Embrace Your Purpose
2018 Fall Conference & 38th Annual Exhibitors Forum

October 3-5, 2018
KI Convention Center
Green Bay, Wisconsin
ZIEGLER SENIOR LIVING FINANCE

Together we are making a continued commitment to senior living excellence through education and comprehensive, innovative financial services.

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www.ziegler.com
The real purpose of anyone’s life is to be fully involved in living, to embrace the adventure and live well at every age. We know what you do is more than providing a place to live with programs and services. You help people on their journey to live a life with intention.

**Embrace Your Purpose**

Join us  
**October 3-5, 2018**  
KI Convention Center  
333 Main Street  
Green Bay, Wisconsin  

As we follow our true north, pursue our mission, and embrace our purpose of helping people enjoy engaged, purposeful lives.

This conference continues our commitment to high quality education that serves the interests and needs of all aging service providers -- long-term care, assisted living, senior housing, and community service programs. The conference will feature professional network meetings, four pre-conference workshops, an inspirational keynote address, 36 educational sessions, a fund raising auction for our Research and Education Foundation, an evening of entertainment at the Automobile Gallery, and our 38th Annual Exhibitors Forum.

**Registration & Fees**

To register for the LeadingAge Wisconsin 2018 Fall Conference and 38th Annual Exhibitors Forum, complete the online registration form at: http://www.cvent.com/d/5gqgl9/4W.

**LeadingAge Wisconsin Members/Subscribers**

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**Non-Members of LeadingAge Wisconsin**

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*Only if individuals from your organization will be attending any or all of the pre-conference workshops (PC1, PC2, PC3, and/or PC4).

If you complete your online registration after **September 12, 2018**, you must pay a late fee, which will increase each of the above listed fees by $25.

The registration fee includes the educational sessions, admission to the 38th Annual Exhibitors Forum, the Welcoming Reception and Fund Raising Auction, the Evening of Entertainment, access to the conference app, name badges, break refreshments, and meals listed in this program booklet.

**Location**

The LeadingAge Wisconsin 2018 Fall Conference and 38th Annual Exhibitors Forum will be held October 3-5, 2018 at the KI Convention Center in Green Bay, Wisconsin. LeadingAge Wisconsin has reserved a block of sleeping rooms at six nearby hotels. Please direct all room reservation requests and related questions to the hotel of your choice. Remember to indicate you are attending the conference of LeadingAge Wisconsin and you wish a room within the LeadingAge Wisconsin block. Overnight accommodations are available on a first-come-first-served basis at each of the hotels.

- **Hyatt Regency** (Connected to the KI Convention Center)  
  333 Main Street  
  Green Bay, WI 54301  
  To Reserve a Room, Click Here:  
  https://book.passkey.com/go/gla18  
  Room rates begin at $110

- **Hampton Inn** (Connected to the KI Convention Center)  
  201 Main Street  
  Green Bay, WI 54301  
  920-437-5900  
  Room rates begin at $115

- **Hawthorn Suites by Wyndham**  
  (5 minutes from the KI Convention Center)  
  335 West St. Joseph Street  
  Green Bay, WI 54301  
  920-435-2222  
  Room rates begin at $99

- **Quality Inn and Suites** (6 minutes from the KI Convention Center)  
  331 South Washington Street  
  Green Bay, WI 54301  
  920-437-8771  
  Room rates begin at $89

- **Tundra Lodge Resort**  
  (9 minutes from the KI Convention Center)  
  865 Lombardi Avenue  
  Green Bay, WI 54304  
  920-405-8700  
  Room rates begin at $89

- **AmericInn Lodge & Suites Green Bay West** (10 minutes from the KI Convention Center)  
  2032 Yelp Avenue  
  Green Bay, WI 54303  
  920-434-9790  
  Room rates begin at $79.90

Please make sure you ask about the cancellation policies when you book your room. As time moves on, rooms will rapidly disappear. Please book your 2018 Fall Conference overnight accommodations now.

**Continuing Education**

LeadingAge Wisconsin has requested this educational program, including the pre-conference workshops and the conference sessions, be approved for up to eleven and three-quarters (11.75) hours of continuing education for nursing home administrators. Our request has been submitted (but not yet approved) to the NAB/NCERS. Call LeadingAge Wisconsin at 608-255-7060 for further information.

Continuing education credit also will be available through the following professional organizations:
- National Certification Council for Activity Professionals
- Certifying Board for Dietary Managers
- Wisconsin Dietetic Association’s Commission on Dietetic Registration

**What to Wear**

We encourage you to dress casually for all Leading Age Wisconsin convention activities.

The KI Convention Center does its best to provide a comfortable climate for our conference; however, everyone responds differently to climate-controlled environments, and sometimes it is warmer or cooler than you prefer. We hope you will take this into consideration when preparing for this conference and wear clothing that can be layered.

**For Additional Information**

If you have any questions or if you would like additional information related to any aspect of the LeadingAge Wisconsin 2018 Fall Conference & 38th Annual Exhibitors Forum, please contact:

**LeadingAge Wisconsin**  
204 South Hamilton Street  
Madison WI 53703  
608-255-7060  
www.LeadingAgeWI.org  
info@LeadingAgeWI.org
Schedule at a Glance

**Wednesday, October 3, 2018**

8:00 a.m. to 5:00 p.m.  
Registration Open

9:30 a.m. to 11:30 a.m.  
**LeadingChoice Network Annual Meeting** *(LeadingChoice Network members only)*

9:30 a.m. to 11:30 a.m.  
Network Meetings  
There will be networking meetings for: Echelon Participants, Directors of Nursing, Finance Directors, Senior Housing Professionals, and Human Resource Professionals.

11:30 a.m. to 1:15 p.m.  
**LeadingAge Wisconsin Board of Directors Meeting**

1:00 p.m. to 4:15 p.m.  
**Pre-conference Workshops** *(details on pages 6-7)*  
- **PC1 - Coaching for Peak Performance** *(sponsored by Marsh & McLennan Agency)*
- **PC2 - 1, 2, 3……. The Final Phase is Near**
- **PC3 - Embrace Your Online Presence**
- **PC4 - Strategies for Developing a Skills Fair and Nursing Competencies**

5:00 p.m. to 8:00 p.m.  
**Welcoming Reception** *(sponsored by M3 Insurance and Wipfli)* *(details on page 9)*

6:00 p.m. to 8:00 p.m.  
**R&E Foundation Fundraising Auction** *(auctioneer sponsored by Health Direct Pharmacy)*

**Thursday, October 4, 2018**

7:00 a.m. to 5:00 p.m.  
Registration Open

6:45 a.m. to 8:00 a.m.  
**Hyatt Regency Breakfast Buffet**

8:00 a.m. to 9:15 a.m.  
**Conference Opening & Keynote Address** *(details on page 11)*  
*Leading through Change, Challenge & Chaos* *(sponsored by Ziegler)*

9:15 a.m. to 9:30 a.m.  
**Break** *(sponsored by Wisconsin Health & Education Facilities Authority - WHEFA)*

9:30 a.m. to 10:30 a.m.  
**Six Simultaneous Breakout Sessions** *(details on pages 12-13)*  
- **A01 - Meeting the Innovation Challenge in Long-Term Services and Supports**
- **A02 - When Your Payment Model Changes, Everyone Can Use a Hug!**
- **A03 - Be Your Own Surveyor: Implement a Proactive QAPI Culture** *(Part 1)*
- **A04 - Leading the New Workforce: Retaining Talent as Expectations Evolve**
- **A05 - Quality in Assisted Living: The Surveyor’s Perspective**
- **A06 - Partnering in Prevention Programs: Bringing Wisconsin’s Evidence-Based Health Promotion Programs to Your Residents and Facility**

10:30 a.m. to 10:45 a.m.  
**Break**

10:45 a.m. to 11:45 a.m.  
**Six Simultaneous Breakout Sessions** *(details on pages 14-15)*  
- **B07 - Has the Time Come to Embrace Emerging Value-Based Opportunities?**
- **B08 - The Changing Payment Landscape: Embracing New Opportunities**
- **B09 - Be Your Own Surveyor: Implement a Proactive QAPI Culture** *(Part 2)*
- **B10 - Staying Power: Why Your Employees Leave & How to Keep Them Longer**
- **B11 - Glenner Town Square: Reminiscence Village for Dementia Patients**
- **B12 - RUDY by INF Robotics: A Remote Monitoring Device for Home Care Agencies and a Social Companion for Older Adults**
11:45 a.m. to 2:15 p.m.  Lunch at the 38th Annual Exhibitors Forum (details on page 16)

2:15 p.m. to 3:30 p.m.  Six Simultaneous Breakout Sessions (details on pages 18-19)
   C13 - Disrupting Senior Care: Lessons from Top Innovators
   C14 - Quality-Driven Strategies to Thrive in a Value Based Ecosystem
   C15 - Be Your Own Surveyor: Implement a Proactive QAPI Culture (Part 3)
   C16 - ConnectRN: The Uber-like Solution to Nurse Staffing
   C17 - Creating Market Leverage: An Emergent & Acute Care Telehealth Solution that Brings the ER Right to Bedsides of SNF Patients
   C18 - Guarding Independence: Helping People Stay on the Path to Positive Aging

3:30 p.m. to 3:45 p.m.  Break (sponsored by Community Living Solutions)

3:45 p.m. to 5:00 p.m.  Six Simultaneous Breakout Sessions (details on pages 20-21)
   D19 - Medicare Advantage and the Institutional Special Needs Plan: How Do You Evaluate if It’s Right for Your Organization?
   D20 - Embracing MACRA: How Physician Accountability Will Drive Post-Acute Utilization
   D21 - “Did We Say That?” Documentation Snafus Found by Risk Managers
   D22 - Everyone’s Purpose: Clinical Retention Success through Mentor Programs!
   D23 - Living Connected: The Power of Virtual Reality for Seniors
   D24 - Top Trends in Senior Living Design and Development

5:00 p.m. to 6:30 p.m.  Hospitality Reception at the 37th Annual Exhibitors Forum (details on page 16)
   (sponsored by Hoffman Planning, Design & Construction and CliftonLarsonAllen)

5:30 p.m. to 6:30 p.m.  Exhibitor Door Prize Drawings (details on page 16)

6:30 p.m. to 10:00 p.m.  Evening of Entertainment at the Automobile Gallery (details on page 22-23)
   (sponsored by Compeer Financial, Specialized Medical Services, CliftonLarsonAllen, Martin Bros., and Value First)

Friday, October 5, 2018

6:45 a.m. to 11:30 a.m.  Registration Open

6:45 a.m. to 8:15 a.m.  Hyatt Regency Breakfast Buffet

8:15 a.m. to 9:45 a.m.  Six Simultaneous Breakout Sessions (details on pages 24-25)
   E25 - Special Needs Plans – Embrace the Untapped Opportunity
   E26 - Medicare Payment Reform: Embracing Change
   E27 - Getting to Past Noncompliance
   E28 - Villains & Super Heroes- The Investigation Saga (Act 1)
   E29 - Language: The Key to Making Caring Visible in Every Interaction
   E30 - HCBS Heightened Scrutiny: Change Is in the Air

9:45 a.m. to 10:00 a.m.  Break

10:00 a.m. to 11:30 a.m.  Six Simultaneous Breakout Sessions (details on pages 26-27)
   F31 - What Are the For-profits Doing and Why Should We Care?
   F32 - Operational Imperatives of Payment Reform: Patient-Driven Payment Model
   F33 - Improving Patient-centered Care through Actionable Insight
   F34 - The Investigation Saga Continues (Act 2)
   F35 - Assessing and Treating Pain and Unmet Needs of People with Advanced Dementia
   F36 - Focusing on Mission in a Turbulent Market: What Boards and Leadership Teams Need to Know about Planning for Senior Care in the Future
Wednesday, October 3 - 1:00 p.m. to 4:15 p.m.  
(with a 15-minute break)

PC1  Coaching for Peak Performance

Coaching is an honest, on-going conversation that involves listening, questioning, feedback, support, teaching, and guidance. Phew! That’s a lot to cover, but it makes a tremendous difference in helping people discover their purpose and perform at their peak. Join this interactive session where you’ll learn how to have conversations based on trust and commitment to outcomes.

- Discuss how coaching conversations can impact employees and the organization.
- Explore actionable techniques to build trust with team members as a foundation for coaching.
- Identify best practices for coaching being used in and outside of the aging services field.

Learner Level: Basic  
Presenter: Denise Boudreau-Scott, Owner & President, Drive, Manasquan, NJ

PC2  1, 2, 3…….The Final Phase is Near

This three-hour intensive session will provide participants with pertinent and to-the-point information about what needs to be developed, trained, and implemented for Phase 3 of the Mega Rule. Participants will receive interpretation of guidance for Phase 3, education on how all phases together will complete the implementation of the requirements, and take away useful tools and resources to put together a plan for compliance.

- Identify skilled nursing facility requirements of participation for Phase 3.
- Outline necessary training for Phase 3 for direct caregivers and management.
- Apply concepts learned and individualize sample resources provided to aid in the development of necessary policies, training, and tools.
- Develop a plan for the next year to fully implement Phase 3 of the Mega Rule.

Learner Level: Advanced  
Presenter: Lisa Thomson, Chief Marketing & Strategy Officer, Pathway Health, Lake Elmo, MN

Diamond Conference Sponsor

Pre-conference Workshop PC1 featuring Denise Boudreau-Scott -- Coaching for Peak Performance

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Marsh & McLennan Agency (MMA) has several offices throughout Wisconsin serving over 250 senior living facilities. MMA provides custom insurance and risk management solutions to your company’s specific exposures. We have been providing all types of Insurance coverage including medical benefits to the senior living industry for over 30 years. Please contact us at 262-797-6293.
**Wednesday, October 3 - 1:00 p.m. to 4:15 p.m. (continued)**

(with a 15-minute break)

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**PC3  Embrace Your Online Presence**

Is your organization’s “digital footprint” as wide and deep as it can be? In this hands-on session, Internet marketing expert Karen Clark will walk you through expanding your online presence through creating powerful social media platforms and maximizing the effectiveness of your website. Bring your laptop/tablet if possible.

- List social media sites that are worth your time and attention, and discuss how best to set them up to get targeted results.
- List the principles of website design and content creation that results in increased traffic and sales conversion.
- Outline specific step-by-step instructions to begin creating your new and improved web presence.

Learner Level: Intermediate

Presenter: Karen Clark, Speaker/Author, My Business Presence, San Francisco Bay Area, CA

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**PC4  Strategies for Developing a Skills Fair and Nursing Competencies**

Join us for this energetic, information-packed, three-hour session designed to provide you with resources and examples of how to put together a meaningful, pertinent, and user-friendly skills fair that includes nursing competency component examples that will provide necessary knowledge for employees and evidence of completion for providers.

- Identify requirements for a facility-specific educational program that will assist the facility with both quality and compliance.
- Verbalize an approach for leadership to identify content specific to facility need.
- Discuss three strategies for unique program design to optimize learner engagement.
- Verbalize an example of a record-keeping system of documentation to substantiate evidence of competency training and verification.

Learner Level: Intermediate

Presenter: Susan LaGrange, Director of Education, Pathway Health, Lake Elmo, MN

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**Important Note regarding Registration for the Pre-conference Workshops**

There is one *facility* fee ($75 for members/subscribers; $100 for non-members) to register your facility for the pre-conference seminars. Once you pay this facility fee, you may register as many individuals as you deem appropriate from your facility to any/all of these four pre-conference workshops. Please remember, there is a separate (per person) registration fee for the 2018 Fall Conference.
Your senior living industry finance partner

Piper Jaffray is a leading underwriter, offering robust financing solutions and deep industry expertise for senior living clients. As your partner, we are committed to achieving your financial goals and fulfilling your mission.

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To learn more about our services, please contact:

Romy McCarthy  
Managing Director, Piper Jaffray Senior Living Group  
T +1 414 847-6373  
E romy.l.mccarthy@pjc.com

piperjaffray.com

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Wednesday, October 3 - 5:00 p.m. to 8:00 p.m.

6:00 p.m. to 8:00 p.m.

**Fund Raising Auction**

Register for your bidding paddle and get ready to bid in the LeadingAge Wisconsin Research & Education Foundation Auction. This evening you will have the opportunity to bid on a wide variety of incredible donations! Pick up a complete book of the auction items at the LeadingAge Wisconsin registration table to plan your bidding strategy. These items will sell by the end of the evening. Bid high and bid fast. All the proceeds from this auction will fund the development and growth of the Geriatric Career Development program.

If you would like to donate an item for the auction, please complete the form at [www.surveymonkey.com/r/18FallAuction](http://www.surveymonkey.com/r/18FallAuction). You may drop your donation off at the LeadingAge Wisconsin registration table on October 3, 2018.

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**Diamond Conference Sponsor**

**Welcoming Reception Beverages**

Wednesday, October 3, 2018 -- 5:00 p.m. to 8:00 p.m.

*Sponsored By*

**Wipfli LLP**

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Wipfli's healthcare practice serves nursing homes, skilled nursing facilities, home health agencies, and senior housing communities.

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**Diamond Conference Sponsor**

**Welcoming Reception Food**

Wednesday, October 3, 2018 -- 5:00 p.m. to 8:00 p.m.

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**M3 Insurance**

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**Diamond Conference Sponsor**

**R&E Auction**

Wednesday, October 3, 2018 -- 6:00 p.m. to 8:00 p.m.

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**HealthDirect Pharmacy Services**

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SCOTT NAZE
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DAVE HOSACK
VICE PRESIDENT
dave.hosack@marshmma.com

JOHN SARCIA
ACCOUNT EXECUTIVE
john.sarcia@marshmma.com

MEGAN ZIMMERMAN
EMPLOYEE BENEFITS
megan.zimmerman@marshmma.com

RISK MANAGEMENT  EMPLOYEE BENEFITS  SURETY BONDING  PRIVATE CLIENT  RETIREMENT
How do you keep your emerging and established leaders energized and enthusiastic as they tackle massive change? How do your leaders help their team members cope with ongoing overwhelm and ambiguity? By re-framing change, challenge, and chaos as your greatest opportunities for growth. Leadership expert and executive coach Libby Gill will show you how.

- Discuss how you can infuse your leaders - at all levels - with a deep sense of purpose and a future-focused vision using the science-based concepts of Hope Theory.
- Identify the unique leadership superpower that motivates you and influences others.
- Take the Accountability Challenge, and list tools and takeaways to eliminate fear, complacency, or excuse-making.

Learner Level: Intermediate

Presenter: Libby Gill, CEO, Libby Gill & Company, Leadership Coaching and Consulting, Los Angeles, CA
Thursday, October 4 - 9:30 a.m. to 10:30 a.m.

**A01 Meeting the Innovation Challenge in Long-Term Services and Supports**

Attendees in this session will discover how to build a nimble management team to respond to opportunities in a value-based market. With the full realization that transformational leadership is imperative, you will learn the value of strategically incorporating the use of technology, innovation, and risk into your business plan.

- Discuss the value of building a leadership team that brokers new ideas, drives change using organizational pressure, and takes risks to manage the new competition.
- Analyze how you can balance structure and innovation in your business plan.
- Being mindful of the information presented, develop a business plan to position your organization for success in a value-based market.

Learner Level: Advanced

Presenter: Monica E. Oss, Chief Executive Officer & Senior Associate, Open Minds, Gettysburg, PA

**A02 When Your Payment Model Changes, Everyone Can Use a Hug!**

Once again, the Centers for Medicare and Medicaid (CMS) have turned our reimbursement world upside down. Don't run from the change, embrace it! Join this session to learn the basics about the Patient Driven Payment Model (PDPM) and some implications that it might have for your reimbursement and care delivery.

- List the components of the Patient Driven Payment Model.
- Discuss the assessments that will be used to drive your reimbursement.
- Analyze what impact PDPM may have on your strategy for delivering quality care.

Learner Level: Intermediate

Presenter: Pam Kaiser, MSN, RN, Vice President, Provider Services, PointRight Inc., Cambridge, MA

**A03 Be Your Own Surveyor: Implement a Proactive QAPI Culture** (Part 1)

The QAA/QAPI requirement is, and always has been, a gift from the government. Do you utilize QAPI to its fullest potential? Do you utilize tried-and-true culture change practices, that usually cost no money, to their fullest potential? Bring a team and your forms to these three working sessions to dive into some of CMS’s 41 new Critical Element Pathways (CEPs) and QAPI requirements. Take the time to compare your systems, forms, and LeadingAge Wisconsin tools with CMS requirements and CEPs. Be inspired to “be your own surveyor” and promote a proactive, preventative, non-institutional culture. (This discussion will continue in Session B09.)

- Name culture change practices which promote a proactive, preventative, non-institutional culture.
- List many of the new CMS Critical Element Pathways.
- Discuss the new QAPI requirements.

Learner Level: Intermediate

Presenter: Carmen Bowman, Owner, Edu-Catering, Brighton, CO
Thursday, October 4 - 9:30 a.m. to 10:30 a.m. (continued)

**A04 Leading the New Workforce: Retaining Talent as Expectations Evolve**

This big-picture session describes the shifting employment landscape and workforce expectations, explaining why it has become more difficult to attract and retain talent today, and what leaders should do about it moving forward.

- Analyze the current and projected employer versus employee market.
- Identify current trends of the shifting workforce and evolving expectations.
- Calculate the rising cost of employee turnover and the challenges it causes for your business.
- Discuss how you can shift manager mindsets toward ways to retain talent when employees have the upper hand.

Learner Level: Intermediate

Presenter: Leah Brown, Talent Retention Strategist, Crescendo Strategies, Louisville, KY

**A05 Quality in Assisted Living: The Surveyor’s Perspective**

From the website of the top assisted living survey cites, we are familiar with the problem areas – at least from the provider’s perspective. But what are the surveyors looking for when they come into your assisted living community? This session will be a deep dive into the surveyor’s perspective and a glimpse into what surveyors are looking for when conducting a survey.

- Compare the provider’s perspective and the surveyor’s perspective of quality improvement and the survey process.
- Identify what surveyors are looking for relative to the most frequently cited areas in assisted living.
- Discuss how you can be proactive in addressing these concerns.

Learner Level: Intermediate

Presenters: Kathleen D. Lyons, Assisted Living Regional Director, Bureau of Assisted Living, Green Bay, WI; Cari Gast, Health Services Specialist, Bureau of Assisted Living, Green Bay, WI; Trish Piotraschke, Health Services Specialist, Bureau of Assisted Living, Green Bay, WI

**A06 Partnering in Prevention Programs: Bringing Wisconsin’s Evidence-Based Health Promotion Programs to Your Residents and Facility**

Learn about the Wisconsin Institute for Healthy Aging (WIHA), a statewide, research, training and support center for evidence-based health promotion programs in falls prevention, self-management of chronic conditions, diabetes management, caregiver support, increasing physical activity, incontinence prevention, and how to partner to offer programs to your residents and in your facilities.

- Define an evidence-based community health promotion program.
- Outline the basics of the programs available in Wisconsin: Health issues, topics covered, target groups, and proven outcomes.
- Explore how your organization can partner with WIHA and its provider network of local program partners to deliver high impact life enrichment programs to your residents and/or to people living in your general community.

Learner Level: Basic to Intermediate

Presenter: Betsy Abramson, Executive Director, Wisconsin Institute for Healthy Aging, Madison, WI
Thursday, October 4 - 10:45 a.m. to 11:45 a.m.

**B07 Has the Time Come to Embrace Emerging Value-Based Opportunities?**

Changing reimbursement models, new CMS policies, new competitors, and increasing consumer participation in their health care are disrupting health care as we know it – or at least as you always have provided it. As the many changes continue to unfold, the time has come to align your organizational strategy to the new market landscape.

- Discuss how balancing performance measurement, talent, and capital ties into the transition to value.
- Analyze how managed care and integrated delivery models are changing the market value chain for the financing and delivery of long-term services and supports.
- Calculate how your organization will fare under a system of value-based reimbursement.

Learner Level: Advanced

Presenter: Monica E. Oss, Chief Executive Officer & Senior Associate, Open Minds, Gettysburg, PA

**B08 The Changing Payment Landscape: Embracing New Opportunities**

Federal payment policies continue to tie payment to provider performance and outcomes. This session will explain the new opportunities for home and community-based services under Medicare Advantage, what risk-based models providers are pursuing, and potential impacts of other payment changes on post-acute and long-term services and supports providers.

- Analyze changes occurring in the Medicare Advantage market and the opportunities they create.
- Discuss examples of what care and payment models providers are pursuing and why.
- Review impacts and opportunities under recent changes to Medicare provider reimbursement, such as the SNF Patient Driven Payment Model and telehealth services.

Learner Level: Intermediate

Presenter: Nicole O. Fallon, Vice President, Health Policy & Integrated Services, LeadingAge, Washington, DC

**B09 Be Your Own Surveyor: Implement a Proactive QAPI Culture (Part 2)**

Discussion will continue from Session A03.

- Name culture change practices which promote a proactive, preventative, non-institutional culture.
- List many of the new CMS Critical Element Pathways.
- Discuss the new QAPI requirements.

Learner Level: Intermediate

Presenter: Carmen Bowman, Owner, Edu-Catering, Brighton, CO
Thursday, October 4 - 10:45 a.m. to 11:45 a.m. (continued)

B10  **Staying Power: Why Your Employees Leave & How to Keep Them Longer**

While some of today’s workforce is made up of deep-rooted, dependable staff, a larger number of positions are now a revolving door of turnover. Learn how to slow this revolving door and maximize the time you have with employees.

- Discuss current employee turnover trends and future staffing projections.
- Identify the real reasons employees leave most organizations and ways to encourage them to stay.
- List strategies for preparing your organization to manage shorter-term workers.

Learner Level: Intermediate

Presenter: Leah Brown, Talent Retention Strategist, Crescendo Strategies, Louisville, KY

B11  **Glenner Town Square: Reminiscence Village for Dementia Patients**

Welcome to Glenner Town Square, a “village” that incorporates reminiscence therapy to surround individuals with dementia with prompts from their past — a vintage clothing store where they can try on clothes, an old-school gas station where they can sit inside a ’50s Thunderbird, a full-service diner, — 14 activities in all designed to ignite patients’ brains with memories of their youth.

- List the positive outcomes of a reminiscence village for dementia patients.
- Discuss why this type of setting is effective for people with dementia.
- Explore how you can practice reminiscence therapy in your setting with resources already available.

Learner Level: Intermediate

Presenter: Scott J. Tarde, LNHA, Chief Executive Officer, George G. Glenner Alzheimer’s Family Centers, Inc., San Diego, CA

B12  **RUDY by INF Robotics: A Remote Monitoring Device for Home Care Agencies and a Social Companion for Older Adults**

INF Robotics will be presenting RUDY, a remote monitoring device for home care agencies and a social companion for older adults. RUDY is the premier social companion for older adults that provides connectivity to their care community and real time information to stakeholders so older adults can age in place.

- Discuss how RUDY can enhance interaction in the home of an older adult.
- Explore how RUDY promotes senior independence.
- Analyze how RUDY can help address home care agency challenges.

Learner Level: Intermediate

Thursday, October 4
11:45 a.m. to 2:15 p.m.

11:45 a.m. to 2:15 p.m.
Lunch at the 38th Annual Exhibitors Forum

Every day, all day long, you encounter great challenges, wonderful opportunities, exciting trends, and unprecedented innovations. To maximize your ability to serve your residents and tenants, it is important to have allies nearby and resources ready to equip you with the information, tools, and products you will need to fulfill your mission. Welcome to our 38th Annual Exhibitors Forum, a showcase of products and services designed to enhance the quality of care and services you provide.

A variety of food stations will be available.

Thursday, October 4
5:00 p.m. to 6:30 p.m.

5:00 p.m. to 6:30 p.m.
Reception at the 38th Annual Exhibitors Forum

Come visit with nearly 150 vendors to continue learning about products and services available to help you provide better services for better aging.

Remember to register for the exhibitor sponsored door prizes.

The Parade of Prizes will begin promptly at 5:30 p.m. Walk with us through the tradeshow hall as exhibitors award exciting prizes to conference attendees. Listen carefully for your name to be called. Many companies require the winner to be present to win.
Value First, Inc. is a group purchasing organization (GPO) owned by LeadingAge and twenty-five of its affiliates, including Wisconsin. As a GPO that’s committed to your mission, Value First leverages the buying power of LeadingAge members across the country to get the best pricing on a comprehensive selection of high-quality products and services.

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- **FOOD SUPPLIES**
  - 5.3% Savings = $9,018 annually

- **JANITORIAL SUPPLIES**
  - 27% Savings = $3,440 annually

- **AIR FILTERS**
  - 40% Savings = $2,914 annually

- **OFFICE SUPPLIES**
  - 13% Savings = $3,120 annually

- **FOOD SUPPLIES**
  - 5.3% Savings = $9,018 annually

- **JANITORIAL SUPPLIES**
  - 27% Savings = $3,440 annually

- **AIR FILTERS**
  - 40% Savings = $2,914 annually

- **MONTHLY ELEVATOR SERVICE**
  - 11% Savings = $4,716 annually

*Actual individual member savings.*

Denise May | dmay@leadingagewi.org | 608.255.7060
Thursday, October 4 - 2:15 p.m. to 3:30 p.m.

C13  *Disrupting Senior Care: Lessons from Top Innovators*

Today’s older adults are living longer with conditions that require a lot of medicine, doctors, and too-frequent trips to the emergency room. Independent and assisted living facilities are struggling to keep up and adult children find themselves with too much responsibility: coordinating doctors and hospitals; keeping tabs on medications, and arranging transportation to medical appointments. At the same time, the Medicare program overspends on unnecessary hospitalizations and emergency room visits for these same older adults. Fortunately, some senior care provider organizations are at the forefront of a movement to change how health and long-term care are financed and delivered to residents of independent and assisted living. Come to this session and hear about how they are investing in integrated health and residential care programming, how they are paying for it, and the results they are achieving.

- Explore the investments in core capabilities that these innovators all have in common.
- Discuss how some organizations are financing new programs by taking risk for healthcare spending.
- Analyze how they are attracting new residents and increasing length of stay.

Learner Level: Advanced

Presenter: Anne Tumlinson, CEO, Anne Tumlinson Innovations, LLC, Washington, DC

C14  *Quality-Driven Strategies to Thrive in a Value Based Ecosystem*

What will the much-awaited value-based payment program mean for your skilled nursing facility (SNF)? This discussion will reveal some national and Wisconsin-based data showing that we are quickly moving towards a “haves and have-nots” environment. Further discussion will connect that data to some 5-star data and case studies that demonstrate the fact that upstream providers are narrowing networks and, as they do that, quality metrics are driving post-acute referral patterns.

- Discuss VBP, QPR, and other payment models that are all moving us to an environment where high quality providers succeed, and low-quality providers do not.
- Explore what other providers are doing to increase clinical competency, reduce readmissions, and position themselves for success in this quality-driven environment.
- List leading practices that LeadingAge Wisconsin providers should consider.

Learner Level: Advanced

Presenter: Cory R. Rutledge, CPA, Managing Principal - Senior Living, Health Care, CliftonLarsonAllen LLP, Minneapolis, MN

C15  *Be Your Own Surveyor: Implement a Proactive QAPI Culture* (Part 3)

Discussion will continue from Session B09.

- Name culture change practices which promote a proactive, preventative, non-institutional culture.
- List many of the new CMS Critical Element Pathways.
- Discuss the new QAPI requirements.

Learner Level: Intermediate

Presenter: Carmen Bowman, Owner, Edu-Catering, Brighton, CO
Thursday, October 4 - 2:15 p.m. to 3:30 p.m. (continued)

C16  **ConnectRN: The Uber-like Solution to Nurse Staffing**

As skilled nursing struggles with personnel shortages and high agency costs, ConnectRN has created an Uber-like staffing model that connects skilled nursing facilities (SNFs) to available temporary, part-time nurses, addressing staffing shortages, and reducing labor costs through a cost effective mobile application.

- Calculate the costs your SNF incurs because of personnel shortages and high agency costs.
- Analyze the pros and cons of utilizing a mobile app such as Connect RN to stabilize your staffing concerns.
- Discuss how an app such as ConnectRN could be implemented in your organization and what the outcomes might be.

Learner Level: Intermediate

Presenter: Idriz Limaj, Co-Founder & CEO, ConnectRN, Newton, MA

C17  **Creating Market Leverage: An Emergent & Acute Care Telehealth Solution that Brings the ER Right to Bedsides of SNF Patients**

Designed and built by an emergency physician in Silicon Valley, Call9 has invented a disruptive way to replicate the resources of an ER-visit without leaving the SNF. Explore how a technological alternative to costly ambulance ER trips can create market leverage through reduced hospitalizations, increased system-wide savings, and improved outcomes.

- Outline the mechanics of how high-touch telehealth technology and meaningful data can combat limited diagnostics, high-level medical decision maker shortages, and clinical inconsistencies.
- Analyze how acuity management can create micro-market leverage.
- Explore an innovative mindset that drives future revenue potential.

Learner Level: Intermediate

Presenter: Christopher Faherty, Head of Growth, Call9, Brooklyn, NY

C18  **Guarding Independence: Helping People Stay on the Path to Positive Aging**

Losing independence threatens an individual’s quality of life. In this session, normal aging processes will be discussed along with many of the chronic diseases that can contribute to a decline in health and ultimately lead to loss of independence. Learn to identify those at risk and institute effective interventions to keep people engaged and moving while improving their overall well-being.

- Identify the most common chronic diseases in older adults, and discuss how they differ from normal aging.
- Recognize early signs that put individuals at risk of losing independence due to declining health.
- Discuss the role early intervention plays in preserving independence.

Learner Level: Intermediate

Presenter: David J. Ferguson, M.D., CSA® (Certified Senior Advisor), NSCA-CPT, Managing Director, Ikor-Life Care Management for Seniors and Individuals with Disabilities, De Pere, WI; Assistant Professor Medical College of Wisconsin – Green Bay
Thursday, October 4 - 3:45 p.m. to 5:00 p.m.

D19  
**Medicare Advantage and the Institutional Special Needs Plan: How Do You Evaluate if It’s Right for Your Organization?**

Overnight, it seems like senior care organizations offering Institutional Special Needs Plans (I-SNP) are sprouting up all over the country. Assisted living and nursing facilities previously sitting at the bottom of the healthcare food chain are setting up networks, enrolling residents in their health plan, and paying claims to hospitals and doctors. Come to this session and find out why they are doing it, how they are performing, and whether you should consider this option for your organization.

- Outline the core capabilities and market characteristics you need to assess for I-SNP readiness.
- Explore the process other providers have gone through to form and operate a health plan.
- Assess the greatest opportunities and risks.

Learner Level: Advanced

Presenter: Anne Tumlinson, CEO, Anne Tumlinson Innovations, LLC, Washington, DC

D20  
**Embracing MACRA: How Physician Accountability Will Drive Post-Acute Utilization**

Now that a physician’s reimbursement is directly tied to performance under MACRA, you need to understand the adjustments that practices are making under the new Quality Payment Program, and answer critical questions about the effect MACRA will have on referral patterns to post-acute care.

- Discuss what MACRA is really all about and how it is impacting reimbursement.
- Explore MACRA’s potential impact on your referral network.
- Analyze the possible trends for post-acute care that are driven by performance-based reimbursement.

Learner Level: Intermediate

Presenter: Dr. Rajeev Kumar, Chief Medical Officer, Symbria, Inc., Warrenville, IL

D21  
**“Did We Say That?” Documentation Snafus Found by Risk Managers**

The #1 risk exposure and concern identified in assessing facility compliance with regulatory requirements and legal documentation is poorly written documentation by nurses. The problem exists because nurses often are not knowledgeable of it or the consequences for it, until it is one day called into question by an attorney and/or state surveyor, usually when an adverse event happens to a resident. Consequences of poorly written documentation can include disruption of care that can lead to a danger to residents’ health, safety, and well-being. To the nurse, it can cause credibility and competency concerns, jeopardized licensure, and being named in a lawsuit, among others. This session will provide attendees with best practices on correctly documenting while maintaining a person-centered focus on the residents.

- Recognize commonly found documentation entries that are problematic.
- Distinguish between legal and regulatory expectations and consequences for poorly construed documentation in resident charts.
- Identify obstacles that may lead to poor documentation and what can be done to avoid them.

Learner Level: Intermediate

Presenter: Loretta Mick, BSN, RN, CPHRM, Risk Control Consultant, CNA Healthcare, Littleton, CO
Everyone's Purpose: Clinical Retention Success through Mentor Programs!

Christian Living Communities in 2012 had a clinical retention rate of 49 percent! Now it’s 87 percent! How? The success of our mentor program is based on offering our new associates two essential elements during our clinical orientation program: A friend and confidence in knowing what to do. Learn how to energize and engage your staff while developing future organizational leaders. The outcome is success for everyone, especially your happier residents!

• Explore a mentor program background and framework.
• Outline steps for successful implementation of a mentor program.
• List helpful hints and challenge takeaways in the development and implementation of a mentor program.

Learner Level: Basic

Presenter: Nathalie Knopp, Director of Clinical Staff Development, Christian Living Communities, Greenwood Village, CO

Living Connected: The Power of Virtual Reality for Seniors

While virtual reality is commonly considered a toy for children or avid video gamers, the team at Rendever has spent the last few years proving the power of this technology in improving the aging process. Their award-winning and research-based virtual reality platform for seniors is being used across the country, and communities have seen breathtaking results in all levels of care. This session will explore how VR technology can serve as an effective form of reminiscence therapy, break down the barriers of depression and isolation, and help seniors connect to the world outside of their community.

• Discuss how virtual reality can engage and connect your residents with the world outside your community.
• Discuss how virtual reality can set you apart from your competition by proving both your innovative spirit and your commitment to resident happiness
• Explore how you could develop custom virtual reality content that enhances your current offerings.

Learner Level: Basic

Presenter: Kyle Rand, CEO, Rendever, Cambridge, MA

Top Trends in Senior Living Design and Development

This session will focus on the latest in purpose-built design concepts that align senior living communities with the changing lifestyle priorities of future residents (moving in over the next five to ten years), including: Urbanization, socialization, multi-generation, and aging in place. The discussion will showcase successful projects, newly built, and early stage development that exemplify these trends.

• Explore past and present senior living and care design trends.
• Examine the internal senior living/care and external industry or market forces that are driving trends.
• Discuss whether the next generation of seniors will expect something different and, if so, what and why.

Learner Level: Intermediate

Presenter: Tom Levi, AIA, President, LWDA Design, Concord, MA
Thursday, October 4 - 6:30 p.m. to 10:00 p.m.

An Evening of Entertainment at The Automobile Gallery

Join us for a new experience in conference entertainment as we walk through the doors of The Automobile Gallery and step back in time.

Style, history, and America’s love affair with the automobile come to life at The Automobile Gallery. Launched in 2016, The Automobile Gallery occupies a building that was home to Denil Cadillac, a historic and prestigious Green Bay dealership between 1958 and 1997. Whether you are an automobile collector, an enthusiast, or fan of history, The Automobile Gallery will build an appreciation for the automobile as art. Established to educate, inspire and share the passion of the automobile, The Automobile Gallery is a superb automobile collection and architectural statement to the form and function of the automobile — past, present, and future. The Automobile Gallery displays more than 60 vehicles of distinction, each with its own story, to help guests understand and appreciate the impact of the automobile in culture.

Enjoy our cookout, stop by the burger stand, visit the soda fountain, enjoy music and movies of the 50s, get your photo taken, enjoy the display of vintage vehicles, but most of all, have a good time!

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• Interim MDS coordinators
SMS also is the nation's largest provider of oxygen and respiratory therapy services to the long-term care community.
Friday, October 5 - 8:15 a.m. to 9:45 a.m.

**E25  Special Needs Plans – Embrace the Untapped Opportunity**

A growing number of skilled nursing facilities considering risk-based reimbursement are becoming independent Medicare Advantage insurers through the creation of Institutional Special Needs Plans (I-SNPs) and Dual Eligible Special Needs Plans (D-SNPs). This session will provide an analytical perspective of the untapped opportunity, as well as the associated risk. The session also will provide the experience of an organization that is in the start-up phase for a D-SNP, by exploring: The various pre-formation components and potential challenges to developing a program; various ways a provider can participate in a SNP; and how to utilize a board of directors in decision-making and assessing risk.

- Demonstrate your understanding of I-SNPs and D-SNPs, including the related financial and clinical opportunity for skilled nursing facilities through data analysis.
- Identify key pre-formation decision points and potential pitfalls.
- Provide guidance in evaluating options for risk sharing.

Learner Level: Advanced

Presenters: Sharon Stickler, Executive Director of Operations, Presbyterian Homes & Services, Roseville, IL; Michael Peer, Principal, Health Care, CliftonLarsonAllen LLP, Milwaukee, WI

**E26  Medicare Payment Reform: Embracing Change**

During 2018 and 2019, Medicare is implementing significant changes to various payment systems designed to drive value—improved quality and lower costs. These payment reforms and associated market shifts will directly impact post-acute and long-term care providers. This portion of the presentation is a lead-in for the operational session that follows.

- Analyze payment system changes including: Medicare Advantage; Alternative Payment Methods; and SNF Value-Based Purchasing Program.
- Explore the newly finalized Patient-Driven Payment Model (PDPM), scheduled for implementation October 1, 2019.

Learner Level: Intermediate

Presenter: Erin Shvetzoff Hennessey, MA, NHA, CPG, Chief Executive Officer, Health Dimensions Group, Minneapolis, MN; Brian Ellsworth, MA, Vice President, Public Policy and Payment Transformation, Health Dimensions Group, Higganum, CT

**E27  Getting to Past Noncompliance**

You find a deficient practice in your skilled nursing facility. What steps need to be taken to meet the definition of past noncompliance? This session will help get you to past noncompliance.

- Define past noncompliance.
- List steps that are necessary to get to past noncompliance.
- Outline what you need to do to prove past noncompliance to the surveyors.

Learner Level: Intermediate

Presenter: Patricia E. Virnig, Director, Bureau of Nursing Home Resident Care, Division of Health Services, Madison, WI
E28  Villains & Super Heroes- The Investigation Saga (Act 1)

Experience how the perspectives of Operations versus Human Resources impact litigation and reputation and influence other potential fall outs. In this two part interactive play, see how the leading characters’ decisions create a story with perhaps unintended consequences. Learn how you can influence the ending of your own “play.”

- Explore how you can avoid the pitfalls of self-reports and investigations.
- List information to include in your story.
- Discuss how state and/or federal government agencies interact and share information.

Learner Level: Intermediate to Advanced

Cast of Characters:
- Superwoman Operator - Sherry Cira, Chief Quality Officer, Marquardt Village, Watertown, WI;
- HR Guru - Bryan Bessa, HR Director, Grace Lutheran Foundation, Eau Claire, WI;
- The Lone Ranger aka Lawyer Extraordinaire - John Kramp, Associate, Reinhart Boerner Van Deuren, Milwaukee, WI;
- DHS Surveyor, Sara Kekula, Account Executive, M3 Insurance, Madison, WI;
- Narrator - Chris Kenyon, Managing Director, M3 Insurance, Madison, WI

E29  Language: The Key to Making Caring Visible in Every Interaction

The words we use have a powerful impact on our aspirations, team engagement, the experience we provide, and our results. While staff are clearly caring people, some do not consistently show their caring as they deal with the demands of the job, high turnover, and the emotional challenges inherent in caring for older people. Language has the power to make caring visible, shift the conversation, and is a key ingredient in transforming the patient, resident, family, and care team experience.

- Distinguish the difference between being caring and communicating caring.
- Identify keywords that propel your patient/resident experience conversations, increasing your capacity for breakthroughs.
- Identify concrete language skills and words that enable employees to build relationships quickly, strengthen engagement and partnership, and communicate with empathy and compassion to reduce resident and family anxiety and suffering.

Learner Level: Intermediate

Presenter: Jill Golde, Partner and Senior Vice President, Market Development, Language of Caring, LLC, St. Louis, MO

E30  HCBS Heightened Scrutiny: Change Is in the Air

The federal Centers for Medicare & Medicaid Services (CMS) requires all states that operate Medicaid home and community-based service (HCBS) waivers to comply with a new federal rule by March 17, 2022. The purpose of the new “HCBS settings rule” is to ensure that people receiving services through HCBS waiver programs have access to the benefits of community living and are able to receive services in the most integrated setting. In this session, you will learn what the new rules require.

- Discuss the approval process for assisted living facilities on the grounds of “public institutions” or located within a nursing facility.
- Discuss the “heightened scrutiny” process and what factors could lead to funding approval.
- Explore the results of the initial public comment period for facilities subjected to heightened scrutiny.
- Outline the steps assisted living facilities not currently receiving HCBS (Family Care, Family Care Partnership, and IRIS) funding should take to become eligible for future funding.

Learner Level: Intermediate

Presenters: Betsy Genz, RN, Director, Bureau of Adult Programs and Policy, Division of Medicaid Services, Madison, WI; Gail Propsom, Chief, Quality Management and Initiatives Section, Bureau of Adult Programs and Policy, Division of Medicaid Services, Madison, WI
Friday, October 5 - 10:00 a.m. to 11:30 a.m.

F31  What Are the For-profits Doing and Why Should We Care?

The senior living business is very dynamic, and we have seen over the last several years a lot of growth in for-profit operators across the country. In this session you will learn about some of the unique things for-profits are doing around acquisitions, development, care model shifts, and technology.

- Discuss a broad perspective of senior living.
- Identify strategies to possibly bring back to your organization.
- Discuss the perspective and mindset of for-profit operators.

Learner Level: Intermediate

Presenter: Geoff Ebner, Vice President of National Accounts and Technology Solution Sales, Direct Supply, Milwaukee, WI

F32  Operational Imperatives of Payment Reform: Patient-Driven Payment Model

The transition to the Patient-Driven Payment Model (PDPM) will, in many cases, require providers to retool and pivot their operations to capitalize on new opportunities in their markets. During this session, HDG thought leaders will discuss a wide range of considerations that all providers must keep in mind as they prepare for implementation.

- Discuss how to assess markets for new or untapped opportunities.
- Analyze diversification of service lines to match market demand.
- Explore clinical reimbursement considerations to optimize revenue, including coding the MDS.
- Analyze ancillary service delivery and other cost considerations.

Learner Level: Intermediate

Presenters: Darrin Hull, NHA, Senior Vice President, Consulting Services, Health Dimensions Group, Milwaukee, WI; Michael Riley, RN, MDS and Reimbursement Consultant, Health Dimensions Group, Milwaukee, WI

F33  Improving Patient-centered Care through Actionable Insight

Long-term and post-acute care providers (LTPACs) often spend countless hours manually tracking down records and results from multiple providers in order to find the information needed to deliver seamless, patient-centered, high-quality care for their patients. With real-time capable, highly configurable notifications and access to WISHIN Pulse, a community health record with an aggregated, longitudinal summary of patient information from multiple organizations, LTPACs can be confident in knowing they have the clinical information they need to better understand the whole health of their patients, make more informed treatment decisions, avoid costly patient readmissions, and better coordinate patient care.

- Analyze the state of HIE and discuss how LTPACs can use robust electronic HIE to showcase the value they provide.
- Identify tools that facilitate collaboration, coordination, and visibility into health care encounters that happen outside your four walls.
- Discuss how timely access to the right clinical information can lead to: Smoother transitions in care between acute and post-acute care settings; reduced administrative inefficiencies; and a better understanding of the whole health of the patient.

Learner Level: Intermediate

Presenter: Joe Kachelski, CEO, Wisconsin Statewide Health Information Network, Madison, WI; Ben Marquardt, Growth Director, PatientPing, Boston, MA
Friday, October 5 - 10:00 a.m. to 11:30 a.m. (continued)

F34  The Investigation Saga Continues (Act 2)

The “play” will continue from Session E28.

• Explore how you can avoid the pitfalls of self-reports and investigations.
• List information to include in your story.
• Discuss how state and/or federal government agencies interact and share information.

Learner Level: Intermediate to Advanced

Cast of Characters: Superwoman Operator - Sherry Cira, Chief Quality Officer, Marquardt Village, Watertown, WI; HR Guru - Bryan Bessa, HR Director, Grace Lutheran Foundation, Eau Claire, WI; The Lone Ranger aka Lawyer Extraordinaire - John Kramp, Associate, Reinhart Boerner Van Deuren, Milwaukee, WI; DHS Surveyor, Sara Kekula, Account Executive, M3 Insurance, Madison, WI; Narrator - Chris Kenyon, Managing Director, M3 Insurance, Madison, WI

F35  Assessing and Treating Pain and Unmet Needs of People with Advanced Dementia

This session will discuss a systematic process for assessing and treating pain and unmet needs of individuals with dementia exhibiting behavioral symptoms. The Serial Trial Intervention uses assessment and treatment steps, as well as trials of treatments, to respond to behavior change of individuals with advanced dementia.

• List behavioral symptoms commonly exhibited by people with advanced dementia who have pain.
• Discuss specific assessment strategies for identifying pain and unmet needs of people with advanced dementia.
• Identify specific pharmacological and non-pharmacological interventions to treat physical pain and affective discomfort in people with dementia.

Learner Level: Intermediate

Presenter: Christine R. Kovach, PhD, RN, FAAN, FGSA, Director of Research, Ovation Communities, Milwaukee, WI

F36  Focusing on Mission in a Turbulent Market: What Boards and Leadership Teams Need to Know about Planning for Senior Care in the Future

This session will begin with a historical overview of how Continuing Care Retirement Communities (CCRCs), now known as life plan communities, began and how they evolved through today. Discussion then will focus on a synopsis of the current contracts available and how they will change going forward. Attendees will learn how legislation and market trends have led us to where we are now and how the changing market will affect board decisions going forward. Attention will be given to master planning, what boards should consider when embarking on the master planning process, and how having a clear mission in mind directs that process. Using trending, the discussion will make some predictions as to where senior living markets maybe heading in the future.

• State your mission.
• Outline your past.
• Discuss how your mission and your past will lead you into your future.

Learner Level: Intermediate

Presenter: Matthew P. Giannini, Vice President of Operations, Frederick Living, Frederick, PA
Help Grow the Geriatric Career Development Program!

Pledge an item for our fundraising auction.

Pledge now at https://www.surveymonkey.com/r/18FallAuction.

Get your donation to us by 12:00 noon on Wednesday, October 3rd.

Bid high and bid often. The auction will begin at 6:00 p.m. on Wednesday, October 3rd.

Compliance and Culture Change Hot Topics:
- CMS New Regulations – Culture Change Links and Leverages, Person-Centered Care rises to the level of Regulation
- Changing Institutional Culture with Little Worry about Money or Regulations
- Learn the New CMS Survey Process
- Be Your Own Surveyor: Implement a Proactive QAPI Culture
- New CMS Tag 679 Activities, New Survey Critical Element Pathway and the 195 references to Activities in all of the New Regulations
- The New CMS Dementia Care Focused Survey
- Person-Centered Care Planning, Go Beyond new CMS Regulations
- Utilize the New Dining Practice Standards and Toolkit
- Resident Choice, it’s not a choice anymore
- Rewarding Staff Longevity and Dedication which Promotes Both Culture Change and Assisted Living
- Oodles of Ideas on Overcoming Resistance to Change
- Replacing Alarms and Reducing Falls with Better Practices
- Good Care should be a Given
- Honoring Nurses through Culture Change
- SOFTEN the Assessment Process
- Artifacts of Culture Change
- Quality of Life: The Difference between Deficient Practice, Common Practice and Culture Change Practice
- The New Negative Outcome and Harm from Not Honoring Choice – Surplus Safety
- From “activity programming” to Engaging Residents with Real Life
- Validation® - Successful Communication with Persons with Dementia
- Blending into a Quality of Life Team

Carmen Bowman, RNHS, Regulator turned Educator, owner of Edu-Catering, consultant, trainer, former Colorado state surveyor, former policy analyst with CMS Central Office, teacher of national Basic Surveyor Course, first certified activity professional to be a surveyor, member of CMS panel that developed 2006 guidance to Tags for Activities and Qualified Activity Director, contractor to CMS: co-developed the Artifacts of Culture Change measurement tool, authored the background papers for and facilitated both national symposiums sponsored by CMS and Pioneer Network - the 2008 Creating Home regarding the environment and 2010 Creating Home II regarding food and dining, facilitator of the Task Forces for the New Dining Practice Standards and subsequent Toolkit, Certified Eden Associate and Eden Mentor, Certified Validation Worker, Group Practitioner, and Presenter, co-founder Colorado Culture Change Coalition, author of eight culture change books and web culture change talk show host of Conversations with Carmen for Action Pact. Carmen seeks to coach teams to change institutional culture affordably.

Check out the Culture Change Minute, the Compliance and Culture Change Training Videos and Podcasts at www.edu-catering.com and on Patreon.

Contact Carmen Bowman at carmen@edu-catering.com or 303-981-7228.
Online Registration

To register for the 2018 Fall Conference, please complete your online registration at http://www.cvent.com/d/5gqgl9/4W. To qualify for the early registration discount, you must complete and submit your registration by September 12, 2018.

Don’t forget, the tradeshow is a big part of this conference. The 38th Annual Exhibitors Forum will be open on Thursday, October 4, 2018, from 11:45 a.m. to 2:15 a.m. and again from 5:00 p.m. to 6:30 p.m. The parade of prizes will begin promptly at 5:30 p.m.

This conference is packed with innovative sessions. And the good news? The registration fee includes the educational sessions, admission to the 38th Annual Exhibitors Forum, the Welcoming Reception, the Evening of Entertainment at The Automobile Gallery, the conference app, break refreshments, and meals as listed.

All registrations must be completed online at http://www.cvent.com/d/5gqgl9/4W. If you need assistance, please contact LeadingAge Wisconsin at 608-255-7060. You may pay online with a credit card or request to be invoiced. There is a separate fee for the pre-conference workshops. Refunds will be made only if requested by September 25, 2018.

Online Event Summary

http://www.cvent.com/d/5gqgl9

Online Event Agenda

http://www.cvent.com/d/5gqgl9/4W

Click here to register:

http://www.cvent.com/d/5gqgl9/4W

Registration Fees

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$75 per facility/program

$275 per person

$200 per person

$125 per person

*Only if individuals from your organization will be attending any or all of the pre-conference seminars (PC1, PC2, PC3, and/or PC4).

If you complete your online registration after September 12, 2018, you must pay a late fee, which will increase each of the above listed fees by $25.
Conference App

About three weeks prior to the conference, registrants will be emailed information to download the free conference app. Attendees can integrate their social media accounts, sync their conference schedules, set reminders for sessions, rate sessions, share contacts, send messages, track exhibitors, navigate the event, and more. Exhibitors will be searchable by name, by category, and by booth location. Attendees easily will be able to navigate the conference from any mobile device. Everything about the conference will be accessible through the app – schedules, maps, session handouts, attendee lists, even the conference evaluation.

Please note: LeadingAge Wisconsin will not be printing handouts for this conference. LeadingAge Wisconsin strongly encourages attendees to bring a computer, tablet, notebook, or smart phone – this will be your source for all information about the conference.
Piper Jaffray & Co.
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Geriatric Career Development Program

Through our Research & Education Foundation, LeadingAge Wisconsin is building a bridge between at-risk students and long-term care providers. Our vision is to inspire youth and create the next generation of geriatric healthcare professionals. Our Geriatric Career Development (GCD) program provides job opportunities through member/subscriber long-term care providers while simultaneously working to close the education achievement gap for at-risk students who come from challenging socio-economic backgrounds.

You can help launch, grow, and sustain Wisconsin’s Geriatric Career Development program by making a donation to the R&E Foundation. The R&E Donation form is available online at: www.leadingagewi.org/media/52935/re-donation-form.docx. Or, pledge an item for our fundraising auction to be held from 6:00 p.m. to 8:00 p.m. on Wednesday, October 3, 2018. You may pledge your item at https://www.surveymonkey.com/r/18FallAuction.
HealthDirect is a division of Kinney Drugs, an employee owned company with more than 110 years experience in the retail pharmacy market. Kinney also operates businesses in the PBM and specialty pharmacy markets.

For the last 50+ years, HealthDirect has been dedicated to meeting the unique pharmacy needs of those who reside in long-term care facilities and supporting the staff members that provide their daily care.

We provide local, individualized attention combined with the services, technology offerings and buying resources of a healthcare leader. It’s a unique balance that brings real value and only we can offer it. Let us prove it to you.

Want to learn more?

We are excited about solutions we offer to help facilities save money and improve resident care. Stop by our booth or contact us directly. We would love to meet and talk about what HealthDirect can do for you.