

2023

INNOVATING FOR A  
BRIGHTER TOMORROW

**Idaho Health Care Association  
57<sup>th</sup> Annual Convention  
and Trade Show**

*July 11-13, 2023*

*Boise Centre—Boise, Idaho*



# Boise Centre – 850 W Front Street – Boise, Idaho 83702

## Entrances Map and Room Locations



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## CONTINUING EDUCATION

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### Continuing Education Units

CEUs offered by the Idaho Health Care Association are approved by the Idaho Board(s) of Examiners of Nursing Home Administrators and Examiners of Residential Care Facility Administrators. It is up to each attendee to determine the appropriateness of a session, and whether it will meet the requirements of their license type.

*Individuals are responsible for maintaining their own records of attendance at IHCA educational events. It is recommended that attendees maintain a copy of the event program as well as the CEU Record Form, to provide details of sessions offered at each event, in case of an audit by Occupational Licensing.*

### Instructions to Receive CEUs

*CEUs are awarded based on verified attendance. Session attendance records will be audited by IHCA staff to determine the accuracy of submitted forms.*

1. Pick up a CEU Record Form when you check in for the event.
2. Please print your name legibly. We want to make sure that CEUs are assigned appropriately and that certificates are correct.
3. Place a “checkmark” in the box that corresponds with each session you attend.
4. You **MUST** sign the CEU Record indicating attendance and attesting to its accuracy.
5. **You MUST turn in a signed copy of the CEU Record Form before you leave the event.**
6. Collection boxes for CEU forms are located at the event registration desk.
7. No CEU forms will be accepted after IHCA staff leave the venue, either electronically or via regular mail.
8. Based on audits and attendance records, IHCA staff will determine eligibility for CEUs
9. CEU certificates are generally available within a month of the event.



**THANKS FOR YOUR CONTRIBUTIONS  
TO THIS WORTHY CAUSE!  
PURCHASE YOUR TICKETS  
AT THE EXPO TODAY!**

Each year, IHCAF awards scholarships to deserving students currently working in healthcare, who are continuing their formal education. These raffle-funded scholarships are a way to encourage determination, growth, acts of service and giving so that these talented individuals remain part of the future of healthcare.

**IHCAF awards scholarships in the name of each of the following individuals:**

Delta Holloway, Diana Cullin, Dorothy Witmer, Sheri Rogers, and Sue Linja.

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### ***Congratulations to our 2023 Scholarship Winners!***

- **Adriana Ramirez**
- **Amanda Bento**
- **Jordan Stubbs**
- **Trinity Anderson**
- **Erica Martinez**
- **Nelson Villegas**

***Please join us in honoring them  
during the Membership Lunch this week!***


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# SCHEDULE OF EVENTS


**Tuesday, July 11, 2023**


**Name Badges Sponsored by: CBSI**




<p><b>6:30 - 8:00 AM</b> <b>ROOM</b> <b>100 BCDE</b></p>	<p align="center"><b>Exhibitor Tradeshow Setup</b> <i>Visit with exhibitors between sessions and after lunch!</i> <i>Purchase raffle tickets to support scholarships. Fill out vendor card for prizes.</i> <i>Raffle drawings to be held on the last day of the event. Must be present to win!</i></p>
<p><b>7:30 – 8:15</b> <b>LOBBY</b></p>	<p align="center"><b>Check-in and Onsite Registration</b></p>
<p><b>8:00 – 5:00</b> <b>ROOM</b> <b>140</b></p>	<p align="center"><b>STUDENTS ONLY – Idaho Nutrition &amp; Foodservice Professional Training Program</b> <i>Karen Marshall and Beverly Crabbs</i> <b>Mandatory for those enrolled in the Dietary Manager Nutrition module</b> <i>Boxed lunches for Dietary Students (11:45)</i></p>
<p><b>8:30 – 11:45</b> <b>ROOM</b> <b>110 A&amp;B</b> <i>3.5 CEUs</i></p>	<p><b>MDS Intensive: Oct 1, 2023, Item Set Changes: Overview for the MDS Coordinator</b> <i>Robin Hillier—RLH Consulting</i></p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> <li>• <i>Articulate the new items to be added to the October 1 2023 item set</i></li> <li>• <i>Describe changes to current assessment items effective October 1</i></li> <li>• <i>Explain the rationale for the item set changes effective October 1 2023</i></li> </ul>
<p><b>8:30 – 9:30</b> <b>ROOM</b> <b>100 A</b> <i>1 CEU</i></p>	<p align="center"><b>Welcome Presentation</b> <i>Brian Bagley, IHCA Board President</i></p> <hr/> <p align="center"><b>D.C. Update and Where We Are Headed</b> <i>Mark Parkinson, CEO—American Health Care Association/NCAL</i></p>
<p><b>9:30 – 10:30</b> <b>ROOM</b> <b>100 A</b> <i>1 CEU</i></p>	<p align="center"><b>Opening Keynote – Drama Free Teams in Healthcare</b> <i>Dennis McIntee, Business Consultant – Leadership Development Group</i></p> <p><i>Leading a high-trust, high-performance team that gets results is possible—even without putting in more hours and working harder. Creating a culture free of drama, victim mentalities, and blame assigning helps leaders leverage their most asset—their team members. This interactive workshop will give you the practical skills you need to eliminate all the excuses not only from your team, but every relationship. We teach what we know, but we produce who we are. The best way to coach the drama out of your team is to become a dream coach. Great coaches and leaders are not born, they are developed. That’s good news. It means we can learn the tools needed to draw out the best in our people. You can learn these secrets too, and it’s not as hard as you think!</i></p> <p><b>Sponsored by: Risk Strategies</b></p> 

<p><b>10:45 – 11:45</b> <b>ROOM</b> <b>120 C</b> <b>1 CEU</b></p>	<p align="center"><b>Best Practices and Ideas: Modifying Activities for all Participant Levels</b> <i>April Floyd and Kristi Plowman—Idaho State Veterans Home, Boise</i> <b>Required Activity Director Student Track</b></p> <p><i>This course will delve into how to provide and modify activities for a variety of residents with different abilities and special needs. We will discuss levels of ability and the modifications needed to make any activity successful. Join us for this interactive session with role playing opportunities.</i></p>
<p><b>10:45 – 11:45</b> <b>ROOM</b> <b>100 A</b> <b>1 CEU</b></p>	<p align="center"><b>Leading Through Change</b> <i>Dennis McIntee—Leadership Development Group</i></p> <p><i>Even with a myriad of opportunities for organizations to grow, many leaders face hurdles. In fact, many of these hurdles are internal, not external. According to research by Bain &amp; Company, 85% of executives say their greatest barriers to achieving growth objectives lie within their own walls. Because industry is ever-changing, it is imperative to continually modulate thinking to identify and solve problems, and deal with uncertainty.</i></p> <p><i>Whether your organization is making a large transformation or exploring a minor shift, this session provides preparation for kicking off the process. As we learned through the pandemic, change and challenges are always just around the corner. Leading through change is a skill that will always be useful.</i></p> <p align="center">  <b>Accushield</b>  <b>Sponsored by: AccuShield</b> </p>
<p><b>10:45 – 11:45</b> <b>ROOM</b> <b>120 A&amp;B</b> <b>1 CEU</b></p>	<p align="center"><b>SNF Update: Survey After the PHE</b> <i>Laura Thompson—IDHW Bureau of Facility Standards</i></p> <p><i>Join us for this informative discussion about being ready for recertification and complaint surveys, what we are seeing, how to address systems, and an open forum for questions.</i></p>
<p><b>10:45 – 11:45</b> <b>ROOM</b> <b>110 C&amp;D</b> <b>1 CEU</b></p>	<p align="center"><b>ALF Update: Top 10 Survey Deficiencies and How to Prevent Them</b> <i>Tom Moss, Teresa McClenathan, and Megan Rideout—IDHW</i></p> <p><i>The RALF survey team will discuss current trends in Assisted Living surveys, and most importantly, what measures are required to avoid being cited.</i></p>
<p><b>10:45 – 11:45</b> <b>ROOM</b> <b>130</b> <b>1 CEU</b></p>	<p align="center"><b>SNF Medicaid Reimbursement: System Overview and Shortfall Study Findings</b> <i>Bill Ulrich and Bill Hartung—Consolidated Billing Services</i></p> <p><i>Nursing facilities continue to experience unprecedented increases in operating expenses. Come find out more about the basics of the Idaho Medicaid nursing facility payment system, the funding for these services, and the use of the budget adjustment factor in the process. The findings from the shortfall studies conducted using 2021 and 2022 data will be covered. The most recent updates from discussions related to the Upper Payment Limit and Budget Adjustment Factor will also be provided.</i></p>
<p><b>11:45 – 12:45</b> <b>ROOM</b> <b>100 BCDE</b></p>	<p align="center"><b>Invitation Only – VIP Lunch for Exhibitors and Facility/Agency Decision Makers</b> <i>Please take the time to thank our Exhibitors for their support of IHCA!</i></p> <p align="center">   <b>Sponsored by: Hawley Troxell</b> </p>

11:45 – 12:45 OFFSITE	<b>Lunch on Your Own</b>
12:45 – 1:20 ROOM 100 BCDE	<p style="text-align: center;"><b>Exhibitor Tradeshow and IHCA Foundation Raffle – Open to all Attendees</b>  <b>Visit with exhibitors between sessions and after lunch!</b>  <i>Purchase raffle tickets to support scholarships. Win prizes!</i>  <i>Raffle drawings will be held on the last day of the event. Must be present to win!</i></p> <p style="text-align: center;"><b>Sponsored by: Healthcare Services Group, Inc</b> </p>
1:30 – 3:00 ROOM 110 A&B 1.5 CEUs	<p style="text-align: center;"><b>MDS Intensive: MDS and Care Planning for the Interdisciplinary Team</b>  <i>Robin Hillier—RLH Consulting</i>  <b>Required Activity Director Student Track</b></p> <p>Objectives:</p> <ul style="list-style-type: none"> <li>• Describe the process for interviewing residents regarding preferences</li> <li>• Describe the Care area assessment process</li> <li>• Articulate the care planning requirements in the RAI process</li> </ul>
1:30 – 3:00 ROOM 130 1.5 CEUs	<p style="text-align: center;"><b>Afternoon Keynote – From Numbers to Nurturing: Leveraging Data to Enhance Senior Care</b>  <i>Dr. Tommy Ahlquist, Founder and Medical Director—Medical Network Solutions</i></p> <p><i>In this engaging and insightful session, we will explore the critical role of data in enhancing senior care and how it can transform the way we measure and improve outcomes. We will uncover the truth behind the tools used at the community level and their impact on corporate's ability to drive positive change. By embracing technology and transitioning to digital systems, we can gain real-time access to critical data points, providing management with invaluable insights for informed decision-making. Learn how these tools can empower your organization to improve health outcomes, enhance building census, and seize missed opportunities.</i></p>
1:30 – 3:00 ROOM 110 C&D 1.5 CEUs	<p style="text-align: center;"><b>Memory Care: Is this the Right Decision for your Community?</b>  <i>Brad Perry, LSW—ID Dept of Health and Welfare</i></p> <p><i>This presenter, from the Idaho Department of Health and Welfare, will discuss what the RALF rules require for a facility when they admit and retain residents with memory needs.</i></p> <hr style="width: 50%; margin: 10px auto;"/> <p style="text-align: center;"><b>Investigations: What the RALF Rules Require</b>  <i>Jenny Walker and Torrey Bollinger—ID Dept of Health and Welfare</i></p> <p><i>The focus of this part of the session will be on what the RALF rules require when conducting investigations.</i></p>
1:30 – 3:00 ROOM 120 A&B 1.5 CEUs	<p style="text-align: center;"><b>Using Medication Assistants-Certified (MA-C) in SNFs</b>  <i>Chukk Nielson—Cascadia</i></p> <p><i>Chukk will discuss what is necessary to become an MA-C and the processes each facility should develop to safely use Medication Assistants-Certified including policy development.</i></p>

<p><b>3:15 – 4:45 ROOM 110 A&amp;B 1.5 CEUs</b></p>	<p><b>MDS Intensive: SPADES Coding Instructions &amp; Care Planning for MDS Coordinator</b> <i>Robin Hillier—RLH Consulting</i></p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> <li>• <i>Articulate the new SPADES items to be added to the item set October 1 2023</i></li> <li>• <i>Explain the coding instructions for the new SPADES items</i></li> <li>• <i>Describe how to utilize SPADES items in care planning for the Part A beneficiary</i></li> </ul>
<p><b>3:15 – 4:45 ROOM 120 C 1.5 CEUs</b></p>	<p><b>Activities and Special Events for the Activity Professional</b> <i>April Floyd, Activity Coordinator—Idaho State Veterans Home</i> <b>Required Activity Director Student Track</b></p> <p><i>This course will delve into how to provide and modify activities for a variety of residents with different abilities and special needs. We will discuss levels of ability and the modifications needed to make any activity successful. Join us for this interactive session with role playing opportunities.</i></p>
<p><b>3:15 – 4:45 ROOM 120 A&amp;B 1.5 CEUs</b></p>	<p><b>Self-Care and Mental Health</b> <i>Dr. Brandee Temmis, DNP, MSN, RN—Grand Canyon University</i></p> <p><i>Please join us for this timely discussion that is relevant to most everyone. At the end of this session, you should be able to define the terms of self-care and mental health, identify barriers that exist, and access available self-care and mental health resources to support your journey, both personally and professionally.</i></p>
<p><b>3:15 – 4:45 ROOM 110 C&amp;D 1.5 CEUs</b></p>	<p><b>Understanding Investigations: Addressing Vulnerable Adult Maltreatment</b> <i>Fanny Rodriguez-Melnikovskyy—State Ombuds, Judy Taylor and Deedra Hunt—ID Commission on Aging, and Tom Moss—ID Dept of Health and Welfare</i></p> <p><i>This presentation will walk through what to expect when Ombudsmen investigate resident complaints. We'll then move into a panel discussion including representatives of the IDHW and Idaho Commission on Aging for questions and open discussion regarding vulnerable adult maltreatment, legal requirements, what to include in a report, investigations, and confidentiality.</i></p>
<p><b>3:15 – 4:45 ROOM 130 1.5 CEUs</b></p>	<p><b>Telling Your Story, The Right Way</b> <i>Dale Henry, PhD—World Cinema, Inc</i></p> <p><i>Do you want to recruit the right people to serve your residents? Do you want to market your facility and promote your brand? Do you have a story that explains your customer service story? Well, let's build one that everyone can tell! Dr. Dale Henry is a corporate Storyteller that comes from the foothills of the Smoky Mountains. During this workshop you will be able to craft a story that recruits staff and matches their skills with the needs of your residents. Through dozens of stories both inspiring and hilarious, Dale shares the wisdom of a philosophy of service and how to tell your story. Dale will motivate you to be a champion, do a little more than you are paid to, give a little more than you have to, try a little harder than you want to, aim a little higher than you think possible, and be your best and share your successes without being obnoxious.</i></p> <p><b>Sponsored by: World Cinema, Inc</b></p> 
<p><b>5:00 – 6:30 PM OFFSITE</b></p>	<p><b>Dinner on Your Own</b></p>


**Wednesday, July 12, 2023**

<p><b>8:00 – 5:00</b> <b>ROOM</b> <b>140</b></p>	<p><b>STUDENTS ONLY – Idaho Nutrition &amp; Foodservice Professional Training Program</b> <i>Karen Marshall and Beverly Crabbs</i> <b>Mandatory for those enrolled in the Nutrition Module</b> <i>Lunch provided by IHCA (in 100A&amp;B) from 11:45-12:45 ONLY</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>110 A&amp;B</b> 1.5 CEUs</p>	<p><b>MDS Intensive: PDPM Session 1 – PDPM Components and Drivers for SNF Administrators, DNS, and MDS Coordinators to Improve Reimbursement</b> <i>Robin Hillier—RLH Consulting</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> <li>• List the five case mix adjusted components in the Patient Driven Payment Model</li> <li>• Articulate the MDS items used to drive each case mix adjusted PDPM component</li> <li>• Explain the source of information for each case mix adjusted PDPM component</li> </ul>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>100 D</b> 1.5 CEUs</p>	<p><b>Innovations in Activity Programming: Implementing a More Therapeutic Approach</b> <i>Eric Collett</i></p> <p><i>Most activity professionals know that engaging in meaningful activity is an important part of ensuring quality of life for residents of assisted living, skilled nursing, and other care settings; but are unaware of specific tools and approaches that can reduce antipsychotic usage, improve cognitive functioning, and increase functional abilities. This exciting presentation explores cutting edge methods activity professionals, nurses, front-line caregivers, and other professionals can use to help residents improve their quality of life.</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>120 C</b> 1.5 CEUs</p>	<p><b>Ensuring Quality Care: The Partnership between Infection Prevention and QAA</b> <i>A.C. Burke—RB Health Partners</i></p> <p><i>CMS Phase 3 Requirements of Participation regulations state that the infection preventionist is required to be a member of the Quality Assessment and Assurance (QAA) Committee and report on the infection prevention and control program (IPCP) on a regular basis. This session will discuss how being a part of the QAA committee can provide the infection preventionist the opportunity to strengthen partnerships and gain leadership support for the IPCP. Participants will gain a better understanding of the key components of the QAPI program, how to summarize and present meaningful data to the QAA committee to support data driven decision-making, and how to perform a root cause analysis in response to concerns regarding facility infection prevention practices. This session includes a small group activity using root cause analysis tools.</i></p> <p><b>Sponsored by: Idaho Dept of Health and Welfare</b></p> 
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>100 C</b> 1.5 CEUs</p>	<p><b>Developing the Innovators Around You</b> <i>Yanick Hicks, Speaker and Coach – Maxwell Leadership Team</i></p> <p><i>Yanick Hicks will entertain and inspire you to achieve your goals and improve your life. He teaches from his professional life, sharing stories about his time spent as a health care practitioner. Come and learn how to energize your organization with value-based, people-centric servant leadership lessons which empower and energize.</i></p>





<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>120 A</b> 1.5 CEUs</p>	<p><b>Don't Let Wound Care Leave You Wounded: Strategies &amp; Processes for Success</b> <i>Ryan Dirks—United Wound Healing</i></p> <p><i>Taking care of individuals with skin that is at-risk for developing chronic wounds, or wounded patients comes with a myriad of challenges. Next to wrongful death, litigation related to wounds remains the number two reason for medical malpractice claims. Furthermore, the prevention and care of individuals with wounds is highly regulated at the state and federal levels. This doesn't mean you should avoid residents with skin and wound conditions, but it does mean you need an evidence-based approach to success. In this course you will learn the basics of a successful wound care program, as well as the necessary steps to developing a wound prevention program in your community.</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>130</b> 1.5 CEUs</p>	<p><b>The Overlooked Secret to Profitability in Health Services</b> <i>Aaron Williams—Viventium</i></p> <p><i>Imagine the possibilities of reclaiming 10, 20, or even 100 days in your schedule each year. What if you could save time AND boost profits? The secret lies in optimizing the efficiency of your operations and is the driving force behind operational excellence in healthcare organizations. While agencies, communities, and facilities have traditionally relied on a broad range of technological solutions, they often face challenges such as compliance gaps and administrative burdens. There is a new trend emerging; vertical SaaS solutions designed specifically for the healthcare industry. By embracing these systems and exploring alternatives to addressing operational challenges, you can regain control of your schedule, enhance your company brand, and maximize profitability.</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>110 C&amp;D</b> 1.5 CEUs</p>	<p><b>Preventive Maintenance of Kitchen Equipment and Preparation for Remodeling</b> <i>Karl Sawyer—Bargreen Ellingson</i></p> <p><i>Regardless of the project, specifying and placing the proper piece of equipment into place remains the foundation for years of success for all kitchens.</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>120 B</b> 1.5 CEUs</p>	<p><b>Supporting and Easing Transitions for New Residents, Families, and Caregivers</b> <i>Oni Kinberg—ID State Veterans Home, Boise</i> <b>Required Resident Services Director Student Track</b></p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> <li>• <i>Describe what a transition from one setting to another looks like</i></li> <li>• <i>Identify ways to ease transitions for the PWD (Person with Dementia)</i></li> <li>• <i>Identify ways to help caregivers with the transition</i></li> </ul>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>100 E</b> 1.5 CEUs</p>	<p><b>Top Cited Food and Nutrition Survey Tags: Tips to Avoiding Citations</b> <i>Leslie Bell, RDN</i></p> <p><i>Discussion regarding food service regulations, the top cited regulations, and a deep dive into solutions to avoid being cited. Objectives include:</i></p> <ul style="list-style-type: none"> <li>• <i>Participants will be able to identify two strategies to avoid food service citations</i></li> <li>• <i>Participants will be able to list the top two cited food service regulations</i></li> </ul>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>110 A&amp;B</b> 1.5 CEUs</p>	<p><b>MDS Intensive: PDPM Session 2 – PPS Assessment Scheduling Considerations for SNF Administrators, DNS, and MDS Coordinators to Improve Reimbursement</b> <i>Robin Hillier—RLH Consulting</i></p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> <li>• <i>Describe the required and optional PPS assessments used in PDPM</i></li> <li>• <i>Explain the penalty for late assessments and missed assessments</i></li> <li>• <i>Articulate a strategy for selecting the best assessment reference date for PPS assessments</i></li> </ul>

<p><b>10:15 - 11:45 ROOM 100 D 1.5 CEUs</b></p>	<p><b>Partnering with Activity Directors and Others to Innovate for a Brighter Tomorrow</b> <i>Barbara Petty, Tasha Howard, and Andres (Andy) West —Univ of ID Extension Service</i></p> <p><i>The University of Idaho is your partner in every county in Idaho and has connections in over 3,000 counties across the nation. In this session, you will learn about the resources of UI Extension in the state of Idaho and your local community including the Dementia Friends Idaho Program (how you can support Dementia Friendly communities) and the Idaho Master Gardener Program (available garden projects and volunteer partnerships with Master Gardeners).</i></p>
<p><b>10:15 - 11:45 ROOM 120 C 1.5 CEUs</b></p>	<p><b>If It's Not COVID, What Am I Supposed to Be Doing? Roles and Responsibilities of the Infection Preventionist</b> <i>A.C. Burke—RB Health Partners</i></p> <p><i>Too much to do in too little time? Understanding the roles and responsibilities of the infection preventionist (IP) can help to define job duties and prioritize daily activities for time management. This session will identify IP responsibilities on an annual, quarterly, monthly, and daily basis, review how to perform a risk assessment to help prioritize program activities, and how to create action plans to address opportunities for improving practices. The small group activity for developing an action plan builds on the first session's activity.</i></p> <p><b>Sponsored by: Idaho Dept of Health and Welfare</b></p> 
<p><b>10:15 - 11:45 ROOM 130 1.5 CEUs</b></p>	<p><b>Helping Facilities Along the Journey to Reimagine Health Care</b> <i>Connie Lowder and Jenny Lingle—Comagine</i></p> <p><i>Now, more than ever, we realize the unique challenges long term care facilities face in areas including staffing, regulations, infection control, immunizations, etc. Comagine is the Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for a six-state region that includes Idaho and is funded and tasked by the Centers for Medicare and Medicaid Services (CMS) to support your organization's quality improvement through practical technical assistance, training, and quality improvement guidance. Together we can improve the quality of care your organization provides, and help increase patient, resident, and staff satisfaction.</i></p>
<p><b>10:15 - 11:45 ROOM 100 C 1.5 CEUs</b></p>	<p><b>What it takes to Become a "Preferred" Provider</b> <i>Scott Jeppson and Justin Stenquist—Bluebird Health</i></p> <p><i>Preferences are personal. Being preferred by someone actually tells us something about ourselves and the other person. What is the mindset that drives how you interact with those that you wish to influence? Is your organization spending money to try to overcome a weak relationship building mindset? How is that weekly visit with treats working out? We are going to talk about forging real preferred relationships.</i></p>
<p><b>10:15 - 11:45 ROOM 120 A 1.5 CEUs</b></p>	<p><b>Pros and Cons of Drug Testing and Why Some Choose Not To</b> <i>Nate Benjamin, Owner—Homewatch CareGivers of Idaho</i></p> <p><i>Every employer needs to calculate the risks and benefits between drug testing employees or avoiding the practice. Our presenters will share the advantages and disadvantages of both, discuss applicable HR law, and outline the best practices associated with employee drug testing.</i></p>

<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>110 C&amp;D</b> 1.5 CEUs</p>	<p><b>Building Wildfire Smoke Resilience for LTC Residents in the Mountain West</b> <i>Luke Montrose—Colorado State Univ and Meredith Spivak—Boise State Univ</i></p> <p><i>This presentation will provide information on adverse health effects caused by wildfire, particularly on vulnerable communities like those who reside in long-term care facilities and the work conducted by the Montrose Lab to better understand how to protect LTC residents from smoke exposures. Access to air quality data is not equitable across the Mountain West. We will review the findings of a study of outdoor-to-indoor air infiltration, an intervention to enhance awareness of smoke exposure mitigation, and a look at future projects and how your facility could become involved.</i></p>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>120 B</b> 1.5 CEUs</p>	<p><b>Medicare Partnerships and Administrative Processes</b> <i>Reese Phillips – Preferred Senior Benefits</i> <b>Required Resident Services Director Student Track</b></p> <p><i>In this presentation, we will review how partnering with a Medicare plan advisor can simplify the Medicare plan process and reduce the hassles for you and your patients.</i></p>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>100 E</b> 1.5 CEUs</p>	<p><b>Best Practices in Menu Planning: What are the Regulations?</b> <i>Kelee Hansen, MBA RDN/LD and Kelly Dimond RDN/LD—S &amp; S Nutrition</i></p> <p><i>Join us for this informative session where we will review CMS and IDAPA menu regulations and other menu planning considerations. We'll also brainstorm to explore ways to create menu variety and meal alternatives that may be possible.</i></p>
<p><b>11:45 – 1:15</b> <b>ROOM</b> <b>100 A&amp;B</b></p>	<p><b>Membership Lunch and Elections</b> <b>IHCA MEMBERS ONLY! Non-members, please enjoy lunch on your own.</b></p>
<p><b>1:30 – 3:00</b> <b>ROOM</b> <b>110 A&amp;B</b> 1.5 CEUs</p>	<p><b>MDS Intensive: Section GG – Coding Functional Status to Improve Reimbursement, Quality Measures and Care Planning</b> <i>Robin Hillier—RLH Consulting</i></p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> <li>• <i>Describe the coding instructions for Section GG in the draft RAI manual</i></li> <li>• <i>How self-care and mobility items are used in reimbursement and quality measures</i></li> <li>• <i>Explain the necessity to revise physical function care plans with the implementation of the new item set October 1</i></li> </ul>
<p><b>1:30 – 3:00</b> <b>ROOM</b> <b>120 C</b> 1.5 CEUs</p>	<p><b>Enhanced Barrier Precautions: Why and How to Implement EBP in Your Facility</b> <i>A.C. Burke—RB Health Partners</i></p> <p><i>In July of 2022, the CDC updated their guidance on “Implementation of Personal Protective Equipment (PPE) Use in Nursing Homes to Prevent Spread of Multidrug-resistant Organisms (MDROs)” which has become known as Enhanced Barrier Precautions (EBP). The information presented in this session will help the infection preventionist to gain a better understanding of what EBP is, identify residents that need to be placed on EBP and for how long, and to understand the rationale behind this guidance to help them gain the buy-in they need to implement this practice. Session participants will also have the opportunity to learn how to use the Plan, Do, Study, Act (PDSA) cycle and to practice applying the concepts through a small group discussion activity to help them prepare to implement EBP in their facility.</i></p> <p><b>Sponsored by: Idaho Dept of Health and Welfare</b></p> 

<p><b>1:30 – 3:00 ROOM 130 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Get Better Results with "Yes, And"</b> <i>Megan McCaleb – Improv Team Culture</i></p> <p><i>Megan McCaleb will lead an interactive leadership and communication workshop, with lessons derived from the skills of performance improvisation. This workshop is centered on heightening human behaviors in a safe space for participants to have unique “aha” moments about themselves, while building trust and respect for others. Attendees will learn the value of being present in the moment, making bold choices, and learning how to live in a positive “yes, and” mindset in their sales role and way beyond Three Improv rules will be introduced: Suspend Judgment, Participate Fully, and "Yes, And".</i></p>
<p><b>1:30 – 3:00 ROOM 100 C 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Preventing and Healing Wounds in ALFs</b> <i>Angela Hillesheim—All Care Health Solutions</i></p> <p><i>This session will focus on best practices related to wound prevention and wound care in Assisted Living facilities. We will also discuss the importance of coordinating with Home Health and Hospice.</i></p> <hr style="width: 50%; margin: 10px auto;"/> <p style="text-align: center;"><b>Successfully Retaining AL Residents with High-Level Wounds: IDAPA Rules</b> <i>Tom Moss—ID Dept of Health and Welfare</i></p> <p><i>In this session, we will discuss recent changes in the RALF regulations related to wounds and what rules are still on the books that require adequate resident care.</i></p>
<p><b>1:30 – 3:00 ROOM 120 B 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Managing Difficult Behaviors and De-Escalation Strategies</b> <i>Dr. Anthony Bunin—Behavioral Health Solutions</i> <b>Required Resident Services Director Student Track</b></p> <p><i>Join us for this presentation on Identifying what is a "behavior" covering biological and environmental causes of behaviors in ALF/SNF settings, and then attempting to reduce behavioral outbursts from becoming worse by reviewing de-escalation techniques.</i></p>
<p><b>1:30 – 3:00 ROOM 110 C&amp;D 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Q &amp; A with an Electrician: Basics, OSHA, Qualifications, Safety Hazards, and More</b> <i>Brad Girard, Master Certified Electrician—Valley West</i></p> <p><i>A Master Certified Electrician with 28 years of experience, and the owner of Valley West Electric, will provide training on basic electrical projects, healthcare electrical code, replacing and repairing electrical systems in a health care setting, proper licensing and permitting for contractors working in your facility, grounding electrical systems for healthcare, help interpret the “like for like” regulation, and answer other questions.</i></p>
<p><b>1:30 – 3:00 ROOM 100 D 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Communication: Where its “AT”!</b> <i>Krista Kramer—Idaho Assistive Technology Project</i></p> <p><i>Communication is one of our most basic human needs and assistive technology (AT) can open up the world for individuals who live with hearing, vision, speech, mobility, and/or cognitive issues. Whether the challenge is not being able to hear on the phone, not being able to see or read the paperwork, losing voice to a condition like ALS, tremors interfering with ability to email the grandkids, or needing simple or native language for interactions, there are a wide variety of tools to bridge these communication barriers. Join this presentation to learn about the technology available to reduce social isolation, increase health outcomes, and improve interactions with care providers; including the many tools that are available for free on the smart phones already in your pockets.</i></p>

<p><b>1:30 – 3:00 ROOM 100 E 1.5 CEUs</b></p>	<p style="text-align: center;"><b>IDDSI Toolbox: Recipe for Success</b> <i>Libby Reynolds-Johnson, MBA/RDN and Marissa Rudley, RDN/LD—S &amp; S Nutrition</i></p> <p><i>The International Dysphagia Diet Standardization Initiative or IDDSI has revolutionized the way we approach textures and fluid consistencies in long-term care. Join us for an interactive presentation and learn:</i></p> <ul style="list-style-type: none"> <li>• <i>The ingredients of the IDDSI framework</i></li> <li>• <i>Guided discussion of IDDSI implementation</i></li> <li>• <i>How to yield high-quality and consistent results with testing methods</i></li> </ul>
<p><b>3:00 - 4:30 ROOM 110 A&amp;B 1.5 CEUs</b></p>	<p><b>MDS Intensive: Section GG – Coding Functional Status to Improve Reimbursement, Quality Measures &amp; Care Planning for Administrators, DNS and MDS Coordinators</b> <i>Robin Hillier—RLH Consulting</i></p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> <li>• <i>Describe the coding instructions for Section I in the draft RAI manual</i></li> <li>• <i>Articulate how Section I effects reimbursement and quality measures</i></li> <li>• <i>Describe care planning for active diagnoses</i></li> </ul>
<p><b>3:00 - 4:30 ROOM 100 D 1.5 CEUs</b></p>	<p><b>Beyond the Free Space: Creating Engaging Activities That Residents Will Love</b> <i>Eric Collett—A Mind for All Seasons</i></p> <p><i>Activity Directors and others play a vital role in enhancing the quality of life for seniors in your communities. This session aims to equip you with the knowledge, inspiration, and practical strategies to take your activity programs to new heights. Discover how to go "Beyond the Free Space" and truly make a difference in the lives of those under your care. Join us for this engaging and interactive presentation designed to inspire, inform, and equip you with the knowledge and tools to create outstanding activity programs that your residents will love.</i></p>
<p><b>3:00 - 4:30 ROOM 120 C 1.5 CEUs</b></p>	<p><b>Infection Prevention Best Practices and National Guidelines: What Did I Miss?</b> <i>A.C. Burke—RB Health Partners</i></p> <p><i>This session will address some of the common misunderstandings regarding infection prevention practices like use of red bags, yellow bags, alcohol-based hand rub, and disposable utensils. Commonly misunderstood elements of antibiotic stewardship and information on antibiotic stewardship metrics will be reviewed in addition to noting which guidelines have been updated and are often overlooked. References to nationally recognized guidelines and resources will be provided to support implementation of updated practices.</i></p> <p style="text-align: right;"><b>Sponsored by: Idaho Dept of Health and Welfare</b></p> <div style="text-align: right;">  <p>IDAHO DEPARTMENT OF <b>HEALTH &amp; WELFARE</b></p> </div>
<p><b>3:00 - 4:30 ROOM 130 1.5 CEUs</b></p>	<p><b>Helping the Helpers: Navigating Compassion Fatigue in Caregiving</b> <i>Sarah Toevs, Sheila Weaver, and Jennifer Glenn Center for the Study of Aging, Boise State University</i></p> <p><i>We know that when a caregiver experiences burnout, systems of support crumble for the individuals receiving care. Join us for a conversation on compassion fatigue and some resources and strategies designed to help caregivers help themselves.</i></p>

<p><b>3:00 - 4:30</b> <b>ROOM</b> <b>100 E</b> 1.5 CEUs</p>	<p><b>Nutrition and Wound Healing: An Overview of Mechanisms and Guidelines</b> <i>Katie Robinson, Senior Medical Science Liaison—Abbott Nutrition</i></p> <p><i>This presentation reviews complexities associated with wound care and best practices to promote wound healing. Different wound types are described including information about particular nutrient requirements needed for the management of pressure injuries, diabetic foot ulcers, burns and beyond.</i></p> <hr/> <p><b>Wrap-up: Wound Healing in ALFs (1/2 hour)</b> <i>Angela Hillesheim—All Care Health Solutions and Tom Moss—IDHW</i></p>
<p><b>3:00 - 4:30</b> <b>ROOM</b> <b>100 C</b> 1.5 CEUs</p>	<p><b>Legal Updates for LTC: Changes You Need to Know</b> <i>Kim Stanger—Holland and Hart</i></p> <p><i>This presentation will include discussion about the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Supreme Court case regarding a plaintiff's right to sue public nursing homes</i></li> <li>• <i>Withdrawal of vaccine mandate, but continued LTC requirements</i></li> <li>• <i>Changes to Idaho's consent law, competency, and advance directives</i></li> <li>• <i>Post-pandemic changes to HIPAA flexibilities</i></li> <li>• <i>Medicare Anti-Supplementation Rule and other fraud and abuse situations</i></li> <li>• <i>OSHA efforts to establish standards for addressing workplace violence</i></li> </ul>
<p><b>3:00 - 4:30</b> <b>ROOM</b> <b>110 C&amp;D</b> 1.5 CEUs</p>	<p><b>Fire-Life-Safety</b> <i>Knute Sandahl, Idaho State Fire Marshall</i></p> <p><i>Join us for this informative discussion from the Idaho State Fire Marshall, on best practices for fire prevention as well as current trends in fire prevention regulations.</i></p>
<p><b>3:00 - 4:30</b> <b>ROOM</b> <b>120 B</b> 1.5 CEUs</p>	<p><b>Resources and Tools to Increase Staff Dementia Care Capability</b> <i>Tiffany Robb, Judy Taylor, and Lynn Fyanes—ID Commission on Aging</i> <i>Fanny Rodriguez-Melnikovskiy, State Ombuds and Tom Moss—IDHW</i></p> <p><b>Required Resident Services Director Student Track</b></p> <p><i>Join the Idaho State Ombudsman, and dementia experts from the Commission on Aging, and the Department of Health and Welfare Public Health Bureau, to learn about free resources, training, and tools to equip your staff with the knowledge skills and attitudes necessary to care for residents with Alzheimer's and related dementias.</i></p>
<p><b>4:45 – 6:30 pm</b> <b>ROOM</b> <b>100 A&amp;B</b></p>	<p><b>After-Hours Social with Hors d'oeuvres and No-Host Bar</b></p> <p><b>Sponsored by: Molina Healthcare of Idaho</b></p> 

**NOTE: Boise's Alive After 5 is scheduled outside the venue for Wednesday evening. We may experience some external noise starting at about 2:00 pm when the bands start soundcheck. For our guests (during the reception) curious about what is going on, please have your name badges with you for re-entry into the venue. Here is a link to information about Alive After 5 for July 12th:**

**<https://downtownboise.org/events/alive-after-five>.**

## Thursday, July 13, 2023

<p><b>8:30 - 11:15 am</b> <b>ROOM</b> <b>100A</b> 2.75 CEUs</p>	<p style="text-align: center;"><b>Ethics in Senior Living (Part 1)</b> Michael Gillette, PhD – Bioethical Services of Virginia, Inc <b>RECOMMENDED Resident Services Director Student Track</b></p> <p><i>Part One</i> of a five-hour highly interactive and case-based session will provide an overview of core ethical concerns in the provision of senior services. After reviewing a pragmatic method for identifying, analyzing, and resolving ethical issues, we will apply that process to issues of autonomy and control when the safety and welfare are at stake, defining the concept of capacity and examining its impact on decisional authority, managing ethical issues surrounding dementia, and ethics and the dignity of risk.</p>
<p><b>8:30 - 11:15 am</b> <b>ROOM</b> <b>100 B</b> 2.75 CEUs</p>	<p><b>MDS Intensive: Section O – Coding Special Treatments, Procedures, Programs, and Care Planning for MDS Coordinators</b> Robin Hillier—RLH Consulting</p> <p>Objectives:</p> <ul style="list-style-type: none"> <li>• Describe the changes to Section O in the new item set October 1 and updates to the coding instructions</li> <li>• Articulate how Section O is used in reimbursement and quality measures</li> <li>• Explain care planning for special treatments, procedures, and programs</li> </ul>
<p><b>11:30 – 12:45</b> <b>OFFSITE</b></p>	<p style="text-align: center;"><b>Lunch On Your Own</b></p>
<p><b>1:00 - 3:00</b> <b>ROOM</b> <b>100A</b> 2 CEUs</p>	<p style="text-align: center;"><b>Ethics in Senior Living (Part 2)</b> Michael Gillette, Ph.D. – Bioethical Services of Virginia, Inc <b>RECOMMENDED Resident Services Director Student Track</b></p> <p><i>Part Two</i> of a five-hour highly interactive and case-based session will provide an overview of core ethical concerns in the provision of senior services. After reviewing a pragmatic method for identifying, analyzing, and resolving ethical issues, we will apply that process to issues of autonomy and control when the safety and welfare are at stake, defining the concept of capacity and examining its impact on decisional authority, managing ethical issues surrounding dementia, and ethics and the dignity of risk.</p>
<p><b>1:00 - 3:00</b> <b>ROOM</b> <b>100 B</b> 2 CEUs</p>	<p><b>MDS Intensive: Assessment Timing and Scheduling Strategies for the MDS Coordinator</b> Robin Hillier—RLH Consulting</p> <p>Objectives:</p> <ul style="list-style-type: none"> <li>• Articulate overview of OBRA scheduling requirements</li> <li>• Describe scheduling strategies to improve reimbursement and quality measures</li> <li>• Explain the requirements for completing a significant change in status assessment</li> </ul>
<p><b>3:15 – 3:45 PM</b> <b>LOBBY</b></p>	<p style="text-align: center;"><b>IHCA Foundation Raffle Prize Drawings</b> <b>Must be present to win!</b></p>

# Special Thanks to Our Sponsors and Platinum Members





## ABOUT THE PRESENTERS

**Aaron Williams** is a recognized expert in driving exceptional sales and marketing growth through the optimization of administrative and customer experiences, alongside the implementation of strategic solutions across diverse industries. With a track record spanning wine, higher education, hemp, and healthcare sectors, he currently dedicates his efforts to enhancing the long-term care landscape. In particular, Aaron specializes in Human Capital Management within home, facility, and community-based healthcare. Collaborating closely with his clients, his primary focus lies in elevating administrative and employee experiences, mitigating profit leakages, and ensuring workforce compliance. He serves on the Regulatory and Legislative Affairs Committee for the Oregon Association for Home Care, the IHCA Home Care Committee, and is an allied member of the OHCA, the NHCHA, the NAHC, and the HCAOA.

**A.C. Burke** is the VP for Healthcare Quality for RB Health Partners, Inc. In this role, she consults with long-term care facilities on infection prevention and control policies, procedures, practices, and provides training to nursing homes infection preventionists and staff on a variety of infection prevention topics. A.C.'s prior experience includes working as the Director of Infection Prevention for Mayo Clinic Florida and the Healthcare-Associated Infection Prevention Program Manager for the Florida Department of Health. She holds a masters' degree in health management and is nationally board certified in infection control (CIC).

**Andres (Andy) West** is a University of Idaho Extension Educator in Twin Falls County. He has been involved in horticulture for most of his life, beginning with starting a lawncare business with his brothers at the age of 12. Andy has undergraduate degrees in horticulture and a masters in higher education with an emphasis in teaching and learning. He has a passion for teaching others. Andy has worked in residential and commercial landscape maintenance, greenhouse production, native plants, landscape design/build and Extension Education.

**Angela Hillesheim** has been a nurse for 32 years. She is the President and CEO of All Care Health Solutions, President of CaringEdge Health Care, as well as the Chairman of the Board of Governors for both entities. Collectively, the businesses encompass over thirty-four skilled agencies, sixty-nine Assisted Living facilities in seven states, fifteen Assisted Living communities here in Idaho, the largest Personal Care company, and one of the largest Home Health and Hospice providers in the Treasure Valley. The total number of seniors served daily by her organizations is 5033. Angela has worked in various positions within the health care industry including Executive Director of an Assisted Living facility, Regional Operations Specialist, Divisional Director of Clinical Operations, teacher, mentor, and consultant. She also works with attorneys providing legal nurse consulting. Angela has a long history of geriatric nursing and a love of working with residents with dementia. She is a life-long teacher, with a passion for geriatric health and wellness.

**Anthony Bunin** has been a psychologist in practice since 1993. He completed his undergraduate training in Psychology and Biology at Wayne State University, and his graduate training in clinical and behavioral psychology at Eastern Michigan University. He has worked with numerous populations over the years and has had a strong focus on psychometric, neuropsychological, and behavioral evaluation. He became involved with the geriatric population in 1996 and has been a strong advocate and provider of services to this population since. In 2007, he helped to form one of the largest provider groups of geriatric behavioral healthcare services in the Midwest servicing over 600 LTC facilities and specialized behavioral programs with the Veteran's Administration. Anthony provides consulting and program development services throughout the country, advocating for psychological and psychiatric services to promote awareness of the needs of this population. He has been involved in clinical trials of medications and participated in multiple research studies and speaks often healthcare professionals as well as to facility staff and family members regarding those with progressively debilitating neurodegenerative conditions.

**April Floyd** has been in elder care for over 30 years. She worked in many positions including nursing, admissions, staffing, and Assisted Living Administrator. April also has done training courses on dementia and compassion care, as well as assisting with the IHCA Activity Director class. April has more than 14 years' experience in Activities and Activity Development. She currently works at the Idaho State Veterans home and has been there for the past 4.5 years working with veterans, volunteers, and community groups.

**Barbara Petty** is an Associate Dean at the Univ of Idaho's College of Agricultural and Life Sciences and the Director of University of Idaho Extension. Her educational background includes a bachelor's degree in Education from Missouri State Univ, a masters from the Univ of Nebraska-Lincoln in Human Development and the Family, and a doctorate from the Univ of Idaho in Education. She is married to Terry, and they have three children, two grandsons, and one dog.

**Bill Hartung** is the Director of Reimbursement for Consolidated Billing Services, Inc. He is a Certified Public Accountant with over 35 years of experience in various long-term care roles. Bill owned Edgewood Consulting Group in Indiana and consulted on the transition to the case mix payment system and passage of the provider tax. He has served as the Vice President of Research at the American Health Care Association, the Director of Payment Innovation and Analytics at CarDon & Associations, and the Vice President of Reimbursement for Trilog Health Services.

**Bill Ulrich** has more than 30 years of experience in long-term care as a financial and Medicare consultant. Prior to founding Consolidated Billing Services, Inc in 1998, Bill worked for two large multi-national long-term care providers. Bill developed the technical acumen and expertise in operational reimbursement to make him a sought-after health care consultant and speaker. Bill is a nationally recognized expert and speaker on Medicare, Medicaid, and billing issues. He serves on the Reimbursement Committee for AHCA, chairs the subcommittee on Billing and Operations, and represents AHCA on the National Uniform Billing Committee (NUBC). Bill is the past Chair of the Reimbursement Committee for the Washington Health Care Assoc, where he served for the last four years, and served on legal and reimbursement committees for numerous state health care associations. He earned his Certification in Health Care Compliance (CHC) in 2012.

**Brad Girard** is the owner of Valley West Electric and has worked in the electrical trade for 28 years, with 13 years spent as an Electrical Contractor. Brad lives in Nampa Idaho with his wife of 19 years and two children. Brad received his Master's Electrical license and Electrical Contractors license in 2010. After that, he opened Valley West Electric in June of 2010. His company does commercial and health care projects, specializing in remodels and TI work.

**Brad Perry** is a licensed social worker with many years of experience in healthcare including working in hospital systems, Medicaid, and as a surveyor with the SNF and RALF teams.

**Brandee Temmis** started her career in healthcare over 15 years ago and served in many auxiliary support roles prior to becoming a registered nurse. Throughout her career, Brandee has served in the acute care setting as well as those who are home bound. Brandee's areas of expertise include medical/surgical, progressive care, intensive care, hospice, nursing leadership, and continuing education preparing nurses to practice at proficient levels. Patient care and advocacy are areas that Brandee champions for. She currently serves as a House Supervisor for a Level 1 Trauma Center in the Atlanta metro area. Brandee believes in shared governance and providing nurses at all levels the resources to be successful, with a mindful approach to topics relevant to the nursing practice.

**Chukk Nielson** is an Idaho native. He was born and raised in Idaho Falls where he attended Idaho Falls High School. He started his nursing career as an LPN in the Idaho Falls area before attending Idaho State Univ for 3 years and then transferring to Boise State Univ. Graduating Cum Laude, Chukk received his Bachelor of Nursing Science from BSU and accepted a Director of Nursing Services position in the Boise area. He eventually became a Chief Nursing and Compliance Officer, moved to Portland, Oregon, and filled that role for 5 ½ years. After his tenure as Chief Nursing Officer, Chukk took a Director of Nursing position for Life Care Centers of America and was soon promoted to the Northwest Division Director of Clinical Services, overseeing clinical operations for 28 facilities in Idaho, Oregon, Utah, and Oregon. Currently, Chukk is the Director of Clinical Services for Columbia Healthcare of Cascadia.

**Connie Lowder** has been a registered nurse since 1985 and spent over 10 years working in different health care settings, including long-term care and hospital nursing. In 1996, she moved into quality improvement and now works to improve the quality of care delivered to residents and patients. She was part of the Quality Improvement Organization (QIO) from 1998 to 2007, before leaving to work as Director of Quality Management in other health care settings. Connie returned to the QIN/QIO world and joined Comagine Health in 2019, just in time to help the long-term post-acute care (LTPAC) community navigate their way through the turbulent COVID-19 pandemic. In her free time, Connie enjoys needlework, camping, and exploring with her husband of 43 years.

**Dale Henry** is no stranger to the healthcare profession. As a speaker and trainer, he has presented hundreds of programs for the nation's top health providers. During his 27 years of speaking, Dr. Henry, has presented over 4000 times to America's top corporations and organizations. He grew up in the foothills of the Smoky Mountains, an area that is bountiful in two things—hospitality and storytelling. Dale has been a teacher, principal, Dean of the oldest college in Tennessee, a businessman, author, a speaker, and trainer and has worked in customer service over half his life. Corporate, government, and educational agencies call on him regularly to train their professionals. Dr. Dale Henry is a master teacher and is what motivational speakers aspire to become.

**Deedra Hunt** is a Program Specialist for the Idaho Commission on Aging, which is a state agency under the Governor's office. In her capacity Deedra manages Idaho Adult Protective Services program, provides direction and oversight to the local Area Agencies on Aging to implement Adult Protective Services, and manages the Idaho Legal Assistance Developer project. Deedra has over 31 years of experience working in social services programs, twenty-seven of them working with older adults and persons with disabilities. She has considerable supervisory and leadership experience in developing standards of service to improve delivery and effectiveness of support programs for Idaho's vulnerable adults.

**Dennis McIntee** is a business consultant, gifted keynote speaker, executive coach, and author. He travels across the world speaking at leadership summits, management training events, and healthcare conferences. His three-decade career included stints in Africa, Poland, Germany, and throughout greater Europe where he coached and consulted with developing leaders. Through his experience, Dennis developed a systematic approach to helping his clients reach their goals through coaching, speaking, courses, and teaching techniques that enact transformational change. Ultimately, Dennis is passionate about helping leaders create high-trust, high-performance cultures while becoming the best version of themselves they can be. Dennis is also the author of *The 8 Qualities of Drama Free Teams*, *The Power of Pursuit*, and *Drama Free Teams in Healthcare*.

**Eric Collett** is the Principal and CEO of A Mind For All Seasons, LLC., an innovative company specializing in helping people of all ages optimize their cognitive functioning and improve symptoms of post-concussive disorders, dementia, brain fog, anxiety, depression, ADD, and other brain-related conditions. He is a nationally recognized speaker, consultant, and dementia expert, a licensed residential care administrator, and a teacher at Boise State University and the College of Western Idaho. Eric believes that lifelong learning is a key to finding powerful solutions to significant challenges and has been working to change lives through innovative dementia care techniques, brain health interventions, program development, and leadership strategies since 2000.

**Fanny Rodriquez-Melnikovsky** Prior to moving to Idaho in December of 2022, Fanny had worked in healthcare for over 25 years—mostly in long-term care. She was a Nursing Home Administrator for 10 years. Her career in healthcare provided her opportunities to work in hospital operations, hospital case management, and contracting. Prior to becoming the state long-term care Ombudsman, Fanny oversaw the care of patients post-acute with a team of physicians and case managers. She is a life-long learner and earned a Masters in Industrial Organizational Psychology in 2018. During her tenure as an Administrator, she served on boards including the Hispanic Chamber of Commers, Kiwanis, and the Lions Club. She also served the community as a CASA (Court Appointed Special Advocate) volunteer.

**Jennifer Glenn** is a Navigator and Intake Specialist for the Family Caregiver Navigator project hosted by the Center for the Study of Aging at Boise State University. She is also involved in the development of training resources for Direct Care Professionals led by the Idaho Division of Medicaid. Jennifer has more than 10 years of experience working with children, families, and caregivers across the lifespan and has an extensive history of building partnerships and coordinating resources for vulnerable populations.

**Jenny Lingle** has worked in healthcare, first as a nutritionist, then as a nurse, for almost 20 years. Her background is in primary care, providing wrap-around services to vulnerable population groups. She is passionate about working upstream in healthcare to address social determinants of health and provide early interventions to prevent poor health outcomes, through partnerships between healthcare systems and the community. Currently, Jenny works as a senior improvement advisor at Comagine Health, focused on improving health outcomes for Medicare beneficiaries. In her spare time, Jenny enjoys being outdoors with her family, traveling and reading.

**Jenny Walker** is an RN with many years of experience working in SNF facilities and surveying SNF and RALF facilities.

**Judy Taylor** began her healthcare career as a licensed EMT in 1980. She graduated from LA County/USC Medical Center School of nursing and obtained her RN license in 1985. She earned her BSN and MSN from Cal State University. Her career has varied from work as a family Clinical Nurse Specialist, a professor in a BSN education program, and 13 years in Executive Nursing management at various hospitals. In 2013, she started her current career in public policy with the Board of Nursing and was appointed as Director of the Commission on Aging in 2017. Judy goes to work every day poised to change the world.

**Justin Stenquist** is the CEO of Bluebird Health and has over 25 years of experience in Home Health, Hospice, and Home Care. He started as a caregiver and worked his way to CEO. His vast experience in nearly every aspect of building culture adds to his passion for creating an environment where excellent care is a product of championing the very best employees.

**Karl Sawyer** After 25 years of providing design/build solutions for many customers, listening to his clients remains the foundation for Karl's success. After graduating from Washington State University, with a degree in Hotel and Restaurant Administration, and spending five years with Hyatt Hotels, Karl then found a wonderful career in the Food Service Equipment Industry at Bargreen Ellingson. Working on various sized projects (restaurant and hospital remodels and new construction of hospital kitchens) in different locales (U.S. & Canada) and with vastly different business models, affords him expertise that delivers a diverse approach to solutions.

**Katie Robinson** leads the Medical Science Liaison Team within Medical Affairs at Abbott Nutrition. She completed her bachelor's degree in Dietetics at Iowa State Univ and her dietetic internship at the Univ of Illinois in Urbana-Champaign (UIUC). During her time at UIUC, she also earned a Master of Public Health and a PhD in Nutritional Sciences, taught multiple undergraduate and graduate courses, and assisted with coordinating the undergraduate didactic program in dietetics. She then completed postdoctoral training at the Univ of Iowa's Diabetes Research Center. Her research investigated the impact of nutrition and genetics on outcomes of behavioral and surgical weight loss interventions. She is a Certified Nutrition Support Clinician and has served as a workgroup member for the Evidence Analysis Library of the Academy of Nutrition and Dietetics. She advocates for dietitians in research and publishes in the areas of obesity, malnutrition, and critical care nutrition.

**Kelee Hansen** is the owner of S&S Nutrition Network and provides registered dietitian clinical and food services consulting to health care and senior programs across the West and Midwest. Kelee has over 20 years of experience in helping clients build, develop, and lead food and nutrition services teams; refine menus and production systems; enhance dining service models; manage operating and capital budgets; identify and implement food cost and labor savings; improve regulatory compliance; and develop programs and systems to enhance the patient, resident, student, and team member experience.

**Kelly Dimond** is a Registered Dietitian with experience in Long-Term Care, Acute Health Care, Schools, Group Homes, and Community Nutrition Programs. She has 15 years' experience planning and developing menus, and now creates them for over 80 facilities in multiple states. She develops and standardizes recipes, plans cycle and always-available menus and completes nutritional analysis, menu extensions for therapeutic and texture altered diets, and customized menus for clients.

**Kim C. Stanger** is a partner in the Boise office of Holland & Hart LLP and the chair of the firm's Health Law Group. He helps clients navigate the complex state and federal regulations governing the healthcare industry, including healthcare reform, fraud and abuse laws, HIPAA, EMTALA, Medicare/Medicaid regulations, licensing requirements, compliance, administrative proceedings, and litigation. Mr. Stanger was named the Best Lawyers® 2023 Health Care Law "Lawyer of the Year" in Boise. He is also listed as a Mountain States Super Lawyer and in Best Lawyers in America® for Health Care Law. He has been a Top Author in Healthcare in the JD Supra Readers' Choice Awards and has received a Merit Award from St. Luke's Regional Medical Center. Kim is a member of the American Health Lawyers Association; the American Bar Association Health Law Section; and Past President of the Idaho Bar Association Health Law Section. Mr. Stanger is a frequent and popular speaker at industry events and meetings, including hospital, medical, and long-term care associations.

**Knute Sandahl** was appointed State Fire Marshal by Idaho Department of Insurance Director Bill Deal in December of 2014. He served as an acting fire marshal just prior to that. Sandahl started with the Idaho State Fire Marshal's office in 2006 where he also served as chief deputy. Sandahl's 31-year career in fire safety began in 1985 when he served as a firefighter and paramedic in Illinois. He has held the positions of EMT, police commander, deputy coroner and fire district captain and is a member of the Society of Fire Protection Engineers.

**Krista Kramer** has worked with the Idaho Assistive Technology Project (IATP) in Moscow since 2016. She currently coordinates Communication Access Projects for medical and long-term care facilities as well as the Idaho iCanConnect Program (National Deaf/Blind Equipment Distribution Project). Krista also provides information and assistance on assistive technology and works with Idaho's low-interest financial loan programs to help people acquire assistive technology. She has been certified as an Assistive Technology Professional since 2001 and worked for 23 years as an Independent Living Coordinator for Disability Action Center.

**Kristi Plowman** is a Recreation Assistant at the Boise Idaho Veterans Home. She enjoys finding creative and unique experiences to bring joy to everyone she comes in contact with. She loves to travel and do crafts. She is an avid Corgi lover with two of her own and brings one to work with her frequently for resident pet visits.

**Laura Thompson** recently graduated and is now a certified Family Nurse Practitioner. She has been with the Bureau for over 9 years. Laura started as a surveyor in Non-Long-Term Care (4 years), LTC co-supervisor for a little over 3 years, served as Bureau Chief for a year and a half, and now has chosen to step back into a supervisor role. She and her husband have been married for 31 years, have 4 handsome and witty boys, a wonderful daughter-in-law, and two beautiful grandkids.

**Leslie Bell** has been a consultant dietitian in long-term care for over 20 years. She has participated in numerous state surveys and helped facilities earn a deficiency-free survey for food and nutrition services. Leslie has provided education on food safety and sanitation to dietitians, dietetic interns, and dietary manager students.

**Libby Reynolds-Johnson** is a consultant dietitian with S&S Nutrition Network, Inc., where she provides nutrition consulting services to Long Term Care and Assisted Living Facilities throughout Washington and Oregon. Libby has had the pleasure of presenting on a variety of nutrition and long-term care topics including the International Dysphagia Diet Standardization Initiative (IDDSI) at the American, Idaho and Washington Healthcare Associations. She holds board positions with the Washington State Academy of Nutrition and Dietetics as the conference chair and a practice group of the Academy of Nutrition and Dietetics, Dietitians in Healthcare Communities (DHCC) as Treasurer. Libby resides in the Yakima Valley of Washington where she plans to continue to learn, grow and educate within the dietetic and long-term care fields.

**Luke Montrose** is an assistant professor in the department of Environmental and Radiological Health Science at Colorado State University. The Montrose Translational Health Lab looks at environmental toxicology questions through a broad lens, from cell to society. Montrose's research focuses on understanding the influence of environmental exposures such as wildfire smoke on life-course disease risk. In the lab, he utilizes tools such as epigenetics to characterize exposure impacts in the community and leverages low-cost air monitors to measure exposure risk among vulnerable populations.

**Lynn Fyanes** serves as a Program Specialist with Idaho Commission on Aging focusing on caregiver support, building dementia capability with the Idaho Community Care Program, ADRD Alliance and consumer-direct respite. Lynn is an adjunct professor with Boise State in the School of Public Health and Population Science and has worked as a research analyst in the Center for Study of Aging. She holds a Master of Health Science with an emphasis on Policy from Boise State University and a B.S in Political Science from the University of Utah. Lynn is a US Air Force veteran, after serving 26 years on active duty, specializing in Cyber Support (IT) and serving in several different capacities across the globe. Lynn is actively involved with the Boise VA Medical Center and enjoys teaching the Powerful Tools for Caregivers class in our local communities.

**Marissa Rudley** is a registered dietitian working in long-term care consulting on the Palouse with S&S Nutrition Network, Inc. She is passionate about all areas of food and nutrition and has experience with consulting, menu review, nutrition counseling, and professional speaking. She has served on the Idaho Academy of Nutrition and Dietetics board in the past and is a member of Dietitians in Healthcare Communities (DHCC). She received her Masters of Science in Family and Consumer Sciences and Bachelor's degree in Food and Nutrition -Dietetics from the University of Idaho and continues to live and work in Moscow, ID. She enjoys cooking, sharing great food and spending time with her husband and two daughters.

**Mark Parkinson** is the President and CEO of the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), which represents more than 14,000 skilled nursing facilities and assisted living centers. Parkinson served as the 45th Governor of the State of Kansas. Prior to that, he was the owner/operator of long-term care facilities in Kansas and Missouri. Under Parkinson's leadership, AHCA/NCAL focuses on delivering policy solutions to the Hill and the Centers for Medicare and Medicaid Services (CMS), with a special emphasis on quality care. Parkinson's vision and leadership has brought him much recognition. He was named a top lobbyist for ten consecutive years (2013-2022) by The Hill, a leading Capitol Hill newspaper. He also has the distinction of being selected as one of the "100 Most Influential People in Healthcare" by Modern Healthcare in 2015, 2020, 2021, and 2022. Parkinson was named Top CEO in the small-employer category by The Washington Post 2019 Top Workplace survey, and Top Association CEO by CEO Update in 2013.

**Megan McCaleb** is an improv trainer, award-winning comedian, and an award-winning author of "Not My Plan; Sucking it in Until I Had to Push it Out." Megan coaches executive leaders and their teams to get better results using the tools of improv for navigating difficult conversations, better sales strategies, and unlocking creativity. Her years of experience as a leader in corporate herself, while becoming a captivating improv performer are the perfect blend for her to help you transform "Yeah, but" challenges into "Yes, And" solutions. She hosts the podcast, "I Hardly Know Her." She's been a professional improviser since 2006 and has produced comedy shows and training workshops all along the way. She has been the recipient of the Idaho Business Review's "Accomplished Under 40" and "Women of the Year" recognitions and was voted the Boise Weekly's 2019 Best Local Comedian.

**Megan Rideout** has extensive knowledge as an Administrator in both Assisted Living and SNF facilities.

**Meredith Spivak** received her MS in Epidemiology from the Univ at Albany in 2018, and she is currently a research coordinator and project manager for the Center for Environmental Health and Safety at Boise State Univ. She coordinates several environmental research projects at Boise State, and also works in collaboration with Dr. Montrose at Colorado State Univ. Her research includes environmental health and women and children's health.

**Michael Gillette** is an ethicist who has presented keynotes and workshops nationally and internationally for over 25 years. Dr. Gillette graduated magna cum laude from Brandeis University, with majors in philosophy and classical Greek, where he was elected to Phi Beta Kappa. He earned his master's and Ph.D. in philosophy at Brown University. He has taught at colleges and universities, published articles in the field of applied ethics, and received several teaching awards. He was elected three times to the City Council in Lynchburg, Virginia, and served two terms as Mayor of the City. Dr. Gillette contracts with dozens of healthcare organizations and other agencies to provide ethics case consultations and policy work. His energetic and interactive style engages his audiences and helps them think critically about ethical decisions in their work and beyond.

**Nate Benjamin** Nate's professional experience has centered on the development of people, markets, products, and services. He completed his bachelor's degree in Marketing at Boise State University after spending 15 years in high tech conducting business throughout the country and in Asia and Europe. He joined his longtime friend and associate Eric Wallentine and became a partner in the local Treasure Valley office of Homewatch CareGivers. They are now in their 14th year. He focuses his time on finding and coordinating care services for people in the Treasure and Magic Valleys who need help at home or at care facilities, to remain as independent as possible. He has served on the board of Alzheimer's Idaho Assoc and has served for many years on the board of Idaho Guardian and Fiduciary Assoc. In addition, he is involved with other local organizations which honor seniors or caregivers and collaborate to provide services for those who cannot afford it. He lost his mother-in-law to Alzheimer's disease in early 2012 and has developed a passion for assisting families who are struggling with this disease. He and his business partner purchased a ramp and accessibility company, Amramp, in 2013, after seeing poorly designed and installed ramps and other accessibility issues in the homes of people they cared for. They purchased a drug testing company, Fastest Labs, in 2021, to provide faster and more accurate drug testing for their caregivers and for other companies who are struggling with similar issues. He is a father of 4 and grandfather of 5!

**Oni Kinberg** attended the University of Oregon and earned a Bachelor's of Arts in Religious Studies and a Bachelor's of Science in Psychology. Oni worked for a few years as a CNA doing Alzheimer's care and decided that making a career out of helping people with the aging process was a place where he could make a difference. Oni received a Master's of Science in Social Work from the University of Wisconsin Madison and has worked at the Veterans home in Boise since 2003. Oni is the Director of Social Work Services at the Veterans home in Boise. Oni has taught person-centered care, ethics, dementia care, behavioral management education, Music and Memory, and many other subjects for IHCA and others over the past 20 years in Idaho.

**Reese Phillips** As one of North America's premier partnerships coaches, entrepreneur, and local Medicare plan expert, Reese Phillips, is blessed to have worked with hundreds of successful partnerships and is a mentor to professionals from all walks of life. An unrelenting passion for empowering people has fueled Reese's journey. From a childhood fascination with business and helping people in need, Reese's gift, and passion for seeing the great potential in people and acting on it have allowed him to grow his business. Today, he leads the team of Medicare Plan Advisors as the President & Principal of Preferred senior benefits. Reese's passion for turning his family's Medicare tragedy into his life mission has driven him and his team at preferred senior benefits to the next level. The only thing he loves more than helping his clients and his team is spending time with his beautiful wife, Hailee, and two amazing daughters, Lincoln, and Monroe.

**Robin Hillier** is a healthcare executive dedicated to post-acute and long-term care. She is a Certified Public Accountant, a State Tested Nursing Assistant, a Licensed Nursing Home Administrator, and is Resident Assessment Coordinator Certified and a Master Teacher through the American Association of Post-Acute Care Nursing (AAPACN). During her career she has been involved in all aspects of facility operations, including ownership roles. She is currently the President of RLH Consulting, providing operational and reimbursement consulting to providers of skilled nursing, assisted living, and intellectual or developmental disabilities facilities.

**Ryan Dirks** has been a practicing physician assistant and board-certified wound specialist for 16 years. He has dedicated his career to advancing the highest quality skin and wound care for those who are most in need. Ryan is the founder and CEO of United Wound Healing, leading a team of specialists transforming skin and wound care through education and encouragement. United Wound Healing's traveling providers see patients throughout Idaho traveling to Skilled Nursing Facilities, Assisted Living Communities, Adult Family Homes, and Private Residences. Ryan is also the co-founder of Open Wound Research, an organization advancing the science and practice of wound healing.

**Scott Jeppson** is the Director of Operations for Bluebird Health and has 23 years in the senior care industry in Assisted Living, Home Health, Hospice, Home Care, Skilled Nursing, and Pharmaceuticals. As a former Covey Leadership Center Performance Consultant, his passion has always been in culture and people. He loves to help company leadership actually lead people, not just manage numbers.

**Sheila Weaver** is the Program Manager and Lead Navigator for the Family Caregiver Navigator project hosted by the Center for the Study of Aging at Boise State University. She holds a Master and Bachelor of Social Work, with a minor in Gerontology and a certificate of Dispute Resolution from Boise State. Sheila has over 15 years of experience and is passionate about supporting families, caregivers, vulnerable populations, and cultivating a community where everybody can thrive.

**Tasha Howard** is a University of Idaho Extension Educator in Canyon County. Tasha earned her bachelor's and master's degrees in Family and Human Development from Utah State University. Tasha's expertise is in behavioral health. She has a passion for teaching and helping others live healthy and fulfilling lives. In her free time, she enjoys volunteering at church, hiking, and camping with her husband and dog.

**Teresa McClenathan** is an RN with extensive experience in the home health and hospice field.

**Tiffany Robb** is the Health Program Manager for Alzheimer's Disease and Related Dementias (ADRD) for the State of Idaho's Division of Public Health. With over 28 years of experience in health services and public health, she has a diverse set of experiences: working with persons with a Traumatic Brain Injury (TBI) in institutional settings, being a personal trainer, providing health education to corporations, and now building a state public health program. These experiences, coupled with living on farms and ranches in Nebraska and Idaho, she knows how to get her hands dirty and the value of working collaboratively to stretch resources. Currently, Tiffany serves on the Idaho Health Equity Task Force, Idaho Caregiver Alliance Leadership Team, Idaho ADRD Steering Committee, Idaho's Public Health Healthy Aging Representative for Health and Human Services (HHS), and as a brain health advisory council member for the Int'l Assoc for Indigenous Aging (IA2). When Tiffany has time on her hands, she loves to go for walks and soak up the sun and sounds around her—always disappointed that her cell phone pictures never capture the beauty she experiences on her journeys. Tiffany loves to spend time with her family and teaches public health at Boise State University.

**Tom Moss** has 22 years' experience as an administrator in ICF/ID facilities throughout the state of Idaho. He also has experience as a Residential Habilitation administrator. I am a licensed social worker and have been part of the RALF survey team for over 6 years.

**Tommy Ahlquist** can best be described as a visionary who gets things done. Tommy's work ethic paired with his inherent ability to see opportunity and turn it into something tangible and profitable, has enabled him to practice a successful medical career as an emergency room physician, start and operate several successful companies, and run a campaign to serve as the Governor of Idaho. Tommy is the CEO of Ball Ventures Ahlquist, Founder of Medical Network Solutions, Idaho Leaders United, Inspire Excellence, Idaho 2040, Summit Hyperbarics & Wellness, and a variety of other companies and organizations. Whether it is related to his work, his family, or his community, Tommy believes in ending every day with doing just one more thing. This is a principle he learned from his late grandmother that inspires his hard work, giving back, and maximizing every day to its greatest potential.

**Torrey Bollinger** is an Administrator with more than twenty years' experience.

**Yanick Hicks** received his Doctorate degree in Pharmacy from Marshall University and worked as a licensed pharmacist in the state of Arizona. As a pharmacist, Yanick led, inspired, and engaged his team and patients to improve their overall health outcomes. Yanick consistently books 70+ engagements per year and has spoken to a variety of audiences at some of the world's leading companies including McDonald's, Wells Fargo, Medtronic, and more for leadership-related functions as well as many conferences. Yannick provides leaders with practical tools that positively and immediately impact their leadership style and effectiveness. He is also active in coaching youth sports, playing soccer, hiking, watching movies, and spending quality time with family and friends.

***Thank you for coming!***  
***We appreciate your support!***

