

2023 Final Conference Agenda



RESILIENCE

WALA SPRING CONFERENCE

MARCH 8-10

WISC DELLS



WALA
WISCONSIN ASSISTED LIVING ASSOCIATION

10 CEU Available - NAB Number 20240229-40-A90428-IN

Wednesday

SPECIAL EVENTS

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

Courtney Clark, President of Accelerated Resilience

ReVisionary Thinking: The Science and Strategy of Quickly Adapting to Change



Can you reach your goals: even if things aren't going the way you expect? Most people are good at setting goals and making plans, but not very good at revising those plans when things change. But that's the real work of resilience. Resilience is letting go of the "old way of doing things" and rewriting a script for success that gives you the fastest and best path from where you are to where you want to go.

5:00 - 8:00 PM | EVENING RECEPTION



Welcome back The LoveMonkeys to dance our way through the first evening. An opening reception you won't want to miss. Catch up, greet new attendees, and enjoy the sounds of live music.



Thursday

SPECIAL EVENTS

9:00AM - 10:00AM | KEYNOTE SPEAKER

Jennifer L. FitzPatrick, MSW, LCSW-C, CSP Speaker/Author, Founder: Jenerations Health Education
Redefining Great Service Reflecting Resilience to the Great Resignation



Hiring has been tough everywhere, and those of us in the assisted living profession are no exception. Keeping great people has been a challenge, along with finding them. This doesn't mean that our residents or their families will indefinitely tolerate disappointing service. Like all consumers, assisted living consumers understand staffing problems but are mainly focused on the care they or their loved ones receive. This interactive keynote presentation will help you and your team:

1. Recognize service challenges your organization has had since the *Great Resignation*
2. Discuss simple, inexpensive strategies that will improve the resident and family experience immediately
3. Identify the mindset and attitudes that are holding your teams back from providing the great service your residents deserve

INNOVATION SHOWROOM

Visit WALA's first Innovation Showroom to explore new industry products that will enhance the care and services you provide to your residents. Guided tours will be scheduled for group convenience.



12:30PM | HERO AWARD CEREMONY

Over lunch we will take a few moments to recognize the selected 2023 HERO's. Join us as we celebrate and congratulate the well deserving winners - Atiyah Nichols, Irene Reed, Kristina Pierce, and Kyle Eggers. Thank you to our sponsor: New Perspective Senior Living



Thursday

SPECIAL EVENTS

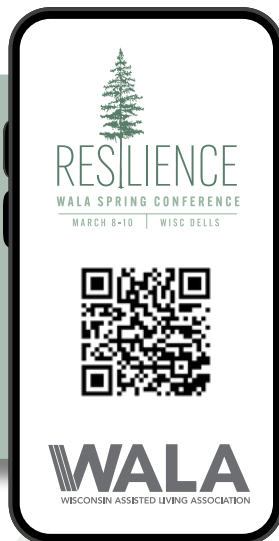
SPECIAL GUESTS PSW

We welcome Pharmacy Society of Wisconsin as they join us to discuss issues facing pharmacies and assisted living providers alike and collaborate towards greater outcomes.



5:00PM - 7:00PM | PRIZE DRAWING & ELITE CORNHOLE TOURNAMENT

Let's have some fun to conclude a day filled with fantastic sessions and a full exhibit hall. Exhibitor prize drawings will be announced and those interested in participating, there will be a fun-filled cornhole tournament with a chance to win prizes!



DOWNLOAD WALA'S EVENT APP

Watch for access details!

THANKS TO
OUR SPONSOR



Friday

SPECIAL EVENTS

8:45AM | LEADERSHIP CERTIFICATION PROGRAM

We will launch the final morning of our 2023 conference by recognizing those that completed WALA's first ever Leadership Certification Program.



FULL CONFERENCE PROMOTION SPONSOR

Reinhart
ATTORNEYS AT LAW



SCHEDULE OF EVENTS

Wednesday

- 11:00am Pre-Event Registration and Lunch
- 12:00pm - 4:30pm Pre-Event: Revisionary Thinking: The Science and Strategy of Quickly Adapting to Change
- 5:00pm - 8:00pm Opening Evening Reception + Live Entertainment

Thursday

- 7:30am Registration and Exhibit Hall Open
- 8:30am - 10:00am Keynote: Redefining Great Service Reflecting Resilience to the Great Resignation
- 10:00am First Guided Tour of the Innovation Showroom and break in Exhibit Hall
- 11:00am Concurrent Breakout Sessions
- 12:00pm - 1:30pm Lunch / HERO Awards / Exhibit Hall
- 12:30pm Second Guided Tour of the Innovation Showroom
- 1:30pm Concurrent Breakout Sessions
Exhibitor Speed Networking
- 2:30pm Final Guided Tour of the Innovation Showroom and break in Exhibit Hall
- 3:30pm Concurrent Breakout Sessions
- 5:00pm - 7:00pm Exhibitor Prize Drawing Reception with Cornhole Tournament

Friday

- 8:45- 9:30am Congratulations to our Leadership Certification Program recipients - PAC Raffle Drawing
- 9:45am Concurrent Breakout Sessions
- 10:45am Coffee Break
- 11:00am Concurrent Breakout Sessions





ADDITIONAL INFORMATION

Location/Accommodations

Kalahari Resorts Wisconsin Dells

1305 Kalahari Dr, Baraboo, WI 53913

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.

Scan to download the conference app



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RESILIENCE

WALA SPRING CONFERENCE

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Thank you to our exhibitors

Acadia Pharmaceuticals.....	Pharmaceuticals	Get Found Madison	Digital Marketing
Accushield.....	Onsite Health Screening	Girard's Business Solutions, Inc.....	Technology Services
ALEA Training & Consulting	Training & Consulting for Providers	Gordon Food Service.....	Food Service Distributor
ALPS.....	Long Term Care Pharmacy	Greenfield Rehabilitation Agency ..	Rehabilitation Provider
American Data	eMAR & EHS Software	GROTH Design Group	Architecture, Interiors and Planing
Apollo Bath.....	Tub Specialists	Guardian Pharmacy	Long Term Care Pharmacy
Assisted Living Consultants		H.J. Martin & Son	Architecture and Design
Consortium.....	Consulting for Providers	HarmonyCares Medical Group.....	On-site Primary Care
Azura Memory Care	Memory Care	Hausmann Group	Insurance Agency
Bayland Buildings, Inc.....	Design/Build General Contractor	Hayat Pharmacy	Long Term Care Pharmacy
Berghammer Construction	General Contractor	HealthDirect Pharmacy Services....	Long Term Care Pharmacy
BlueHalo Lighting.....	Lighting	Helm Group	Construction Company
Bluestone Physician Services.....	On-Site Primary Care Provider	Heritage Senior Living	Assisted Living Provider
Brown & Brown Insurance	Insurance Agency	Herzing University.....	Education
CAT 5 Restoration.....	Restoration Contractor	Hoffman Planning, Design & Construction	Planning, Design & Construction Services
Catalyst Construction.....	Construction Provider	Hometown LTC Pharmacy.....	Long Term Care Pharmacy
Cawley Company	Manufacturer	HPS.....	Group Purchasing Organization
ClearPath Connections	Technology Services	HPSI	Group Purchasing Organization
CMP Pharma	Pharmaceuticals	Humana/iCare.....	Managed Care Organization
Community Living Solutions.....	Architerture & Design	KARE	Software Developer
Consolidated Construction Company	General Contractor	Keller, Inc.....	General Contractor
Davis Clinical Consulting.....	Training & Consulting for Providers	Krueger Communications.....	Technical Services
DBS Group.....	General Contractor & Construction Manager	LERDAHL I Inspired Workplace Interiors	Furniture, Space Planning, and Design
Dedicated Business Solutions	Offset Printing	LodgeVision.....	HD Distribution, Sateellite TV, Phone & Internet
Dementia Care Solutions	Dementia Care Consulting	LTC Rx.....	Long Term Care Pharmacy
Direct Supply	Equipment and Furnishing	Lument.....	Commercial Real Estate
Dynamic Mobile Imaging	Mobile X-Ray, Ultrasound and More!	M3 Insurance	Insurance Services
EasyShifts	eMAR & EHS Software	Marcus + Millichap.....	Commerical Real Estate
Ebenezer	Assisted Living Provider	Marsh & McLennan Agency	Insurance Services
ECP	eMAR & EHS Software	Martin Brothers Distribution	Full-Line Food Service Distributor
Equip Training & Consulting	Training & Consulting for Providers	McCullough's LTC Pharmacy.....	Long Term Care Pharmacy
FOX Rehabilitation.....	Rehabilitation Provider	Medical Health Pharmacy.....	Long Term Care Pharmacy
Ganther Construction	Construction Provider	Medication Management Parters ..	Long Term Care Pharmacy
GenComm	Telecommunicatinos Contractor	Mendota Health Mobile Wound Care Clinic.....	Wound Care
Genoa Healthcare - Long Term Care Pharmacy.....	Long Term Care Pharmacy	Midwest Alarm Services.....	Alarm and Nurse Call Integrator
		MJ Care, Inc.....	Employment Agency
		Moments Hospice	Hospice Provider



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Thank you to our exhibitors

Morton LTC Pharmacy	Long Term Care Pharmacy	SFM - The Work Comp Experts	Work Comp Insurance
My Choice Wisconsin	Managed Care Organization	Simple Network Consulting	Information Technology
NAI Greywolf Brokerage	Commercial Real Estate	Smarter Tax Planning	Accounting
Notify Nurse Call	Communication Technology	St Croix Hospice	Hospice Provider
Novir	Biotechnology Services	Streu's Pharmacy	Long Term Care Pharmacy
O'Connell Pharmacy	Long Term Care Pharmacy	SVN - Hintze Commercial	
Oak Medical Group	On-Site Primary Care Provider	Real Estate	Commercial Real Estate
Ovitsky Vision Care	On-Site Optometry Services	Therap Services	Electronic Health Record and Billing
Pathway Health Services, Inc	Consulting Services	Thrifty White Pharmacy	Long Term Care Pharmacy
Phillips Total Care Pharmacy	Long Term Care Pharmacy	Tri-State Tub to Shower	
PhytRehab	OT/PT/ST	Conversions	Bathroom Conversions
PointClickCare	Software Provider	UW Green Bay CBRF Registry	Education Services
Powerback Rehabilitation	Rehabilitation Provider	UW-Oshkosh CCDET	Education
Procure HR	Human Resource Provider	VITAS Healthcare	Hospice Provider
ProMedica Senior Care	Hospice Provider	VJS Construction Services	General Contractor
R&R Insurance	Insurance Services	Viventium	HR Software with Payroll Processing
RedShoes Inc.	Public Relations	WI Caregiver Academy	Education Services
ResiDex Software	eMAR & EHR Software	WI Representatives of Activity	
RockMed LTC Pharmacy	Long Term Care Pharmacy	Professionals (WRAP)	Activity Professionals Organization
Senior Care Realty	Real Estate	WI Talking Book and Braille	
ServPro	Restoration Contractor	Library	Speciality Library Services
ServiceMaster Recovery Services ...	Restoration and Recovery Services	Wipfli	CPA & Consulting Firm

FEATURED EXHIBITORS



Conference Sponsors



Thank you to our sponsors



Break Sponsor



Hallway Banner Sponsor



Exhibitor Day Lunch Sponsor



Opening Keynote Sponsor



Attendee Email Confirmation Sponsor



Lanyard Sponsor



Break Sponsor



Tote Bag Sponsor



Hallway Banner Sponsor



Hallway Banner Sponsor



Attendee Welcome Sponsor



Hallway Banner Sponsor



Hallway Banner Sponsor



Opening Reception Sponsor



Event At-A-Glance Sponsor



Registration Sponsor



Hero Awards Sponsor



Hallway Banner Sponsor



Full Conference Promotion Sponsor



Event App Sponsor



PowerPoint Sponsor



Hallway Banner Sponsor



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Annual Sponsors

*Thank you to our 2023 annual sponsors.
 WALA is grateful for their commitment.*

ELITE SPONSORS



INDUSTRY CHAMPION SPONSOR



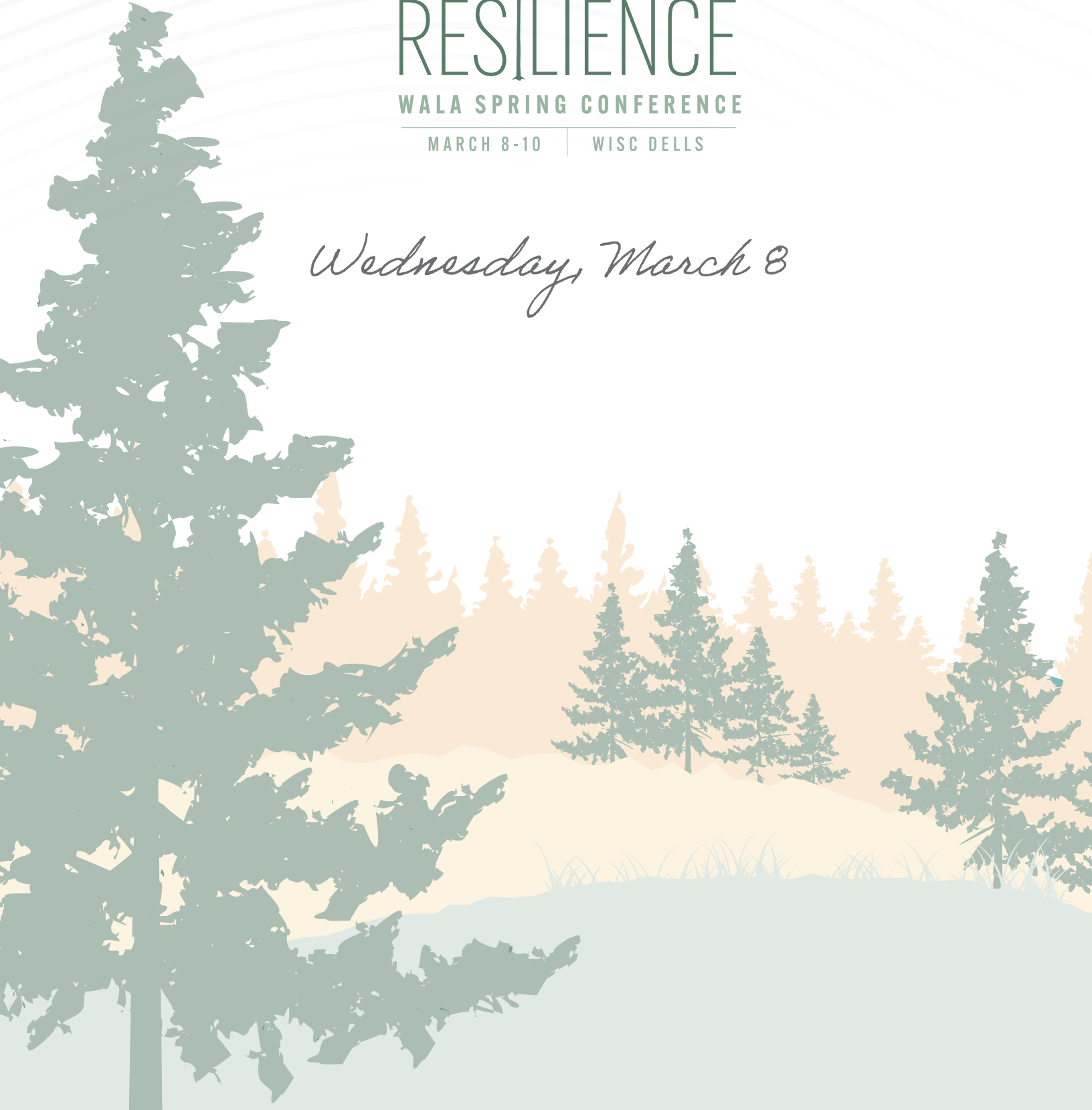
INNOVATOR SPONSORS





RESILIENCE
WALA SPRING CONFERENCE
MARCH 8-10 | WISC DELLS

Wednesday, March 8



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

African 50

Courtney Clark, President of Accelerated Resilience

ReVisionary Thinking: The Science and Strategy of Quickly Adapting to Change



Can you reach your goals: even if things aren't going the way you expect? Most people are good at setting goals and making plans, but not very good at revising those plans when things change. But that's the real work of resilience. Resilience is letting go of the "old way of doing things" and rewriting a script for success that gives you the fastest and best path from where you are to where you want to go. At the end of this session, participants will be able to...

- Avoid the typical mistakes people make when confronted with change
- Improve mental flexibility as individuals and teams
- Understand why gut instinct fails you in unfamiliar situations - and how to counter it
- Generate more (and more innovative!) ideas when solving problems

5:00PM - 8:00PM | OPENING EVENING RECEPTION

African East/West Ballroom

Thank you to our sponsor M3 Insurance



Welcome back The LoveMonkeys to dance our way through the first evening. An opening reception you won't want to miss. Exhibitors are welcome to join us as we kick off the 2023 spring conference together. Catch up, greet new attendees, and enjoy the sounds of live music





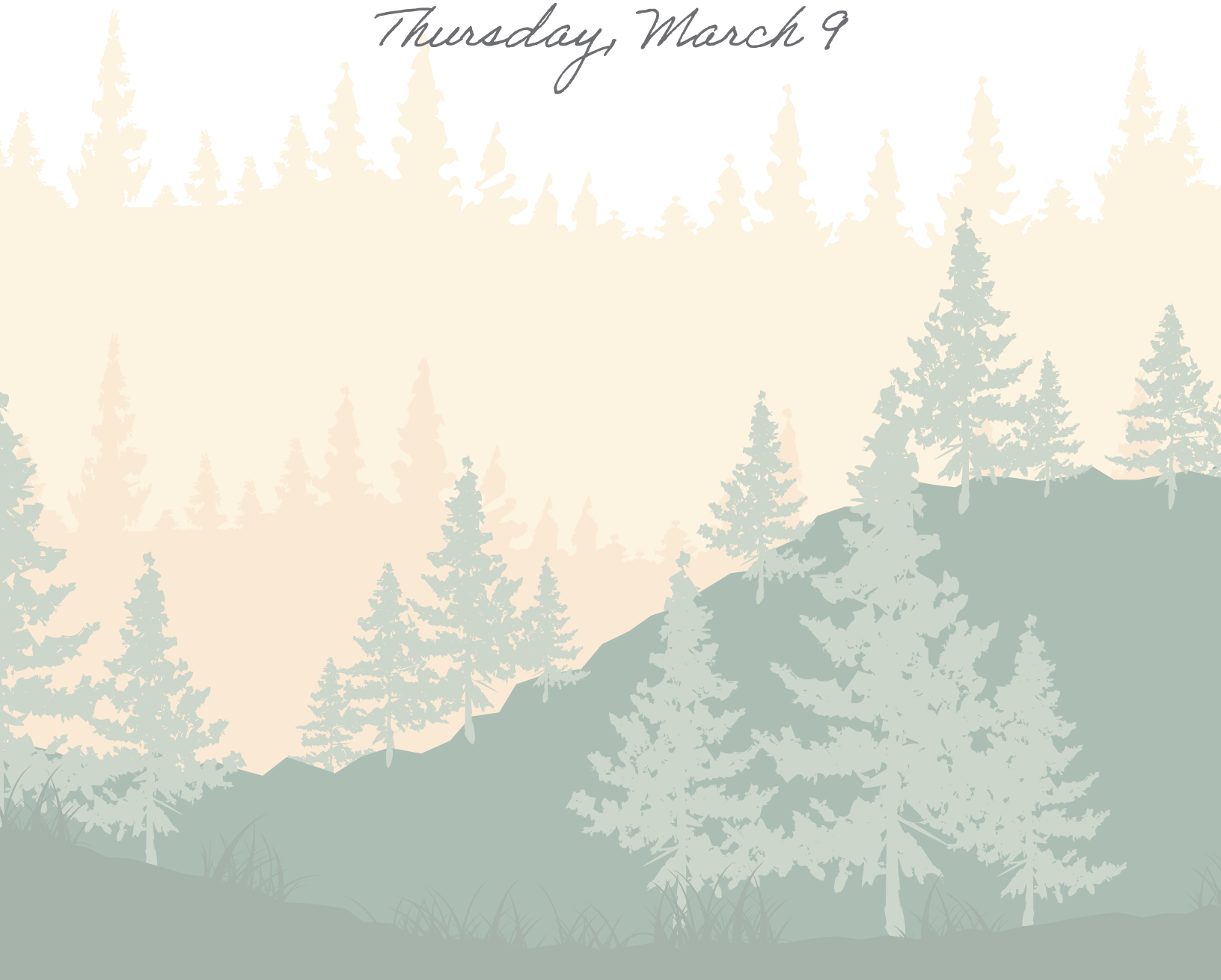
RESILIENCE

WALA SPRING CONFERENCE

MARCH 8-10

WISC DELLS

Thursday, March 9



Thursday

7:30AM | REGISTRATION AND EXHIBIT HALL OPEN

Thank you to our registration sponsor: Medication Management Partners

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

Redefining Great Service Reflecting Resilience to the Great Resignation

Jennifer L. FitzPatrick, MSW, LCSW-C, CSP Speaker/Author, Founder: Jenerations Health Education

Thank you to our sponsor: Consolidated Construction Company
African East/West Ballroom



Hiring has been tough everywhere, and those of us in the assisted living profession are no exception. Keeping great people has been a challenge, along with finding them. This doesn't mean that our residents or their families will indefinitely tolerate disappointing service. Like all consumers, assisted living consumers understand staffing problems but are mainly focused on the care they or their loved ones receive. This interactive keynote presentation will help you and your team:

1. Recognize service challenges your organization has had since the *Great Resignation*
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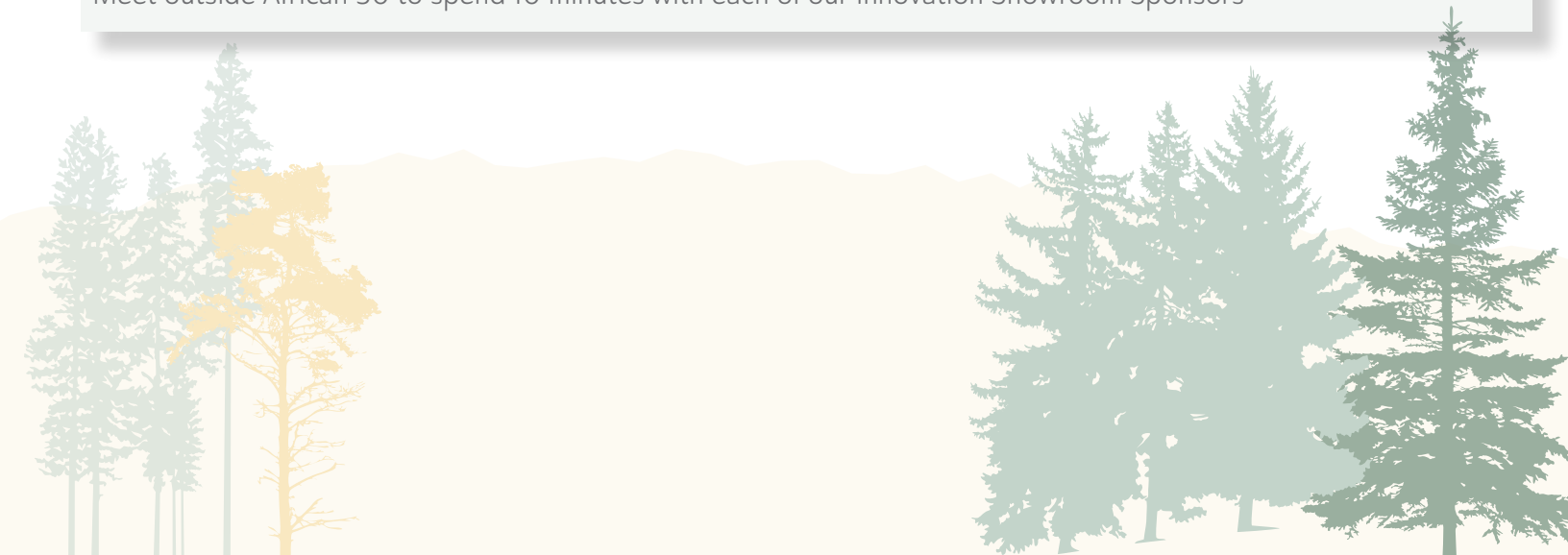
10:00AM - 11:00AM

Exhibit Hall Open | African East/West Ballroom

Visit with over 100 exhibitors from all over Wisconsin that are here to see you!

10:00AM-11:00AM | GUIDED TOUR OF THE INNOVATION SHOWROOM

Meet outside African 50 to spend 10 minutes with each of our Innovation Showroom Sponsors



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

Innovation through Improvisation: Unlocking Creativity, Getting Results, and Having Fun

Peter Leidy, Consultant, Teacher, Songwriter, Speaker
African 10

When many people think of improv, Drew Carey or Second City may come to mind. But the rules of improv can be practical, powerful and fun “tools” for generating ideas, unlocking frozen brains, and giving a lift to our teams and workplaces. While this session will be active and fun, it is not about comedy. Attendees will learn a new way of generating ideas, “Yes, AND” rather than “Yes, BUT,” and will experience the positive, creative energy that ensues. This leads to better opportunities for people being supported, AND, greater joy and satisfaction for those around them.

Empowering (& Lesser-Known) Mental Health and Well-Being Tools

Brittany Meoska, Owner/ Founder:
Brittany Meoska Coaching, LLC
African 20

FIRST TIME PRESENTER

We all have mental health just like we all have physical health - and there are many things that we can do to positively impact both! Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. (When you put it like that, it seems pretty important, doesn't it??). Mental health impacts so 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.

Enhancing Skills in Dementia Care

Sheri Fairman, Dementia Care Consultant: Dementia Care Solutions LLC
African 30

Understand how increasing knowledge of dementia care can be translated into increased skill for staff. We will explore how a person with dementia is experiencing the world through their senses and why we may see challenging situations occur. We will also discuss how we approach a person with dementia and the impact we have on their life experience.

Dealing with Difficult & Challenging Residents and Their Family Members

Jennifer L. FitzPatrick, MSW, LCSW-C, CSP Speaker/Author, Founder:
Jenerations Health Education
African 40

FIRST TIME PRESENTER

Ever wonder why some residents and family members are so much harder to satisfy? Approximately 30 million Americans have a personality disorder. These frequently occurring conditions impair an individual's ability to reason and relate effectively with others. This includes our residents and family members! Without the proper tools, serving someone who is overly dramatic, has difficulty respecting boundaries or needs excessive attention exhausts your team and leads to relentless complaints and poor reviews. This program will unlock the secrets to de-escalating and possibly even delighting those with some of the most challenging personality disorder types. You will walk away better understanding what makes them tick and how to better manage them.

Dialogue with BAL Director: AFH

Dan Perron, Bureau of Assisted Living Director:
Department of Health Services
African 60

Hear directly from the BAL Director on current directives relevant to adult family homes. Specific updates pertaining to survey trends and regulatory updates will be discussed with an opportunity to ask questions.

Thursday

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

African East/West Ballroom

Thank you to our sponsor CarePatrol

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

African East/West Ballroom

Thank you to our sponsor New Perspective Senior Living

12:30PM-1:30PM | GUIDED TOUR OF THE INNOVATION SHOWROOM

Meet outside African 50 to spend 10 minutes with each of our Innovation Showroom Sponsors

1:30PM - 2:30PM | CONCURRENT BREAKOUT SESSIONS

Cultivating Compassion and Reducing Stress

Peter Leidy, Consultant, Teacher, Songwriter, Speaker
African 10

Do you spend significant amounts of time caring for others in your job or personal life?

Does your life sometimes feel overwhelming or stressful? Do you think more about the past or future rather than being fully present in whatever you are doing? If so, you are not alone. Mindfulness practice can help by bringing a sense of clarity, purpose and lightness to our minds and spirits. In this session we will:

- Learn what mindfulness is and is not
- Learn how mindfulness practice literally changes our brains and brings kindness and compassion to ourselves and those around us, even in tense or threatening situations
- Experience a short, guided mindfulness session
- Connect with others
- Explore many ways to bring mindfulness into your daily life, e.g. in work meetings, supporting relationships, and routine activities like eating, walking, working out and being in nature.

The Future of Connected Solutions - How Technologies Could Increase Operator Revenue by Supporting Clinicians in Keeping Residents Healthier



Nick Grbavac, Sr Technology Product Manager:
Direct Supply

Marc Beltmann, Sr Product Engineer: Direct Supply
Thank you to our Innovation Showroom Sponsor DirectlySupply African 20


Join us in this facilitated design session where attendees will actively participate in uncovering, prioritizing and brainstorming concepts that can be taken far beyond the showcase. The goal here is to leverage attendee insights that will help shape the future of caregiving beyond a single product. This won't be your typical workshop experience. If this sounds like something you'd be interested in, plan on seeing us there!

Legislative Updates

Forbes McIntosh, Government Relations Consultant:
Government Policy Solutions
African 30

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.

Automation in Senior Living: Do Not Remove the “Care” from HealthCare

Vik Kashyap, CEO/Founder:  Toi Labs
Amanda Runnoe, Chief Nursing Officer:
Heritage Senior Living

Thank you to our Innovation Showroom Sponsor Toi Labs
African 40

We will explore the efforts of operators such as Heritage Senior Living to implement remote passive monitoring tools to assist in collecting, analyzing and alerting to concerning issues with residents while improving their dignity and privacy. We will feature Heritage Senior Living in the discussion regarding their use of RPM products such as the TrueLoo Smart Toilet in order to improve care, reduce staff burden and increase the home feel for residents in their communities. Other topics to cover will be how to select products that do not increase an institutional feel, require little engagement by residents or staff and immediately provide actionable information.

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!

2:30PM - 3:30PM | BREAK

Break in the Exhibit Hall with snacks and coffee!

2:30PM | GUIDED TOUR OF THE INNOVATION SHOWROOM

Meet outside African 50 to spend 10 minutes with each of our Innovation Showroom Sponsors. This is the final tour of the day. WALA wishes to extend sincere gratitude to our Innovator Sponsors who joined us for today's experience.

Foundations to Understanding Risk

Sara Kekula, Director of Senior Living & Social Services: M3 Insurance

Taylor Goodland, Account Executive: M3 Insurance
African 70

Join us for a session where we explore the foundational elements of risk, including the five ways to manage risk. We'll discuss specific strategies to manage key risk areas for long term care providers, the effects of market conditions on the long term care industry, and how building a comprehensive framework via an enterprise-wide risk management strategy can benefit organizations.

Leadership: It's a Matter of Trust

Kelly Mundth, President: Better to Best LLC
African 80

FIRST TIME PRESENTER

There is the idea that “trust takes years to build, seconds to break and forever to repair”! So where are we now with trust in leadership? Trust is needed more than ever now, as companies continue to move past the pandemic and establish new norms. A trusting environment = retention of workforce, but what does it take to get there? In this workshop we will explore and practice ways we can build trust as leaders. This session will be highly interactive (we are all smarter together) and have aspects of learning and applying ways to build and sustain trust with our teams.

3:30PM - 4:30PM | CONCURRENT BREAKOUT SESSIONS

Talent Recruitment and External Communications

Meagan Hardwick, Agency Director:
Red Shoes Inc.

African 10

Today's market is tough when it comes to recruitment as almost every company and organization is expressing concern regarding hiring. Learn how to introduce a disruptive edge to your messaging to stand out from others. And learn how your external communications directly impact recruitment efforts and vice versa.

- Who are we trying to reach?
- Where are they geographically located?
- What are their behaviors and online characteristics?
- What type of message will result in action?

FIRST TIME PRESENTER

WCCEAL & WALA's Diamond Accreditation Program: Making Quality Work for You

Kevin Coughlin; Policy Initiative Advisor, Division of Medicaid Services

Erin Boutan; Sr. Director of Quality Improvement & Communications, WALA

Denise Barnes; Director of Community Relations, Great Lakes Senior Living

African 20

A comprehensive quality improvement program is a vital component to your assisted living community operations. If you've ever wondered how to get started, this session is for you! Learn about the ways that WALA's Diamond Accreditation Program, with tools like eQuality from the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL), can help your community flourish. Since 2009, WCCEAL has been at the forefront of assisted living quality. Learn how this innovative platform can give you a strategic advantage when making decisions and providing excellent care. Additionally, we will discuss the variety of tools, resources and benefits that are available

for participating Diamond Accreditation Program communities. Hear directly from a participating provider that uses all of these components to enhance care and reduce staffing challenges as part of their continuous quality improvement program.

If you have ever been interested in WALA's Diamond Accreditation Program and WCCEAL, we invite you to learn more during this session.

Dialogue with BAL Director: CBRF/RCAC

Dan Perron, Bureau of Assisted Living Director:
Department of Health Services

African 30

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

An Overview of Assisted Living Facility Purchases and Sale Transactions: From Start to Finish

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

Tristan Dollinger, Associate Attorney: Reinhart Boerner Van Deuren S.C.

African 40

In this interactive session, Attorneys Robert Lightfoot and Tristan Dollinger will discuss the purchase and sale process for assisted living facilities. This includes independent living, AFHs, RCACs, and CBRFs. They will offer insight on the purchase and sale process from the perspective of both buyers and sellers. They will discuss the purchase and sale process, steps to take when preparing to buy or sell a facility, purchase agreements and other transaction documents, licensing and regulatory requirements, along with real estate and financing considerations.

**Emerging Technology,
Emerging Risk: Successfully
Embracing Innovation and Navigating Regulation**



**Heather Hallett, MBA, RN, VP of Clinical Success:
SafelyYou**

Thank you to our Innovation Showroom Sponsor SafelyYou
African 60

From artificial intelligence to cameras, sensors, and more, new technology is being developed every day to help operators reduce risk—but it comes with risk of its own. And those risks can multiply if operators don't understand how to properly implement the technology within state guidelines, communicate it to staff and families, and maintain it over time. Cameras bring unprecedented care and safety opportunities, while conversations continue of who should lead the way with them—families or communities? And what are the associated risks? Technology partners have a role to play, too, in managing innovation and risk. They should not only be knowledgeable about the regulatory requirements and best practice policies, but also have resources available to support operators in understanding the risks as well as how to address them—this is critical to achieving successful outcomes and validates they are the right partner to understand your risk. When the above takes place, you have the confidence that you have set up your operations for innovation success.

**Building Partnerships: Leveraging
Your Pharmacy Partners**



**Holly Altenberger, PharmD,
Director of Pharmacy: O'Connell Pharmacy
Matthew Palmer, PharmD, Manager of Clinical
Operations: PharMerica
Jenna Weber, PharmD, BCGP, Consultant
Pharmacists: Morton LTC Pharmacy**

African 70

Join a small panel of pharmacy experts to learn more about how a partnership with pharmacy can benefit your organization, your patients and your care delivery. Learn more about the services that pharmacies can provide including, antimicrobial stewardship, opioid stewardship, psychotropic medication deprescribing assistance, adverse drug event reduction programs, and more! Thank you to the Pharmacy Society of Wisconsin for collaborating this session for us!!

Profit and Purpose: You can have both!

**Rebecca Rouse, President:
Productive Living Solutions**

African 80

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.

**FIRST TIME
PRESENTER**

5:00PM - 7:00PM | PRIZE DRAWING & ELITE CORNHOLE TOURNAMENT

African East/West Ballroom

Join us for our exhibitor prize drawing reception and participate in our Elite Cornhole Tournament. What better way to complete a day filled with knowledge and resources than a friendly tournament while networking.





RESILIENCE

WALA SPRING CONFERENCE

MARCH 8-10

WISC DELLS

Friday, March 10



Friday

8:45AM - 9:30AM | CONCLUDING REMARKS, RECOGNITION OF LEADERSHIP CERTIFICATION PROGRAM PARTICIPANTS AND WALA'S PAC RAFFLE DRAWING

African East

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

Assessments: The Where, What and Why they Matter so much.

Sarah Hook, Regional Clinical Director of Operations: Great Lakes Management
African 10

FIRST TIME PRESENTER

Assessments are beneficial to successfully running an assisted living facility. This session will dive into the steps of conducting an initial assessment and how to set up an accurate service plan to create future ease of reassessments. How to best manage the workload and responsibilities that come with the role of assessments will also be discussed.

Insider Advice to Get the Most Value for Remodel or New Build

Tim Rinn, Director Senior and Living Communities: Consolidated Construction Company
African 20

Join this session for a discussion of the most common mistakes being made by owners and operators in assisted living. Mistakes that are frequently made in planning, design, and building will be addressed. Most importantly, how to avoid such mistakes and find the best value in your solutions.

What Makes Memory Care Different

Sue Schneider, RN, BSN: Assisted Living Consultants Consortium, LLC
Karli Schneider, CTRS, Dimensions Manager: Memory Care Community
African 30

With the increasing number of residents who would benefit from "Memory Care" services, what do you need to consider to make it happen? Join us to review the regulatory requirements to consider; gain an understanding of principles to recognize when developing or enhancing your current "Memory Care" services to manage resident needs and behaviors; and learn about resources available to you to support your "Memory Care" services and team.

Why you Must Care about their Wellbeing: A Fresh Approach to your Team

Dave Molenda, Founder: Positive Polarity
African 40

The numbers are in from Gallop, and they are not pretty! Teams across the country are losing hope as they feel employers don't care about their wellbeing. Right now, fewer than one in four US employees feel strongly that their organization cares about their wellbeing, which is the lowest percentage in nearly a decade. In this fast-paced executive briefing, we will see what the cost of this is and we will discuss some practical ways that we can turn this around for our team.

Clinical Rotations in Long Term Care Settings: Changing the Relationship between Student, Staff and Patient

Kristen Hoffman, MBA, Regional Relationship Manager: Herzing University

African 50

When organizations allow for nursing students to complete clinical rotations at their site they are helping more than just the student, these experiences allow for growth of site employees and enhance the life experiences of the residents that live there.

I will cover how to set up a clinical rotation, what an average rotation includes, and the desired outcomes.

Administrator Training Updates and Certified Direct Caregiver Professional Training

Debi Leis, Program Specialist; Wisconsin Training Registries at UWGB

Casey Beilke, Program Specialist; Wisconsin Training Registries at UWGB

African 60

Casey and Debi will be presenting the updated DHS Administrator Training criteria and introducing the innovative, statewide Certified Direct Care Professional (CDCP) program. The CDCP is designed to improve caregiver competencies, create pathways for advancement, increase the number of direct care professionals, and improve the accountability and sustainability of home and community services.

Making Plan of Corrections Stick in Assisted Living

Lauren Davis, RN, Owner:

Davis Clinical Consulting, LLC and FASTMedical, LLC

Thank you to our Innovation Showroom Sponsor FASTMedical, LLC
African 70

Join us for this session to learn strategies that help you prepare and engage your leadership and frontline staff for a successful survey. We will review the basics of the department of health services statement of deficiencies (SOD) and Facility Plan of Corrections (POC). Gain a better idea of what surveyors are looking for regarding your Plan of Correction and how to ensure it is sustainable. Additionally, learn how to engage your staff following a survey.



Realities of Technology Use and Priorities for the Future: Research Results with Nursing Executives in Senior Living

Liz Jensen, Clinical Director: Direct Supply Innovation and Technology Center

African 80

Technology advancements offer promising applications to workforce and quality challenges facing the senior care and services sector in the United States, yet limited literature exists guiding development and investment priorities. This session will explore results from recent research conducted with nursing executives from chain-affiliated long-term care organizations, adding new insights. A mixed-methods study asked nursing executives about their priorities for future technology development and investment in four domains: care delivery/outcomes, person-centered care, workforce/staffing, and operations/administration, with open-ended questions on the influences informing priorities. Findings suggest prior experiences with existing technology, as well as desires for the future influence how nursing executives prioritize where future technology development and investment is needed. Implications exist, and are relevant for senior care/senior living providers, technology developers, investors, and policymakers.

FIRST TIME PRESENTER

Friday

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

The Importance of Documentation

Tonille Westphal, RN, BSN, CNE:
North Oak Senior Living

African 10

The purpose of this course is to teach career orientated ALF individuals on medical record documentation, professional, responsible documentation strategies. Avoiding legal problems with proper documentation, which will be taught using fun and exciting real life case studies. Topics that will be covered include, "paint me a picture documentation," "problem and solution documentation," and the "Dos and Don'ts of documentation."

FIRST TIME
PRESENTER

Activities: "Back on Track" to Enhancing Lives

Deborah Smith, Regional Representative and Government Relations Chair: Wisconsin Representatives of Activity Professionals
Wendi Eagan, Activity Coordinator: Harvest Home Assisted Living

African 20

Two Board members from The Wisconsin Representatives of Activity Professionals will be giving an interactive speech on getting "Back on Track" to Enhancing Lives of residents across our state. In this presentation the speakers will be focusing on the importance of having qualified Activity Professionals within your facility, how to reprogram and transition back to normal after COVID-19, and give concrete examples of activities and resources to take back with you so that you can enhance your activity department.

When it's Time to Leave Your Comfort Zone - A Practical Guide to Growth

Dave Molenda, Founder: Positive Polarity

African 40

Can you grow and still stay in your comfort zone? We will discuss this in depth as we learn why a comfort zone is so easy to be in, yet so limiting. In this fast paced executive briefing, we will learn how to navigate from our comfort zone to our growth zone. One problem... There is a zone in between comfort and growth that can hinder us from enjoying our full potential. What is it? You will have to come to learn more... This is one session that you won't want to miss!

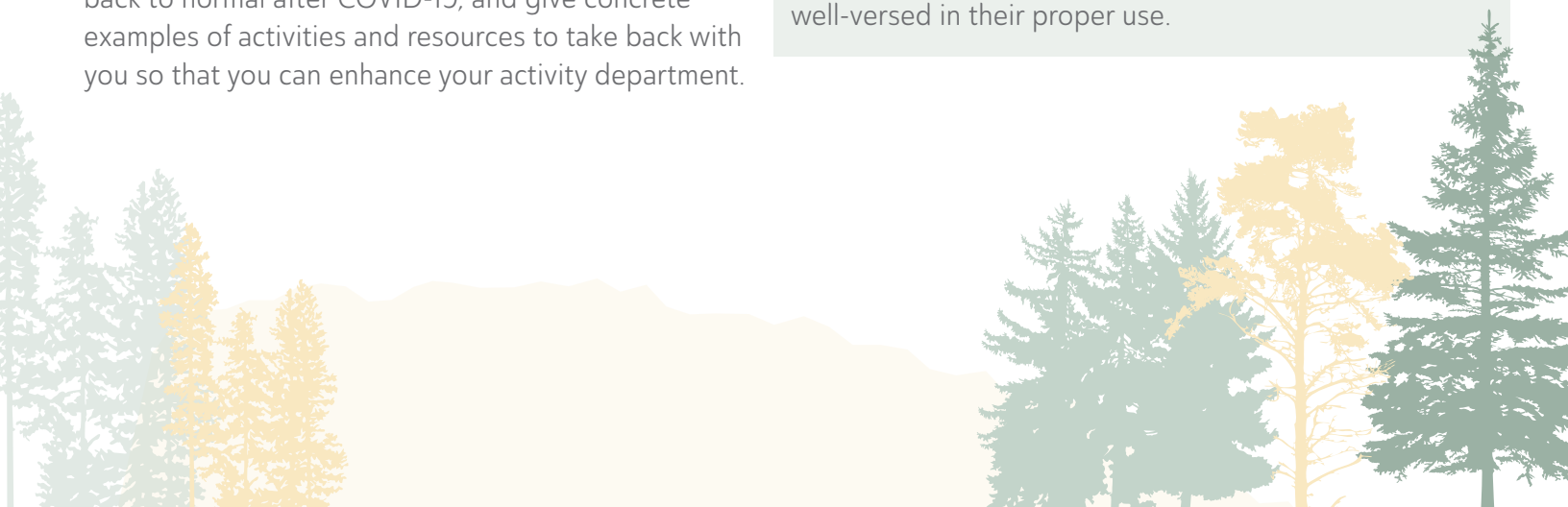
Use of Emergency Medications in Assisted Living Facility Setting

Nicole Schreiner, PharmD, Clinical Service Manager, Owner: Streu's Pharmacy

African 50

This session will go through the instruction of proper use of emergency medications in assisted living settings. Some emergency medications that will be discussed are Naloxone, Epinephrine, and Glucose. These life-saving medications are becoming needed more and more frequently within assisted living settings. With the continued opioid epidemic, accidental overdoses are a prominent issue. During a medical emergency, it is critical that staff are uniformly well-versed in their proper use.

FIRST TIME
PRESENTER



How to Quickly Grow Your Resident Occupancy and Staff with Smart Marketing

Eagan Heath, Founder and Owner: Caravan Digital (Get Found Madison, LLC)

African 60

Come learn how to grow from real case studies from other Wisconsin senior living companies! Agency owner Eagan Heath will show you proven strategies and tactics to grow your leads, sales and staff quickly based on actual case studies from his clients right here in Wisconsin. Start getting online leads tomorrow! Learn the fastest way to drive new leads for your business. Fill Your Staff Openings: Learn how to find new job candidates quickly by targeting them right where their attention already is. Sell the people who weren't ready before: See better results while doing less manual work with smart automation.

Getting Through a Survey

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

African 70

In this session, attendees will learn how to best prepare for a survey. Our presenter will key in on what surveyors may be looking for while at an assisted living facility. Included will be strategies to work through while a survey is happening along with how to work through the aftermath. In addition, attendees will walk away with tools and strategies for the appeal and correction steps of a survey.

Dining in a Memory Care Setting

Christy Edwards, RDN, CD, Wisconsin Nutrition & Dining Strategist: Martin Brothers Distribution

African 80

Like many elements of memory care, there need to be some exceptions made and alterations addressed to the level of care and service being provided to the residents. Dining is no exception. In this session, we'll review the environment, the menu, and the customer service needed for a successful dining experience in memory care. Attendees will walk away with tools that enforce the role of dining differences in memory care and enhance the dining experience.





RESILIENCE

WALA SPRING CONFERENCE

MARCH 8-10 | WISC DELLS

