



Educational Sessions Preview

September 17, 2026 • Sioux Falls Convention Center

8:00 – 9:15 AM Welcome & Opening Keynote

Becoming an Idea Factory: Innovating for the Next 100 Years, Kyle Scheele

If there's one belief that is holding you back from getting the most out of your team, it's this one: some people are creative, and some people aren't.

That belief is based on outdated ideas about what creativity means, where it comes from, and who gets to harness it.

The truth is, creativity is a skill like any other: it can be learned.

In the same way that we teach employees how to track expenses, process invoices, and jiggle the lock just right to get into the supply closet, we can teach them how to be more creative, how to have better ideas, and how to build a culture where innovation is a natural byproduct.

As SDAHO celebrates 100 years of advancing healthcare across South Dakota, this message is especially relevant. The challenges facing healthcare today—and the opportunities that will shape the next century—will require fresh thinking, adaptability, and a willingness to challenge the status quo. By unlocking creativity throughout our organizations, we can develop innovative solutions, strengthen our workforce, improve patient care, and help ensure that healthcare continues to thrive for the next 100 years.

CE's: SW & NHA = 1.2

Recommended For: ■ All Attendees

9:30 - 10:30 AM BREAKOUT SESSIONS

Rural Health Transformation Funding and Technology

Secretary Melissa Magstadt, South Dakota Department of Health

This session will provide a detailed overview of the South Dakota Rural Health Transformation program, including funding, goals, awards, and plans for the future. This session will allow attendees to see the state's vision of Rural Health Transformation and how this program will create opportunities for the healthcare community and all South Dakotans.

CE's: SW & NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Business, Operations & Innovation | ■ Post-Acute Care

Transform Care Delivery by Scaling Intelligent Care: What Works, What Delivers, What Lasts

Pete Haas, MEd, Managing Director, Huron Consulting

Healthcare leaders are under increasing pressure to modernize care delivery while demonstrating measurable return on digital and operational investments — and that pressure is felt just as acutely in rural and critical access communities as in large health systems. Intelligent care is a powerful strategy to improve financial and clinical outcomes, drive revenue, reduce operational costs, and strengthen the patient journey, but the path to implementation looks different depending on your organization's size, resources, and starting point. This session bridges national trends and local realities, offering practical maturity curve frameworks and self-assessment exercises designed to help organizations at any stage identify realistic, sustainable next steps.

CE's: NHA = 1.2

Recommended For: ■ All Attendees

Psychological Safety in Healthcare: Building Teams that Speak Up, Learn and Perform

Ryan Bouda, Leadership & Change Consultant, LEAP Training & Coaching

Healthcare teams operate in high-stakes, high-pressure environments where silence can directly impact patient outcomes. This session explores how psychological safety functions as a foundational driver of clinical quality, teamwork, and patient safety. Participants will learn how leaders can create environments where staff feel safe to speak up, ask questions, and surface concerns early that reduce errors, improve collaboration, and strengthen team trust across units and disciplines.

CE's: CDM/CFPP = 1.0, SW & NHA = 1.2

Recommended For: ■ All Attendees

PIP PIP Hooray! Reducing Harm with Patient Injury Prevention Rounds

Tanya Cuppy, MSN, RN, CIC, Infection Prevention Strategist, Sanford Health, Kaitlyn Knodel, MSN, RN, CPPS, Director, Quality, Sanford Health

Sanford USD Medical Center is committed to achieving zero preventable harm. Although improvement efforts continue, patient injuries still occur. Patient Injury Prevention (PIP) rounds serve as a key strategy in which clinical care leaders act as patient safety advocates, using a standardized tool to address nurse sensitive indicators. This approach reduces harm by ensuring best practices, essential interventions, and accountability measures are in place every shift. Within six months, the hospital achieved significant reductions in catheter associated urinary tract infections and central line–associated bloodstream infections. PIP rounds help align teams and support consistent delivery of high-quality care.

CE's: NHA = 1.2

Recommended For: ■ Clinical & Patient Care

Homeward Bound

Heather Krzmarzick, MBA, Division Director, Long Term Services and Supports, SD Department of Human Services, Sara Spisak, MS, Home Again SD Program Director, SD Dept. of Social Services Div. of Medical Services

As a division of South Dakota's Department of Human Services, Long Term Services and Supports (LTSS) works to enhance the quality of life for older adults, individuals with disabilities, and their caregivers by providing access to a variety of home and community-based services. This presentation will provide an overview of LTSS programs and services, eligibility requirements, referral processes, and resources available to support individuals in maintaining independence in their homes and communities. Attendees will also learn about Home Again SD (Money Follows the Person), a federally funded program that helps eligible individuals transition from nursing homes, hospitals, or intermediate care facilities back into community living. Home Again SD assists participants in identifying and overcoming barriers to independent living by helping secure housing, establish a new residence, and access both short-term transition supports and ongoing services not otherwise covered by Medicaid, empowering older adults and people with disabilities to successfully return to and remain in the community.

CE's: SW & NHA = 1.2

Recommended For: ■ Post-Acute Care | ■ Clinical & Patient Care

Bridging the Healthcare Affordability and Trust Gap: Navigating the Healthcare Affordability Maze and Its Impact on Providers, Patients, and Patient Payments

Shelly Soupir, MBA, CRCR, SVP, Provider Markets, AblePay Health

Healthcare affordability has become one of the most significant challenges facing providers, patients, and revenue cycle leaders. This presentation explores how rising healthcare costs, growing patient financial responsibility, insurance complexity, and changing consumer expectations are creating a widening affordability and trust gap. Attendees will review current national trends, understand how affordability influences patient behavior and organizational

financial performance, and examine real-world provider case studies demonstrating how reducing financial friction can improve both the patient experience and revenue cycle outcomes.

CE's: NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Business, Operations & Innovation

10:30 – 12:00 PM ACHE SESSION

Innovation and the Changing Face of Healthcare Delivery in South Dakota

Mark List, MD, Physician, Avera Medical Group, Patrick Woodard, MHA, MD, Chief Information Officer, Monument Health, Derrick Schaefer, Vice President Data Analytics Operations, Sanford Health, Peter Haas, MEd, Managing Director, Huron Consulting

Artificial intelligence is rapidly transforming healthcare, creating new opportunities to improve access, affordability, and quality of care. This interactive panel discussion will explore how South Dakota healthcare organizations are leveraging AI and intelligent technologies to address real-world challenges across the care continuum. Through the perspectives of clinical, operational, and technology leaders, attendees will gain insight into current AI initiatives, lessons learned, and practical applications that are delivering value today. Panelists will discuss both the opportunities and limitations of AI, including implementation challenges, workforce considerations, and the unique realities facing rural healthcare providers. Designed as a moderated, conversational discussion, this session will provide candid insights, encourage audience engagement, and offer practical strategies for organizations looking to begin or advance their AI journey.

CE's: SW & NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Clinical & Patient Care | ■ Business, Operations & Innovation

10:45 – 11:45 AM BREAKOUT SESSIONS

Thriving Under Pressure: Building Sustainable Performance in Healthcare

Ryan Bouda, Leadership & Change Consultant, LEAP Training & Coaching

Healthcare professionals dedicate themselves to caring for others, but the constant demands of the profession can quietly drain the energy needed to perform at their best. Burnout is often addressed after it happens, but sustainable excellence begins much earlier. Drawing from research in high-performance psychology, this interactive session explores practical strategies for maintaining energy, resilience, and effectiveness in demanding environments. Participants will identify the hidden "leaks" and "sludge" that reduce focus, motivation, and capacity while learning simple, science-backed techniques to restore energy and perform consistently without sacrificing personal well-being. Whether you lead a team or simply want to better care for yourself while supporting those around you, you'll leave with practical tools to sustain

excellence, navigate pressure with greater confidence, and build habits that promote long-term resilience.

CE's: SW & NHA = 1.2

Recommended For: ■ All Attendees

Recovery Close to Home: Substance Use Disorder Care in Rural South Dakota

Dr. Maurice Chessmore, Medical Director, Douglas County Memorial Hospital, Jaclyn Woehl, CNP, Lewis and Clark Behavioral Health Services, Loretta Bryan, BSN, RN, CPHQ, Clinical Improvement Consultant, SDAHO

Panel presenters Dr. Maurice Chessmore, Medical Director at Douglas County Memorial Hospital, and Jaclyn Woehl, CNP, of Lewis and Clark Behavioral Health Services, will share their experiences implementing substance use disorder services within their organizations. Facilitated by Loretta Bryan, RN and Clinical Improvement Consultant with SDAHO, the panel will discuss the identification and diagnosis of Opioid Use Disorder (OUD), evidence-based treatment strategies, and the use of Medications for Opioid Use Disorder (MOUD) in clinical practice. Special emphasis will be placed on how patients can access meaningful substance use disorder treatment and recovery support within small, rural community hospitals, demonstrating that effective care can be provided close to home.

CE's: SW & NHA = 1.2

Recommended For: ■ Clinical & Patient Care | ■ Hospital & Health System Leaders

Safe Hands, Calm Minds

Christina Ruml, CDP, State Long Term Care Ombudsman, SD Department of Human Services - Long Term Care Ombudsman Program, Donna Fischer, CDP, ACL Program Administrator, SD Department of Human Services - Long Term Care Ombudsman Program

Creating a safe and supportive environment for residents begins with understanding the reasons behind distress and behavioral expressions. Safe Hands, Calm Minds equips nursing home and assisted living professionals with practical strategies to promote safety, reduce escalation, and enhance quality of care. Drawing on Teepa Snow's Positive Approach to Care® inspired philosophy, abuse prevention principles, and behavior support techniques, this session helps participants recognize unmet needs, respond effectively to challenging situations, and foster positive interactions that support resident well-being and staff confidence.

CE's: CDM/CFPP, SW & NHA = 1.2

Recommended For: ■ Post-Acute Care

Margin Recovery without Layoffs: Operational Efficiency Levers Every Hospital Should Explore

Brandon Bishop, Principal Account Executive – Healthcare, Hyland

Hospitals continue to face significant financial pressure from workforce shortages, rising labor costs, reimbursement challenges, and increasing administrative complexity. While reducing expenses often focuses on staffing, many organizations are finding sustainable margin improvement through operational efficiency instead. This session explores practical strategies for identifying hidden sources of administrative waste, reducing manual work, improving information flow, and prioritizing automation initiatives that strengthen financial performance while preserving workforce capacity. Attendees will leave with a framework for evaluating opportunities across finance, revenue cycle, health information management, patient access, and clinical operations to support long-term organizational resilience.

CE's: NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Business, Operations & Innovation

12:00 – 1:30 PM LUNCH & AWARDS

Join us for a special luncheon and awards celebration during SDAHO's 100th Annual Convention. As we commemorate a century of advancing healthcare in South Dakota, we will recognize and honor the healthcare professionals, leaders, organizations, and partners whose dedication, innovation, and service have strengthened the health of our communities and helped shape healthcare across the state.

Following the awards presentation, attendees will hear from Olympic gold medalist and South Dakota native Billy Mills. A member of the Oglala Lakota Tribe, Billy's journey from the Pine Ridge Reservation to winning the 10,000-meter race at the 1964 Tokyo Olympics remains one of the most inspiring stories in sports history. Through personal stories and powerful lessons on resilience, purpose, and perseverance, Billy will deliver a message that reflects the commitment and determination demonstrated by healthcare professionals throughout South Dakota's past, present, and future.

CE's: SW & NHA = .6

Recommended For: ■ All Attendees

1:45 – 2:45 PM BREAKOUT SESSIONS

Advancing Healthcare Delivery Through Simulation and Educational Preparedness

Travis Spier, MSN, RN, NR-Paramedic, FP-C, CCEMT-P, Enterprise Director, Sanford Health

Simulation and clinical education have become powerful tools for strengthening workforce readiness, improving team performance, and enhancing patient outcomes. This session includes best practice examples of how healthcare facilities utilize simulation and clinical education to advance individuals and teams. Focused simulation session prepares multidisciplinary teams for high acuity low occurrence (HALO) events. Performance improvement strategies within the simulation allow healthcare teams to focus on gaps and improvements that impact outcomes. This presentation will provide real life impact stories on how simulation impacted care delivery

in urban, rural and frontier locations. Program details highlight how the simulation platform provides a comprehensive delivery for multiple age groups, various clinical conditions, key learner objectives and anticipated outcomes.

CE's: SW & NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Clinical & Patient Care

Building the Rural Healthcare Workforce: The AHEC Approach

Carrie Peschl, Executive Director, Southeast SD Area Health Education Center

Rural communities face ongoing challenges in recruiting and retaining a strong healthcare workforce. This session will explore how SD Area Health Education Centers (AHEC) help bridge that gap by connecting students, healthcare professionals, and communities through hands-on experiences, career exploration, and workforce development programs. Participants will gain an overview of AHEC initiatives in South Dakota, including strategies that are creating meaningful pathways into healthcare careers and strengthening rural health systems.

CE's: NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Post-Acute Care

Clinical and Clinician Integrated Value Enhancement

Deepak Manmohan Goyal, MD, MBA, FACP, FACHE, Executive Medical Director, Monument Health, Bradley S. Haupt, MBA, CMRP, Vice President of Supply Chain & Contract Mgt., Monument Health

Reducing unwarranted clinical and nonclinical variation is a key strategy for improving quality, lowering costs, and enhancing the healthcare experience for patients, providers, and staff. This session will explore practical approaches to clinician-integrated value analysis and how organizations can align operational, clinical, and financial goals to drive better outcomes. Through discussion and real-world examples, participants will gain insights into creating sustainable strategies that improve efficiency while maintaining a strong focus on patient care and workforce satisfaction.

CE's: NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Clinical & Patient Care | ■ Business, Operations & Innovation

When Things Blow Up: Recovering from a Building Explosion

Brad Dusatko, CHFM, CHC, Director of Support Services, Avera St. Anthony's Hospital

In the early morning hours of October 7, 2024, a neighboring parish center exploded due to a natural gas leak, resulting in significant damage to Avera St. Anthony's Hospital in O'Neill, NE. The hospital executed a full evacuation, closed operations, and spent the next several weeks recovering from the disaster. This session will share insights and lessons learned from the disaster experience so that hospital leaders are better prepared if they are to face a similar experience.

CE's: SW & NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Clinical & Patient Care | ■ Business, Operations & Innovation

A View From Washington: Rural Health Updates from D.C. & Implications from RHTP

Zil Joyce Dixon Romero, MPM, Senior State Government Affairs Manager, National Rural Health Association

Join NRHA Senior State Government Affairs Manager Zil Joyce Dixon Romero for a comprehensive overview of the latest developments in federal and state rural health policy. This session will examine key actions from the 119th Congress, recent regulatory changes under President Trump's 2nd administration, and the evolving rural health policy landscape leading into upcoming elections. Participants will also explore the implications of the Rural Health Transformation Program and its potential impact on rural communities.

CE's: NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Business, Operations & Innovation

Fostering Resident, Family and Staff Relationships and Managing Conflicts

Cyndi Siders, MSN, RN, CPHRM, CPPS, DFASHRM, CEO/Executive Consultant, Siders HealthCare Consulting, LLC

Person-focused communication and connection form the foundation for establishing trusting relationships with residents, family members, and staff. Honesty, integrity, and respect are key skills that support these relationships and promote psychological safety for asking questions, making suggestions, and voicing concerns. This presentation will address core skills and strategies for forming lasting relationships, managing expectations, and addressing difficult and challenging conversations and complaints. Story-illustrated examples will be used to support day-to-day practical application. Participants will describe communication skills for fostering relationships and managing expectations, review key elements of complaint and grievance management, and analyze responses to challenging situations that support and strengthen relationships.

CE's: CDM/CFPP, SW & NHA = 1.2

Recommended For: ■ Post-Acute Care

1:45 – 3:15 PM ACHE SESSION – Coming soon!

3:00 – 4:00 PM BREAKOUT SESSIONS

Paws & Pet: Exploring Animal - Assisted Care for Healthcare Professionals

Paula Lain Smykle, MSW, LCSW-PIP, Clinic Owner & Licensed Clinical Mental Health Therapist, Paula Lain Counseling & Co.

Healthcare professionals spend their careers caring for others, yet rarely have the chance to experience the same level of relaxation and restoration they provide to patients. This interactive session introduces the clinical foundations of Animal-Assisted Therapy (dog-specific), including current research, ethical considerations, and best practices for integrating therapy dogs into healthcare and wellness settings. Participants will also explore how these interventions can enhance therapeutic relationships, improve care experiences, and support overall well-being. The session will then transition into a guided relaxation experience led by Paula Lain, featuring live interaction with specially trained therapy dogs, allowing attendees to personally experience the calming benefits of animal-assisted support. Blending education, demonstration, and restorative practice, this unique session offers both practical knowledge and a meaningful opportunity for self-care and renewal. (Limited to 30 attendees)

CE's: SW & NHA = 1.2

Recommended For: ■ Clinical & Patient Care | ■ Post-Acute Care

Inside The Payer Friction Playbook: How Insurers Have Tilted the Field—And How to Even the Score

Mark Craig, Founder and CEO, Write-Off Warrior

Insurance payers are increasingly using delay and denial tactics that place ongoing pressure on hospital systems and revenue cycles. This session, led by Mark and informed by national hospital leader research, will examine the most common and emerging strategies affecting hospitals today, including downcoding, takebacks, and evolving credentialing requirements. Participants will explore data from hospital associations, real-world examples, and practical counter-strategies that organizations are using successfully. Through interactive discussion and collaborative problem-solving, attendees will leave with actionable approaches to reduce revenue loss, strengthen financial performance, and better protect essential services for their communities.

CE's: NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Business, Operations & Innovation

QI on the Run: Turning Data into Action

Holly Arends, QI Coordinator, South Dakota Foundation for Medical Care, Katy Burket, RN, Program Director, South Dakota Foundation for Medical Care

Healthcare organizations are often rich in data and reports but struggle with turning that information into meaningful improvement. This session will focus on moving from Quality Assurance (QA) to Quality Improvement (QI) by helping participants better understand their data, identify meaningful metrics, and quickly put improvement ideas into action. Attendees will learn "QI on the Run" tools, simple dashboard strategies, and rapid approaches to using data to drive quality improvement without creating large, complex projects.

CE's: SW & NHA = 1.2

Recommended For: ■ Clinical & Patient Care

What's New and What's Next for Nursing Homes

Jodi Eyigor, Vice President, Health Policy, LeadingAge

For skilled nursing leaders, staying ahead of federal policy and regulatory changes is essential to maintaining compliance, financial stability, and operational effectiveness. This session will provide an overview of the most significant federal policy and regulatory updates affecting skilled nursing facilities. Attendees will gain insight into priorities at CMS and on Capitol Hill and how these shifts in focus impact operations, compliance, and financial performance. Participants will leave better equipped to anticipate regulatory risk, align organizational strategy, and implement proactive approaches to meet evolving federal expectations.

CE's: CDM/CFPP, SW & NHA = 1.2

Recommended For: ■ Post-Acute Care

Patients as Consumers: Building Trust and Loyalty in Modern Healthcare

Ashley Nelson, MS, BSN, RN, Strategic Advisor, Nursing, NRC Health

As healthcare continues to evolve, patients are increasingly approaching care decisions with the mindset of informed consumers - seeking convenience, transparency, personalization, and value. This session explores the growing expectations of patients in today's healthcare landscape and highlights the critical role trust plays in shaping their experiences and choices. Attendees will examine how trust is built—or eroded—across clinical interactions, communication, and system design, and how it directly influences patient loyalty, engagement, and outcomes. Through practical insights and real-world examples, this session will equip participants with strategies to create consistent, consumer-centered experiences that foster lasting relationships.

CE's: SW & NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Clinical & Patient Care | ■ Post-Acute Care

Active Threat Preparedness

Drew Moldenhauer, MS, Owner and Master Instructor of Blue Ethos Specialized Training

Creating a safe workplace requires practical skills, situational awareness, and confidence in responding to unexpected threats. This session will provide healthcare entities with active threat preparedness training. The focus will be on improving safety and security, preparing to handle external or internal threats, and teaching rapid response techniques using situational awareness. Basic and easy-to-remember skills will be taught on how to increase your chances of surviving an encounter. Through case studies, the learner will be able to learn from past events about what has worked and what has not worked. These tools will empower employees to feel safe in their workplace.

CE's: SW & NHA = 1.2

Recommended For: ■ All Attendees

4:00 – 6:00 PM 100TH CELEBRATION SOCIAL

Join us at SDAHO's Annual Convention for an engaging exhibit experience featuring the latest products and services in healthcare. Explore innovative solutions from leading exhibitors, connect with peers, and enjoy great food, fun, and refreshments throughout the event.

FRIDAY, SEPTEMBER 18

7:30 – 8:30 AM AFFILIATE MEMBERSHIP MEETINGS

Affiliate membership meetings provide dedicated time for each affiliate society to gather with their members, share updates, and focus on priorities unique to their group. These meetings offer an opportunity for meaningful discussion, networking, and collaboration in a more targeted setting during the convention.

8:45 – 9:45 AM GENERAL SESSION

A Century Strong: The Story of SDAHO

Tim Rave, CEO, SDAHO, Stephanie Rissler, Marketing and Media Relations Manager, SDAHO

Join SDAHO President/CEO Tim Rave and Stephanie Rissler, Marketing and Media Relations Manager for a visual journey through 100 years of health care leadership in South Dakota. Through historic photographs, memorable milestones, and stories from the association's archives, attendees will explore how SDAHO has evolved alongside the state's health care community. From its earliest days to the challenges and innovations of today, this presentation celebrates the people, partnerships, and progress that have shaped a century of service—and looks ahead to the future still to be written.

CE's: SW & NHA = 1.2

Recommended For: ■ All Attendees

10:00 – 11:00 AM BREAKOUT SESSIONS

2026 State of the Healthcare Industry

Bradford Koles, Executive Director, Advisory Board

The healthcare industry is experiencing a pivotal shift—not driven by a single disruptor, but by a widespread redistribution of influence across the ecosystem as traditional social and political support structures continue to evolve. Long-standing assumptions about access, cost management, and clinical decision-making are being challenged by funding pressures, rising costs, and changing consumer expectations and trust. Healthcare leaders must understand the emerging stakeholders shaping this new landscape and the ripple effects across regional systems. Success in this environment requires navigating a future where control is no longer centralized but increasingly shared across a complex and interconnected ecosystem.

CE's: SW & NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Business, Operations & Innovation

Using AI to Improve Clinical Decision-Making: Lessons from the Asthma Guidance & Prediction System (APS)

Chung Wi, MD, Co-Director of AI Validation and Stewardship Program, Scientific Director of AI Program, Associate Director of Precision Population Science Lab and HOUSES Program, Mayo Health System & Young J. Juhn, MD, MPH, Research Chair, Co-Director for Clinical and Translational Science, Director of Precision Population Science Lab and HOUSES Program, Mayo Health Clinic

This session will provide rural and frontier healthcare leaders with a practical understanding of the AI implementation lifecycle, including strategies for governance, responsible adoption, and sustainable scaling of AI initiatives. Through real-world experience, the speakers will share lessons learned from the Asthma Guidance and Prediction System (A-GPS) at Mayo Clinic, offering insights that organizations can apply as they integrate AI into clinical practice.

CE's: NHA = 1.2

Recommended For: ■ Hospital & Health System Leaders | ■ Clinical & Patient Care | ■ Business, Operations & Innovation

Tuberculosis in South Dakota

Kristin Rounds, TB Control Program Manager, SD Department of Health

This presentation will provide an overview of the current epidemiology of TB in South Dakota with an emphasis of how tuberculosis continues to affect rural areas in addition to a discussion on the changing trends of reported cases. We will review the TB Program services provided

statewide by the South Dakota Department of Health as well as provide recommendations for health care facilities regarding prevention and control of TB.

CE's: SW & NHA = 1.2

Recommended For: ■ Clinical & Patient Care

Managing Risk in Long-Term Care: Proactive Strategies for Nursing Homes, Assisted Living, and Hospice Organizations

Cyndi Siders, MSN, RN, CPHRM, CPPS, DFASHRM, CEO/Executive Consultant, Siders HealthCare Consulting, LLC

Long-term care providers face increasingly complex risk management challenges related to resident safety, regulatory compliance, staffing, clinical decision-making, and family dynamics. This session will examine high-impact risk areas in post-acute care environments, including adverse events, allegations of neglect or abuse, communication breakdowns, liability exposure, and documentation vulnerabilities. Through real-world case studies, participants will explore how these situations develop and escalate and identify practical strategies to mitigate risk before harm, complaints, or regulatory action occurs.

CE's: CDM/CFPP, SW & NHA = 1.2

Recommended For: ■ Post-Acute Care

11:15 – 12:15 PM CLOSING KEYNOTE

A Century of Impact Begins with One Life: Leadership Lessons from the Ring to the Rainforest, Justin Wren

As SDAHO celebrates its 100th Annual Convention, we close with an inspiring keynote from Justin Wren, former UFC fighter turned humanitarian and Founder of Fight For The Forgotten. From professional fighting and personal struggle to global humanitarian work, Justin shares his powerful journey of resilience, redemption, and purpose.

In *From the Ring to the Rainforest: Leadership Principles from an Ultimate Fighter's Remarkable Journey*, he takes attendees through lessons learned in overcoming adversity and creating meaningful impact through service to others. His story highlights the importance of personal accountability, perseverance, and gratitude, reminding us that every role matters and every effort can create lasting change.

This closing keynote will leave attendees energized and inspired, reinforcing the idea that leadership is rooted in purpose—and that lasting impact is created one action at a time.

CE's: SW & NHA = 1.2

Recommended For: ■ All Attendees