

CONFERENCE PROGRAM



What if

LeadingAge[®]
Wisconsin

2019 Spring Conference & Annual Business Meeting
The La Crosse Center - La Crosse, Wisconsin
May 1 – May 3, 2019

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At our 2019 Spring Conference, we are going to be asking some tough questions.

- What if we dreamed without limits?
- What if we embraced new ideas without reservation?
- What if we focused on our missions instead of our tasks?
- What if we pursued more opportunities?
- What if we sustained a culture where people wanted to work?
- What if we helped people find passion and purpose?
- What if we made life better for older people, our staffs, our communities, and Wisconsin?

Join us May 1-3, 2019, at the La Crosse Center as we answer some of these questions and take on the vast opportunities and great challenges in aging services in Wisconsin.

WHAT IF... Register Today!

May 1-3, 2019
The La Crosse Center
3300 Harborview Plaza
La Crosse, WI 54601

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.

Registration & Fees

To register for the LeadingAge Wisconsin 2019 Spring Conference, complete the online registration form at:

<http://www.cvent.com/d/56qqnq/4W>.

LeadingAge Wisconsin Members/Subscribers	
May 1 only	*\$ 50 per facility/program
May 2-3	\$275 per person
May 2 only	\$200 per person
May 3 only	\$125 per person

Non-Members of LeadingAge Wisconsin	
May 1 only	*\$125 per facility/program
May 2-3	\$300 per person
May 2 only	\$225 per person
May 3 only	\$150 per person

*Only if individuals from your organization will be attending any/all of the pre-conference workshops (PC1, PC2, PC3, PC4, PC5, and/or PC6).

If you complete your online registration after April 12, 2019, you must pay a late fee, which will increase each of the above listed fees by \$25.

The registration fee includes the educational ses-

sions, the Welcoming Reception, the Evening of Entertainment, access to the conference app, name badges, break refreshments, and meals listed in this program booklet.

Location

The LeadingAge Wisconsin 2019 Spring Conference and Annual Business Meeting will be held May 1-3, 2019 at The La Crosse Center in La Crosse, Wisconsin. LeadingAge Wisconsin has reserved a block of sleeping rooms at nine nearby hotels. Please direct all room reservation requests and related questions to the hotel of your choice. **Remember to request a room in the LeadingAge Wisconsin block.** Overnight accommodations are available on a first-come-first-served basis.

Candlewood Suites
 56 Copeland Avenue
 La Crosse, WI 54603
 608-785-1110
 (7 blocks from The La Crosse Center)
 (Room rates start at: \$124.99)

The Charmant Hotel
 101 State Street
 La Crosse, WI 54601
 608-519-8800
 (2.5 blocks from The La Crosse Center)
 (Single room rate: \$169)

Courtyard by Marriott
 500 Front Street
 La Crosse, WI 54601
 608-782-1000
 (2.5 blocks from The La Crosse Center)
 (Room rate: \$129)

Fairfield Inn & Suites
 434 3rd Street South
 La Crosse, WI 54601
 608-782-1491
 (3 blocks from La Crosse Center)
 (Room rate: \$129)

GrandStay Hotel & Suites
 525 Front Street
 La Crosse, WI 54601
 608-796-1615
 (4 blocks from The La Crosse Center)
 (Room rate: \$99)

Hampton Inn La Crosse
 511 3rd Street N
 La Crosse, WI 54601
 608-791-4004
 (4 blocks from The La Crosse Center)
 (Room rate: \$119)

Holiday Inn Hotel & Suites

200 Pearl Street
 La Crosse, WI 54601
 608-784-4444
 Book online at www.ihg.com, search for dates 04/30/2019-05/03/2019 and enter group code: LAC
 (Connected via skywalk to La Crosse Center)
 (Room rates start at: \$115)

Home2 Suites by Hilton
 210 Jay Street
 La Crosse, WI 54601
 608-881-6666
 (Steps away from La Crosse Center)
 (Suite rates: \$139)

Radisson Hotel
 200 Harborview Plaza
 La Crosse, WI 54601
 608-784-6680
 (Steps away from La Crosse Center)
 (1 king bed \$149 / 2 queen beds \$159)

LeadingAge Wisconsin's discounted rates apply only if you make your room reservations by April 1, 2019. Reservations made after that date will be subject to availability and will be charged at the standard room rate.

What to Wear

We encourage you to dress casually for all Leading Age Wisconsin convention activities. The La Crosse 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 on any aspect of this conference, please contact:

LeadingAge Wisconsin
 204 South Hamilton Street
 Madison WI 53703
 608-255-7060
www.LeadinAgeWI.org
info@LeadingAgeWI.org

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Schedule at a Glance

Wednesday, May 1, 2019

- 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 meetings for: Echelon, Directors of Nursing, Directors of Finance, Human Resource Professionals, Marketing Professionals, and Medical Records Professionals
- 11:30 a.m. to 1:15 p.m.** **LeadingAge Wisconsin Board of Directors Meeting**
- 1:15 p.m. to 4:30 p.m.** **Pre-conference Workshops** (Details on pages 6-8)
(with a 15-minute break) **PC1 - What If We Dared to Be Innovative?**
PC2 - Terrific Training Techniques to Teach Top Teamwork, Communication, & Other Interpersonal Skills (Sponsored by Marsh & McLennan Agency)
PC3 - What If You Weren't in Charge?
PC4 - What If Skilled Nursing Documentation Equaled Increased Revenue through PDPM?
PC5 - The Benefits of Continuous Process Improvement
PC6 - Engaging Families as Partners in Nursing Home Care
- 5:00 p.m. to 8:00 p.m.** **Welcoming Reception** (Sponsored by M3 Insurance and Wipfli) (Details on page 9)

Thursday, May 2, 2019

- 7:00 a.m. to 5:00 p.m.** **Registration Open**
- 7:00 a.m. to 8:00 a.m.** **Continental Buffet** (Sponsored by Select Rehab)
- 8:00 a.m. to 9:15 a.m.** **Conference Opening & Keynote Address** (Details on page 11)
What If America Was Freed from Ageism? (Sponsored by Ziegler)
- 9:15 a.m. to 10:00 a.m.** **LeadingAge Wisconsin Annual Business Meeting**
- 10:00 a.m. to 10:15 a.m.** **Break** (Sponsored by Wisconsin Health & Education Facilities Authority - WHEFA)
- 10:15 a.m. to 11:15 a.m.** **Six Simultaneous Breakout Sessions** (Details on pages 12-13)
A01 - A Deep Dive into the Pressing Questions of the Day
A02 - Patient Driven Payment Model: Financial Considerations and Opportunities
A03 - Staff Competency: How to Prove It
A04 - Mighty Motivation: Increasing Employee Drive, Commitment, and Desire to Do Well
A05 - Smart Decisions about Smart Devices in Assisted Living
A06 - What If Exploring Our Culture Led to True Change for Our Residents?
- 11:15 a.m. to 11:30 a.m.** **Break**
- 11:30 a.m. to 12:30 p.m.** **Six Simultaneous Breakout Sessions** (Details on pages 14-15)
B07 - Understanding the Local and National Landscape for Senior Living Partnerships & Affiliations
B08 - Patient Driven Payment Model: Clinical Implications
B09 - Trauma Informed Patient Care
B10 - How to Coach Employees to Do the Specific Behaviors We Cherish Most
B11 - Syncope: The Under Recognized Root Cause of Falls
B12 - What If You Could Achieve the Perfect Independent Living Pricing Structure?

- 12:30 p.m. to 1:15 p.m.** Lunch (Sponsored by Pathway Health and PointClickCare)
- 1:15 p.m. to 2:45 p.m.** **Six Simultaneous Breakout Sessions** (Details on pages 16-17)
C13 - Institutional Special Needs Plans: Considerations for a Provider-Led Frontier
C14 - Are You Ready for Phase 3?
C15 - Behavior? What Behavior?
C16 - Emergency Preparedness: Differences and Alignment between Skilled and Assisted Living Facilities
C17 - Physiological/Anatomical Changes in the Elderly and Their Impact Upon the Development of Chronic Disease
C18 - What If My Residents Want to Have Sex?
- 2:45 p.m. to 3:00 p.m.** Break (Sponsored by Value First)
- 3:00 p.m. to 4:30 p.m.** **Six Simultaneous Breakout Sessions** (Details on pages 18-19)
D19 - Advancing Mission through Operational Excellence
D20 - What If We Understood How PDPM Will Impact the MDS?
D21 - What If Retirement Does Not Go As Planned? Responding to Increased Care Needs While Maintaining an Engaged Life
D22 - What If You Hope for the Best but Prepare for the Worst? Effective Emergency Planning
D23 - What If Paramount Practices and Persistence Prevented Problems with Skin Integrity?
D24 - What If Your Dining Program Was a Major Selling Point?
- 5:00 p.m. to 6:00 p.m.** Hospitality Reception
(Sponsored by Hoffman Planning, Design & Construction and CliftonLarsonAllen)
- 6:00 p.m. to 7:30 p.m.** Dinner (Sponsored by Compeer Financial)
- 7:30 p.m. to 11:30 p.m.** Evening of Entertainment (Details on page 20)
(Sponsored by CliftonLarsonAllen, Martin Bros., and Specialized Medical Services)

Friday, May 3, 2019

- 6:45 a.m. to 11:30 a.m.** Registration Open
- 7:00 a.m. to 8:15 a.m.** Breakfast Buffet
- 8:15 a.m. to 9:45 a.m.** **Six Simultaneous Breakout Sessions** (Details on pages 22-23)
E25 - Privacy and Cyber Security in Long-Term Care
E26 - Revenue Cycle Management Best Practices & Opportunities
E27 - The Problem that Won't go Away: Practical Approaches to Understanding, Preventing, and Responding to Dementia-Related Behavioral Symptoms (Part 1)
E28 - What If We're a Great Place to Work?
E29 - What If We Didn't Have Generational Differences?
E30 - An Introduction to the Just Culture (Part 1)
- 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 24-25)
F31 - Preferred Provider Networks: How Referral Patterns Are Changing
F32 - What If We Could Simplify the Process of Making Payments in Lieu of Paying Taxes?
F33 - The Problem that Won't go Away: Practical Approaches to Understanding, Preventing and Responding to Dementia-Related Behavioral Symptoms (Part 2)
F34 - What If We Changed Their Entire Experience? Nine Ways to Attract Nursing Students to Long-Term Care
F35 - What If the Millennials Were in Charge?
F36 - An Introduction to the Just Culture (Part 2)

Wednesday, May 1 - 1:15 p.m. to 4:30 p.m. (with a 15-minute break)

PC1

What If We Dared to Be Innovative?

Learn what is possible when healthcare professionals pursue opportunities that push them beyond traditional comfort zones. Explore six successful innovations, how these ideas came to be, how providers did what they did, why they did it, what the outcome has been, and what they know now that they wish they would have known before they began their projects.

- Outline the process for a successful downsizing project.
- Explore a new facility design.
- Analyze a pressure redistribution system.
- Apply concepts learned for pursuing innovation during challenging times.
- Discuss transitioning a skilled nursing facility to a community based residential facility (CBRF).
- List steps for implementing the Geriatric Career Development program.

Learner Level: Intermediate

Presenters: Jill Gengler, Administrator, Colfax Health and Rehabilitation Center, Colfax, WI; Wanda Plachecki, Executive Director, La Crosse County/Long-Term Care & Residential Services, West Salem, WI; Juzell Pettis, RN, DNS- CT, WCC, DWC, Regional Nurse Consultant, Dove Healthcare, Eau Claire, WI; Dan Goodier, Executive Director, Christian Community Homes and Services, Hudson, WI; Mary Ann Drescher, President, Attic Angel Community, Madison, WI; Michelle Putz, Chief Operating Officer, Ovation Communities, Milwaukee, WI

PC2

Terrific Training Techniques to Teach Top Teamwork, Communication & Other Interpersonal Skills

This session, by a nationally award-winning master trainer, is packed with original, highly-acclaimed techniques and activities, which you won't find anywhere else, that trainers can use to teach staff essential skills that really count for team and service success. You can plug these into existing training right away.

- Increase open communication that facilitates collaboration, cooperation, and team-building.
- Boost staff skills in listening, handling differences and conflict, and service communication.
- Develop a plan to make training of these skills more dynamic and effective by increasing attention, motivation, participation, and real learning.

Learner Level: Intermediate

Presenter: Michael Brandwein, Educator/Trainer/Author, Lincolnshire, IL

Diamond Sponsor

Pre-conference Workshop PC2 featuring Michael Brandwein

Terrific Training Techniques to Teach Top Teamwork, Communication & Other Interpersonal Skills

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Wednesday, May 1 - 1:15 p.m. to 4:30 p.m. (continued) (with a 15-minute break)

PC3

What If You Weren't in Charge?

Life is a series of choices and consequences. When a person moves into your life community, they have the right to make choices. Sometimes, the consequences may be minimal and sometimes the choices could be perceived as “risky.” In this session, you will learn how to empower the person living in your community to remain in charge of their life, utilize the rules of participation to support you in doing so, and identify ways to be more efficient in your practices related to health record documentation and care planning.

- Discuss how baseline charting can simplify ADL charting, saving your team valuable time while still supporting quality outcomes.
- Coordinate care conferences leading to more meaningful collaboration between the person living in your community and the team supporting them while reducing time spent in planned care conferences.
- Analyze how to support the choices and quality of life for those living in your community and demonstrate how informed consents may assist you in these efforts.

Learner Level: Basic

Presenters from Brewster Village, Appleton, WI: Morgan Hinkley, Administrator; Lisa Pingel, Life Enrichment Coordinator; Jennifer Hoelzel-Bouhram, Nurse Coordinator; Jennifer Kruse, Social Worker

PC4

What If Skilled Nursing Documentation Equaled Increased Revenue through PDPM?

Therapy is no longer driving the Medicare Part A bus. Within the Patient Driven Payment Model (PDPM), there is an opportunity for increased revenue due to skilled nursing. In this session, we will focus on the role of skilled nursing in PDPM reimbursement. Utilizing a train the trainer approach, we will prepare your key nursing leadership in Medicare skilled coverage and documentation. You will leave this session with a better understanding of skilled nursing and how to teach your staff documentation to support skilled nursing. As a result, your nursing documentation will support your skilled nursing decisions and reduce post payment medical review denials.

- Define the five Medicare skilled nursing areas.
- Identify key components of daily skilled documentation.
- Discuss common scenarios when skilled nursing continues as a skilled service after therapy ends.

Learner Level: Advanced

Presenter: Theresa Lang, RN, BSN, WCC, Regional Clinical Reimbursement Specialist, Grace Lutheran Communities, Eau Claire, WI

Important Note regarding Registration for the Pre-conference Workshops

There is one *facility* fee (\$50 for members/subscribers; \$125 for non-members) to register your facility for the pre-conference workshops. Once you pay this facility fee, you may register as many individuals as you deem appropriate from your facility to any/all of these six pre-conference workshops. Please remember, there is a separate (per person) registration fee for the 2019 Spring Conference.

Wednesday, May 1 - 1:15 p.m. to 4:30 p.m. (continued) (with a 15-minute break)

PC5

The Benefits of Continuous Process Improvement

Effective and efficient business processes are the goal for many organizations. Process improvement is a customer centric management system where services and products are reviewed through the lens of the customer. The goal is to continually strive for greater efficiency and effectiveness of the work processes. You don't need to be a Six Sigma expert to start looking at ways to build better process work flows. By using the people closest to the work to map, diagnose, and brainstorm solutions, you can create engagement and ideas across all levels of an organization. Then, by introducing and using the lean methodology of problem solving, participants can learn to drive process changes and to identify and eliminate wasteful activities.

- Identify different customer value streams within your organization.
- Identify and eliminate the eight classic forms of waste in service-based workflows.
- Discuss how you can quickly pivot from mapping and planning to action.

Learner Level: Intermediate

Presenters: Brett E. Polglaze, MBA | Villanova Green Belt, Senior Manager, Wipfli LLP, Madison, WI; Caryn Adams, RN, MSN, RAC-CT, DNS-CT, HCS-O, AHIMA Certified ICD-10 CM Trainer, Director, Wipfli LLP, Milwaukee, WI

PC6

Engaging Families as Partners in Nursing Home Care

Nursing home regulations set minimum standards for family engagement but do not provide guidance on effective, practical engagement strategies. This workshop will include a review of the evidence-base for family engagement and facilitate interactive dialog designed to boost your ability to engage families as partners in delivering high quality care.

- Discuss how family engagement enhances care.
- Identify and appraise strategies for effectively engaging families in care.
- Design new or modify existing strategies and learn about other resources available to enhance family engagement.

Learner Level: Intermediate

Presenter: Tonya Roberts, PhD, RN, Assistant Professor, University of Wisconsin School of Nursing, Madison, WI

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Welcoming Reception Beverages

Wednesday, May 1, 2019 -- 5:00 p.m. to 8:00 p.m.

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M3 Insurance
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Diamond Sponsor
Welcoming Reception Food

Wednesday, May 1, 2019 -- 5:00 p.m. to 8:00 p.m.

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Wipfli LLP
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Milwaukee, WI 53226
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**Diamond Sponsor
Continental Breakfast**

Thursday, May 2, 2019 -- 7:00 a.m. to 8:00 a.m.

Sponsored By



Select Rehabilitation
2600 Compass Rd
Glenview, IL 60026
877-787-3422

Select Rehabilitation provides comprehensive physical, occupational, and speech therapy services to patients in Wisconsin and hundreds of locations across 34 states. Select also partners with clients to provide expertise in regulatory and reimbursement issues with an emphasis on patient-focused, outcome-driven services. As an associate member and sponsor, Select Rehab has been a very strong supporter of LeadingAge Wisconsin, both at the national and state level. Nationally, Select Rehab presented on employee wellness and its positive effect on workforce issues.

**Conference Sponsor
Refreshment Break**

Thursday, May 2, 2019 -- 10:00 a.m. to 10:15 a.m.

Sponsored By



Wisconsin Health & Educational Facilities Authority
18000 W Sarah Lane, Suite 300
Brookfield, WI 53045-5841
262-792-0466 • www.whefa.com

In order for non-profits to access tax-exempt financing, a governmental entity must issue bonds on their behalf. WHEFA is such an entity. Created by the Legislature in 1973 (Ch 231, WI Statutes), WHEFA is a conduit issuer of tax-exempt revenue bonds for all non-profit organizations in the State of Wisconsin. WHEFA assists Wisconsin non-profit institutions to obtain and maintain access to low-cost capital to finance or refinance their building and equipment improvements and expansion needs. WHEFA is a resource when researching and evaluating various financing options. Irrespective of the ultimate plan of finance, WHEFA is here to help.

**Conference Sponsor
Lunch**

Thursday, May 2, 2019 -- 12:30 p.m. to 1:15 p.m.

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Pathway Health Services and PointClickCare (PCC) are pleased to sponsor the LeadingAge Wisconsin Spring Conference Luncheon! Pathway Health and PointClickCare are your partners to guide you through the upcoming changes: PDPM, RoP Phase 3, regulatory compliance, and quality outcomes. Pathway is the industry leader providing consulting, interim leadership, and education across the continuum utilizing their depth of insight, expertise, and knowledge. PointClickCare is transforming care through technology – making a meaningful impact on the lives of millions. Together, Pathway Health and PCC will help you gain a strategic vision and the precise tools to navigate your team down the path to success.

Thursday, May 2 - 8:00 a.m. to 9:15 a.m.

KEYNOTE

What If America Was Freed from Ageism

This presentation will explore the changing demographics of our nation and implications for providers. We will examine the provider landscape as it exists in the early stages of the 21st century while presenting possible alternative service models and financing plans to reverse decades of policy neglect. Lastly, we'll seek to inspire and motivate participants to be part of the solution by embracing their missions and being the voice of aging.

- Analyze the nation's demographic shift.
- Analyze current costs of care and rates of inflation.
- Discuss the workforce shortage and implications therein.
- Outline implications from current and future federal deficits.
- Discuss current and future solutions to rising costs of care from both the state and federal governments.
- List technological solutions to the older adult crisis.
- Outline a federal, long-term services and supports plan.
- Discuss the body of work we do, the vision we share, and our individual roles in meeting the challenges along the road to an America Freed from Ageism.



Learner Level: Intermediate

Presenter: Stephen Fleming, Chair, LeadingAge Board of Directors; President/CEO, The Well•Spring Group, Greensboro, NC

Diamond Sponsor

Keynote Address Featuring Stephen Fleming

Thursday, May 2, 2019 -- 8:00 a.m. to 9:15 a.m.

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Refreshment Break

Thursday, May 2, 2019 -- 2:45 p.m. to 3:00 p.m.

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Thursday, May 2 - 10:15 a.m. to 11:15 a.m.

A01 *A Deep Dive into the Pressing Questions of the Day*

Working off the Keynote Address, “What If America was Freed from Ageism,” four LeadingAge Wisconsin thought leaders will address a series of pressing questions of the day: Where will older Americans turn for their long-term services and supports? How will they pay for these services? What “disruptors” have or will emerge to transform aging options as we know them? What is happening in Wisconsin provider organizations to prepare for an unprecedented demand and a changing consumer? Lastly, how will we solve the workforce crisis?

- Outline a potential state/federal, long-term services and supports financing plan.
- Discuss providers’ innovative best practices to workforce challenges.
- List “disruptors” and discuss the implications for traditional long-term services and support providers.
- Discuss the value of the collective work of others.

Learner Level: Intermediate

Facilitator: Stephen Fleming, Chair, LeadingAge Board of Directors; President/CEO, The WellSpring Group, Greensboro, NC. Panelists: Theresa Bertram, President/CEO/CFO, Miravida Living, Oshkosh, WI; Dennis Ferger, CEO/Administrator, Clement Manor, Inc., Greenfield, WI; Kimberly Gochanour, Administrator, North Central Health Care, Wausau, WI; Kris Krentz, President/CEO, Skaalen Retirement Services, Stoughton, WI

A02 *Patient Driven Payment Model: Financial Considerations and Opportunities*

This session will focus on the financial details of the new Patient-Drive Patient Model (PDPM). We will discuss the financial implications of PDPM and identify financial drivers and what needs to change operationally to impact those drivers. We also will discuss the potential financial changes to therapy contracts.

- Outline the financial changes that will occur under PDPM, both at the revenue and expense level.
- Explore how changes to MDS Assessments and ICD-10 coding will impact the PDPM rate.
- Identify potential changes to payment structure of therapy contracts to maintain financial stability.

Learner Level: Advanced

Presenter: Michael A Peer, CPA, CFE, CHC, Principal, CLA (CliftonLarsonAllen LLP), Milwaukee, WI

A03 *Staff Competency: How to Prove It*

This session will focus on staff competency training and testing as required for Phase 3 of the Mega Rule. You will learn what the state wants and the focus of surveyors.

- Outline a basic understanding of CMS F726 Sufficient and Competent Nursing Staff.
- Demonstrate your knowledge of the survey process for review of F726.

Learner Level: Intermediate

Presenters: Pat Virnig, RN, Director, Bureau of Nursing Home Resident Care, Division of Quality Assurance, Madison, WI; Ann Angell, RN, Deputy Bureau Director, Bureau of Nursing Home Resident Care, Division of Quality Assurance, Madison, WI

Thursday, May 2 - 10:15 a.m. to 11:15 a.m. (continued)

A04

Mighty Motivation: Increasing Employee Drive, Commitment, and Desire to Do Well

What if we could manage with more motivation? This session demonstrates specific and practical tools we can use to identify where real motivation comes from and how to use this to produce excellent work, better retention, and the highest quality of service to our clients and to fellow team members.

- Discuss how you can use efficient and effective communication tools to individualize your approach to motivating others.
- List the essential elements in a work environment that make people want to stay, grow, and give their best.
- Identify the specific new things that build strong, credible, supportive, professional relationships with team members.

Learner Level: Intermediate

Presenter: Michael Brandwein, Educator/Trainer/Author, Lincolnshire, IL

A05

Smart Decisions about Smart Devices in Assisted Living

This session will explore the use of smart devices such as Alexa, Echo, Siri, granny cams, and other comparable devices in assisted living.

- Analyze the rights of residents and their family members and the responsibilities of assisted living communities and care providers related to the use of smart devices in assisted living communities.
- Compare and contrast the regulatory perspective and the practical perspective regarding the use of smart devices in assisted living communities.
- Analyze whether your policies and procedures related to smart devices meet regulatory requirements and protect the rights of your residents.

Learner Level: Intermediate

Presenter: Alfred Johnson, Director, Bureau of Assisted Living, Department of Health Services, Madison, WI

A06

What If Exploring our Culture Led to True Change for Our Residents?

This session will explore next-level conversations on organizational culture. The goal is to examine our own impact on an organization's culture and to apply our own knowledge and experience to create real world change. Opportunities and barriers for true change will be extrapolated and discussed. This hands-on session will give participants a deeper dig into how operating culture ultimately affects residents, staff, and leadership.

- Identify and discuss your organizational culture.
- Examine the opportunities and challenges faced by long-term care providers and how it affects organizational culture change.
- Create opportunities to take a real world look at what we, as leaders, can do to affect change to best support our residents and staff.

Learner Level: Intermediate

Presenter: Jennifer L. Ellis, MS, HS-BCP, Program Director/Instructor of the Gerontology-Aging Services Professional Program, Wisconsin Indianhead Technical College, Superior, WI

Thursday, May 2 - 11:30 a.m. to 12:30 p.m.

B07

Understanding the Local and National Landscape for Senior Living Partnerships & Affiliations

What if we are not asking ourselves the right questions surrounding strategic partnerships and affiliations? In this session, we will focus on local and national trends of senior living partnerships and affiliations, reasons to have a strategic sponsorship transition plan, and key questions to reflect upon.

- Discuss how affiliation opportunities can successfully integrate with your organization's existing strategic plan.
- Examine strategies for pursuing the right partner for your organization.
- Explore how the structure of an affiliation can maximize return for all stakeholders.

Learner Level: Intermediate

Presenters: Stephen Johnson, Managing Director, Ziegler, Chicago, IL; Aaron M. Schroeder, Senior Vice President, Ziegler Investment Banking | Senior Living, Milwaukee, WI

B08

Patient Driven Payment Model: Clinical Implications

This session will provide an in-depth look at the calculation of the various components of the PDPM rate, including how the MDS Assessment, Therapy, ICD-10 coding, and nursing all impact the rate calculation. This session will walk through the function score calculations and review the importance of ICD-10 coding and primary diagnosis determination.

- Analyze how the clinical characteristics of a resident will drive the PDPM payment rate.
- Explore the impact of the MDS assessment and the ICD-10-CM coding on the various payment components.
- Identify potential operational changes that may be necessary to sustain your organization during the transition to PDPM.

Learner Level: Advanced

Presenter: Jillian Martin, DNS-CT, RAC-MT, Senior Health Care Consultant, CLA (CliftonLarsonAllen LLP), Boston, MA

B09

Trauma Informed Patient Care

With over 47 years spent in medical practice, I have cared for a large number of patients who are disadvantaged, have suffered disabilities, are of a culturally diverse background, and who have reached the age of vulnerability to chronic disease. During this session, I will focus on one area within the social determinants spectrum: Trauma-informed patient care. I will show the impact of recognizing this issue early in providing quality care, at a reasonable cost, within the community.

- Explore the increasing pressure to provide patient care to vulnerable adults within our communities.
- Analyze the importance of knowing social determinants in the management of chronic disease.
- Discuss one aspect of social determinants of health trauma-informed patient care in the management of chronic disease.
- Outline the importance of obtaining outgoing data to support the trauma-informed patient care initiative.

Learner Level: Intermediate

Presenter: Michael Wilcox, MD, Medical Director/Medical Consultant, Advanced Health Institute, New Prague, MN

Thursday, May 2 - 11:30 a.m. to 12:30 p.m. (continued)

B10

How to Coach Employees to Do the Specific Behaviors We Cherish Most

What if we could get more of the behavior that we most desire? This fast-paced, nationally acclaimed session shows how to do this every day. This session is filled with practical skills you can use immediately to boost team member performance to maximize the quality of your programs and services for the aging.

- Going from qualities to conduct, identify the exact behavior we want from your team members.
- Identify positive, practical ways to guide and coach others to use excellent skills.
- Discuss how to apply these same techniques to handle undesired behavior in positive and constructive ways.

Learner Level: Intermediate

Presenter: Michael Brandwein, Educator/Trainer/Author, Lincolnshire, IL

B11

Syncope: The Under Recognized Root Cause of Falls

Syncope in the elderly is extremely prevalent and is characterized by high mortality and the presence of recurrences. The diagnosis of syncope in the elderly is sometimes difficult and often under recognized. A multidimensional geriatric assessment in addition to understanding atypical presentations is key to diagnosis and management.

- Identify the difference and common causes between near syncope and syncope.
- Outline a step-wise, deep dive risk assessment.
- Discuss non-pharmacological and pharmacological treatment strategies.

Learner Level: Intermediate to Advanced

Presenter: Kathleen Walsh, Associate Professor; Associate Director, UW Faint and Fall Clinic, University of Wisconsin School of Medicine and Public Health, Department of Medicine, Divisions of Cardiovascular Medicine and Geriatrics, Madison, WI

B12

What If You Could Achieve the Perfect Independent Living Pricing Structure?

While mission is the foundation of a non-profit senior living organization, revenue is its lifeblood. Strong revenue streams help non-profits support their mission and serve more seniors. This session demonstrates how organizations can adjust their independent living pricing structure to be affordable to market, thereby maximizing revenue and securing long-term success.

- Outline a step-by-step process for analyzing a market and using that analysis to create actionable recommendations for a more market-focused pricing structure.
- Identify changes to existing contract types or create new contract types based on the results of the pricing analysis.
- Test the feasibility of pricing and contract changes through various financial analyses.

Learner Level: Intermediate

Presenters: Stuart Jackson, Senior Vice President, Greystone, Irving, TX; Brad Straub, Senior Vice President, Greystone, Irving, TX

Thursday, May 2 - 1:15 p.m. to 2:45 p.m.

C13

Institutional Special Needs Plans (ISNPs): Considerations for a Provider-Led Frontier

This session will evaluate the risk-reward for providers pursuing the ISNP model by: Examining why providers are pursuing special needs plans; identifying key questions organizations should ask in evaluating the opportunity; reviewing the work that must be done; and learning from the experiences of those who have already forged that path.

- Outline the context and opportunities under which providers are considering leading institutional and other special needs plans, including the related current trends and federal policies.
- Analyze the risks, opportunities, and critical success factors of becoming not only a provider of services, but also the payer.
- Explore the key decision points, investment costs, resource needs, and culture changes required to successfully lead a SNP model.

Learner Level: Intermediate

Presenter: Nicole O. Fallon, Vice President, Health Policy & Integrated Services, Director of the Center for Managed Care Solutions & Innovations, LeadingAge, Washington, DC

C14

Are You Ready for Phase 3?

The implementation deadline for Phase 3 of the Mega Rule is November 28, 2019. This sweeping wave of change leaves providers contemplating a myriad of concerns. What else is changing? What are the hows and whys of it all. What is the state not covering in all the memos they are sending out? How do providers “do it all”? Join us for this session to address these questions and more.

- Demonstrate a basic understanding of the Phase 3 requirements.
- Outline survey process changes.

Learner Level: Intermediate

Presenters: Pat Virnig, RN, Director, Bureau of Nursing Home Resident Care, Division of Quality Assurance, Madison, WI; Ann Angell, RN, Deputy Bureau Director, Bureau of Nursing Home Resident Care, Division of Quality Assurance, Madison, WI

C15

Behavior? What Behavior?

This session will focus on identifying a challenging resident prior to admission into your organization, effective strategies for managing challenging behaviors, developing staff and families to participate in behavior cares, and encouraging collaboration of cares in long term care and assisted living.

- Discuss how your team can develop behavior care in long-term care and assisted living.
- Explore how your team can work together through differences to drive successful behavior care.
- Develop a plan to build trust in the abilities of your staff to provide a service.

Learner Level: Intermediate

Presenter: Jane Hooper, CEO, Hooper Consulting, LLC, Watertown, WI

Thursday, May 2 - 1:15 p.m. to 2:45 p.m. (continued)

C16

Emergency Preparedness: Differences and Alignment between Skilled and Assisted Living Facilities

This session will provide an overview of the regulatory essentials to emergency preparedness for licensed skilled nursing and assisted living facilities in Wisconsin. While emergency preparedness resources can be vast and overwhelming, this session will provide clarification by focusing on the minimum requirements so your facility can better allocate resources. During this presentation, we will reveal the differences and alignment between the Centers for Medicare and Medicaid Services (CMS) and Wisconsin Department of Health Services (DHS) administrative requirements. We also will spend time on lessons learned from current events to improve your facility's future compliance efforts.

- Identify policies and procedures within your facility that need to be upgraded or strengthened.
- List specific changes that should be made to improve overall safety under your facility's emergency preparedness program.
- Demonstrate to stakeholders the importance of implementing the rule considering industry best practices.

Learner Level: Intermediate

Presenter: David R. Soens, PE, RA, Life Safety Engineer, Life Safety Fire Authority, Division of Quality Assurance, Department of Health Services, Madison, WI

C17

Physiological/Anatomical Changes in the Elderly and Their Impact upon the Development of Chronic Disease

By the year 2030, 20 percent of the U.S. Population will be older than the age of 65. Anatomical and physiological changes within this group of patients will impact greatly the number and types of chronic diseases that healthcare providers will be charged to manage. This session will address the physiological/anatomical changes in the elderly that impact the development of chronic disease. Systems to be covered will include the CNS, the CVS, the GI system, GU system, the respiratory system and the M/S system. Diseases to be covered will include: Stroke (CVA), Dementia, Neurological Degenerative Disorders (Parkinson's Disease), congestive heart failure, COPD, Diabetes Mellitus, cancer, and arthritic disorders. A heavy focus will be upon neurological disorders.

- Discuss the increasing pressure to provide patient care to the elderly over the next 50 years.
- Analyze the impact of physiological/anatomical changes within the elderly that may lead to chronic disease.
- List the types of chronic diseases that your health care team will encounter in the care of the elderly.

Learner Level: Intermediate

Presenter: Michael Wilcox, MD, Medical Director/Medical Consultant, Advanced Health Institute, New Prague, MN

C18

What If My Residents Want to Have Sex?

This session will enable a discussion of the balance of rights, self-determination, risk, and consent when residents want to engage in a sexual relationship. Complex scenarios will be discussed, such as if and when a substitute decision-maker becomes involved and when consent turns into an allegation of abuse.

- Outline "Guidelines for Consent" and discuss the roles of staff in assessing for consent.
- Distinguish between sexual assault and consensual intimacy of residents.
- Discuss the roles of substitute decision-makers in the expressed wishes of residents who seek a sexual relationship.

Learner Level: Intermediate

Presenter: Kim Marheine, Ombudsman Services Supervisor, State of Wisconsin Board on Aging and Long-Term Care, Madison, WI

Thursday, May 2 - 3:00 p.m. to 4:30 p.m.

D19 *Advancing Mission through Operational Excellence*

This session intersects the organization's mission of providing care and services with effective and competitive strategies to achieve operational excellence. We will explore expansion or growth of new and existing business lines, operational changes to accommodate efficiencies in the delivery of services, and finance considerations.

- Identify expansion/growth opportunities through new and existing business lines.
- Identify operational changes to implement to gain efficiencies.
- Analyze your financial position and how to leverage it for operational excellence.

Learner Level: Intermediate

Presenter: Jennifer Schwalm, Partner, Senior Living Sector Leader, Baker Tilly, Lancaster, PA

D20 *What If We Understood How PDPM Will Impact the MDS?*

The Patient Driven Payment Model (PDPM) will be a game changer in the MDS world! This interactive session will feature a robust discussion of how PDPM will impact the overall MDS process, along with strategies to effectively guide the inter-departmental team through these changes. We will analyze the changes in the MDS tool and the overall MDS assessment schedule, as well as how to ensure regulatory compliance and maximum reimbursement. As an added bonus in this session, we also will discuss the continuing concerns with Medicare Level of Care denials and authorized days. We will learn what processes need to be in place to assure no lapse in coverage.

- Identify the changes in the MDS items from RUGs IV to PDPM and discuss how this will impact reimbursement.
- Analyze the changes to the MDS assessment schedule.
- Discuss how to manage the MDS process to ensure regulatory compliance and maximize reimbursement.
- List strategies to ensure a successful transition to PDPM.

Learner Level: Advanced

Presenter: Amy Ruedinger, CEO & Founder, Pinnacle Innovative Healthcare Solutions, Black Creek, WI

D21 *What If Retirement Does Not Go as Planned? Responding to Increased Care Needs While Maintaining an Engaged Life*

This session will explore supportive considerations as we seek to help people age in place and manage the transitions in care needs that occur.

- Identify signs to look for that signal a transition.
- Outline conversations that need to happen, who they should involve, and when they should begin.
- List resources that can be offered.
- Discuss how spiritual needs can be addressed.
- Discuss how this approach is embedded throughout the culture of your organization.

Learner Level: Basic

Presenters from Cedar Community, West Bend, WI: Julie Jennings, M. Div., Vice President of Ministry; Nicole Pretre, MS-MAS, CPG, Vice President of Development; Erika Wolnik, BSW, NHA, Independent Living Resident and Facilities Manager

Thursday, May 2 - 3:00 p.m. to 4:30 p.m. (continued)

D22

What If You Hope for the Best but Prepare for the Worst? Effective Emergency Planning

This presentation will walk participants through the process of identifying and developing an effective emergency preparedness plan. From home and community based services to senior housing, assisted living and skilled nursing, learn firsthand how an organization developed its plan based on experience and working with local resources. Participants will leave with ways your organization is viewed as an asset in case of a disaster.

- Outline how to assess your organization's emergency readiness in a variety of living options.
- List ways to connect with the community to be viewed as a resource.
- Cite examples of emergencies and discuss how an organization responded.

Learner Level: Basic

Presenters: Peggy Bellin, RN, BSN, NHA, Vice President of Health and Support Services, Evergreen, Oshkosh, WI; Ken Arneson, President & CEO, Evergreen, Oshkosh, WI

D23

What If Paramount Practices and Persistence Prevented Problems with Skin Integrity?

The session will highlight standards of practice in promoting skin integrity, prevention, and treatment of pressure injuries. Moreover, explore factors to facilitate healing, recognize indicators of infection, and distinguish treatment modalities for pressure injuries and lower extremity wounds.

- Outline the essential elements in preventing alterations in skin integrity.
- Examine fundamental treatment options for pressure injuries.
- Discuss the key elements necessary to facilitate wound healing.

Learner Level: Intermediate

Presenter: Colleen Toebe, RN-MSN, CWCN, RAC-MT, Nurse Consultant, Pathway Health Services, Lake Elmo, MN

D24

What If Your Dining Program Was a Major Selling Point?

Want to enhance your dining program but don't know where to begin? This presentation will walk you through a proven system for transforming your cafeteria-style dietary department into an impressive chef-driven, hospitality-style dining program for your community.

- Outline the process and steps to modernizing your dining program.
- Discuss how to restructure your foodservice staff for hospitality-style dining.
- Demonstrate how to develop restaurant-style menus.

Learner Level: Intermediate

Presenter: Josh Eggeman, Founder, Refresh Dining Solutions, LLC, Fremont, WI

Thursday, May 2 - Evening of Entertainment

Your Host for the Evening

Specialized Medical Services

5:00 p.m. to 6:00 p.m.

Hospitality Reception

(Sponsored by CliftonLarsonAllen and Hoffman Planning Design & Construction)

6:00 p.m. to 7:30 p.m.

Dinner (Sponsored by Compeer Financial)

7:30 p.m. to 11:30 p.m.

Entertainment featuring Slow No Wake (Sponsored by Martin Bros.)

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Crew Manifest:

Jesse Gomez - Vocals

Jimmy Lachman - Vocals

Ryan Torgerson - Drums

Kyle Renfro - Guitar

Devin Freedlund - Saxophone

Lisa Freedlund - Keyboards

Matt Becker - Keyboards

Nick Lanzel - Bass

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Thursday, May 2, 2019 -- 5:00 p.m. to 11:30 p.m.



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Thursday, May 2, 2019 -- 5:00 p.m. to 6:00 p.m.

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Thursday, May 2, 2019 -- 6:00 p.m. to 7:30 p.m.

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Thursday, May 2, 2019 -- 7:30 p.m. to 11:30 p.m.

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Beverages throughout the Evening of Entertainment

Thursday, May 2, 2019 -- 5:00 p.m. to 11:30 p.m.

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Continuing Education

LeadingAge Wisconsin has requested this educational program, including the pre-conference workshops and the conference sessions, be approved for up to twelve (12) 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

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Friday, May 3 - 8:15 a.m. to 9:45 a.m.

E25 *Privacy and Cyber Security in Long-Term Care*

Privacy and security of patient data is becoming even more of an issue as security breaches are often a daily news item. Cyber threats are on the rise and are becoming a leading cause of breaches. In addition, HIPAA/HITECH investigations and enforcement by the Office for Civil Rights also emphasize the importance of protecting information in a compliant manner. Long-term care organizations also are exchanging electronic information with hospitals, physicians, and business associates. This session will provide attendees with the facts surrounding cyber security risks, mitigation, and response.

- Analyze cyber risks and mitigation techniques.
- List best practices to meet requirements and to prepare for an audit.
- Outline a prioritized approach for protecting information and aligning privacy and security.
- Discuss current enforcement and ramifications for non-compliance.

Learner Level: Intermediate

Presenters: John DiMaggio, CEO, Blue Orange Compliance, Dublin, OH; Robert Lightfoot, Shareholder, Health Care Practice, Reinhart Boerner van Deuren, s.c., Madison, WI

E26 *Revenue Cycle Management Best Practices & Opportunities*

There still are many practices and approaches facilities can implement for a strong admissions and business office process. This session will cover best practices to capture revenue and proper billing. We also will review how to prevent denials with third party payers. The session will cover opportunities for billing Medicare Advantage, Medicare B, and Medicaid payers. This session will explore the ever-changing payment landscape of the skilled nursing facility world. We will evaluate and examine common denials and how to avoid them and review examples of missed revenue.

- After reviewing your revenue cycle, list suggestions on capturing revenue and strengthening collections.
- Analyze common monitoring tools for accurate payer determination.
- Discuss options for billing services such as vaccines and oxygen.

Learner Level: Intermediate

Presenter: Mary Petersen, Vice President of Financial Services, Specialized Medical Services, Inc., Milwaukee, WI

E27 *The Problem that Won't go Away: Practical Approaches to Understanding, Preventing, and Responding to Dementia-Related Behavioral Symptoms (Part 1)*

Behavioral symptoms such as agitation, wandering, and aggression are common symptoms in dementia. In addition to causing significant distress to patients and family, these symptoms are often very challenging to manage. This presentation will highlight accessible strategies and practical approaches to thinking about, preventing, and responding to these symptoms. (This discussion will continue in Session F33)

- Discuss the common contributing factors, course/presentation, and consequences of behavioral symptoms in dementia.
- List frameworks for understanding behavioral symptoms in dementia and strategies for conveying these to direct care staff.
- Identify practical strategies and approaches to preventing the occurrence of behavioral symptoms.
- Identify evidence-based tools and strategies for improved and more effective responses to behavioral symptoms.

Learner Level: Intermediate

Presenter: Andrea Gilmore-Bykovskyi, PhD, RN, Assistant Professor, University of Wisconsin-Madison School of Nursing, Madison, WI

Friday, May 3 - 8:15 a.m. to 9:45 a.m. (continued)

E28

What If We're a Great Place to Work?

There are a lot of good places to work; however, *great* places to work happen on purpose. The benefits of providing a great place to work include employee turnover decreases, customer loyalty increases, stress levels decrease, and business opportunities increase. This will be a high-content, high-energy, and FUN program.

- Discuss what engaged team members want from their jobs.
- List four characteristics of winning teams.
- Identify important communication skills necessary to inspire team members and the people we serve.

Learner Level: Basic

Presenter: Rob Bell, Certified Speaking Professional, FOCUS Consulting, LLC, Lancaster, WI

E29

What If We Didn't Have Generational Differences?

This session will focus on the different generations over time and will engage everyone in the discussion by building understanding of who we are, how we were raised, and how we view “work” as a part of our identity. The “unwritten rules” of work are changing. Learn ways to overcome generational differences by building culture that leverages the strengths of each generation.

- List strategies to overcome generational differences at work.
- Discuss the changing rules of the workplace.
- Demonstrate your ability to manage generational differences.

Learner Level: Basic

Presenter: Steve Bench, Founder, Generational Consulting, Madison, WI

E30

An Introduction to the Just Culture (Part 1)

This presentation will provide participants a basic understanding of the concept of a “just culture” as a system of workplace justice intended to help leaders manage around the inescapable fallibility of their employees. (This discussion will continue in Session F36.)

- Discuss the link between workplace justice and organizational outcomes.
- List the five manageable behaviors and discuss an appropriate response to each.
- Identify practical strategies for managing systems and behaviors within a Just Culture.

Learner Level: Intermediate

Presenter: David Marx, CEO, Outcome Engenuity, Plano, TX

Friday, May 3 - 10:00 a.m. to 11:30 a.m.

F31

Preferred Provider Networks: How Referral Patterns Are Changing

Health systems and health plans are narrowing their networks. This session will describe why referral sources are becoming more selective through their use of new payment models, like value-based purchasing and bundled payments. This session will also describe the key factors driving this activity.

- Explore how health systems and health plans narrow their down-stream provider networks.
- Analyze how preferred provider networks are related to changing payment models.
- Discuss how provider-formed networks are best positioned to become preferred providers.
- Discuss the purpose and function of LeadingChoice Network and how it relates to LeadingAge Wisconsin.

Learner Level: Basic

Presenter: Matt Berg, CEO, LeadingChoice Network, Madison, WI

F32

What If We Could Simplify the Process of Making Payments in Lieu of Paying Taxes?

This session will explore the practice of making payments in lieu of paying property taxes. Consideration will be giving to fairness, community value, and social accountability.

- Calculate what a fair payment (in lieu of property taxes) would be for your organization.
- Calculate the community value of your organization considering the economic impact of your offerings and discuss how you capture your community benefit.
- Analyze what your organization does for social accountability and discuss how you document this.

Learner Level: Intermediate

Presenters: Sondra Norder, President & CEO, St. Paul Elder Services, Inc., Kaukauna, WI; Todd Wilson, CEO, Bethany Lutheran Homes, La Crosse, WI; Darrell Lancour, CEO, Northland Lutheran Retirement Community, Marinette, WI

F33

The Problem that Won't go Away: Practical Approaches to Understanding, Preventing, and Responding to Dementia-Related Behavioral Symptoms (Part 2)

Discussion continues from Session E27.

Learner Level: Intermediate

Presenter: Andrea Gilmore-Bykovskyi, PhD, RN, Assistant Professor, University of Wisconsin-Madison School of Nursing, Madison, WI

Friday, May 3 - 10:00 a.m. to 11:30 a.m. (continued)

F34

What If We Changed Their Entire Experience?

Nine Ways to Attract Nursing Students into Long-Term Care

This presentation will describe how nursing students make decisions about where to work after graduation and discuss evidence-based approaches to attracting and retaining nursing staff. Learn what providers and nursing programs can do together to change the image of long-term and post-acute care and transform the new nurse's experience.

- Discuss three ways to positively influence nursing students' attitudes towards older adults and careers in long-term care. Identify three practices to avoid that negatively influence nursing students' attitudes towards older adults and careers in long-term care.
- List three strategies to attract and prepare new nurses for working in long-term care.

Learner Level: Intermediate

Presenters: Barbara King, Associate Professor, University of Wisconsin-Madison School of Nursing, Madison, WI; Kim Nolet, Research Manager, University of Wisconsin-Madison School of Nursing, Madison, WI

F35

What If the Millennials Were in Charge?

This session will focus on management styles and your work culture from the perspective of a Millennial employee. Adulthood has changed, and Millennials are defined more by a lifestyle than a career. Given that, how do you manage and motivate someone who isn't as committed to their career as previous generations?

- Discuss effective ways to manage Millennial employees.
- Identify employee engagement strategies.
- List talent attraction and retention strategies.

Learner Level: Basic

Presenter: Steve Bench, Founder, Generational Consulting, Madison, WI

F36

An Introduction to the Just Culture (Part 2)

Discussion continues from Session E30.















Learner Level: Intermediate

Presenter: David Marx, CEO, Outcome Engenuity, Plano, TX

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Online Registration

To register for the 2019 Spring Conference, please complete your online registration at <http://www.cvent.com/d/56qqnq/4W>.

To qualify for the early registration discount, you must complete and submit your registration by April 12, 2019.



Online Event Summary: <http://www.cvent.com/d/56qqnq>

What if you could get a quick glimpse of everything this conference has to offer, access detailed descriptions of every session, and register online? You can! Click on any of these links.



Online Event Agenda: <http://www.cvent.com/d/56qqnq/6X>

This conference is packed with innovative sessions. And the good news? The registration fee includes the educational sessions, admission to the Annual Business Meeting, the Welcoming Reception, the Evening of Entertainment, the conference app, break refreshments, and meals as listed.



Click Here to Register: <http://www.cvent.com/d/56qqnq/4W>

All registrations must be completed online at <http://www.cvent.com/d/56qqnq/4W>. If you need assistance, please contact LeadingAge Wisconsin at 608-255-7060. There is a separate fee for the pre-conference workshops. Refunds will be **made only if requested by April 24, 2019**.

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, navigate the event, and more. 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.

The LeadingAge Wisconsin 2019 Spring Conference App Is Sponsored By:

- **CliftonLarsonAllen, LLP**, 10700 W Research Drive, Suite 200, Milwaukee, WI 53226; 414-476-1880
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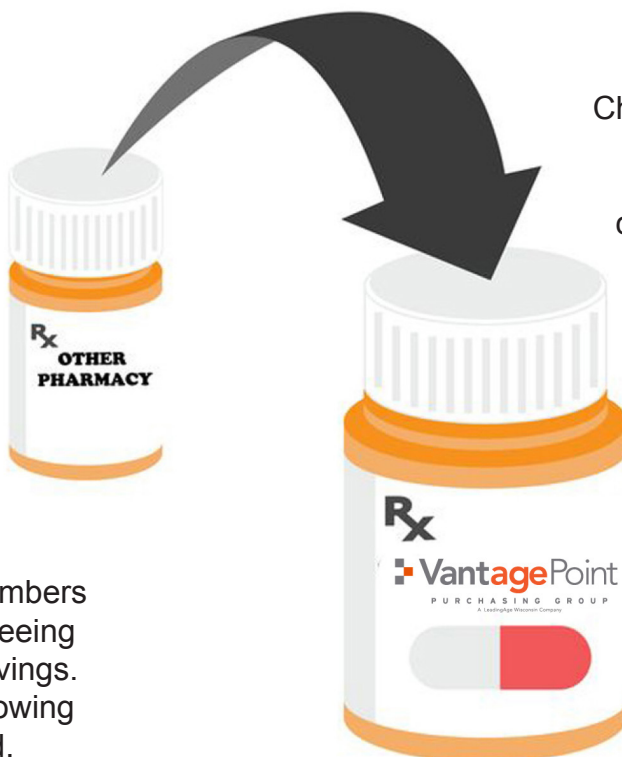
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