins, EDs, DONs, HR
2:15 - 3:15 PM	Health Equity and Social Determinants of Health: The New Face of Patient Care Presented by Joel VanEaton, Executive VP of Regulatory Affairs – Broad River Rehab	Health equity and social determinants of health are new concepts that interdisciplinary teams have only recently been exposed to in the context of the RAI and residual processes. These concepts will need to be engaged proactively in ways that have practical and positive effects on resident care, SNF VBP and QRP payment adjustments. This presentation will help facilities get up to speed on recently finalized CMS policy and MDS updates. <ul style="list-style-type: none"> Understand CMS’ Health Equity Initiative Understand Health Equity and the SNF QRP Appreciate Health Equity and the SNF VBP Recognize practical application of Health Equity principles 	Palm Garden DEF	SNF - Owner/Operators, Leadership, Facility Management, Ops Staff, Admins, DONs, MDS Coordinator, Clinical staff
3:30 - 5:00 PM	Annual Business Meeting	Board Members & Voting Delegates Required to Attend Open to association members and partners	Villa Gottfried AB	
4:00 - 6:30 PM	Exhibitor Move In & Set-Up Hours	Valley Expo will be on site. WHCA/WICAL staff will be available during the staffed registration/help desk hours.	Grand Libelle	
4:30 - 8:00 PM	Welcome Reception and Convention Kick-Off Party	Entry is included with registration! All attendees, speakers, exhibitors, and sponsors encouraged to attend this event. Hosted food, beer and wine, and a cash bar for spirits. <i>Thank you Behavioral Care Solutions and Martin Brothers for Sponsoring this Event!</i>	Elkhart Lake Ballroom & Lakeview room	
Thurs. Oct 24				
7:00 AM - 12:00 PM	Exhibitors Move In & Set-up Hours	Valley Expo Staff onsite. WHCA/WICAL staff will be available during the staffed registration/help desk hours. Exhibitors must be set up by 12 PM!	Grand Libelle	
7:30 - 10:45 AM and 12:30 PM - 3:00 PM	Staffed Registration/Help Desk Hours	Attendees, Sponsors, and Exhibitors can obtain badges from the display tables in the registration area. Speakers must check-in at the registration booth to obtain their badge.	Coat Room Near Palm Garden	
7:30 - 8:30 AM	Grab & Go Breakfast	Including coffee, tea, and soda.	Palm Garden Foyer	

8:00 - 9:00 AM	<i>Facility Assessment – 2024 Changes, Impact on Long Term Care</i> Presented by Sue LaGrange, CNO – Pathway Health	This session will address the impact of the 2024 changes on the Facility Assessment. This session will discuss answers to common questions, operational impact, and how to utilize the Facility Assessment for operational and clinical decision-making. Objectives: • Verbalize the key 2024 changes to the Facility Assessment • Describe the importance of an interdisciplinary approach with all aspects of the Facility Assessment • Discuss strategies to utilize the Facility Assessment for decision-making	Villa Gottfried AB	SNF - Owner/Operators, Leadership, Facility Management, Ops Staff, VPS, Admins, DONs, MDS Coordinator
8:00 - 9:00 AM	<i>A Data Driven Solution to Hiring & Retaining Top Talent</i> Presented by Michael Santo, CEO – RembrandtAdvantage	<i>Session Summary Coming Soon!</i>	Elkhart Lake Ballroom	SNF & AL - Owners/Operators, Leadership, Admins, EDs, HR, Marketing
8:00 - 9:00 AM	<i>Cyber Threats: Financial and Operational Risks Impacting LTC</i> Presented by Will Galloway, CTO - Think Anew & Corbin Cabrera of NDM Technologies	Cyber security experts will review key cybersecurity statistics and trends, including the average cost of data breaches, the frequency of ransomware attacks, recovery times, and more. Additionally, it will explore the impact of a breach on organizations and provide an overview of common cyber-attack methods such as Business Email Compromise (BEC), phishing, and ransomware. The presenter will provide a close look at the stages of a ransomware attack, from initial access to data exfiltration and conclude the program with guidance on how to handle a suspected cyber-attack, proactive measures for preventing breaches, and a Q&A session.	Palm DEF	SNF & AL - All staff, all roles
<i>15 MIN BREAK</i>				
9:15 - 10:45 AM	<i>Managing Difficult Conversations in a Healthcare Facility</i> Presented by Rick Czaplowski, Founder – No One Walks Alone	Challenging, surprise conversations with families, employee corrective action discussions, and employee-employee mediations happen in the best run facilities. This session will teach participants strategies and skills to defuse these conflicts and close them with success. The presenter will use role play activities and scenarios to discuss: • The proper reaction strategy to consider before the conversation occurs. • Things to say in the heat of the discussion. • The process of Setting up the room, talking points, and resolution strategy of these difficult conversations. Objectives: • Improve handling of difficult conversations in a healthcare facility - examples - surprise conflicts with families, employee-employee conflict mediation, and employee feedback discussions. • Improve overall customer service and management skills with the goals of both improved customer service and employee retention. • Improve communication skills. • Provide concrete frameworks to both handle surprise, angry family discussions and corrective action discussions with employees.	Villa Gottfried AB	SNF & AL - All staff, all roles
9:15 - 10:45 AM	<i>Assisted Living Customer Care and Quality Workshop</i> Presented by Ken Brotheridge, BAL Director, DQA	<i>Session Summary Coming Soon!</i>	Elkhart Lake Ballroom	AL - All staff, all roles
9:15 - 10:45 AM	<i>Long Term Care Funding and Reimbursement Updates</i> Presented by Larry Lester & Rob Schlicht or WIPFLI	<i>Session Summary Coming Soon!</i>	Palm DEF	SNF & AL - Owners/Operators, Financial Officers, Leadership, Facility Management, Admins, EDs, MDS Coordinators
11:00 AM - 1:00 PM	2024 Awards Ceremony & Luncheon	Join us as we honor and recognize the 2024 Leadership Academy Graduates, AHCA/NCAL Quality Award Winners, Shining Star Recipients, and the WCCEAL Heather Bremmer Award Recipient. Lunch provided to all Award Ceremony & Luncheon attendees. <i>Thank you to the following Partners for sponsoring the Awards Ceremony & Luncheon: Behavioral Care Solutions, Martin Brothers, M3 Insurance, Pathway Health, Think Anew, EasyShifts, McKesson, Healthcare Services Group, Wipfli LLP, RembrandtAdvantage, and Provider Partners.</i>	Palm Garden ABC	
12:30 - 1:30 PM	Grand Opening of the Expo Hall	Visit with WHCA/WICAL partners and learn more about their array of products and services. Don't forget to bring your Golden Ticket!	Grand Libelle	
1:30 - 2:45 PM	<i>Regulators, Providers & Advocates: Building Partnerships for Quality Care</i> Presented by Ann Angell and Kim Marheine	Session objectives: • Discuss real-world examples of interactions between providers, regulators and advocates to gain mutual understanding. • Explore how different points of view shape survey outcomes, with the goal of building trust and common ground. • Brainstorm strategies to continue enhancing collaboration between providers and regulators. Discuss how strengthened teamwork can ensure the highest quality of care, satisfaction and service for residents.	Palm ABC	SNF - all staff, all roles
1:30 - 2:45 PM	<i>2024 Leadership Academy Project Presentations</i> Moderated by Brett Remington	Join the 2024 Leadership Academy graduates, as they present their leadership projects. Attendees will gain strategic leadership insights as the graduates share their leadership stories.	Palm DEF	SNF & AL - all staff, all roles, with emphasis on Owners/Operators and facility Leadership
1:30 - 2:45 PM	<i>Appraising Your Worth: A Foundational Framework to Value Business</i> Presented by Robert Frediani	Gain valuable insights into the significance of having a basic understanding of the value of the organization you are a part of. Understanding the business's value is crucial for making informed decisions and strategizing effectively. Delve into several simple yet impactful ways operations influence the business's value, empowering you and your team to contribute meaningfully to its growth and success. Join us to discover practical strategies for enhancing business value and unlocking new avenues for stabilization and growth. Learning Objectives: 1. Demystify the business of valuing a business. 2. Offer a framework for valuation that is easily understood and can be used to establish a baseline. 3. Help you recognize operational opportunities that can affect the value of the business.	Villa Gottfried AB	SNF & AL - Owners/Operators, Facility Management, Admins, EDs, VPS, HR, Marketing
<i>15 MIN BREAK</i>				

3:00 - 4:00 PM	<i>Leveraging Your Brand to Impact Recruitment, Retention, and Reputation</i> Presented by Lisa Thomson, COO at Pathway Health	Now, more than ever, it's important for a post-acute care providers to leverage their messaging and brand-internally and externally. Providers who embrace their brand will see improvements in recruitment, retention and census development. Join this engaging presentation to walk through practical strategies on how to develop and own your brand all while differentiating your organization from the rest! <ul style="list-style-type: none"> • Learn how to identify and message your organization's brand • Discover how to align practices and processes with your organization's brand for positive operational outcomes • Identify ways being true to your brand will attract and keep the right staff 	Palm ABC	SNF & AL - Owners/Operators, Leadership, HR, Admin, EDs, DONs, Ops Staff, Facility Management
3:00 - 4:00 PM	<i>Pathway to Excellence: Achieving an AHCA/NCAL Quality Award</i> Presented by Sharon Thole, NCAL Board of Directors Member and Megan Corcoran, AHCA/NCAL Quality Award Board Member - both are prior/current Quality Award Examiners	An AHCA/NCAL Quality Award is a coveted designation by many – but what are the steps you need to take to achieve this prestigious award? During this presentation, a current and former Quality Award Examiner will guide leaders of skilled nursing and assisted living facilities through the steps required to achieve an AHCA/NCAL Quality Award. Attendees will gain a comprehensive understanding of the award criteria and application process, learn best practices for quality improvement, and discover practical strategies to enhance resident care and organizational performance. <ul style="list-style-type: none"> • Understand the eligibility criteria of the AHCA/NCAL Bronze and Silver Quality Award programs • Recognize the actionable steps needed to navigate the process from intent to apply to submission • Discover effective strategies and approaches to elevate the quality of care and services 	Palm DEF	SNF & AL - all staff, all roles
3:00 - 4:00 PM	<i>Facility Unionization in Wisconsin</i> Presented by Bob Simandl, Attorney & Shareholder at von Briesen & Roper	Labor organizing efforts are on the rise. The National Labor Relations Board (“NLRB”) is placing itself in the role of prosecutor against employers for violations of employee rights and perceived restriction on employee organizing efforts in the workplace. This can result in unforeseen risks to facilities with regard to employee management and the normal disciplinary process. Further, the NLRB has created rules to ease the organizing of your facility – requiring diligence to avoid a union being imposed on the employer. This presentation will focus on the issues facing long-term care providers and the practical steps to be taken to minimize risks associated with organizing efforts and disciplinary paths that create vulnerability to an NLRB Charge. Bob will discuss: <ul style="list-style-type: none"> • Organizing watch outs • Why do people move to Unions – preventive care to avoid organizing • Responding to an organizing attempt • Key employment terms for organized employers • Discipline and NLRB interference • Tips and trends 	Villa Gottfried AB	SNF & AL - Owners/Operators, Leadership, VPS, HR, Admins, EDs, Ops Staff
4:00 - 6:15 PM	Expo & Happy Hour	A Happy Hour Expo with open bar and heavy appetizers. Attendees: Complete your Golden Ticket during the Expo and enter to win cash prizes and exhibitor booth giveaways. WHCA/WiCAL will be awarding one \$500, one \$250, and seven \$100 Golden Ticket cash prizes. Must be present to win!	Grand Libelle	
Fri. Oct 25	Program	Overview	Location	Track
8:15 AM - 9:15 AM	Breakfast	Hearty breakfast buffet, with coffee, juice, soda, Bloody Marys and Mimosas. A \$500 cash prize will be awarded at 9:15 AM to one lucky closing ceremony attendee - must be present to win! <i>Thank you Provider Partners for sponsoring Breakfast and the Bloody Mary & Mimosa Bar!</i>	Palm DEF (open to ABC)	
9:15 AM - 11:00 AM	Closing Ceremony	Closing Keynote Address from AHCA/NCAL CEO Clif Porter, and NCAL Executive Director, LaShuan Bathea. <i>Thank you Behavioral Care Solutions for sponsoring the Closing Ceremony.</i>	Palm ABC	SNF & AL - all staff, all roles