



*Idaho Health Care Association
59th Annual Convention
and Trade Show*

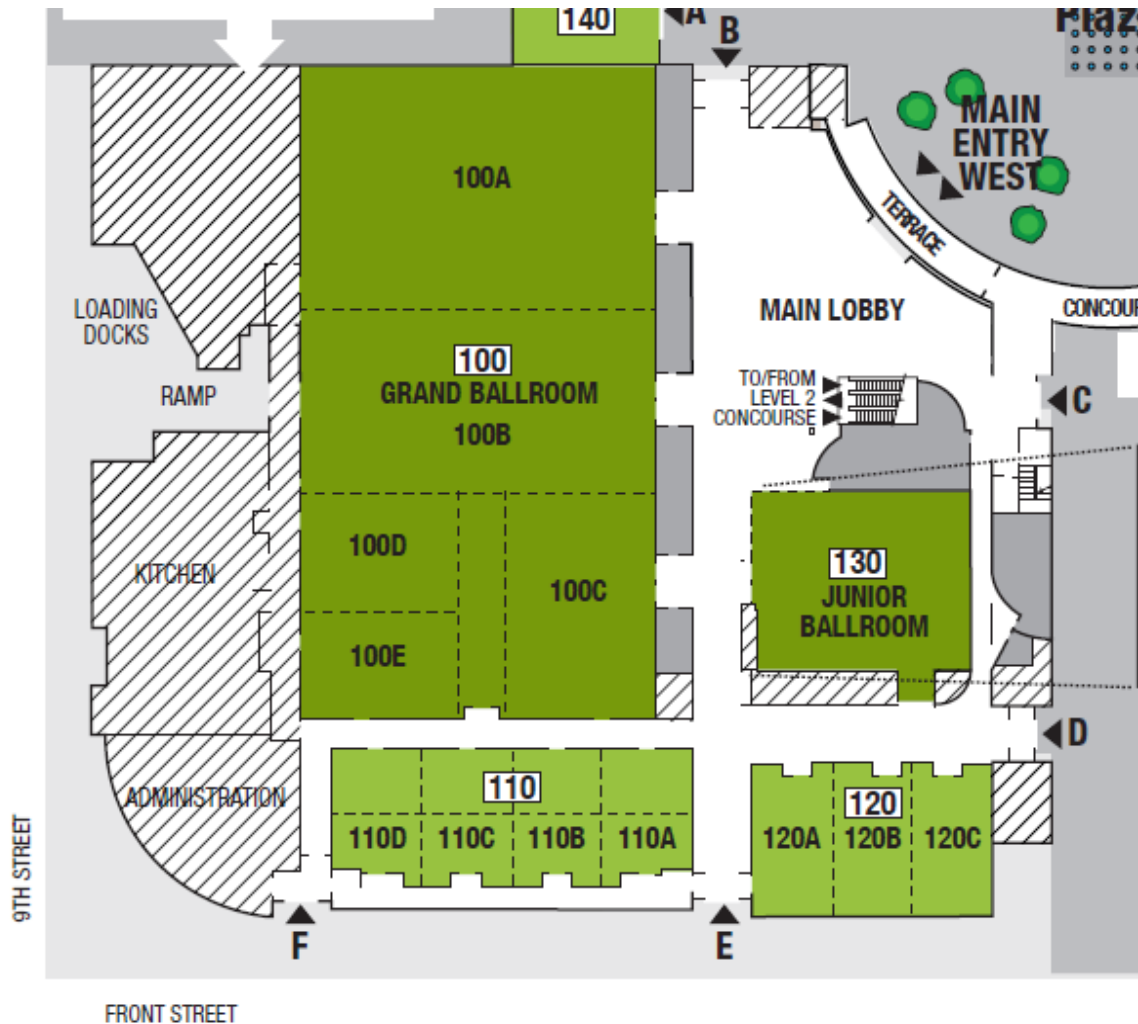
July 8-10, 2025

Boise Centre



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

Entrances Map and Room Locations



Special Thanks to our Platinum Members



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CONTINUING EDUCATION

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. No CEU forms will be accepted after IHCA staff leave the venue.
 7. CEU certificates will be handed to you when you turn in your CEU Form
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IHCA FOUNDATION SCHOLARSHIP RAFFLE



**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.

Congratulations to our 2025 Scholarship Winners!

- ***Abby McGee***
- ***Kayla Evans***
- ***Ariana Perez-Prado***
- ***Allie Laufenburger***
- ***Lisa Ray***
- ***Aida Partida***
- ***Kristin Podjun***

SCHEDULE OF EVENTS

Tuesday, July 8, 2025

7:00 - 8:00 AM ROOM 100 CDE	Exhibitor Tradeshow Setup <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>
7:00 – 8:15 LOBBY	Check-in and Onsite Registration
8:30 – 5:00 ROOM 130	DIETARY STUDENTS ONLY – Idaho Nutrition & Foodservice Professional Training Program <i>Leslie Bell & Karen Marshall</i> Mandatory for those enrolled in the Dietary Manager Nutrition module <i>Boxed lunches for Dietary Students (11:45)</i>
8:30 – 10:00 ROOM 100 A 1.5 CEU	Welcome Presentation <i>Matt Smith, IHCA Board President</i> Opening Keynote: Change the Game! <i>Tim Gard, CSP, CPAE</i> <i>Join Hall of Fame speaker Tim Gard in this laughter-filled, transformative keynote that shows how business and life are like games—with written and unwritten rules you can change to your advantage. Tim doesn't just talk about humor; he demonstrates how to thrive in the face of challenges by using humor as a practical and powerful business skill. Discover how to unlock possibilities, shift your perspective, and connect like never before. This engaging and impactful program will help you:</i> • Overcome obstacles and solve problems creatively by thinking outside the box. • Reduce and avoid stress by changing your perception of what's happening around you. • Accelerate your ability to connect with anyone—because humor is the fastest, easiest way to build bridges. • Encourage employee retention by fostering healthy, positive relationships and a resilient workplace culture. <i>Tim's unique approach shines a light on unseen possibilities, helping you and your team turn challenges into opportunities-all while having a good laugh along the way.</i>
10:00-10:15	Break
10:15 – 11:45 ROOM 100 A 1.5 CEU	Recognition Awards AHCA/NCAL Report <i>Cliff Porter, CEO AHCA</i> <i>and Dana Ritchie, Associate VP AHCA</i>
11:45 – 12:30 OFFSITE	Lunch on Your Own

11:45 – 12:45 100 BCDE	Invitation Only – VIP Lunch for Exhibitors and Facility/Agency Decision Makers <i>Please take the time to thank our Exhibitors for their support of IHCA!</i>
12:45 – 1:45 ROOM 100 BCDE	Exhibitor Tradeshow and IHCA Foundation Raffle – Open to all Attendees Visit with exhibitors between sessions and after lunch! <i>Purchase raffle tickets to support scholarships. Win prizes!</i> <i>Raffle drawings will be held at 5pm on Wednesday July 9th. Must be present to win!</i>

1:45-3:15 ROOM 100 A 1.5 CEUs	If Healthcare Is About Well-Being, Why Am I So Stressed Out? <i>Living a Life of Well-Being: Pathways for Thriving and Flourishing</i> <i>Jerry Bridge & Steve Arter</i> <i>Living a life full of well-being is not just a personal journey -it is also a professional imperative, especially for those in senior care. Balancing physical, emotional, and occupational wellness is essential to maintaining the energy and compassion required to care for others. However, the challenges are many: long work hours, staffing shortages, high stress, and the emotional toll of caregiving can leave even the most dedicated professionals feeling depleted.</i> <i>We explore strategies for cultivating well-being and balance both for themselves and their teams. Embracing holistic wellness leads to greater physical vitality, emotional resilience, and a deeper sense of purpose. For senior care professionals, this translates into stronger workplace relationships, improved patient outcomes, and a revitalized sense of fulfillment in their roles.</i> <i>This interactive, engaging session is designed to spark meaningful dialogue and actionable insights. Participants will be inspired and equipped with practices for living with less stress, more fulfillment and greater wellbeing. Together, we will explore what it means to flourish—not just in our personal lives, but in the work that touches the people we care for. .</i> Objectives and Takeaways • <i>Gain clarity on the key areas of physical, emotional, and occupational well-being that matter most for personal and professional growth.</i> • <i>Learn how to handle stress and burnout while improving time management and resilience.</i> • <i>Explore ways to support teams, creating a positive and energizing work environment.</i>
3:15-3:30	BREAK
3:30-5:00 ROOM 100 A 1.5 CEUs	Keys to Highly Effective Communication <i>Eric Collett</i> <i>Many healthcare professionals have experienced the frustration of communicating with the residents or patients they serve, their family members, or staff members, and feeling that their message is not getting through. How do you tear down barriers to communication? What increases the likelihood that everyone can get on the same page? How can we reduce the likelihood of others hearing something other than what we intended? This insightful presentation will help you develop practical tools to improve communication in the kinds of situations healthcare professionals commonly encounter.</i>

	<i>Participants will learn:</i> • <i>The most important first step in every interaction</i> • <i>Strategies to increase the likelihood that others feel heard, understood, and valued</i> • <i>How to identify when grief, anxiety, and other strong emotions are affecting the way your message is perceived</i> • <i>A counter-intuitive strategy for re-centering conversations when strong emotions are derailing things</i>
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Wednesday, July 9, 2025

8:00 – 5:00 ROOM 120C	DIETARY STUDENTS ONLY – Idaho Nutrition & Foodservice Professional Training Program <i>Karen Marshall and Leslie Bell</i> Mandatory for those enrolled in the Nutrition Module
8:30 – 10:00 ROOM 130 1.5 CEUs	New CMS Interpretive Guidance Psychotropic Medications Cody Haas, Marty Reed, Kelly Smith • <i>Changes in CMS regulations regarding psychotropic medication use</i> • <i>How to avoid common CMS tags involving psychotropic medication use (F757, F758, F841, F605, F658)</i> • <i>Best practices for behavioral care planning and documenting non-pharmacological interventions.</i>
8:30 – 10:00 ROOM 110 AB 1.5 CEUs	Using AI in LTC Chris Owens <i>This session will explore the rapidly evolving role of artificial intelligence (AI) in long-term care settings, focusing on both current applications and future potential. Attendees will gain insights into how AI technologies may be used to support clinical decision-making, enhance resident care, and improve operational efficiency. Through interactive discussion and real-world examples, the session will also address the ethical dimensions of AI, including transparency, trust, and responsible implementation.</i> 1. <i>Describe current and emerging uses of AI in long-term care, including clinical decision support, predictive analytics, and virtual care solutions.</i> 2. <i>Identify key ethical concerns related to AI implementation in LTC, including issues of trust, transparency, data privacy, and potential bias.</i> 3. <i>Engage in interactive case-based discussion on how LTC administrators and clinicians can critically assess AI tools for practical, ethical integration.</i>
8:30 – 10:00 ROOM 110 CD 1.5 CEUs	Defensive Documentation in Sewnior Living: A Risk Management Technique Robin Bell 1. <i>Explore the importance of defensive documentation practices and how these practices can:</i> a. <i>Protect individuals against criminal charges</i> b. <i>Protect facilities from lawsuits and insurance claims</i>

	2. <i>Describe defensive and indefensible documentation</i> 3. <i>Use case studies to identify best practices for credible, defensive documentation</i>
8:30 – 10:00 ROOM 100 C <i>1.5 CEUs</i>	Red Flags in LTC Medicaid Eligibility <i>David Wilson-Ahrens DeAngeli Law Group</i> -Learn how to determine eligibility for long term care Medicaid for single people and married couples -Learn how to spot and prevent red flags that can delay eligibility and cause headaches for families and for facilities -Learn about some easy fixes for common problems that delay eligibility for Medicaid -Briefly learn about proposed Legislative Updates to Medicaid in Congress
8:30 – 10:00 ROOM 120 B <i>1.5 CEUs</i>	Utilizing SNF Data to Improve Home Health and Hospice Utilization <i>Carmen Becker</i> Improving the Outcomes for the Chronically Complicated: Insights from Hospital & SNF Discharges in Idaho. By end of the session, participants will be able to: ☐ Interpret key Medicare discharge trends for the chronically complicated ☐ Recognize gaps in care coordination that contribute to poor outcomes. ☐ Identify Strategies to improve care transitions in the chronically ill.
8:30 – 10:00 ROOM 100 E <i>1.5 CEUs</i>	Activity Director Panel-Trade Secrets <i>Sherry Turner, Amy Conner, Jasmine Thorton, Diana Cullin</i> Activities
8:30 – 10:00 ROOM 100 D <i>1.5 CEUs</i>	Deep Dive into Dysphagia <i>Timberly Broner</i> Nutrition
10:00-10:15	BREAK
10:15 - 11:45 ROOM 130 <i>1.5 CEUs</i>	5 Pillars of Leadership <i>Tracy Farnsworth</i> (1) <i>Participants will be able to describe a compelling leadership model that includes the importance of self-awareness, developing shared vision, challenging the process, having a way with people, and masterful execution.</i> (2) <i>Participants will be able to explain the importance differences between leadership and management.</i> (3) <i>Participants will be able to identify the most common mistakes leaders make, and how to avoid them.</i>
10:15 - 11:45 ROOM 100 C <i>1.5 CEUs</i>	Leadership, Productivity & Wellbeing: Cultivating Flourishing Cultures & Thriving Teams <i>Jerry Bridge & Steve Arter</i> <i>The intention of this program is to empower leaders in building and maintaining cultures where residents thrive and employees flourish. Work plays a significant role in wellbeing,</i>

	identity, and fulfillment. Being an effective leader requires creating opportunities in the workplace that align with people's passions, skills, and values In this interactive session we introduce effective leadership principles and practices for elevating workplace wellbeing, productivity, enjoyment, and teamwork. Sharing real world experience, case studies, and the use of role play, we demonstrate the principle "leadership listening" as the basis for turning conflict into cooperation, mistakes into growth, problems into opportunities, and work into a place where people want to be. You'll take away tools and practices for creating, building and maintaining a sustainable work culture in which your residents thrive and where people flourish. Objectives • Introduce leadership practices that foster workplace wellbeing and a sense of belonging. • Provide tools and strategies for resolving conflicts and turning challenges into opportunities. • Equip participants with actionable techniques to build and sustain a thriving workplace culture.
10:15 - 11:45 ROOM 100 CD 1.5 CEUs	Patient Safety in SNF & AL Dr. Deborah Leveille By the end of this session, participants will be able to: 1. Identify three common patient safety risks in Skilled Nursing Facilities (SNFs) and Assisted Living (AL) environments and explain their root causes using real-world examples. 2. Apply a competency-based framework to improve staff readiness and reduce preventable harm through standardized onboarding and ongoing skills validation. 3. Develop a facility-specific action item to strengthen their patient safety culture using tools from the session (e.g., communication checklists, safety huddles, or competency tracking).
10:15 - 11:45 ROOM 120 A 1.5 CEUs	ICF Provider Meeting-Reimbursement and Survey Updates
10:15 - 11:45 ROOM 120 B 1.5 CEUs	Transitions of Care Justin Stenquist
10:15 - 11:45 ROOM 120 A 1.5 CEUs	MDS and Activities for Activity Director Students Julie Stoddard & Matthew Nielsen Activities
10:15 - 11:45 ROOM 100 D 1.5 CEUs	Interactive Presentation: Pureed Texture Breads & Thickened Liquids and Hydration Alexa Kirtley & Gina Ward Nutrition
11:45 – 12:45	LUNCH ON YOUR OWN

1:00 – 2:30 ROOM 130 <i>1.5 CEUs</i>	SNF & ICF Survey, Top Tags and Helpful Hints <i>Nate Elkins</i>
1:00 – 2:30 ROOM 100 C <i>1.5 CEUs</i>	AL Survey, Top Tags and New RALF Statute <i>Tom Moss</i>

1:00 – 2:30 ROOM 110 AB <i>1.5 CEUs</i>	Cyber Risk in LTC: The Silent Threat to Trust, Care and Cash Flow <i>Drew Colwell</i> <i>Cyberattacks have already disrupted long-term care significantly and it's only going to get worse. This session will show you how to protect your residents & patients, reputation, and revenue without needing a cybersecurity degree. The main takeaways are;</i> <i>• The impact cyber events are having on organizations with case studies</i> <i>• How cyber events can create an increase in mortality rates and adverse events</i> <i>• How to prepare for, prevent, and mitigate breaches</i>
1:00 – 2:30 ROOM 110 CD <i>1.5 CEUs</i>	Bridging the Gap: Leveraging Telehealth to Expand Access to Care <i>Jaleen Johnson & Jake Wilson</i> <i>As healthcare evolves, telehealth stands at the forefront of improving access for patients across diverse settings. This presentation will examine how digital health solutions are reducing barriers to timely, quality care and enabling more patient-centered approaches. In this presentation, we will discuss telehealth basics, policy considerations, success stories and where to find free tools and resources to unlock the future potential of connected care.</i>
1:00 – 2:30 ROOM 120 A <i>1.5 CEUs</i>	From Burnout to Buy-In: Introducing the 5i Framework <i>Angie Lion</i> The iNGAGEMENT Model© is a comprehensive framework centered on five critical factors that foster high-quality employee engagement. By focusing on these core elements, the model helps organizations create a thriving workplace culture that promotes motivation, productivity, and resilience. This approach not only enhances individual well-being and job satisfaction but also strengthens team performance and ensures sustainable organizational success. The iNGAGEMENT Model© provides actionable strategies for cultivating engaged and high-performing teams, building a robust foundation for long-term growth and adaptability. Learning Objectives By the end of this session, participants will be able to: 1. Recognize the emotional and psychological impact of disengagement by reflecting on personal experiences and identifying the early signs of misalignment in work roles. 2. Understand the five phases of the iNGAGEMENT Model™—Include, Involve, Initiative, Influence, and Identify—and how each contributes to building a culture of sustained engagement. 3. Identify common leadership pitfalls that unintentionally lead to disengagement and apply practical strategies to create ownership, accountability, and authentic team connection. 4. Assess their own workplace mindset and leadership behaviors to determine how they can better support engagement in themselves and others. 5. Develop a personalized action plan for implementing the iNGAGEMENT Model™ principles within their team or organization to foster a deeper sense of purpose, inclusion, and peer-driven accountability. https://blackriverpm.com/models/

1:00 – 2:30 ROOM 120 B 1.5 CEUs	Continuum of Care in Home Care and Beyond Morgyn Peabody <i>In this presentation, Morgyn will explore how agencies in the home care industry ensure clients receive seamless, individualized support throughout every stage of aging and recovery in the environment of their choice. Attendees will gain practical insights on delivering quality care that evolves with each client's changing needs, while supporting families and empowering the caregivers.</i> <i>1. Define the continuum of care in the context of home care and its importance for client wellbeing and family's peace of mind.</i> <i>2. Identify the key levels of care -from companionship to complex medical support while staying a non-medical agency.</i> <i>3. Encourage strategies to coordinate and adapt services to meet changing client needs while maintaining high-quality, person-centered care with other community partners.</i>
1:00 – 2:30 ROOM 110 E 1.5 CEUs	Share and Tell Activity Ideas April Floyd Activities

1:30 – 3:00 ROOM 100 D 1.5 CEUs	Work Like a Team, Win Like a Team: A Performance Approach to Healthcare Settings Erin Green Nutrition
2:40-3:30 Membership Meeting and Snack Break Room 100 AB -Sponsored by Home Helpers-	
3:45 - 4:45 ROOM 130 1 CEUs	Medication Assistant Certified-Successes and Challenges Mark Dudley, Catie Hayes & Amy Mertens
3:45 - 4:45 ROOM 100 C 1 CEUs	Survey Preparedness in AL Jorden Black <i>Understanding the Idaho survey process</i> <i>Required documentation for survey</i> <i>Essential policies</i> <i>Staff interview prep</i> <i>Environment and safety checks</i> <i>Mock surgery</i> <i>Tips for success</i> <i>Resources</i>
3:45 - 4:45 ROOM 110 AB 1 CEUs	Behavioral Approaches to Dementia to Achieve Medicinal and Quality of Life Goals Jen Wilson <i>This Mastery Class focuses on approaches to dementia folks to elevate their quality of life (and caregivers as well), by using strategies to potentially decrease medications and still accomplish ADL and life goals.</i> <i>1. A deeper dive into how to turn unwanted behaviors (including agitation, exit seeking, and heightened responses to ADLs) into calm and positive situations.</i>

	2. A closer look at impactful appropriate activities and the part they play in reducing medications 3. A better understanding of mediating family members approaches to their loved ones to align with caregiving approaches 4. A thorough review of ways to “enter into their reality” to increase their quality of life and care.
3:45 - 4:45 ROOM 110 CD 1 CEUs	COPD in LTC Best Practices <i>Mary Gobeille</i> Overview of COPD and COPD Risk Factors Management of Stable COPD Medications for the Management of COPD COPD Exacerbations
3:45 - 4:45 ROOM 120 A 1 CEUs	DD and DNR Rule changes/consent <i>Chelsey Kidney & Sean Beck</i> We will be reviewing the rules regarding individuals with Developmental Disabilities and the Do Not Resuscitate (DNR), and related medical decisions.
3:45 - 4:45 ROOM 120 A 1 CEUs	Moving the Idaho Duals Program to the Next Level <i>William Stevens & Keith Mason</i> • Participants will understand the current Duals landscape • Participants will understand changes coming to the Duals landscape over the next four years • Participants will better understand their role in collaborating with managed care, members, and other aligned stakeholders to take the Duals programs to the next level
3:45 - 4:45 ROOM 100 E 1 CEUs	NPI (Non-Psychotropic Intervention) Could Save Your Survey <i>Kelly Smith</i> Activities Implementing real assessment, personal history and NPI charting that holds up when state walks in. Because good care deserves credit and residents deserve results.
3:15 – 4:45 ROOM 100 D	Tips for Managing Food Costs and Budgets <i>Kellee Hansen</i> Nutrition

Thursday, July 10, 2025

2025 IHCA Quality Conference
Check-in/Registration Opens at 7:30 am

8:30 – 10:00 am ROOM 100 C 1.5 CEUs	Applying Goal and Performance Analysis to Quality Improvement <i>Rebecca Evans</i> <i>Learners will be able to:</i> 1. Explain how to use goal analysis. 2. Explain how to use performance analysis. 3. Understand how to integrate goal and performance analysis into QI efforts.
8:30 – 10:00 ROOM 100 D 1.5 CEUs	Importance of Data in Assisted Living <i>Pamela Truscott</i> <i>Assisted Living communities are no longer able to provide anecdotal information as a means of justification. Data to support the quality of care and services provided is becoming increasingly important. Unfortunately, data tracking and trending is still a new philosophy for many assisted living communities. This session will explore the benefits, rationales, and importance of tracking and trending data in assisted living.</i> Objectives: <i>After attending this session, participants will be able to:</i> • Explain why data tracking and trending is critical to assisted living • Identify how LTC Trend Tracker and the LTC Data Cooperative can assist you in collecting, tracking, and trending data important to assisted living. • Discuss methods to upload data collection into LTC Trend Tracker. • Describe the business case for using LTC Trend Tracker and the LTC Data Cooperative.
10:00-10:15 BREAK	
10:15 – 11:45 ROOM 100 C 1.5 CEUs	Putting Out Fires-Continuous Quality Improvement (Part 1) <i>Pamela Truscott</i> <i>How many fires do you put out every day? Are you tired of it? Do you wish you had an easier alternative to constantly battling the flames? Well, now you can! Join this session to learn how to reduce, or dare I say even prevent, fires before they start! This session will focus on setting a foundation for strong systems and processes, quality improvement efforts, and how to engage your customers and workforce.</i> Objectives: <i>After attending this session, participants will be able to:</i> 1. Understand how vital hours are wasted putting out fires that could have been prevented. 2. Discuss the difference between compliance and performance excellence and why one is superior to the other. 3. Describe the structural design of an organization focused on performance excellence
10:15-11:45 ROOM 100 D	Turning Conflict into Constructive Behavior <i>Molly Mackey</i> <i>Uncover the pivotal role of psychological safety in enhancing team performance, reducing turnover, and driving innovation. Join this session to master the art of cultivating and guiding psychologically safe teams within your organization. Gain practical insights and resources to implement four actionable strategies for nurturing a culture of psychological safety.</i> <i>Learning Objectives:</i> *Learn what psychological safety is and how it impacts teams *Understand how to create psychological safety in the workplace *Review the four key steps to creating a psychologically safe team
12:00-1:15 LUNCH ROOM 100 E	

1:30 - 3:00 ROOM 100 C 1.5 CEUs	Putting Out Fires-Continuous Quality Improvement (Part 2) <i>Pamela Truscott</i> <i>Putting out “fires” wastes time, energy, and precious resources. This session will build on the previous session where the focus was on setting a foundation for strong systems and processes, quality improvement efforts, and how to engage your customers and workforce. This session will take that one step further into examining how data, and the six Baldrige categories can help your organization achieve sustainable results.</i> Objectives: After attending this session, participants will be able to: 1. <i>Explain the systems perspective and core values and concepts of highly successful organizations.</i> 2. <i>Discuss the continual quality improvement process through process evaluation using systematic approaches, deployment, integration, and learning.</i> 3. <i>Describe the process for continual quality improvement through the evaluation process.</i>
1:30-3:00 ROOM 100 D 1.5 CEUs	Train to Retain-Designing Training to Keep Talent <i>Molly Mackey</i> <i>In today’s world employers need to do all they can to keep talent. The reasons that employees stay at employers may be surprising - According to LinkedIn’s 2019 Workforce Learning Report, 94 percent of employees say that they would stay at a company longer if it simply invested in helping them learn! This session will cover how to design training to meet employees’ needs. Discover how to make training engaging for the participants and effective for your organization.</i> Learning Objectives: <i>*Learn training strategies to keep participants engaged and employees retained.</i> <i>*Discover different training modalities to fit participants’ needs.</i> <i>*Determine ways to structure training to create a culture of learning and growth</i>

ABOUT THE PRESENTERS

Amy Mertens has worked as a Clinical Resource RN at Cascadia Healthcare since April 2018. She graduated from Boise State University with a BSN in 1996. She was a DNS for 6 years in Boise and has nearly 30 years' experience in long term care. Amy is passionate about improving healthcare delivery and fostering collaboration across departments in order to improve the lives of those we all serve. Outside of work, she enjoys spending time with her husband and 2 rescue dogs, traveling, and relaxing at their cabin in Lowman.

April Floyd has been in elderly care for over 30 years. She has worked in many positions including nursing care, admissions, staffing, and Assisted Living Administrator. April also has done several trainings on dementia care and compassion care as well as assisting with the IHCA Activity Director class. April has over 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 veterans' community groups.

Angie Lion MS is the Founder and Chief Soul Officer of Black River Performance Management. With a background in surgical technology, higher education, and leadership development, Angie brings a rich, real-world perspective to what drives meaningful engagement at work. She is certified in Emotional Intelligence (EQ), DISC, Driving Forces, and Transitional Intelligence (TQ). Angie integrates Black River's 5i iNGAGEMENT Model©—developed by co-founder Rob Lion—into her work to help leaders and teams demystify what it means to lead self and others with purpose. Her mission is to help people reconnect with meaning, shift their mindset, and show up fully, in work and in life.

Chelsea Kidney is a partner at CHC Legal, PLLC. As outsourced general counsel, Chelsea provides comprehensive legal services, including regulatory compliance, human resources support, contract review, and licensing guidance to healthcare providers in Idaho, Utah, Oregon, and Arizona. Through her prior work representing the Idaho Department of Health and Welfare, Chelsea gained deep insight into state and federal regulatory frameworks, with particular emphasis on Medicaid, Medicare, program integrity, provider licensing, and administrative procedures. With a practical, solutions-focused approach, Chelsea helps health care organizations navigate complex regulatory environments, mitigate risk, and stay focused on delivering quality care.

Chris Owens PharmD, MPH, is the Associate Vice President for Health Sciences at Idaho State University and a Professor of Pharmacy Practice in the L.S. Skaggs College of Pharmacy. He teaches health care ethics and pharmacotherapy and directs the Idaho Area Health Education Centers (AHEC) program, where he leads interprofessional education initiatives. His recent work focuses on the integration of AI in healthcare and ethical leadership in health professions.

Clifton (Clif) Porter II is the President and CEO of the American Health Care Association and the National Center for Assisted Living (AHCA/NCAL), which represents more than 15,000 not-for-profit and proprietary nursing homes, assisted living communities, and intermediate care facilities for individuals with intellectual and developmental disabilities. Prior to this role, Porter led the association's government relations team as Senior Vice President for 11 years. In this position, Porter was intricately involved in many legislative accomplishments, including securing billions in life-saving resources for the sector during the COVID-19 pandemic. With more than 36 years of experience in long term care, Porter began his career in 1989 as an administrator-in-training at a skilled nursing facility. He subsequently served as an administrator at several skilled nursing centers from 1990 to 1998, and then as a regional director of operations in a large urban market from 1998 to 2004. He later joined HCR ManorCare (now ProMedica Senior Care) as Vice President of Government Relations, where he led the company's advocacy efforts for nearly a decade. Additionally, he has held positions on various state health care association boards. Porter has received several accolades for his advocacy work, including the Industry Ally Award from *McKnight's Long-Term Care News* and a spot on *The Hill's* Top 100 Lobbyists list. He holds a Bachelor of Science degree from the Virginia Commonwealth University (VCU) School of Medicine in Healthcare Management. He and his wife, Deborah, established the Porter Legacy Scholarship to support diversity, equity, and inclusion efforts for students pursuing bachelor's degrees in health services at VCU's College of Health Professions.

Cody Haas is a board certified psychiatric-mental health nurse practitioner (PMHNP-BC) and graduated from Vanderbilt University. He founded EverCare Mobile Health, a provider group focused on providing an All-in-1 solution for mental health needs in LTC. From years of working directly with over 70 skilled nursing and assisted living communities across

Idaho and Oregon, he understands the unique pressures facilities face and is deeply committed to building partnerships that make psychiatric care more accessible and effective. Our mission is to improve the quality of life³ for older adults, and to support the teams who care for them every day.

Dana Ritchie CAE is the American Health Care Association/National Center for Assisted Living (AHCA/NCAL) Associate Vice President of Constituency Services and Workforce. In 2012, Ritchie joined the team of the American Health Care Association/National Center for Assisted Living (AHCA/NCAL), the largest association representing skilled care centers and assisted living communities in the country. She is an experienced Capitol Hill advocate and is the Associate Vice President of Constituency Services and Workforce at the association. In this role, she advocates on issues impacting AHCA/NCAL members and is focused on the workforce challenges the long-term care sector has been facing. Ritchie also staffs the Association's Not for Profit Council, representing over 25 percent of the association's total membership, and oversees member services to developmental disabilities residential services providers. Ritchie also manages senior housing issues and serves as a liaison between AHCA's over 15,000-strong membership and agencies like the Department of Housing and Urban Development and the Department of Veterans Affairs. Prior to joining AHCA/NCAL, Ritchie worked at the American College of Surgeons and for U.S. Senator Kent Conrad.

David Wilson is a partner with Ahrens DeAngeli Law Group. He practices in Wills and Trusts, and Medicaid eligibility. He has taught on issues of capacity and long-term care across Idaho and in other states. He is one of only a small handful of certified elder law attorneys in the state of Idaho.

Deborah Leveille has 17 years of exceptional leadership in nursing education, Dr. Leveille has a proven track record of elevating student performance, increasing NCLEX pass rates, and ensuring that graduates are not only knowledgeable but also confident and workforce-ready from day one. Her commitment to quality nursing education directly impacts healthcare facilities by producing skilled, competent, and practice-ready nurses who can seamlessly integrate into high-demand environments.

Dr. Leveille is deeply dedicated to creating an engaging and dynamic learning experience—one that inspires both students and faculty. Guided by her favorite quote from William Butler Yeats, "Education is not the filling of a pail, but the lighting of a fire," she believes that learning should be an exciting journey of discovery, not just the memorization of facts.

In addition to her extensive background in education, Dr. Leveille brings years of hands-on clinical experience in Med/Surg, ICU/CCU, CT-PACU, and Trauma float. She has also served as a program consultant, NCLEX item writer, and curriculum developer, working with leading organizations. Her **Integrated Curriculum Model for Nursing & Healthcare Education Programs** has been submitted for copyright with the United States Copyright Office, further solidifying her impact on the future of nursing education.

Originally from New Hampshire, Dr. Leveille's career began in medical malpractice law before she transitioned into nursing. She ultimately earned a PhD from the University of Massachusetts-Worcester – focus on Nursing Education.

Drew Colwell is a risk advisor with INSURICA and one of the few insurance brokers who believes his job is to help clients buy less insurance. Specializing in healthcare, he works with long-term care organizations to identify and reduce risk before it turns into cost, helping leaders regain control, protect quality of care, strengthen their position with carriers and explore alternative financing options.

Drew is based in Montana but serves clients across the Mountain West and Northwest, focusing on proactive planning, risk financing strategies, and simplifying what's too often an opaque and frustrating insurance process.

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.

Jake Wilson received his Bachelor's degree in Social Work from Boise State University and his Master's degree in Social Work from the University of Nevada, Reno. For the past 17 years, he has worked in community mental health, private

practice, inpatient and emergency room, integrated behavioral health, and various other areas of the field. For the past 4 years, Jake has been providing clinical and operational oversight for all IBH programs as well as a specialty behavioral health clinic in a large healthcare system. Over the years Jake has developed a passion for improving access to behavioral health services to rural and underserved populations through programmatic development and community partnerships. Jake lives in McCall, Idaho with his wife and two children.

Jaleen Johnson is the Program Manager of the Northwest Regional Telehealth Resource Center (NRTRC). In her position, she provides technical assistance in developing digital health networks and creating and disseminating resources for the region of Alaska, Idaho, Montana, Oregon, Utah, Washington and Wyoming.

Jaleen served as the Telestroke Program Coordinator and Neurosciences Outreach Administrative Coordinator for six years at University of Utah Health before moving to UETN and NRTRC in July of 2020. Jaleen has participated in much research and has contributed to several published works in peer-reviewed medical journals including the Journal of Telemedicine and Telecare. In 2022, Jaleen participated in the 8th cohort of the NTEN Digital Inclusion Fellowship in which she facilitated a digital health literacy project focused on the region. She now holds a certificate from the Non-Profit Technology Enterprise Network (NTEN).

Jen Wilson My work in dementia care began while teaching refugees! In 2013 I was hired to work alongside instructors at CWI in the CNA program with the non-traditional student population because of my background as a refugee and Second Language Learners teacher and consultant. I acquired my CNA to teach the class and help second language learners obtain and keep a job.

We brought in a manager from Touchmark as a guest speaker on obtaining and keeping a job. They recruited me for their Memory Care to create a program for activities that would improve the quality of life for the memory care residents while decreasing behaviors. We knew that by decreasing behaviors, we would also decrease the use of behavioral medications. The “How?” was the question! I worked for 5 years in memory care beside the nurses, management, psychiatrists and caregivers to create activity and behavioral approaches to engage dementia residents while decreasing some behavioral medication applications, improving eating, sleeping, ADLs, and assure families their loved ones were thriving as much as possible.

I also had the privilege of several important aspects of training: Traveled to several states to help recreate Boise's Touchmark Memory Care Program and trained 100's of caregivers in dementia care. Became the 1st Master Trainer in Idaho in The Best Friend's Approach to Dementia and conducted training sessions. I started my own business evaluating dementia residents for improved strategies for caregiver's approaches and activities to improve their quality of life.

Memory Care Mastery and Herb Curriculum evolved out of a desire to level up training using film and create an easy to use written and video curriculum with interactive workbooks. I particularly have a heart for families and the need for training. For over 4 years we have developed and used this curriculum to provide no-cost short training videos, cheat sheets, and consultation via virtual and in-person appointments. By implementing principles of “Being In The Moment,” and understanding behavioral approaches, dementia folks, their loved ones and caregivers can all increase their quality of life! Let's change the world of dementia for the better!

Jerry Bridge is Principal Partner with LifeWorks Education, is dedicated to empowering organizations to foster cultures where individuals thrive and teams flourish. Through engaging, interactive programs, Jerry inspires growth, productivity, and wellbeing by addressing critical workplace dynamics such as communication, leadership, and resilience. An accomplished speaker and author of *Who Cares? The Give and Take of Family Caregiving*, Jerry shares his transformative personal journey through caregiving, resilience, and reconciliation. Beyond his professional commitments, Jerry finds balance as a drummer in his Rock and Roll band, BRIDGES, and as an avid swimmer. He lives on the California coast with his partner Joy and their two cherished cats, Stan and Ollie, embodying a life of purpose, passion, and connection.

Jo Black RN is the CEO of Treasure Valley Direct Nurse Contracting (TVDNC). It was created by nurses who understand the daily challenges Assisted Living Facilities face. We know how hard it is to find reliable, knowledgeable nursing support—and we're here to change that. TVDNC works directly with facilities to provide consistent, compliant, and personalized nursing services. Each location gets its own dedicated nurse, a back-up for coverage, and full support from our team. We handle everything from staffing, training, audits, and follow-ups to benefits, education, and re-education, so

you don't have to. Let us take the stress out of staffing and support your team the way nurses should. Reach out today; we'd love to partner with you!

Justin Stenquist is currently the Executive Director at Bluebird Health; a Home-Based Care Agency located in Meridian (a Pennant affiliate). Bluebird offers Home Health, Hospice, Homecare Private-Duty, and Provider Services, Bluebird specializes in Transitions of care and ensuring patient advocacy and access to care. Over the last 2 decades Justin has worked primarily with Skilled Nursing Facilities in their home-based care programs both in Business Development and Operations. Justin has participated in acquisitions, transitional management, and start-ups through 5 different states. Justin started his career in long term care as a Certified Nursing Assistant in a Skilled Facility, he was a caregiver for his grandfather and is passionate about serving our seniors.

Karen Marshall is the instructor for the IHCA Dietary Manager Course.

Keith Mason has been in healthcare for the past 25 years and with UnitedHealthcare for the last eight. His experience in Medicaid started while growing up in Indiana, where his family accessed Medicaid alongside other state supports. At UHC, Keith has spent most of his time on the Medicaid business development leadership team. In December 2024, he was named CEO of the UnitedHealthcare Community Plan of Idaho where he immediately jumped in and launched a new health plan in six months that went live on June 1 to support Idahoans in the IMPlus duals program. He is now simultaneously running the IMPlus program alongside his local staff of 85 while also preparing for the next go-live on January 1, 2026 to also start supporting Idahoans in the MMCP or coordinated plan.

Kelly Smith is the Activities Director at Teton Healthcare of Cascadia and the creator of The Mosaic Method, a person-centered NPI approach. She specializes in breaking down silos between departments, turning assessments into action and building systems that improve outcomes that stand up to CMS scrutiny. The Mosaic Method is The Missing Link Between Compliance and Care. A passionate educator, Kelly is dedicated to uplifting activity professionals and empowering teams to share information and lead with purpose. In 2024, she was honored as Envision Healthcare's Peak Performer of the Year for her innovative and impactful leadership. She is also a professionally trained clown- a background that helps her bring joy, flexibility and creative connection to even the most complex care environments.

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.

Mark Dudley has worked as CEO for Cascadia Healthcare since November 2017. He graduated from the University of Phoenix with an MBA in 2007. He has been a License Nursing Home Administrator since 2014. Mark is passionate about improving the lives of our seniors. Outside of work, Mark enjoys spending time with his wife and four kids, working out, traveling, and spending time outdoors.

Martin Reed PharmD, Snake River Long Term Care Pharmacy, Consultant Pharmacist.

Mary Slate Gobeille is a consultant pharmacist for Omnicare of Boise. She received her Doctor of Pharmacy degree from the University of Washington in Seattle. While there she completed rotations in long-term care that included working with UW Pharmacy Cares, the consulting service staffed by UW faculty. She has worked in pharmacies for thirteen years, which includes six years as a long-term care pharmacist. Additionally, she received a Bachelor of Science degree in Biology from the University of Central Florida. Mary is dedicated to long-term care and strives to provide excellent clinical services for all residents in her care.

Molly J. Mackey is an author, speaker and trainer of leaders. She believes that by intentionally intersecting the ongoing journeys of leadership and learning we can create better leaders and Better Leaders = Better Lives™ Molly has over 20 years of business and speaking experience. She has a passion for business, strategy, leadership and learning. Molly is the founder and chief learning officer of the LEAdERnship Institute. She holds a Masters of Business Administration from the University of Iowa and a Certified Professional of Talent Development (CPTD) from the Association of Talent Development. Molly works with healthcare, hospital and human service associations all over the United States to provide leadership and teamwork education.

Morgyn Peabody currently serves as the Director of Operations for A Better Solution in Home Care in Boise, where her leadership has been nothing short of transformative. Under her direction, the Boise branch has earned the prestigious

"Best in Brand" award for three consecutive years—an achievement that speaks volumes about her commitment to excellence.

Her impact doesn't stop there. Morgyn recently laid the foundation for the successful launch of a second branch in Reno, expanding the reach and standard of care upheld by the Boise team.

With a healthcare career that began in 2012 as a CNA, Morgyn brings over a decade of hands-on experience in hospitals, senior care facilities, and with individuals with disabilities. Her deep understanding of the industry is matched by her active role in the community. She is an ambassador for the Boise Metro Chamber, a driving force in the Healthcare Share Treasure Valley, and a strong supporter of caregiver recognition, including Caregiver of the Year Awards Luncheon.

Nate Elkins serves as Bureau Chief for the Bureau of Facility Standards. He holds an AS in Fire Science from the Community College of the Air Force and a BS in Fire Administration from Columbia Southern University. Nate is a member of the National Fire Protection Agency-Health Care Section, Fire Science and Technology Educators. Nate possesses an Executive Fire Officer designation and Certified Fire Inspector III-Plans Examiner from the National Board on Fire Service Professional Qualifications and the International Fire Service Accreditation Congress and an Emergency Management and Crisis Preparedness certification.

Pamela Truscott is the Director of Quality Improvement with the National Center for Assisted Living (NCAL). She joined the NCAL family in October 2022 and prior to that worked with the American Health Care Association (AHCA) as the Director of Quality and Regulatory Services. Pam has been actively involved with a variety of educations, tools, and resources since joining the AHCA/NCAL family. Pam has over 25 years of long-term care experience and shares a passion for growing education and cultivating new leaders in long-term care. She received a Doctor of Nursing Practice degree with a focus on Healthcare Systems Leadership in August 2022 from Chamberlain University and a Master of Science in Nursing degree with a focus in nursing education from Chamberlain College of Nursing in 2014. Pam is a Registered Nurse and is certified in multiple areas related to long term care and is passionate about sharing the importance of data collection in assisted living. Pam has served as a Silver Examiner and has conducted multiple Bronze and Silver workshops.

Rebecca Evans Director of Operations leads the Consulting Resources Team working with providers to improve operational efficiency, compliance and quality of care. She enjoys working with teams to discover the root cause of systemic performance and compliance issues and to develop and implement effective solutions.

Robin Bell MBA, RN, is a seasoned nursing professional with over 10 years of diverse clinical experience including critical care, outpatient ambulatory management, senior living, and risk management. Currently, Robin works as a Healthcare Safety Consultant at Marsh McLennan Agency, leveraging a strong commitment to quality and safety to design and implement personalized risk management programs for her clients, thereby improving patient care and employee safety by targeting areas of growth opportunity dictated by past losses and currently identified exposures. Robin's unique blend of clinical experience and business acumen equips her to understand the operational aspects of senior living while also connecting with frontline staff through trainings and hands-on learning. In her free time Robin enjoys the beautiful scenery of Idaho along with gardening, running, and playing games with her family.

Sean R. Beck is a partner at Advanced Legal Planning, PLLC (formerly known as C.K. Quade Law, PLLC), and serves in the role of lead attorney in the firm's Medicaid Planning and Elder Law practice areas. While he began practicing in 2008, for the past decade he has focused his practice solely on estate and disability planning, serving many families with children and other family members with developmental and other disabilities. Sean is a Certified Elder Law Attorney, a certification granted only after the successful completion of a written exam, testing mastery of elder and special-needs law topics. He is a Member of the Special Needs Alliance, an invitation-only, national non-profit organization comprised of attorneys committed to the practice of disability and public benefits law. (More information on Sean and his firm can be found at advancedlegalplanningpllc.com).

Steve Arter is a visionary leader in the healthcare industry, with over 35 years of expertise as a speaker, consultant, educator, and Certified Professional Coder (CPC). Steve has spoken on topics ranging from ICD-10 to strategic planning for physician and provider networks and his work has impacted thousands of physician practices, IPAs, MSOs, and PHOs across the nation, leaving an indelible mark on the healthcare systems he's touched. Steve's leadership is defined by his extraordinary commitment to inspire and uplift the people he's employed and collaborated with. His mastery of compassionate communication and active listening ensures that people feel valued, motivated, and equipped to thrive.

Steve's pioneering efforts include leading teams from four separate companies to execute a groundbreaking project that revolutionized administration and claims processing for the Veterans Administration, a network of 143 Hospitals. a testament to his dedication, innovation and excellence. Currently serving as principal and program facilitator with LifeWorks Education, Steve is a stand for empowering leaders in building cultures where people flourish. Steve calls Central America his home, embodying a global perspective in both his personal and professional life.

Tim Gard is a Hall of Fame speaker renowned for blending humor with practical resilience techniques to enhance productivity and employee enthusiasm. With over 25 years as a professional speaker, Tim has captivated global audiences at over 3000 events, from Texas to Tasmania, leaving a lasting impact with his memorable and dynamic presentation style. Starting his career as an eligibility caseworker, Tim developed resilience amidst high-stress situations, which led him to roles such as a welfare fraud investigator and a Management Analyst for Food Stamp operations. His "comic vision" philosophy, born from these experiences, underpins his approach to defusing and managing stress. Tim holds the prestigious Certified Speaking Professional designation and is a celebrated author and inventor of stress reduction products. His background as a US Navy veteran and business owner for over 20 years further enriches his connection with audiences, making his strategies on stress reduction and conflict resolution universally relatable and effective.

Tom Moss has worked with health and welfare for almost seven years. He is a social worker by trade and worked for twenty-two years as an administrator in Idaho before transitioning to health and welfare.

Tracy Farnsworth EdD, MHSA, MBA, FACHE was appointed founding President of the Idaho College of Osteopathic Medicine (ICOM) at Idaho State University (ISU) in 2016. He is also an emeritus professor of Healthcare Management at ISU where he led efforts to establish Idaho's first master's in healthcare administration (MHA) program in 2018.

Prior to his work at the University Dr. Farnsworth served in various executive level positions with Intermountain Healthcare, Catholic Healthcare West, and the City of Hope National Medical Center. Dr. Farnsworth is a graduate of Brigham Young University. He also received master's degrees in business and health services administration from Arizona State University, and a Doctor in Educational Leadership at ISU. In 2014 Farnsworth received the Kole-McGuffey Prize for excellence in education research. In 2016 he received the distinguished author award by the Association of Schools of Allied Health Professions. Dr. Farnsworth is a Fellow of the American College of Healthcare Executives (FACHE). He is also past Board Chair of the Association of University Programs in Health Administration (AUPHA) and has served as a member of the Portneuf Medical Center Board of Trustees in Pocatello, Idaho. Dr. Farnsworth has been active in his church and community, including the Boy Scouts of America where he received the Silver Beaver award in 2009. Tracy and his wife Michelle are the parents of four children and sixteen grandchildren.

William Stevens is a registered nurse (MSN) of more than 30 years. He has vast clinical background working in acute care and long-term care settings. He has been working in the managed care space for over 18 years. He is currently working as the Vice President of Health Care Services for Molina Healthcare covering Idaho and Utah.

Thank you for coming!
We appreciate your support!

