



BE EXTRAORDINARY

2024 WALA ANNUAL CONFERENCE • MARCH 6-8, 2024

THANK YOU TO OUR EVENT
PROMOTION SPONSOR



10 CEUs AVAILABLE.

APPROVAL CODE: 20250305-40-A100178-IN

12:00PM - 4:30PM - PRE-EVENT

Together we Define! Team, Teaming and Team Building

Kelly Mundth, Principal Owner: Better to Best LLC



Teaming is defined as the act of forming a team, participating in a team, and achieving goals as a team. Sometimes we get to choose what team we are joining, most times, we do not. When we join the workforce, our concept of teams stems from our childhood and other teams we've been on. Some of these concepts are positive while others may not be. The need for a strong, effective team becomes more important every day as we are faced with unique problems, complex situations and uncertain

needs for the community which requires us to interact and collaborate at a whole different level.

So, as a leader, how can we do this better? How can we inspire our teams to collaborate at new levels? Teaming for success enables people to develop team skills, apply new knowledge, and simultaneously get things done while learning to do it better. We will dive into five phases:

- Launching
- Aligning
- Trusting
- Achieving
- Renewing

This fun and engaging workshop will teach you strategies and skills to help build strong teams, keep them engaged and encourage everyone to have a hand in teaming. Walk away from this interactive, collaborative experience with tips, tricks and activities that you can use in your everyday teaming.

5:00-8:00PM - OPENING RECEPTION DINNER



Join us as we welcome Felix and Fingers Dueling Pianos to kick off the conference with dinner, refreshments, networking and live entertainment.



8:30AM-10:00AM KEYNOTE SPEAKER

Productive Persistence: How to "Give Up" to Get More Done

Courtney Clark, President of Accelerated Resilience



To achieve your goals, it seems like the best answer is to persist and persevere—but there's more than one kind of persistence. One can get you stuck in doing things "the way we've always done them," making you less resilient and less successful. But the other can help you achieve your goals no matter what life throws at you. That's what resilience expert and keynote speaker Courtney Clark calls "Productive Persistence." It's a realistic version of resilience that prevents burnout, fosters flexibility, and increases the chances of success.

In this highly actionable and interactive keynote, Courtney reveals that the surprising first step is... giving up. Giving up your plans, but not your goals. Giving up on unproductive paths, but not the persistence to find new and better ones. Giving up processes that aren't working so you can find the ones that do. The result? You'll leave the keynote knowing exactly what you need to do to change course faster, spend more time on the right things, and achieve not just what you need to do, but what you want to do, as well.

Walk away from this keynote with the ability to:

- Recognize the hidden barriers to productivity and know how to overcome them
- Identify the difference between a goal and a plan—and which ones to give up to focus on the ones that really matter
- Apply a simple framework to evaluate competing needs and decide which to prioritize so the most important things get done
- Find the space to recover, regroup, and rejuvenate so you and your team can bring out your best, both in and out of work

HERO AWARD CEREMONY



Over lunch, we will take a few moments to celebrate and recognize the selected 2024 WALA Hero Award recipients. All are welcome to join us as we congratulate the well deserved winners. Have someone in mind that should be considered? Contact us at info@ewala.org to learn more and submit a nomination. *Thank you to our sponsor: New Perspective*

PRIZE DRAWING AND CORNHOLE TOURNAMENT



Did you miss the chance to play last year? We had such a great time and we're bringing it back. Join us for some fun to wrap up the day. We'll start with announcing the exhibitor prize drawing winners and then kick off a fun-filled cornhole tournament with a chance for all to win prizes!

INNOVATION SHOWROOM

WALA is excited to host our second Innovation Showroom featuring products new to the industry that will enhance the care and services you provide to your residents. These innovations will be on site all day in the main foyer of the conference center!



SCHEDULE OF EVENTS

WEDNESDAY

- 11:00am Pre-Event Registration and Lunch
12:00-4:30pm Pre-Event: Together we Define! Team, Teaming and Team Building
5:00-8:00pm Opening Reception Dinner + Live Entertainment

THURSDAY

- 7:30am Registration and Exhibit Hall Open
8:30-10:00am Keynote: Productive Persistence: How to "Give Up" to Get More Done
10:00am Break in Exhibit Hall
11:00am Concurrent Breakout Sessions
Exhibitor | Board Networking
12:00-1:30pm Lunch / HERO Awards / Exhibit Hall
1:30pm Concurrent Breakout Sessions
2:30pm Break in Exhibit Hall
3:30pm Concurrent Breakout Sessions
5:00pm Exhibitor Prize Drawing Reception with Cornhole Tournament

FRIDAY

- 8:30am- 9:30am Concluding Remarks | PAC Raffle Drawing
9:45am Concurrent Breakout Sessions
10:45am Coffee Break
11:00am Concurrent Breakout Sessions

THANKS TO OUR FEATURED EXHIBITORS



ADDITIONAL INFORMATION

Kalahari Resorts Wisconsin Dells
1305 Kalahari Dr, Baraboo, WI 53913

OVERNIGHT ACCOMMODATIONS

WALA's room block is available and open at the Kalahari while rooms are still available. Book your room through [this LINK!](#)

CONFERENCE EVENT APP

Download our Conference Event App for the most up to date information, session handouts, session surveys, and everyone's favorite Gamification opportunities.

THANKS TO OUR APP SPONSOR

Reinhart



THANK YOU TO OUR EXHIBITORS

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Pharmaceuticals

Action Painting & Epoxy Coatings
Painting Services

Advanced Wound Care
Wound Services

Aegis Therapies
Rehab Provider

Agrace Hospice
Hospice Provider

Aire-Master
Scent Marketing

ALEA Training & Consulting
Training & Consulting Services

ALPS
Long Term Care Pharmacy

American Data
eMAR & EHS Software

Anchor Moving Systems
Moving Services

Apollo Bath
Tub Specialists

Aspire Clinical Intelligence
Information Technology

Assisted Living Consultant Consortium
Training & Consulting Services

Bayland Buildings, Inc
General Contractor

Bemis Manufacturing
Manufacturer

BioTech Mobile X-Ray
Mobile X-Ray, Ultrasound and More!

Bluestone Physician Services
On-Site Primary Care Provider

Brighton Hospice
Hospice Provider

Care Patrol
Referral Services

Castle Senior Living Hospice
Hospice Provider

Cawley Company
Manufacturer

ClearPath Connections
Technology Services

CMP Pharma
Pharmaceuticals

Community Living Solutions
General Contractor

Consolidated Construction Company
General Contractor

Cura Hospitality
Dining Service Provider

Cyndee CBRF Training
Training Services

Davis Clinical Consulting
Training & Consulting Services

DBS Group
General Contractor

Deer Path Academy
Education Services

Dementia Care Solutions
Training Services

Direct Supply
Equipment and Furnishing

DTN Staffing
Staffing Provider

EasyShifts
eMAR & EHS Software

ECP
eMAR & EHS Software

Eldermark
eMAR & EHS Software

EQUIP Training & Consulting
Training & Consulting Services

FOX Rehabilitation
Rehab Provider

Ganther Construction | Architecture
Construction & Architecture

Genoa Healthcare
Long Term Care Pharmacy

Gordon Food Service
Dining Service Provider

Greenfield Rehabilitation Agency
Rehab Provider

GROTH Design Group
Architecture

Guardian Pharmacy
Long Term Care Pharmacy

Hayat Pharmacy
Long Term Care Pharmacy

HealthDirect Pharmacy
Long Term Care Pharmacy

Herzing University
Education Services

Hoffman Planning, Design
& Construction
Construction & Architecture

Hometown LTC Pharmacy
Long Term Care Pharmacy

HPC Premier Group Purchasing
Group Purchasing Organization

HPS
Group Purchasing Organization

HPSI Purchasing Services
Group Purchasing Organization

iCare/Humana
Managed Care Organization

JNL Technologies, Inc
Safety Equipment Supplier

JobLink Healthcare
Staffing Provider

KARE
Staffing Provider

Krueger Communications
Technology Services

Lerdahl
Furnishings

lodgeVision
Technology Services

LTC Rx Pharmacy
Long Term Care Pharmacy

Lument
Investment Banking

M3 Insurance
Insurance Services

Marcus & Millichap
Real Estate

Martin Bros Distributing
Dining Service Provider

Medical Health Pharmacy
Long Term Care Pharmacy

Medication Management Partners
Long Term Care Pharmacy

Midwest Alarm Services
Security Software

MJ Care Inc
Employment Agency

Molina Healthcare
Managed Care Organization

Moments Hospice
Hospice Provider

Morton LTC Pharmacy
Long Term Care Pharmacy

NorthShore Care Supply
Medical Supply Provider

Oak Medical
On-Site Primary Care Provider

O'Connell Pharmacy Long Term Care
Long Term Care Pharmacy

Ovitsky Vision Care
On-Site Optometry Services

Pathway Health Services
Consulting Services

Paxxon Healthcare Services
Rehab Provider

PhytRehab
Rehab Provider

PointClickCare
eMAR & EHS Software

Powerback Rehabilitation
Rehab Provider

R&R Insurance
Insurance Services

ResiDex Software
eMAR & EHS Software

Revive Restoration
Restoration & Recovery Services

RF Technologies
Manufacturer

RockMed Pharmacy
Long Term Care Pharmacy

ServiceMaster Recovery
Restoration & Recovery Services

ServPro
Restoration & Recovery Services

SFM - The Work Comp Experts
Insurance Services

SK Life Science
Pharmaceuticals

Skyline Services, Inc
Window Cleaning

Solaris Diagnostics
Diagnostic Center

St. Croix Hospice
Hospice Provider

Staff One LTD
Staffing Provider

Therap
Electronic Health Record & Billing

Thrifty White Pharmacy
Long Term Care Pharmacy

Thrive Architects
Architecture

UWGB Training Registry /
WisCaregiver CDCP

Education Services

UW-Oshkosh CCDET
Education Services

VJS Construction Services
General Contractor

WalkWise
Medical Supply Provider

Wisconsin Bus Sales
Busing Services

WI Caregiver Acaedmy
Education Services

Wisconsin Representatives of Activity
Professionals (WRAP)

Information Professionals Organization

WISHIN
Information Sharing Services

Zien Mechanical
Mechanical Contractor

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New Perspective

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Memory Care

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Sponsor



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BREAKING
NEW GROUND
IN CONSTRUCTION

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ACADEMY

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EXTRAORDINARY

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WALA IS GRATEFUL FOR THEIR COMMITMENT!

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INNOVATOR SPONSORS



Together we Define! Team, Teaming and Team Building

Kelly Mundth, Principal Owner: Better to Best LLC

Thank you to our sponsor: Krueger Communications

African 50



Teaming is defined as the act of forming a team, participating in a team, and achieving goals as a team. Sometimes we get to choose what team we are joining, most times, we do not. When we join the workforce, our concept of teams stems from our childhood and other teams we've been on. Some of these concepts are positive while others may not be. The need for a strong, effective team becomes more important every day as we are faced with unique problems, complex situations and uncertain needs for the community which requires us to interact and collaborate at a whole different level.

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Thank you to our
registration sponsor:
Martin Brothers
Distribution

8:30AM-10:00AM - OPENING KEYNOTE

Productive Persistence: How to "Give Up" to Get More Done

Courtney Clark, President of Accelerated Resilience

Thank you to our sponsor: Consolidated Construction Company



To achieve your goals, it seems like the best answer is to persist and persevere—but there's more than one kind of persistence. One can get you stuck in doing things "the way we've always done them," making you less resilient and less successful. But the other can help you achieve your goals no matter what life throws at you. That's what resilience expert and keynote speaker Courtney Clark calls "Productive Persistence." It's a realistic version of resilience that prevents burnout, fosters flexibility, and increases the chances of success.

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Note to those attending our opening keynote: Please be considerate of our speaker. If you wish to network with an exhibitor during this time, we ask that you network in the foyer outside of the main ballroom

10:00AM-11:00AM - EXHIBIT HALL OPEN

African East/West Ballroom



Education and Staff Competency in Assisted Living

Colleen Toebe, Chief Nursing Officer: Pathway Health Services

*African 10*First Time
Speaker

Prospective and current residents are curious about the training and competency of the caregiving team that will be caring for them. They are encouraged to inquire about this training when they choose a residence for loved ones. Likewise, in the competitive race to hire and retain top talent, we need to ensure our caregivers enjoy knowing they have the skills, expertise, and knowledge to do their job well. Attendees will leave this session with the ability to:

- Verbalize the competencies that must be covered in new employee orientation
- Describe 3 ways to infuse your company's values into your education programs
- Understand how training can improve recruitment and retention of top performing staff

Stress: Good, Bad or Both?

Dave Molenda, Founder: Positive Polarity

African 20

Did you know that 94% of people report having chronic (long-term) stress at work? Yet how much of our day do we spend trying to find ways to reduce that stress? In this fast-paced executive briefing, we will dive into this and unpack workplace stress and offer some simple, yet effective tools to help the attendee better cope with their stress. If you have stress at work, then this is one session that you won't want to miss!

It's a Committed Partnership! The Role of Therapy in Assisted Living Facilities

Danielle Norris, Corporate Clinical Analyst: PhytRehab

*African 30*First Time
Speaker

What are OT, PT or ST services? Am I setting up the older adults in our community for success and optimal living each and every day? What can I start doing today to improve their overall satisfaction and quality of life? Understanding the role of therapy and its direct impact on the older adult population is vital to wellbeing, health, happiness and safety of each individual. It is essential to have a successful and robust partnership between therapy and the assisted living community. A partnership that is based upon respect and understanding of the primary role of each provider and its impact on the older adult. This presentation will discuss tangible strategies for a successful partnership and ways to reduce falls and implement a health and wellness program.

Medication Safe Odyssey: Navigating Medication Pass, Administration, and Errors in Assisted Living

Holly Altenberger, PharmD, Director of Pharmacy: O'Connell Pharmacy

Jenna Weber, PharmD, BCGP Consulting Pharmacist: Morton LTC Pharmacy

African 40

Join your pharmacist partners to chart a course for safer medication practices at your practice. Dr. Holly Altenberger and Dr. Jenna Weber will explore more commonly reported medication error risks, help you discover the best way to support residents with specialized medication delivery devices (such as inhalers and others), and review several important steps you can take TODAY to optimize medication therapy for your residents.

Be Extraordinary, Build Extraordinary: An Overview of Assisted Living Project Development

Tristan A. Dollinger, Shareholder, Health Care & Corporate Practice Groups: Reinhart Van Deuren S.C.

Justine Sieber, Project Architect and Associate: Plunkett Raysich Architects, LLP

John Richter, Partner: Catalysis Partners

Adam Arndt, President: Catalyst Partners

Thank you to our sponsor: Iconica

African 50

Whether building a new facility, renovating a current facility, converting an existing building, or expanding an existing facility, this session is for you. Panelists will provide an overview of construction projects for assisted living, long-term care, and independent senior living facilities, including the construction process, roles of project team members, applicable legal requirements, and recent regulatory developments. Attendees will walk away with the ability to identify the necessary members of your project team and better understand their roles. In addition, have the ability to set realistic expectations for construction projects based on current industry trends.

Getting Started: Taking Quality to the Next Level

Sarah Richards-Searles, MBA, LPN

African 60

This exclusive session is reserved for communities participating in WALA’s Diamond Accreditation Program. Are you prepared to elevate your quality improvement program but unsure where to begin? Gain insights on setting achievable goals and optimizing your time and resources. Explore practical strategies for proactively addressing the common challenges you may face using the Diamond Accreditation Program framework and prepare your assisted living community for long term success.



Dialogue with BAL Director

Kenneth Brotheridge, Bureau of Assisted Living Director: Department of Health Services

African 70

Hear directly from the BAL Director on current directives relevant to assisted living. Specific updates pertaining to survey trends and regulator updates will be discussed with an opportunity to ask questions.

Document on the Go! Real Time ADL Collection for your Care Team

Nathalya Ramirez, CEO: EIS

African 80



Manual care log documentation, or documenting after the shift, is a time-consuming and inefficient process that can lead to inaccuracies, caregiver burnout, and increased costs. EIS offers a solution with user-friendly, real-time care logs that allow caregivers to document their tasks as they go. This approach provides a more accurate picture of residents’ day-to-day experiences, enabling customized care and improved well-being.

12:00-1:30PM - LUNCH IN EXHIBIT HALL

African East/West Ballroom

Thank you to our sponsor:



12:30-1:00PM - HERO AWARDS CEREMONY

African East/West Ballroom

Thank you to our sponsor: *New Perspective*



Safe Patient Handling - Hands on Training with Unique Devices/Techniques

Carl Gruber, Loss Prevention Specialist: SFM Mutual Insurance Company
African 10

This session is designed to give attendees a unique, hands on approach to different equipment and techniques for safe resident handling. These techniques are designed to help minimize injuries to both staff and residents. Join us to see potential options to help manage difficult resident handling situations in your community.

Learn to Listen, Listen to Learn

Dave Molenda, Founder: Positive Polarity
African 20

Most of us assume we are good listeners, but recent research shows that poor listening habits and skills affect more than 70% of us. This results in misunderstandings, errors and missed opportunities at work. In this fast-paced executive briefing, we will explore this together and learn some simple tools that will boost your listening. This is one session that you won't want to miss!

Navigating through the HIPAA Security Rule

Holly Schlenvogt, Privacy & Security Consultant/Owner: HRT Consulting, LLC
African 30

Organizations required to be compliant with HIPAA have the hefty task of implementing the administrative, physical, and technical requirements of the HIPAA Security Rule. This session provides an overview of the HIPAA Security Rule requirements as well as dives into some of the key controls to implement and protect the confidentiality, integrity, and availability of your residents' electronic protected health information. Whether you are an organization just getting started, or an organization that has met all the HIPAA Security Rule requirements, there will be takeaways for you to consider exploring to enhance your compliance posture.

The Looming Labor Crisis, A Tale of Two Perspectives

Bryant McCann, General Manager: KARE

African 40

First Time
Speaker

The Senior Care industry has a workforce retention problem. This much is clear and largely agreed upon by most operators, however, the underlying reasons have never been less clear. Throughout this presentation we'll examine the misconceptions we make as community leaders and identify where we "get it right" and "get it wrong" to attract and maintain top talent.



The FISH Approach: The Language of Dementia & Finding Success

Sheri Fairman, Owner: Dementia Care Solutions LLC

African 50



Care partners can find themselves in “communication snags” with the people living with dementia. Together we will untangle these challenging situations and explore new tools that will help with the relationship. Let’s dive deeper into the water and learn communication strategies for success. Focused on Sheri Fairman’s Fish Approach to Dementia Care, this session will provide attendees with a better understanding of how communication can help or hurt a situation with a person living with dementia, and concrete tools to use to find improved relationships.

Discussions with Doug

Doug Englebert, Pharmacy Practice Consultant: Bureau of Technology, Licensing and Education

African 60

As consultants and advocates for residents, you have a lot of responsibility for the day-to-day clinical process in your community. Attend this session for an open Q&A with the pharmacy practice consultant for the state. Receive answers about medications and processes and any other pharmacy-related questions you have!

Exempt or Non-Exempt: That is the Question

Robert Driscoll, Shareholder: Reinhart Boerner Van Deuren S.C.

African 70

If you don’t fully understand the impact COVID had on overtime hours and your budget, you will want to join us for this session. We will explore the realities and practicalities of properly calculating overtime. Within this session, we will define exempt and non-exempt as outlined in wage and hour regulations along with how to properly calculate overtime pay and the consequences of not doing so. Walk away with a plan to update your overtime pay policies based on employee job descriptions and titles rather than on your organization’s historical practices.

2:30PM-3:00PM - BREAK IN EXHIBIT HALL

Thank you to our sponsor: Advanced Wound Care

2024 INNOVATION SHOWROOM

Displayed in our showroom this year are Martin Bros Distribution highlighting their [Robotics & Automation Solutions](#) for the dining room and Early Intervention Systems highlighting their [Digital Well-being Platform](#) to improve ADL tracking. Both of which you won’t want to miss. Available all day in the foyer of the conference center!



Emerging Trends: Evolving Risks, ESG & DEI

Talia Pletcher, Senior Account Executive: M3 Insurance

Terry Leahy, President and CEO: MyPath

Ann Barry Hanneman, Attorney at Law: von Biesen & Roper, S.C.

Michael Sherer, Attorney at Law: von Biesen & Roper, S.C.

Matt Balestrieri, Director of ESG: MyPath

African 10

This panel discussion will include ways of identifying risks and mitigation strategies surrounding diversity, equity and inclusion. In particular, it will touch on what Environmental, Social, & Governance (ESG) risks mean in respect to long term care, the legal ramifications of these emerging risks and a discussion of how and why to consider implementation in your organization.

Piloting Your Pharmacy through Change: Unpacking the Hottest Trends

Holly Altenberger, PharmD, Director of Pharmacy: O'Connell Pharmacy

Jenna Weber, PharmD, BCGP - Consulting Pharmacist: Morton LTC Pharmacy

Sarah Pagenkopf, PharmD, Director of Professional & Educational Services: Pharmacy Society of Wisconsin

African 20

Healthcare is changing, but delivering high quality care and medication therapies continues to be the aim of all health care teams. Join pharmacists, pharmacy technicians and other team members who are part of the medication procurement, delivery and administration process to sort through the changing landscape we face today. This session will review "hot topics" affecting seniors, medication management pearls, and technology's role in medication optimization, and will offer time for audience ideas and concerns. Audience members will leave this session with strategies to make their "connecting flight" and unite their facility and pharmacy teams!

You Said What? Behavior Talks... What is it Saying

Lori Schlosser, CEO: EQUIP Training & Consulting, LLC

African 30

Behavior has meaning - oftentimes it is the only way our residents can communicate their wants and needs to us. How do we understand the meaning behind the behavior? Behavior management strategies and techniques are not just for the provider working with older adults with Alzheimer's or related Dementias, all of us engage in communication through behavior on a daily basis. This session will help us to look beyond the behavior and discover the unmet want or need it is communicating.

Houston, We Have a Perception Problem: Strategies to Overcome the Negative Stigma of Senior Living

Peter Massey, VP of Development and Construction: Trilogy Health Services

Cassie Dunlap, Assistant Divisional VP of Operations: Trilogy Health Services

Isaac Wallace, Market Sector Leader - Senior Living: ERDMAN

African 40

... and it's not just Houston! All over the country, in every state and community, we, as developers, operators, and designers are faced with overcoming long-held negative perceptions of what senior living is (or isn't). This often translates into increased difficulty in garnering local and regional support for new senior living communities. What can we do to educate and influence changing these negative perceptions? In this interactive, audience-focused session, participants will discover the latest technology and strategies to engage, educate, and become a true community partner.

Empowering Tools & Processes to Support your Mental Health

Brittany Meoska, Owner & Founder: Brittany Meoska Coaching, LLC

Thank you to our breakout session sponsor: Heritage Senior Living

African 50

We all have mental health just like we all have physical health - and there are many things we can do to positively impact both! Mental health includes our emotional, psychological, and social well-being, and it affects how we think, feel, and act. It impacts many things in our lives, yet it can feel like a daunting task to work toward improving it.

What actually helps? And where do we begin? This presentation offers just that - a powerful pushing-off point for participants to conceptualize where they can start. We will utilize two lesser-known coaching tools that help create clarity and help us recognize where we have the power to take action to work toward feeling better in our lives. You will get to experience the power of these tools personally during the session AND you'll be armed with new tools and processes to help you in your work.

Fueling Curiosity & Growth in Activities

Deborah Smith, Community Life Director: Wisconsin Representatives of Activity Professionals

African 60

This panel discussion/presentation will provide useful tools on how to incorporate purposeful activities into daily activity programs. In particular, examples will be shared of activity resources and meaningful engagement programs that are adaptable, create a sense of purpose & wellbeing.

Thinking about Things...Differently

Jane Kozicki, RN, BSN, MS, CN: Streuss Pharmacy

Jay Charles, RN: Streuss Pharmacy

Sheriee Peppin, RN: Streuss Pharmacy

Andrew Saether, PharmD: Streuss Pharmacy

African 70

First Time Speaker Your caregivers know the residents better than anyone else on the care team. This presentation is designed to highlight multiple examples of vital objective information that could be easily acquired during a typical day. The quality of data provided to medical professionals is critical to the outcome of the psych review process. If caregivers are empowered to play an active role in this process, it may better enable medical professionals to determine whether positive outcomes of the treatment regimen are being achieved or adjustments are needed. Included in this session are examples for the individualized service plan with a description of behaviors, signs of effectiveness and presence of side effects related to psychotropic medications.

5:00PM - PRIZE DRAWING RECEPTION AND ELITE CORNHOLE TOURNAMENT



8:30AM - 9:30AM WALA/ARGENTUM UPDATES ON WORKFORCE DEVELOPMENT INITIATIVES AFRICAN EAST

We know how challenging it has been for each of you to maintain a steady workforce over the past several years and want to do our part to support our members. As we conclude our 2024 Annual Conference, join us for breakfast and to hear about exciting new forthcoming workforce development initiatives that we will have available for WALA members. Following these updates, we will announce our PAC Raffle winners as well!

Balancing Rights and Protections: Inclusive Relationships, Sexuality and Consent

Kim Marheine, State Long Term Care Ombudsman: Wisconsin Board on Aging and Long Term Care
African 10

Now serving a generation of residents who came of age during a time when sexuality may have been less inhibited, there are increasing questions about how to support residents who want a sexual relationship. Many providers feel unprepared to respond to questions about the ability to consent, about how to serve persons who identify as LGBTQIA+, and how to build a culture that is inclusive, respectful and supportive of choice and rights. Using an inclusive and person-centered approach, this session will enable a discussion of the balance of rights, self-determination, risk and consent when residents are at the center of relationships and related decisions of risk. Complex scenarios will be discussed, such as when residents choose to have sex, when consent can be difficult to assess, and when staff or decision-makers might reach beyond boundaries and violate rights.

Leading to Win! Leading like the Future Depends on It

Chris Ross, Owner: Legacy Healthcare Consulting

African 20

This session will be structured around our Pillars of Performance: People, Product, Process, and Plan. We will focus primarily on People and the L.E.G.A.C.Y leadership process. The attendees will be given real world scenarios to work through in small groups to illustrate the importance of the lessons contained within our leadership program. Attendees will be given tools that they can implement immediately to improve their own leadership skills and those of the team members around them.

Life Saving Tips when Facing an Armed Intruder or Active Shooter in your Assisted Living

Ted Hayes, Senior Risk Manager: M3 Insurance

African 30

First Time
Speaker

Statistics indicate that a little more than 60% of active shooter situations are over within five (5) minutes – the shooter leaves the area, the shooter takes their own life (about 40%), or law enforcement or a prepared citizen neutralizes the situation. Knowing exactly what to do during those few minutes may mean the difference between life and death for you, a coworker and many others in your assisted living community.

Legislative Updates

Forbes McIntosh, Government Relations Consultant: Government Policy Solutions

African 50

Are you aware of legislation changes that could impact your operations? This session will discuss legislative updates and regulatory changes, as well as what effect the budget will have on assisted living. Attendees will also learn what they can do to help the legislative process.

Assisted Living Software Advancements: The Key to Empowered Staff and Better Outcomes

Loren Odom, Senior Account Executive: ECP

African 60

Explore the latest advancements in assisted living software through electronic documentation. Find tools to optimize your current system, enhancing care quality and compliance. As we highlight new WI-specific tools and the capabilities of modern electronic medication systems, see firsthand how these innovations pave the way for more efficient staffing and better care standards.

What Hourly Workers Want More than Money

Austin Durham, MMSE - Healthcare: Paycor

African 70

Consumer demand is revving back to life but workers are still hard to find and keep for a variety of reasons, especially in the healthcare industry. But there is a lot you can do to beat the intense competition and hire/retain the best of the best employees for your facility. Some key takeaways from this session include;

- It's never been more difficult to hire hourly workers
- Other industries are driving up wages, but there are other ways to compete for talent
- Attract talented, ambitious people by giving them more control over their lives
- Attract and retain employees by giving them a future
- Give leaders the tools they need to empower their teams and drive engagement

An Alternative to Paid Referrals

Angie Hildebrant, Division President: Our House Senior Living

African 80

Third party referral sources are a tool utilized by many assisted living communities and for the most part, a valuable one. From the provider perspective, this session will showcase how to utilize other opportunities and alternatives to costly referral sources. Learn in particular how you can be successful with increasing resident move-ins and generating cost-effective internal leads through other options and resources.

10:45am-11:00am - Coffee Break



Hospice Basics for Caregivers

Kristy Davis, RN Administrator: Heartland Hospice

Thank you to our sponsor: St. Croix Hospice

African 10


The goal of this session is to create a comfort level for caregivers around hospice and palliative care. It will empower attendees with education and knowledge on topics such as:

- What is Palliative Care, who provides it and what are the benefits?
- When is it time for Hospice?
- What are the different levels of care
- Symptom management
- Dying Process

Burnout: Causes, Implications, and Mediation

Kayla Gritzmacher, RN MSN, Doctor of Business Administration Candidate: Concordia University Mequon

African 20

 More than half of all healthcare clinicians in the United States experience symptoms of burnout. Burnout can cause negative behavior in the workplace by causing damage at a cognitive, emotional, and attitudinal level for both clinical staff and patients. Burnout among nursing staff is influenced by a variety of factors with the most significant being of the physical, social, and psychological manor. Healthcare workers often report feeling overworked, overwhelmed, and burned out. Burnout can impact patient care and quality of care delivered.

This presentation will review what burnout is, what factors can cause and exacerbate burnout, and what effects burnout can have on patient care. The presenter will review and discuss her recent research where she analyzed the relationship between burnout among long term care nurses and patient fall rates.

Financial and Other Implications Surrounding Admission Agreements


Robert Lightfoot, Shareholder, Chair, Health Care Practice Group: Reinhart Boerner Van Deuren S.C.

Tristan A. Dollinger, Shareholder, Health Care and Corporate Practice Groups:

Reinhart Boerner Van Deuren S.C.

African 30

Geared for finance professionals in long-term care, this session will look at the pre-admission process with a special focus on how providers legally can obtain information on the average number of years a person's money might last, income, and asset thresholds. From there, the session will focus on using provisions in admission agreements and related contracts to address common financial issues that long-term care finance professionals should keep in mind.



Dementia Care in a Crisis

Joy Schmidt-Quincy, Dementia Crisis Program Specialist: Adult Protective Services - Dane County Dept. of Human Services

African 50



Prevention and planning is key, but sometimes we can do all the right things and still end up in crisis. In this session we will discuss the challenges that come with dementia care and ways to prepare for the crisis when it comes. This will include information about maintaining the safety of both the individual with dementia and those around them.

A MOSAIC Approach to Handling Behaviors (Expressions) in Dementia Care

Marie Schulist, Certified Dementia Practitioner, Mosaic & Engagement Specialists: Azura Memory Care

African 60

Statistics show that half of 85-year old's and older have a diagnosis of dementia and many residents in assisted living have some form of dementia. It's important for leaders to know how to care for those with this impairment, the best approach, when it is time for them to transition and how to communicate this with the families who are not always in agreement. In this session, learn how to handle behaviors (expressions) in dementia care in a positive way to have a successful interaction. Learn how to respond versus react to surprises in dementia care. Learn when it is time to transition someone from assisted living to memory care and the best way to have that conversation with the family.

Resilience: Bouncing Back when Life Throws a Curveball

Jennifer Thompson, Behavioral Health Care Manager: Bluestone Physician Group

African 70

This session will promote a deeper understanding, uncover new learnings, and reinforce existing best practices of developing a team that can bounce back when they are thrown curveballs. We'll define resilience and look at what is draining your energy and how actions and elements of resilience can create better planning for the future.



At the conclusion of the conference, swing by the registration booth to collect your 20% promo code for use at a future WALA educational opportunity.

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