

2023 WALA FALL CONFERENCE

THRIVE

SEPTEMBER 19-20, 2023 • BROOKFIELD



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The Work Comp Experts

CEU'S AVAILABLE: 8 HOURS. NAB CREDITS APPLIED FOR.

TUESDAY, SEPTEMBER 19

11:00AM - 1:00PM REGISTRATION & OPENING REMARKS

11:00AM - REGISTRATION OPEN

Thank you to our Registration Sponsor: Martin Bros Distribution

11:30AM - LUNCH

CONNECT BALLROOM

Thank you to our Lunch Sponsor: Consolidated Construction Company

12:00PM-1:00PM OPENING REMARKS AND DISCUSSION WITH DHS DEPUTY SECRETARY DEBRA STANDRIDGE

CONNECT BALLROOM

We are pleased to be joined by the Wisconsin Department of Health Services Deputy Secretary Debra Standridge. She will discuss Department priorities and initiatives regarding the assisted living profession including workforce challenges, Family Care, 2023-25 state biennium budget, and much more.



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EVENT APP



TUESDAY, SEPTEMBER 19

1:15PM - 2:15PM CONCURRENT BREAKOUT SESSIONS

PROFIT AND PURPOSE: YOU CAN HAVE BOTH!

Rebecca Rouse, MBA NHA RYT, Associate Lecturer: UW- Eau Claire

Does the thought of looking at financial statements intimidate you? Do you ever find yourself unsure of how or where to start making changes to maximize profits without jeopardizing resident care? This course is designed to help you better understand the foundational skills of reading financial statements, establishing, analyzing expenses, and implementing a budget. Once this foundation has been established, you will then learn how to communicate and implement the change within your organization.

SAFE RESIDENT HANDLING - HANDS ON TRAINING WITH UNIQUE DEVICES/TECHNIQUES

Carl Gruber, Loss Prevention Specialists: SFM Mutual Insurance Company

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.

MOVING PAST THE PANDEMIC

Natalie Zeleznikar, Executive Advisor - Senior Living: PROCare HR

The pandemic may be past-tense, but there are still many current residual effects lingering. This session will provide an understanding of the value of connectivity for your employees and the steps to rebuild self-esteem and self-confidence for current team members as well as applicants. When we care for the caregiver, great caregiving can follow.



TUESDAY, SEPTEMBER 19

2:30PM - 3:30PM CONCURRENT BREAKOUT SESSIONS

GETTING THROUGH A SURVEY

Robert Lightfoot, RN, Attorney: Reinhart Boerner Van Deuren S.C.

In this session, attendees will learn how to best prepare for a state survey. Our presenter will key in on what surveyors may be looking for at an assisted living facility. This includes strategies to work through before, during, and after the survey. In addition, attendees will walk away with tools and strategies for a plan of correction and appeal, if needed.

PILLARS OF PERFORMANCE: CREATING A MORE POSITIVE CULTURE FOR RESIDENTS, FAMILIES, AND STAFF

Chris Ross, Owner: Legacy Healthcare Consulting


This session will focus on the critical importance of a positive work culture and environment for residents, families, and staff. We will be highlighting the areas of building trust, clear & consistent communication, and leading by example while having fun in a supportive environment. As an organization, we approach each of our opportunities with Legacy's Pillars of Performance and will use these as a guide through this session. This includes providing attendees with a knowledge base and tools to implement at their communities.

FIVE STEPS TO CYBER RESILIENCE

Taylor Goodland, Account Executive: M3 Insurance

Thank you to our sponsor: Krueger Communications

The possibility of your organization being exposed to a cyber-attack is higher than ever and being prepared for when it happens is something your organization should be considering. This session will address five steps to building cyber resilience in assisted living communities, evolving cyber risks and trends, and strategies to ensure you are covered when a cyber-attack strikes. Participants will learn how to mitigate cyber exposures through preventative controls and formal risk transfer mechanisms. This will be an interactive session with key take-aways to use at your organization.



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TUESDAY, SEPTEMBER 19

3:45PM - 4:45PM CONCURRENT BREAKOUT SESSIONS

RN ROLE IN ASSISTED LIVING

Lauren Davis, RN, Owner/CEO: Davis Clinical Consulting

This session is for those wishing to gain a better understanding of what the role of the Registered Nurse is in assisted living. Discussion will include an overview of the regulations, specific information regarding RN delegated tasks, definition of delegation and what it means for a facility, its staff and its residents. We will also discuss how facilities can incorporate and ensure compliance with regulations that govern RN oversight and delegation in Wisconsin.

2024 BUDGET PREP: A FUTURE COST OUTLOOK

Peter McDowell, VP National Accounts: HPSI

The past several years have impacted senior living operators with significant increases in costs across the board. With additional changes by the federal government and an election year upon us, 2024 is expected to be another eventful year. Prepared by Aramark's team of Economists and Sourcing Experts, this session will look at the high level political, economical, and environmental factors that will have an impact on your organization in 2024 and discuss some strategies that you may deploy to mitigate that impact.

INTERPROFESSIONAL PAIN MANAGEMENT FOR THE OLDER ADULT WITH COGNITIVE IMPAIRMENT

Dawn Bookshar, PT, DPT, GCS, Clinical Director: Powerback Rehabilitation

Andrea Mysliwicz, PT, DPT, Board Certified in Geriatric Physical Therapy: Powerback Rehabilitation

Rochelle Smith, PT, DPT: Powerback Rehabilitation

Poorly managed pain can negatively affect physical and mental health as well as impair someone's overall quality of life. Pain and pain management is a growing concern among Americans 65 and older. Despite the high prevalence of pain in the elderly, it is often undertreated in older adults. The undertreatment of pain in older adults is an especially significant issue for those who have moderate to severe dementia impacting their ability to communicate. Some of the consequences of ineffective pain management include decreased physical functioning, wounds, contractures, depression and social isolation. This session will provide attendees an interprofessional approach to pain management with the roles of the various disciplines being highlighted.



5:00pm - 7:00pm Evening Reception in Exhibit Hall

Thank you to our Evening Reception Sponsor: M3 Insurance

WEDNESDAY, SEPTEMBER 20

9:45AM-10:45AM CONCURRENT BREAKOUT SESSIONS

8:30am - 9:45am Breakfast in Exhibit Hall

Thank you to our Breakfast Sponsor: CarePatrol

HOW TO BECOME A LEADER OTHERS WILL FOLLOW: THE POWER OF ENCOURAGEMENT AND CONFIDENCE

Steve Miller: Leadership Development Group

Do you want to be a leader who inspires and empowers others? Do you want to learn how to use encouragement and confidence as powerful tools to influence and motivate your team? If so, then you should attend this session. In this workshop, you will:

- Discover the benefits of being an encouraging and confident leader for yourself and others.
- Learn how to develop and demonstrate your encouragement and confidence skills in various situations.
- Explore the best practices and techniques to encourage and boost the confidence of your team members.
- Gain feedback and insights from other leaders and experts on your encouragement and confidence style.
- Participate in interactive exercises and discussions to practice and apply what you learn.

EMERGING PRIMARY CARE PARTNERSHIPS - WAYS TO REDEFINE VALUE BASED CARE

Jim Lydiard, Chief Strategy Officer: HarmonyCares

Join us for a 60-minute fireside chat discussing recent partnership models. Learn from these experts on how value based care impacts assisted living communities through implementation, resident engagement, contracting, data collection, aligning incentives, and delivering for the residents and staff.

EVIDENCE-BASED PRACTICES: MATCHING RESIDENT AND ACUITY FOR CLINICAL CAPABILITIES

Julia Lawrence, RN, COO: Davis Clinical Consulting

This presentation will cover current literature on evidence based practices related to resident conditions and acuity level. Specifically discussing how utilizing evidence based assessments can improve the quality, outcome, and cost of care for residents in assisted living settings. Leave this session being up to date on current practices and understand how to determine appropriateness of care for residents in assisted living.



WEDNESDAY, SEPTEMBER 20

11:00AM-12:00PM CONCURRENT BREAKOUT SESSIONS

NURSING SHORTAGES: HOW LPN STUDENTS ARE THE ANSWER IN ASSISTED LIVING

Kristen Hoffman, Regional Relationship Manager: Herzing University

Learn how your nursing shortages can be addressed with the LPN (Diploma of Practical Nursing) student and graduate population. By hosting LPN clinical rotations, the students are able to see exactly what your facility has to offer through a 6-7 week rotation. In addition, you'll be able to see what potential they have as an employee.

WELL, THAT DIDN'T WORK, WHAT NOW?

Marion Chapin, Dementia Care - Positive Solutions

Thank you to our sponsor Hoffman Planning, Design & Construction

So, what you did, didn't work. When working with someone with dementia we need to use positive approaches. Many times caregivers approach a resident as they would someone that has "good" cognition. When we approach those with dementia the way we normally would, we are setting ourselves up for negative reactions. We need to learn new techniques and tools to approach situations differently. We'll explore and practice some of Teepa Snow's techniques to promote resident encouragement and come across as less confrontational. We are the keys to positive outcomes.

NAVIGATING THE CONTROLLED SUBSTANCE LANDSCAPE - WHAT ASSISTED LIVING OPERATORS NEED TO KNOW

Laura Koop, BCGP, PharmD, Pharmacist Supervisor: Guardian Pharmacy

Chris Stern, PharmD: Thedacare

Assisted living professionals will leave the session of panelist experts with an understanding of the legal requirements for ordering, storing and administering controlled substances in their facilities. You will understand how controlled substance prescribing can go wrong and what they can do to partner with the pharmacy to expedite medications. You will be able to more confidently collaborate and problem-solve with prescribers, pharmacies and hospice organizations.



12:00pm - 1:45pm Lunch in Exhibit Hall

WEDNESDAY, SEPTEMBER 20

1:45PM-2:45PM CONCURRENT BREAKOUT SESSIONS

GETTING READY FOR BABY BOOMERS: WHAT YOU NEED TO KNOW

Robert Best, NHA, MAPS, Program Manager: Kelly Senior Center

The baby boom generation has been the driving force for social change in American culture throughout the last 75 years. As the youngest of the Boomers are turning 60, they will also have a significant influence on retirement and assisted living. This session will present an enlightening glimpse into the mind of the Baby Boomers and suggestions for providing better service and meeting their unique needs.

A PROVIDER'S PERSPECTIVE ON WEIGHING RISK

Lori Schlosser, CEO: EQUIP Training & Consulting

Your insurance carrier and other leading legal experts encourage ways to reduce risks. As a provider, how do you practically protect yourself and your organization on a daily basis from such risks. The frequency of certain questions can be quite high with questions such as: When do I issue an involuntary discharge; What are the risks of hiring or retaining a particular employee; and Do I appeal a citation or not appeal. In this session, we'll cover topics such as documentation, screening tools, physical environmental issues, and how you make a decision as a provider based upon particular risks.

SENIOR HOUSING VALUATION TRENDS

Nick Glaisner, Managing Director: Ziegler Investments

Thank you to our sponsor SERVPRO

The level of merger and acquisition is down materially this year, but paradoxically, not-for-profit affiliation and disposition activity is on the rise. This session will provide a discussion of valuation trends across the senior housing spectrum along with transaction case studies, processing and pitfalls. Gain perspective on how to value your own community and gain suggestions for current building values.



WEDNESDAY, SEPTEMBER 20

3:00PM-4:00PM CONCURRENT BREAKOUT SESSIONS

RESILIENCE: BOUNCING BACK WHEN LIFE THROWS A CURVEBALL

Jennifer Thompson, Executive Director: Eagle Point Senior Living

Thank you to our sponsor Krueger Communications

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.

HOUSTON, WE HAVE A (PERCEPTION) PROBLEM: USING MICRO-INFLUENCING AND OTHER STRATEGIES TO ADVANCE SENIOR LIVING

Isaac Wallace, Market Sector Leader - Senior Living: ERDMAN

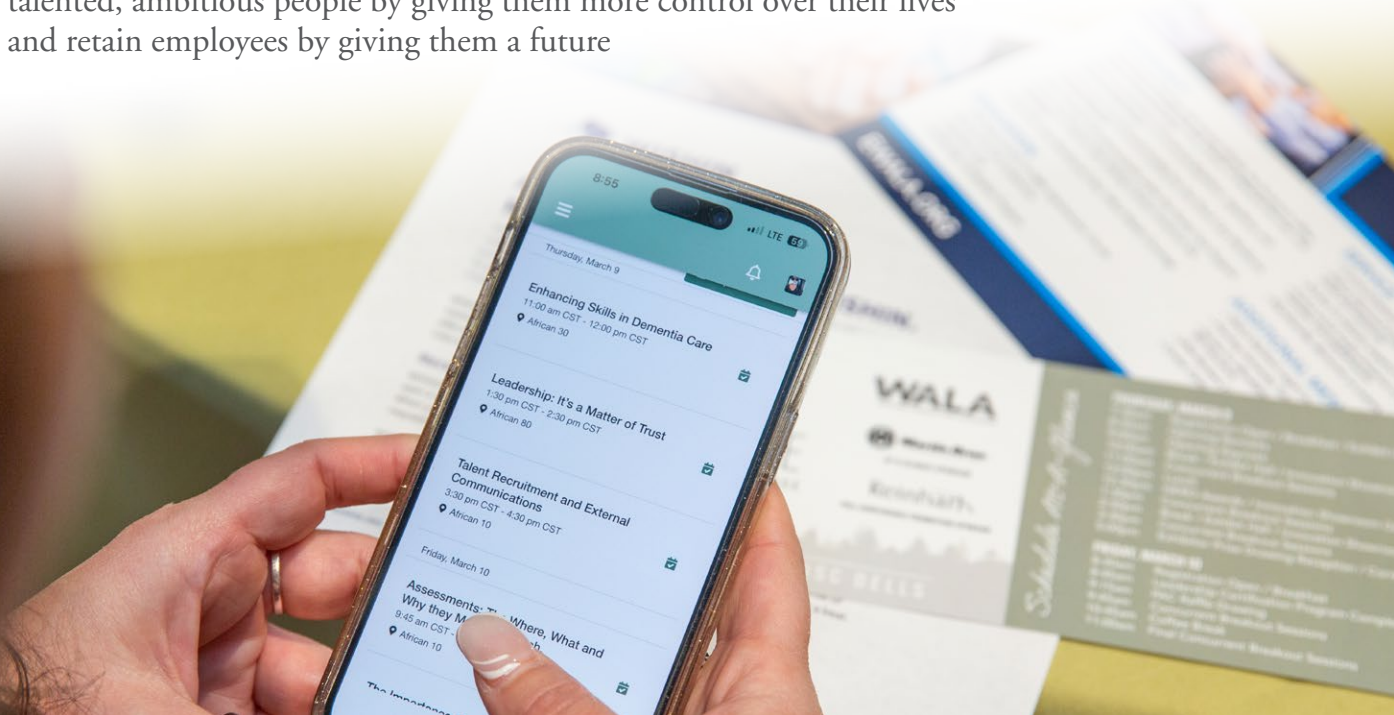
...and it's not just in Houston. All over the country - in every state and community, we, as developers, operators and designers, are faced with overcoming long-held negative perceptions of what senior living is (or isn't). This often translates to increased difficulty in garnering local and regional 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 techniques and strategies to engage, educate, and become a true community partner.

WHAT HOURLY WORKERS WANT MORE THAN MONEY

Austin Durham, MMSE - Healthcare: Paycor

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;

1. It's never been more difficult to hire hourly workers
2. Big companies are driving up wages, but there are other ways to compete for talent
3. Attract talented, ambitious people by giving them more control over their lives
4. Attract and retain employees by giving them a future



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ALPS.....	LTC Pharmacy
Anderson Food Service Solutions	Food Serve Distributor
Apollo Bath.....	Tub Specialists
Aurora Health at Home.....	Home Health Care Service
BioTech X-ray	X-Ray Laboratory
Bluestone Physican Services.....	On-Site Primary Care Provider
Center for Vulnerable Voters	Education Provider
Community Living Solutions.....	Architecture & Design
Consolidated Construction	General Contractor
Cura Hospitality.....	Dining Service Provider
DBS Group.....	General Contractor & Construction Manager
Dementia Care Solutions	Dementia Care Consulting
ECP	eMAR & EHS Software
Greenfield Rehabilitation Agency	Rehabilitation Provider
Guardian Pharmacy Wisconsin	LTC Pharmacy
Hayat Pharmacy.....	LTC Pharmacy
HealthDirect Pharmacy Services.....	LTC Pharmacy
Herzing University	Education Provider
HJ Martin.....	Interior Design
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Medication Management Partners.....	LTC Pharmacy
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