



**“A Hero Lies in You”**

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

*July 16-18, 2024*

*Boise Centre*



# Boise Centre – 850 W Front Street – Boise, Idaho 83702 Entrances Map and Room Locations



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## CONTINUING EDUCATION

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## IHCA FOUNDATION SCHOLARSHIP RAFFLE



### 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**



**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 2024 Scholarship Winners!***

- Maggie O'Hara
  - Anna Stoutenburg
  - Yasin Osman
  - Jamie Sherman
  - Ziraily Pelayo
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# SCHEDULE OF EVENTS



**Tuesday, July 16, 2024** Coffee/Beverage Service Sponsored by:


<p><b>7:00 - 8:00 AM ROOM 100 CDE</b></p>	<p align="center"><b>Exhibitor Tradeshow Setup</b>  <i>Visit with exhibitors between sessions and after lunch!  Purchase raffle tickets to support scholarships. Fill out vendor card for prizes.  Raffle drawings to be held on the last day of the event. Must be present to win!</i></p>
<p><b>7:00 – 8:15 LOBBY</b></p>	<p align="center"><b>Check-in and Onsite Registration</b></p>
<p><b>8:00 – 5:00 ROOM 140</b></p>	<p align="center"><b>DIETARY STUDENTS ONLY – Idaho Nutrition &amp; Foodservice Professional Training Program</b>  <i>Leslie Bell &amp; Karen Marshall</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 – 10:00 ROOM 100 A 1.5 CEU</b></p>	<p align="center"><b>Welcome Presentation</b>  <i>Brian Bagley, IHCA Board President and Eric Collett</i></p> <p align="center"><b>Opening Keynote: What’s Next: Becoming a Five S.T.A.R. Leader</b>  <i>Jerald Cosey</i>  <i>Drawing on his ten-plus years of experience as a nursing home administrator and leadership development director, Cosey will share real-time examples and lessons learned from his journey from pharmaceutical sales executive to senior healthcare leader. Join us at this session to learn how to strategically transform your actions to achieve results and how to enhance and build your mindset and skill set continually. Cosey is passionate about empowering leaders to advance senior healthcare and is the author of Becoming a Five-S.T.A.R. Leader: A Life’s Journey to Senior Care Excellence.</i></p>
<p><b>10:00-10:15</b></p>	<p align="center"><b>Break</b></p>
<p><b>10:15 – 11:45 ROOM 100 A 1.5 CEU</b></p>	<p align="center"><b>Breakout Session</b>  <i>Jerald Cosey</i>  <b>Discovering Your Leadership Methodology: Insights From “The Leadership Engine”</b>  <i>By the end of this transformative training session, participants will emerge with a renewed sense of purpose, clarity, and confidence in their leadership abilities. Armed with a solid foundation inspired by "The Leadership Engine," attendees will be equipped to navigate the complexities of leadership with poise, resilience, and authenticity. Join us for an unforgettable journey of discovery, empowerment, and transformation as we unlock the secrets to building a teachable point of view on leadership that inspires, motivates, and drives lasting change. Let's get it!</i></p>

11:45 – 12:30 OFFSITE	Lunch on Your Own
11:45 – 12:30 100 CDE	<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>
12:30 – 1:30 ROOM 100 CDE	<b>Exhibitor Tradeshow and IHCA Foundation Raffle – Open to all Attendees</b> <b>Visit with exhibitors between sessions and after lunch!</b> <b><i>Purchase raffle tickets to support scholarships. Win prizes!</i></b> <i>Raffle drawings will be held on the last day of the event. Must be present to win!</i>

1:45-3:15 ROOM 130 1.5 CEUs	<b>Putting Your Own Oxygen Mask on First</b> <i>Eric Collett- Principal &amp; CEO A Mind For All Seasons</i>  <i>For most healthcare leaders, recruiting and outstanding workforce is the biggest challenge they currently face. With massive shifts in employee expectations, competition for talent, and the continually unpredictable nature of an industry highly affected by the Covid-19 pandemic, healthcare leaders are struggling with burnout and frustration. This timely and impactful presentation will provide attendees with three key insights for navigating the current challenges.</i>
1:45-3:15 ROOM 110 CD 1.5 CEUs	<b>Leadership/Leading Staff</b> <i>Matt Smith</i>  <i>Learn how to build, empower and synergize your teams to be successful beyond the expected</i>
1:45-3:15 ROOM 110 AB 1.5 CEUs	<b>Marketing FOR Seniors</b> <i>Justin Stenquist</i>  <i>Identifying Growth Opportunities</i> <i>Formulating Strategies and Action Plans</i> <i>Ensuring Sustainability and Results</i>
1:45-3:15 ROOM 120 AB 1.5 CEUs	<b>Is Your Facility Down in the Mouth?</b> <i>Mandy Christensen</i>  <i>Oral health care in our facilities is a prime area of concern. Research shows a healthy mouth will help improve the resident's quality of life by decreasing the severity of health problems, such as diabetes and pneumonia. <b>Is Your Facility Down in the Mouth?</b> I will help facilities with battling the ongoing challenges of oral hygiene, removable dentures, and proper paperwork for billing.</i>
3:30-5:00 ROOM 130 1.5 CEUs	<b>Leading and Developing Teams</b> <i>Tracy Farnsworth EdD, MHSA, MBA, FACHE President Idaho College of Osteopathic Medicine</i>  <i>Learning objectives:</i>  <i>(1) Explain why cohesive teams are so essential to organizational performance.</i>




	<p>(2) Understand how to lead your team through the stages of team development.</p> <p>(3) Demonstrate how to effectively mentor, engage, and evaluate members of your team.</p>
<p><b>3:30-5:00</b> <b>ROOM 110 CD</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Why Do We Do the Things We Do?</b></p> <p style="text-align: center;"><i>Joyce Foster</i></p> <p><i>The Why of what we do</i></p> <p><i>What is your Purpose</i></p> <p><i>How do you find Joy</i></p>
<p><b>3:30-5:00</b> <b>ROOM 110 AB</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>The Trauma Informed Care “Toolkit”</b></p> <p style="text-align: center;"><i>Justin Smiley, LCSW; Randal Barnes, LNHA; Megan Meinberg, MA; Karen Murphy, LPN</i></p> <p><i>The Trauma Informed Care “Toolkit” is an interdisciplinary program encompassing a collection of <b>tools</b> and <b>processes</b>. These “real world” approaches merge to help ensure regulatory compliance while utilizing a person-centered approach. Easily adapted to any skilled nursing setting, we travel beyond theory and provide a blueprint on adapting this whole lifespan approach to any community. A Trauma Informed Care “one stop shop”. The team will also discuss the recent revised guidance for SNFs related to the long-term care facility assessment requirements</i></p> <p><i>Learning objectives:</i></p> <ol style="list-style-type: none"> <li><i>1. Understand the function of each program component and how they interact over the lifespan.</i></li> <li><i>2. Inspire curiosity and generate ideas of how this model can be adopted and adapted to any care environment.</i></li> <li><i>3. Understand how all interventions have the collective goal of mitigating re-traumatization.</i></li> <li><i>4. Understand the revised guidance for SNFs related to the long-term care facility assessment requirements</i></li> </ol>

	<p style="text-align: center;"><b>Pressure Injury Imposters and the Unavoidable Pressure Injury</b></p>
<p><b>3:30-5:00</b> <b>ROOM 120 AB</b> 1.5 CEUs</p>	<div style="text-align: center;">  </div> <p><i>Dr. Pamela Scarborough</i> <b>Sponsored by:</b></p> <p><i>That skin disruption may look like a pressure injury, but is it? Ensure your team is correctly identifying tissue damage that mimics pressure injuries but is NOT of pressure etiology. Accurate identification of skin disruptions is required for appropriate care planning, survey readiness, quality review, and mitigating legal issues for facilities. This presentation will describe etiologies that may be mistaken for pressure damage, including chronic tissue injury (CTU), moisture-associated skin damage (MASD), deep tissue pressure injury (DTPI), and others. In addition, there will be content on the Unavoidable Pressure Ulcer/Injury aka skin failure. Attend this program to enhance your differential recognition skills for pressure ulcer/injury appearing skin issues that are NOT related to pressure forces.</i></p> <p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li><i>1. Identify etiologies that look like but are not related to pressure forces.</i></li> <li><i>2. Describe the proposed etiology and appearance of chronic tissue injury.</i></li> <li><i>3. Verbalize the description of the Unavoidable Pressure Injury aka the Kennedy Terminal Ulcer/skin failure.</i></li> </ol>

4. Discuss potential issues with misidentifying/misdiagnosing an etiology as pressure-related when the lesion is NOT related to pressure forces.

## Wednesday, July 12, 2023

<p><b>8:00 – 5:00</b> <b>ROOM</b> <b>140</b></p>	<p align="center"><b>DIETARY STUDENTS ONLY – Idaho Nutrition &amp; Foodservice Professional Training Program</b> Karen Marshall and Leslie Bell <b>Mandatory for those enrolled in the Nutrition Module</b> Lunch provided by IHCA (in 100A&amp;B) from 11:45-12:45 ONLY</p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>130</b> 1.5 CEUs</p>	<p align="right">Sponsored by </p> <p align="center"><b>Be Your Own Surveyor</b> Carmen Bowman</p> <p><i>Strong professionals know the regulations they are held accountable to. The QAA/QAPI requirement is and has always been a gift from the government. Do you utilize it to its fullest potential? Do you utilize proven culture change practices to their fullest potential? Be inspired to be your own surveyor and promote a proactive and preventative culture by all.</i></p> <p><i>Participants will be able to:</i></p> <ol style="list-style-type: none"> <li><i>List the regulations each home is held to.</i></li> <li><i>Name the requirement of QAPI Tag F865 and at least one culture change practice to meet it.</i></li> <li><i>Describe CMS regulations Tag F550 resident rights promoted and protected and Tag F565 act promptly on resident views, grievances and recommendations.</i></li> </ol>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>100 C</b> 1.5 CEUs</p>	<p align="center"><b>Elevate &amp; Empathize-AL Clinical Leadership Strategies</b> Cecelia Owsley, MSN, RN, RCA-CEO Nightingale Holistic Senior Living Consulting</p> <p><i>This presentation is designed for assisted living leaders focused on elevating clinical practice through enhanced leadership strategies. Participants will explore key components of effective nurse management, including emotional intelligence, resilience, and regulatory compliance. Through interactive discussions, practical exercises, and case studies, this session will provide nurse leaders with the tools to lead with empathy, ensure high-quality resident care, and foster a collaborative work environment. By the end of this session, attendees will be equipped with actionable insights to drive excellence in their communities.</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>110 AB</b> 1.5 CEUs</p>	<p align="center"><b>Self-Care and Preventing Burnout for Yourself and Your Team</b> Donna Thorson and Connie Lowder-Comagine Health</p> <p><i>This presentation will cover:</i> <i>A brief overview of terms (i.e., burnout, secondary trauma and vicarious trauma) to set the foundation for a conversation about self-care to support wellness and the ability to be present as a care giver. Participants will explore tools and resources for their own use and options for supporting self-care among their team members. Practical implementation strategies will be included in the session.</i></p> <p><i>Learning Objectives – Participants will be able to:</i></p> <ol style="list-style-type: none"> <li><i>Verbalize the challenges to wellness that put someone at higher risk of burnout.</i></li> <li><i>Examine personal well-being using the eight dimensions model and identify personal strengths.</i></li> </ol>

	<ol style="list-style-type: none"> <li>3. <i>Describe two practices for self-care that can be done routinely to prevent the risk of burnout.</i></li> <li>4. <i>Demonstrate how to implement at least one strategy to promote self-care for team members.</i></li> </ol>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>110 CD</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Idaho Health Care Directives: New Statute, Old Statute, Who Decides What</b> <i>David Wilson-Ahrens DeAngeli Law Group</i></p> <p><i>Idaho recently changed its Health Care Directive Statute. This will be a fast-paced look from the legal perspective at the new statute, how it changes the existing statutory scheme, and fits into the existing statutory scheme and an overview of who consents to their own care, who makes decisions when someone cannot consent to their own care, and what documents actually mean.</i></p> <ul style="list-style-type: none"> <li>• <i>Learn the legal framework for capacity to consent to care</i></li> <li>• <i>Learn how the statutes determine who gets to be the surrogate decision maker when someone doesn't have legal capacity</i></li> <li>• <i>Learn how the 2023 change to statutes for Health Care directives fit into the existing scheme and what they will mean</i></li> </ul>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>120 A</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>How to Win the ADR Game in Home Health</b> <i>Angela Hilleshiem</i></p> <p><i>Are you dealing with ADR's (Additional Documentation Request) and TPE's (Targeted Probe and Educate)? Do you want to learn more about the process? Then this session is for you! We'll walk you through how to ensure all components and processes are completed per CMS regulations regarding the documentation necessary to support a Medicare claim and medical reviews to help providers and suppliers reduce claim denials and appeals.</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>120 B</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Home Care Medicaid Audits &amp; Investigations</b> <i>Lori Stiles, Ashley Klenski, Ali Fernandez, Chris Barrott-IDHW</i></p> <p><i>This presentation will provide</i></p> <ul style="list-style-type: none"> <li>• <i>overview of the Medicaid Program Integrity Unit</i></li> <li>• <i>audit processes</i></li> <li>• <i>overpayments/civil monetary penalties</i></li> <li>• <i>common audit findings</i></li> <li>• <i>quality assurance reviews</i></li> <li>• <i>self-reporting overpayments</i></li> </ul>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>100 E</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>MDS, CAA &amp; Care Planning for Activity Directors</b> <i>Zendi Meharry &amp; DD McBride</i> <b>ALF &amp; HH</b></p> <p><i>Interested in transforming the MDS, RAI, CAA data collection requirement to a functional resident outcome tool? Join us to understand the process and create actionable interventions for assisting you residents' socialization needs.</i></p> <p style="text-align: center;"><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> <li>1. <i>Understand the process of how to interview your resident, what to complete on an MDS, and when to complete the CAA.</i></li> <li>2. <i>Be able to individualize a care plan for a resident-centered approach that builds upon resident strengths and personal goals.</i></li> </ol>



	<p>3. <i>Develop self-validation skills for compliance through review of the Activities Critical Element Pathway established by CMS for the survey process.</i></p> <p><i>This session will be open for questions to support your growth and drive your confidence in the MDS and care planning process. Come prepared to be part of the collaborative learning process!</i></p>
<p><b>8:30 – 10:00</b> <b>ROOM</b> <b>100 D</b> 1.5 CEUs</p>	<p><b>Leveraging Your Dining Program to Build Census</b> <i>Jen Bruning MS, RDN, LDN-Incite Strategic Partners</i></p> <ul style="list-style-type: none"> <li>• <i>Identify 3 ways in which menu changes may entice new residents &amp; boost satisfaction among current residents</i></li> <li>• <i>Learn 2 characteristics of an inviting dining room environment</i></li> <li>• <i>Put into practice 3 marketing techniques to engage new residents and families</i></li> </ul>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>130</b> 1.5 CEUs</p>	<p><b>SNF Survey-Top Tags</b> <i>Nate Elkins and Michael Neubauer</i></p>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>100 C</b> 1.5 CEUs</p>	<p><b>ALF Survey-Top Tags</b> <i>Tom Moss</i></p>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>120 C</b> 1.5 CEUs</p>	<p><b>Approaching Maladaptive Behaviors with Confidence in ICF</b> <i>Tamara Malone</i></p> <ol style="list-style-type: none"> <li>1. <i>Understanding the function of the behavior.</i></li> <li>2. <i>How understanding the function can lead to building more effective strategies to manage behaviors.</i></li> <li>3. <i>The role of medication in helping to manage behavior.</i></li> </ol> <p><i>(We all have individuals that we may be at a loss for how to support, so bring your own 'case study' and questions!)</i></p>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>110 AB</b> 1.5 CEUs</p>	<p><b>Go Where the People Are: Why Social Recruiting Works</b> <i>Kendra Nicastro- LeaderStat</i></p> <p><i>Seventy three percent of job seekers ages 18-34 found their last job through social media. Social recruiting works. The most effective social recruiting strategies involve tapping into the right digital platforms. Understanding and embracing these platforms (and their unique audiences) will allow your organization to reach and connect with more candidates. In this session, you will learn strategies on how to expand your presence on Facebook, TikTok, LinkedIn and Instagram with compelling content, and how your efforts can complement traditional recruiting efforts. Your audience shows up on social media for multiple hours each day...do you?</i></p> <p><b>Learning Objectives</b></p> <ol style="list-style-type: none"> <li>1. <i>Understand how each social media platform attracts a different audience and how messaging and tone should adapt for greatest impact</i></li> <li>2. <i>Identify opportunities to bolster company brand, showcase culture and, ultimately, interest people in applying for jobs</i></li> <li>3. <i>Identify actionable steps to build a strategy to expand social recruiting efforts to attract both active and passive job seekers</i></li> </ol>

<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>110 CD</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Recognizing the Wisdom of Elders</b> <i>Carmen Bowman</i></p> <p><i>Many older people feel forgotten. Although they have much wisdom, they are rarely asked for it. Create a beautiful culture that not only gives permission but even expects those who work there to honor the voice of and even ask for the advice of their elders. Discover what each person is famous for. Collect elders' advice to create a wisdom book. Many want to contribute to their home and community. Learn practices that put people into the driver's seat of their life again: some participate in hiring new staff team members and weigh in on decisions regarding the budget. Recognize the wisdom of those who have lived longer lives and watch how it increases their quality of life - a good requirement that often gets missed ... but doesn't have to.</i></p> <p><i>Participants will be able to:</i></p> <ol style="list-style-type: none"> <li>1. <i>Name ways to ask elders for wisdom.</i></li> <li>2. <i>List practices that include those who live there in contributing to their community.</i></li> <li>3. <i>Describe practices that give decision-making to those who live there</i></li> </ol>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>120 A</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Introduction to Veteran Care</b> <i>Lenny Jenson</i></p> <ul style="list-style-type: none"> <li>• <i>Understand the magnitude of the need for expert veteran care;</i></li> <li>• <i>Develop talking points to start the conversation about military service;</i></li> <li>• <i>Area of Operations and the challenges, triumphs, and trials that come with each;</i></li> <li>• <i>Awards and Decorations</i></li> </ul>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>110 B</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Assisting With the Medicaid Application Process</b> <i>Brooke Baker and Jessica Young-Legacy Navigation</i></p> <p><i>Overcoming obstacles and ensuring approval of Medicaid Aged and Disabled Waiver Single versus married applicants – income versus assets Options for arranging and protecting assets to qualify for A and D Waiver</i></p>
<p><b>10:15 - 11:45</b> <b>ROOM</b> <b>100 E</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Idaho Talking Book Program</b> <i>LeAnn Gelskey</i></p> <p><i>The Idaho Talking Book Service (TBS) is a free, convenient audiobook library service for Idahoans who are unable to read standard print due to low vision, blindness, or a physical, perceptual, or reading disability. The service is completely free for users, who receive titles by downloading them and/or having the materials (on cartridges) mailed directly to and from their residence at no cost.</i></p> <p style="text-align: center;"><b>MDS, CAA &amp; Care Planning for Activity Directors (Continued)</b> <i>Zendi Meharry &amp; DD McBride</i></p> <p><i>Interested in transforming the MDS, RAI, CAA data collection requirement to a functional resident outcome tool? Join us to understand the process and create actionable interventions for assisting you residents' socialization needs.</i></p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> <li>1. <i>Understand the process of how to interview your resident, what to complete on an MDS, and when to complete the CAA.</i></li> </ol>

2. Be able to individualize a care plan for a resident-centered approach that builds upon resident strengths and personal goals.

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*This session will be open for questions to support your growth and drive your confidence in the MDS and care planning process. Come prepared to be part of the collaborative learning process!*

**10:15 - 11:45**  
**ROOM**  
**100 D**  
 1.5 CEUs

**Tips for Running an Effective Nutrition at Risk Meeting**  
*Rachell Larsen*

**11:45 – 1:15**  
**ROOM**  
**100 AB**

**Membership Lunch and Elections**  
*IHCA MEMBERS ONLY! Non-members, please enjoy lunch on your own.*

*Sponsored by: Home Helpers®*  
**Special Guest: Governor Brad Little**

**1:30 – 3:00**  
**ROOM**  
**130**  
 1.5 CEUs

**Building a Relationship with Your SNF Survey Agency and Proactively Managing Your Facility’s Survey**  
*Elena Madrid, RN-Washington Health Care Association*

**Objectives**  
*The attendee will:*

- Identify key opportunities to engage and build a relationship with state agency staff.
- Identify barriers to effective and positive communication and relationships with regulators.
- Identify key communication and coordination strategies in order to prepare for and help drive the survey process from a facility standpoint once the regulators are in the building.

**1:30 – 3:00**  
**ROOM**  
**100 C**  
 1.5 CEUs

**Breaking the Code-How Assessment Determines the Medicaid Rate**  
*Brian Bagley-President IHCA*

**1:30 – 3:00**  
**ROOM**  
**120 C**  
 1.5 CEUs

**ICF-IID Provider Meeting**  
**ICF EXECUTIVE COMMITTEE**

**1:30 – 3:00**  
**ROOM**  
**110 AB**  
 1.5 CEUs

**Onboarding and Retention Strategies to Keep Your Top Talent**  
*Nicandra Castro-LeaderStat*

**Onboarding and Retention Strategies To Keep Your Top Talent**

*You’ve posted the job ads, had some fantastic interviews and are excited and relieved that your new hires officially said yes to the job offer. You even have the first week planned out. You’re off to a great start! But a strong onboarding plan is just one piece of the puzzle that makes up employee retention and satisfaction. How will you make sure your new hires*

	<p><i>continue to show up and thrive in the next 100 days? How will you proactively work to show them that they matter, and that you're committed to helping them succeed and grow? In this session, we'll focus on the link between onboarding and various strategies to retain and grow your staff.</i></p> <ol style="list-style-type: none"> <li>1. <i>Review preboarding tactics to encourage your new hires to show up on Day 1</i></li> <li>2. <i>Create a robust onboarding experience to keep new hires engaged and productive</i></li> <li>3. <i>Discuss strategies to increase employee satisfaction and retention and create an internal pipeline of candidates</i></li> </ol>
<p><b>1:30 – 3:00 ROOM 110 CD 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Behavior Management Revisited</b> <i>Lea Stoltz</i></p> <p><i>This presentation will focus on defining distressing behaviors using regulatory guidance and a team approach, monitoring behaviors and developing effective care plans to decrease the behaviors. Small group activities and fun are also included in this session. Please come prepared to discuss challenging cases you have experienced.</i></p>
<p><b>1:30 – 3:00 ROOM 120 A 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Right Services. Right Time. Right Place. Long-Term Skilled Nursing Home and Hospice and Palliative Care Collaboratio</b> <i>Ashley Pentzer, Dr. Derrel Walker, Sue Hepworth-Horizon Home Health</i></p> <ol style="list-style-type: none"> <li>1) <i>Understanding the Hospice and Palliative Care Philosophy and Identifying the Right Level of Care, at the Right Time, at the Right Place.</i></li> <li>2) <i>Operational Barriers and Partnering in Excellence</i></li> <li>3) <i>Care Coordination between the Skilled Nursing Home and Hospice</i></li> </ol>
<p><b>1:30 – 3:00 ROOM 110 E 1.5 CEUs</b></p>	<p style="text-align: center;"><b>CMS Tag 679 Activities-Interests Come Before Group Activities</b> <i>Carmen Bowman</i></p> <p><i>Study Tag F679's regulatory text. It is foundational to know the regulations to which you are held accountable. Go deeper into individuals' interests as that is what the regulation requires, not certain numbers of groups. Learn from a former activity training course instructor, the first certified activity professional to be a state surveyor as well as a federal surveyor/faculty of the basic surveyor training course who loves teaching others how to <b>be your own surveyor</b> and confidently change institutional activity culture.</i></p> <p><i>Participants will be able to:</i></p> <ol style="list-style-type: none"> <li>1. <i>List the named concepts within Tag 679.</i></li> <li>2. <i>Name the main point of Tag 679.</i></li> <li>3. <i>Describe CMS regulation Tag F679; what it requires and what it does not.</i></li> </ol>

<p><b>1:30 – 3:00 ROOM 100 D 1.5 CEUs</b></p>	<p style="text-align: center;"><b>Medical Nutrition Therapy for Chronic Kidney Disease</b> <i>Lindsey Zirker</i></p> <div style="text-align: center;">  <p><b>Sponsored by:</b>  <b>INC</b> </p> </div>
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<p><b>3:15 - 4:45 ROOM 130 1.5 CEUs</b></p>	<p style="text-align: center;"><b>What to do When A Dementia Patient is a Danger to Themselves or Others</b> <i>Kim Stanger, Dr. Jessica Kroll</i></p> <ol style="list-style-type: none"> <li>1. <i>Cover the new bill S1274 which is a bill to help facilitate evaluation for those with Neurocognitive disorders and acute changes in behavior through Crisis Response Ho</i></li> </ol>
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	<p>2. Management Best Practices for the Agitated Geriatric Patients</p> <p>3. Medication Management for the Agitated Geriatric Patient</p>
<p><b>3:15 - 4:45</b> <b>ROOM</b> <b>100 C</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Keep the “Living” in Assisted Living</b> Carmen Bowman</p> <p><i>Beware of institutional creep that has crept into assisted living. Recognize institutional practices and call them out. Learn practices of person-directed living drawn from the first-ever Artifacts of Culture Change for Assisted Living. This is an educational, inspirational, benchmarking tool your home can use to keep the living in assisted living.</i></p> <p><i>Participants will be able to:</i></p> <ol style="list-style-type: none"> <li>1. Name institutional practices that have crept into assisted living.</li> <li>2. Describe the Artifacts of Culture Change for Assisted Living tool that can be used to change institutional culture into person-directed culture.</li> <li>3. List practices that honor those who live in the assisted living.</li> </ol>
<p><b>3:15 - 4:45</b> <b>ROOM</b> <b>120 C</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Useful Topics for the ICF QIDP</b> Jamie Anthony-Developmental Options</p> <p><i>Being a QIDP for an ICF/IID can be a complex job. This presentation will cover how to write medication reduction plans, how this relates to the behavior management plan and other factors related to the ICF/IID regulations. There will be time within the training for general questions to assist new or not-so-new QIDP's.</i></p>
<p><b>3:15 - 4:45</b> <b>ROOM</b> <b>110 AB</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Enduring...Caregiving from a Family Perspective</b> Donna Larkin</p> <p><i>Participants will develop a broader understanding on why families seek facility care -- stating at least three newly discovered reasons families need facility care – to be assessed during a question-and-answer session.</i></p> <p><i>Participants will develop a broader understanding about why facility care is so difficult for family members to explore and initiate -- stating at least three newly discovered reasons why facility care is avoided by families -- to be assessed during the question-and-answer session.</i></p> <p><i>Participants will develop a broader understanding about how facility care is perceived by family members and how caregivers are able to help them to adjust to facility care for their loved ones -- by stating three impressions Donna Larkin had about her husband's facility care and how caregivers helped her to adjust – to be assessed during the question-and-answer session.</i></p>
<p><b>3:15 - 4:45</b> <b>ROOM</b> <b>110 CD</b> 1.5 CEUs</p>	<p style="text-align: center;"><b>Clinical Ethics In Elder Care</b> Dr. Kelly Kent &amp; Diane Bartlett-St. Lukes</p> <p><i>This presentation will provide:</i></p> <ol style="list-style-type: none"> <li>1. Proficiency in core ethics principles and professional codes of ethics</li> <li>2. Application of the four ethical principles to common dilemmas in clinical practice</li> </ol> <p><i>Ability to recognize moral distress and understand its impact on staff</i></p>



<p><b>3:15 - 4:45 ROOM 120 A 1.5 CEUs</b></p>	<p align="center"><b>Worker Safety: Personal Safety Against Physical and Sexual Violence for Caregivers</b> <i>Kimberli Reynolds-BSU OSHA, Matt Servatius &amp; Mark Hudson-Ada County Sherrif, Nate Benjamin-Owner Homewatch CareGivers</i></p>
<p><b>3:15 - 4:45 ROOM 100 E 1.5 CEUs</b></p>	<p align="center"><b>Activities and Special Events for the Activity Professional</b> <i>April Floyd-Idaho State Veterans Home</i></p>
<p><b>3:15 – 4:45 ROOM 100 D</b></p>	<p align="center"><b>Balancing Meeting Resident’s Rights and Following Regulations and Tips for Managing Residents Who Refuse Their Prescribed Diets</b> <i>Leslie Bell &amp; Idaho State Ombudsman Office</i></p>

**Thursday, July 18, 2024**

<p align="center"><b>2024 IHCA/Comagine Quality Conference</b></p> <p align="center"><b>Check-in/Registration Opens at 7:30 am</b></p>	
<p><b>8:30 – 10:00 am ROOM 130 1.5 CEUs</b></p>	<p align="center"><b>Baldrige Criteria for Performance Excellence</b> <i>Kevin Deats</i></p> <p><i>Learning Objectives for Attendees:</i></p> <ul style="list-style-type: none"> <li>• <i>Understand the Baldrige Framework: Attendees will be able to describe the key components and objectives of the Baldrige criteria for performance excellence and quality improvement.</i></li> <li>• <i>Identify Similarities: Attendees will be able to identify and explain the similarities between the Baldrige/AHCA Gold Award, CMS Certification, and QAPI, focusing on their shared emphasis on leadership, continuous improvement, data-driven decision-making, and resident-centered care.</i></li> <li>• <i>Implement Best Practices: Attendees will learn how to integrate best practices from each program to enhance quality and performance in their own skilled nursing facilities, leveraging the strengths of the Baldrige/AHCA Gold Award, CMS Certification, and QAPI frameworks to achieve and maintain high standards of care</i></li> </ul>
<p><b>10:15 – 11:45 am ROOM 130 1.5 CEUs</b></p>	<p align="center"><b>Root Cause Analysis and Quality Improvement</b> <i>Donna Thorson, Lisa Hollibaugh, Connie Lowder</i></p> <p><i>An overview of the root cause analysis process and its role in quality improvement. Participants will have the opportunity to explore development of problem statements and aim statements. Interactive learning opportunities will reinforce the use of fishbone diagrams and the 5 Why approach for an in-depth approach to contributing factors and identifying root causes. The session concludes with discussion on action planning for quality improvement.</i></p> <p><i>Learning Objectives – Participants will be able to:</i></p> <ol style="list-style-type: none"> <li>1. <i>Describe root cause analysis (RCA) and Plan-Do-Study-Act (PDSA to your colleagues.</i></li> </ol>

	<p>2. Apply RCA results to developing an aim statement.</p> <p>3. Develop an action plan to begin testing changes that will address deeper causes.</p>
<p><b>12:00-1:15</b> <b>ROOM</b> <b>130</b></p>	<p><b>Lunch Speaker</b> <b>Jodi Vanderpool-St. Lukes</b></p>
<p><b>1:30 - 3:00</b> <b>ROOM</b> <b>130</b> 1.5 CEUs</p>	<p><b>Applying Process Intelligence on your Quality Journey</b> <i>MaryRuth Butler, Emilee Kulin, Rachel Zimmerman, Bre Jameson</i></p> <p><i>Join us for an introduction to Process Intelligence, where we will discuss building high-functioning leaders to</i></p> <ul style="list-style-type: none"> <li>• <i>Understand effective, well-deployed organizational learning;</i></li> <li>• <i>Gather data and information to build actionable goals; and,</i></li> <li>• <i>Utilize your Strategic Planning Process to initiate Action Map development and visual mapping, promoting quality and creating sustainability.</i></li> </ul>
<p><b>3:15 – 4:45</b> <b>ROOM</b> <b>130</b> 1.5 CEUs</p>	<p><b>Leveraging Experts on your Quality Journey</b> <i>Comagine and Rebecca Evans</i></p> <p><i>It's been said that every system is perfectly designed to get the results it gets. Are your systems giving you the results you want? If no, let us show you how to utilize available resources to optimize your systems and processes for success! In this session you will learn:</i></p> <ol style="list-style-type: none"> <li>1. <i>The impact of culture on quality improvement.</i></li> <li>2. <i>How pursuing quality initiatives can help every level of your organization with team engagement.</i></li> <li>3. <i>How to utilize free resources provided through grants to increase your organizational effectiveness.</i></li> </ol>

## ABOUT THE PRESENTERS

**Ali Fernandez** is the Bureau Chief, Bureau of Long Term Care, Division of Medicaid, Idaho Department of Health and Welfare.

**Angie Hillesheim** has been a nurse for 33 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.

**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.

**Ashley Klenski** is the director of the Medical Fraud Control Unit at Idaho Health and Welfare

**Ashley Pentzer** has worked in Home Health and Hospice for 15 years here in the Treasure Valley and has been with Horizon for 9 years. Ashley is the Chief Market Officer and helps to support the Transitional Care Team at Horizon in Central Idaho. Ashley is passionate about Transitional Care and helping patients and their caregivers navigate the often-complex healthcare system as they transition between care settings. Ashley lives in Meridian, Idaho and enjoys spending time with her family and children and enjoys all that the Idaho outdoors has to offer. Hot Springs and Snowboarding in the Winter and Paddleboarding and Lake Days, Biking, Camping, and Hiking in the Summer.

**Bre Jemeson** is the Administrator of Lewiston Transitional Care of Cascadia

**Brian Bagley** is the owner of 4 Assisted Living Facilities in Idaho and is currently the Board President of Idaho Health Care Association.

**Brooke Baker** graduated Boise State University in 2004 as a Registered Nurse with a degree in Health Science. With over 20 years of experience in community-based care, Brooke takes a straight-forward approach based on clinical diagnoses, proven outcomes, and dispelling common myths in the healthcare and Medicaid world.

**Carmen Bowman** is a consultant, trainer, author and owner of **Edu-Catering: Catering Education for Compliance and Culture Change**, turning her former role of *regulator into educator*. Carmen was a Colorado state surveyor for nursing homes, assisted livings and adult day programs, a policy analyst with CMS Central Office teaching the national Basic Surveyor Course, and the first certified activity professional to be a surveyor. As a contractor to CMS, Carmen co-developed the original Artifacts of Culture Change, Artifacts 2.0 and first-ever for Assisted Living, facilitated both Creating Home national symposiums on culture change and the environment, and then food and dining. Carmen led the Dining Practice Standards task force. She has a Master's in Healthcare Systems, a Bachelor's in Social Work, is a Certified Eden Alternative Associate and Mentor, Certified Validation Worker, Group Practitioner and Presenter. Carmen co-founded the Colorado Culture Change Coalition. With Action Pact she has authored eight culture change workbooks and hosts *Conversations in Culture Change with Carmen* every month for 14 years now. Carmen is Co-Editor of the international journal *Activities, Adaptations and Aging: Purposeful and Dignified Living for Older Adults*. She started a new eResource series called Using Regulations to Reject & Replace Institution with Home & Normal Life starting with GUARDIANS OF NORMAL LIFE and encourages all to become one!

**Cecelia Owsley** is a seasoned healthcare professional with a wealth of experience, evolving from her start as a dietary aide at the age of 16 her current role as the CEO of Nightingale Holistic Senior Living Consulting. Holding a Master's in Nursing from Gonzaga University, she is committed to lifelong learning and the pursuit of excellence in senior living, focusing on elders, holistic wellness, leadership, technology, and culture development. In her capacity as the NCAL State Leader for Idaho, she actively engages in senior living advocacy and contributes to quality education initiatives at various levels. Beyond her leadership at Nightingale, she has served on the IHCA board and currently co-chairs the Idaho AL QI committee. Emphasizing coaching in her holistic approach, Cecilia's impact extends beyond her organization, influencing her community and the national healthcare landscape. Her advocacy centers on holistic well-being and the continuous advancement of quality care in the dynamic field of senior living.

**Chris Barrott** is the Program Policy Analyst for Idaho Health and Welfare

**Connie Lowder** has been a registered nurse since 1985 and has worked in several different health care settings, including long-term care and hospital nursing before beginning her work in quality improvement in 1996 and became a Certified Professional in Healthcare Quality in 2007. She enjoys using evidence-based resources and tools while collaborating with providers to improve the quality of care and safety of health care for Idaho residents and patients.

Connie joined Qualis Health, the Quality Improvement Organization (QIO) for Idaho in 1998 and led Idaho Nursing Homes in the first CMS National Nursing Home Quality Initiative. After leaving Qualis Health in 2007 to work as Director of Quality Management in other health care settings, Connie returned to the QIN/QIO (Quality Improvement Network / Quality Improvement Organization) 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 44 years and her two dogs, and playing with her four grandchildren.

**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

**DD McBride, RN, RAC-CT** has spent the last 25 years working in the Long-Term Care Sector in varied roles such as Staff Development Coordinator, MDS Coordinator, Unit Manager, Divisional Clinical Reimbursement Specialist. Within those 25 years, DD has spent 22 of those involved in one capacity or another with MDS. Most recently DD functions as Utilization Management Resource providing support to the MDS nurses of 15 buildings for Cascadia Healthcare, within her role she conducts audits, helps with improving quality measures for the 5-star rating and quality reporting program, trains current

and new staff, supports managing the MDS systems. She also keeps her skills fresh by continuing to complete MDS assessments and care plans as needed. DD has a passion for understanding the MDS and having it drive Care Plans and is eager to teach anyone who will listen.

DD is certified in MDS with the AAPACN organization. When not working you can find DD camping and fishing in the great outdoors of Idaho or spending time with her 13-year-old twin granddaughters.

**Derrel Walker** Dr. Walker is the Chief Medical Director for the Provider Services Program for Pennant Healthcare, the parent company for Horizon Home Health, Hospice, and Provider Services.

**Diane Bartlett** is Program Manager and Social Worker at St. Luke's Hemophilia Center in Boise, ID; additionally, she is an Adjunct Professor teaching social work & psychology courses at a local college. Diane is a member of St. Luke's Ethics Committee and serves as a bedside ethicist. She is considered a sought-after public speaker and has provided numerous presentations to large groups within St. Luke's Health System, at community-based health conferences, and at local universities on mental health, medical social work, clinical ethics, and women's wellness. Originally from the San Francisco area, she attended undergraduate at Texas Tech University and obtained her master's in social work from University of Texas at Arlington. Over the past 30 years, she has worked as a licensed social worker in Texas, Ohio and Idaho.

**Donna Larkin** holds a Master's Degree in Adult Education and Distance Learning and is a former public affairs writer for Hewlett-Packard. When her husband was diagnosed with Alzheimer's Disease in 2009, she hoped to care for him at home to the end. But by 2016, she realized she desperately needed help and moved him into a memory care facility. The last 40% of her book, *Enduring* by Donna Larkin, tells a raw, heartbreaking, true story about the tremendous impact the registered nurse, caregivers, and administration at that facility had on her husband's and her life.

**Donna Thorson** is a manager in the Patient Safety service line for Comagine Health. Since joining the quality improvement organization in 2001, Donna has worked with providers and the community to improve the quality and safety of health care. She supervises and supports a team of improvement advisors to develop and implement projects designed to achieve project and contract goals. Donna convenes and facilitates collaborative groups to identify and implement evidence-based strategies that improve healthcare processes and systems using human factors science to enhance the effectiveness of identified interventions. She provides training and technical assistance on quality improvement methodology to improve clinical outcomes, quality measures, and safety across the health care continuum. Donna has made numerous presentations about quality improvement (including human factors concepts) to quality improvement professionals and healthcare providers nationally, as well as in Nevada, New Mexico, and Utah. Donna received her Bachelor of Science degree from The Ohio State University in 1981 and her Master of Science degree from the University of Utah in 1987. She has been a Certified Professional in Healthcare Quality (CPHQ) since 2004 and maintains membership in the National Association for Healthcare Quality. Donna became a Certified Professional in Patient Safety (CPPS) in 2016 and received certification as a coach in Conversational Intelligence® in 2019. Outside of work, Donna enjoys volunteering and spending time with her significant other and their pets, an 11-year-old Chihuahua-mix "puppy" named Molly and a 1-year-old cat named Kit Kat.

**Elena Madrid** has served as Washington Health Care Association's Executive Vice President for Education & Regulatory Affairs since 2014. Elena also provides consultation, support, resources, and training regarding quality, survey/inspection processes, and regulatory compliance for WHCA members. Elena's long and focused background in survey and enforcement as a surveyor, complaint investigator and manager for Washington's Department of Social and Health Services for 16 years provide her with extensive knowledge and insight on regulatory compliance, the survey process, and policies and procedures.

Elena has also worked as a director of nursing in both assisted living and skilled nursing. She is a registered nurse and brings a wealth of knowledge regarding long-term care requirements and the regulatory issues affecting long term care providers. Elena is currently serving as co-chair on the AHCA Survey and Regulatory Committee and is a member of the AHCA/NCAL Quality Cabinet.

**Emilee Kulin** is the Administrator of Mountain Valley of Cascadia

**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.

**Jamie Anthony** is the Executive Director for Developmental Options overseeing both ICFs/IID and Residential Habilitation Services. She began her career in the ICF/IID world as a direct care staff then advancing to a QIDP with a total of 25 years of experience. Jamie fully believes in the services provided to children and adults with intellectual disabilities promoting a



collaborative approach with other companies and the survey team. Jamie is active with the American Health Care Association sitting as the 2024-2025 Chairperson for the ID/DD committee, is a Silver Quality Award Examiner and a Silver Quality Award recipient

**Jen Bruning** MS, RDN, LDN, serves as the Director of Nutrition & Brand Innovation for Incite Strategic Partners, the exclusive Group Purchasing Organization of Idaho Health Care Association Prior to coming to Incite, Jen spent her dietetics career in food service, in both the corporate wellness and senior living sectors helping to shape the dining experience of clients around the country. Jen has previously held the positions of professor of nutrition at Columbia College Chicago, Wellness Director & Nutrition Strategist for large national food service providers, and both clinical and food service leadership roles in a skilled nursing environment. Jen is currently in her eighth year as a National Media Spokesperson for the Academy of Nutrition & Dietetics. She presents dining and nutrition-related educational content to senior living professionals on a regular basis, including the American Health Care Association/National Center for Assisted Living, many AHCA/NCAL state associations, and industry groups such as ICAA.

**Jenna Rohde** manages the home office at Cascadia Healthcare with more than 60 employees, as well as leads and plans Cascadia's annual summit with over 200+ attendees. With a passion of building relationships and creating a strong culture within teams, Jenna has over 20 years of customer service experience. In her free time, Jenna loves to travel to new places with her family. She loves running, hiking and anything to do with the great outdoors. Jenna and her spouse have two children and live in Eagle, Idaho

**Jerald Cosey** is a senior healthcare leader, consultant, and professional speaker. He is the owner of J Cosey Speaks, a training and development company dedicated to empowering leaders to advance senior healthcare. Jerald recently served as the operational leadership development director for American Senior Communities (ASC), Indiana's largest senior living and senior healthcare company. In this role, he was responsible for developing leaders for over 90 skilled nursing and assisted living communities in Indiana and Kentucky. Jerald, a licensed healthcare administrator, operated two SNFs over eight-and-a-half years. As executive director of Greenwood Meadows, a skilled nursing facility operated by ASC. His facility earned the 2019 American Health Care Association's Silver Quality Award. Jerald graduated from Kentucky State University in 1990 with a BA in Business Administration. Jerald began his pharmaceutical career in sales, joining Pfizer Pharmaceuticals in 1996. He quickly advanced to the leadership role of district sales manager. During his 18-year pharma career, Jerald received several distinctions. He was named District Sales Manager of the Year twice and a Vice President's Management Club member four times. He founded Graceful Moments, an outreach ministry focused on minimizing isolation within the senior living community. Experiences he had during outreach stoked a desire in Jerald to serve others professionally, and in 2013, he resigned from his sales career to become an Administrator in Training, completing work for his Health Facility Administrator license and Nurse Aide certification. Jerald resigned from his position on September 1, after celebrating his 10th anniversary, to coach, train and develop leaders nationally. Jerald is a member of the Board of Directors of the Indiana Society for Post-Acute and Long-Term Care Medicine. Jerald considers himself a professional servant and is committed to advancing senior healthcare as a speaker, consultant, and coach.

**Jessica Kroll** Dr. Kroll is a board-certified Emergency Physician who works at Saint Alphonsus where she is the Assistant Medical Director. She is also the President of the Idaho College of Emergency Physicians and was a member of the work group who drafted and helped pass the new legislation S1244 for those with Neurocognitive Disorders in Acute Crisis.

**Jessica Young** MSW, Certified Medicaid Planner, Co-Owner of Legacy Navigation. Jessica fell in love with senior case management when she started working in hospice at just 18 years old. Jessica earned her Bachelor's degree in Social Sciences from Boise State University and a Master's Degree in Social work with an emphasis in geriatrics and community mental health from Northwest Nazarene University. Jessica is passionate about helping seniors overcome barriers that prevent them from accessing the care they need.

**Jodi Vanderpool** is System Vice President for Quality Operations for St. Luke's Health System

**Joyce Foster** is currently an Administrator of Memory Care for The Gables Family, Serving as the Assisted Living Representative on The Idaho Health Care Association and serving on the Education Committee. She has been in the field of caregiving and advocating for the elderly for over 15 years.

**Justin Smiley** Valley Vista Director of Clinical Operations, brings 30 years of leadership experience in various healthcare spaces, including SNF's, gero-psychiatric hospitals, aging community mental health, and post-acute care. He has a long relationship with Valley Vista that dates back to the mid 1990's. Originally from Spokane, Washington, he graduated from Eastern Washington University with a Master of Social Work. At the heart of his work is a driving passion for program development and design which positively impacts our most vulnerable adult populations.

**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

**Karen Murphy** serves as the Complex Care Nurse Manager at Valley Vista of St. Maries. With 35 years of experience, a significant portion has been dedicated to Valley Vista, and the last decade with the Complex Care Unit. She started her career as a CNA, achieved an LPN, then her journey in nursing led her to discover her true passion: caring for the elderly, especially those with dementia. She actively engages in program development, teaching, mentoring, while promoting compassion, and security within the community. She is a creative, dedicated advocate who leads by example.

**Kelly Kent** has been the Clinical Ethics Manager at St. Luke's Health System in Boise, Idaho, since 2021. She has her doctorate in Clinical Ethics from Loyola University Chicago and is an alumna of the Cleveland Clinic Fellowship in Advanced Bioethics. She also graduated from Boston University with a Master of Public Health, concentrating in Health Law and Bioethics. Prior to pursuing clinical ethics full time, Dr. Kent was an organ procurement coordinator and manager for 13 years. Her areas of interest include organ donation and transplant, death by neurological criteria, and end of life care.

**Kendra Nicastro** is the Director of Business Development and Marketing Strategy for LeaderStat, a national healthcare recruiting and consulting firm. She has more than 20 years of marketing experience in the healthcare industry and spent several years in a corporate role for a regional skilled nursing and assisted living organization. Kendra has presented at the American Health Care Association, the Nursing Home Administration program, BELTSS Core of Knowledge, and at healthcare conferences across the country on various topics including digital recruitment, onboarding and retention and reputation management strategies. She has a Bachelor of Arts from Baldwin-Wallace University and is pursuing her Master of Business Administration with a Marketing concentration.

**Kevin Deats** had 35 years of experience with Hewlett Packard in Boise, Idaho, where he developed and managed worldwide product, service, and supply chain processes to significantly reduce costs, improve quality and customer satisfaction. He has been a consultant, utilizing the Malcolm Baldrige National Quality Award criteria for the last fifteen years to support excellence in business, education, and healthcare. Kevin has been an AHCA/NCAL Judge since 2014.

**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.

**Kimberli Reynolds** is the Program Manager for the Idaho Occupational Safety and Health Consultation program

**Lea Stoltz** is a health care consultant, providing training, clinical and regulatory support to Long Term Care and Assisted Living facilities. Ms Stoltz was a state surveyor for 12 years in both the Long-Term Care and Non Long Term Care programs. For over 37 years Ms Stoltz has worked, learned, and taught in the healthcare field.

**LeAnn Gelskey** is the Talking Book Program Supervisor for the Idaho Commission for Libraries and a sixth generation Idahoan. With over 20 years of experience in library services, she focuses on creating value and positive experiences for patrons and the community. She was awarded 'Librarian of the Year' in 2019 by the Idaho Library Association for her outstanding vision, leadership, and dedication to excellence while benefitting Idaho libraries. She is certified through the American Library Association/Allied Professional Association. She also serves as a Board Member for the Idaho Commission for the Blind and Visually Impaired. LeAnn loves spending time with her husband, grown children and fur babies, and reading. Her favorite genre is historical fiction.

**Lenny Jensen** is a seasoned Family Nurse Practitioner and healthcare entrepreneur, known for founding Keystone Housecall, Keystone Hospice, and Keystone Center for Geriatrics. He began his career as a Captain in the Army Nurse Corps, gaining diverse clinical experience. Lenny is committed to improving patient and clinician experiences across various care settings through his innovative ventures in the healthcare sector.

**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.

**Lindsey Zirker**, MS, RDN, LD Renal Nutrition Expert

**Lisa Hollibaugh** is a Director in the Patient Safety service line for Comagine Health. Since joining Comagine Health in 2023, Lisa has worked with the team providing services to the long term care community providing oversight in project design and implementation, supporting the geriatric workforce enhancement program in Utah, and providing leadership in a variety of contracts supporting work in hospitals and integrating community partnerships. Lisa has worked in the health care field for 22+ years and brings significant operational and quality leadership knowledge and skills to the team. Lisa holds a master's degree in business administration through Northwest Nazarene University and a Bachelor's of Science in Health Information Administration through Stephens College. Lisa maintains the FACHE certification through the American College of Healthcare Executives and the CPHQ Certification through NAHQ. Outside of work Lisa enjoys spending time with her family, reading and gardening. Lisa resides in Kimberly, Idaho

**Lori Stiles** is the manager of Idaho's Medicaid Program Integrity Unit in the Bureau of Compliance, Division of Management Services, Department of Health and Welfare. She is a certified professional coder.

**Mandy Christensen** has been a dental hygienist for 16 years; she enjoyed working in a private practice, but her passion is helping residents in nursing homes and assisted livings. She has worked as a mobile hygienist for 13 years and loves her job! She understands the importance oral health care plays in these residents' overall health and will continue to help as many residents as possible!

**MaryRuth Butler** MaryRuth's healthcare passion has led her to be Director of Quality and Integrity for Cascadia Healthcare, where she continuously promotes initiating a quality journey for the benefit of residents, families, workforce, and community. As the previous Executive Director at Mountain Valley of Cascadia, her team became the first-ever skilled nursing facility to achieve the Malcolm Baldrige National Quality Award in 2016, the highest level of National recognition for performance excellence.

**Matt Smith** is the owner of Olympus Retirement Living. Matt has spent his career creating and leading teams. His experience ranges from creating start-up companies to leading large organizations. Mr. Smith cofounded Smith Brighton, Stack Construction, Cascadia Healthcare, Blue Bird Hospice and Olympus Retirement Living. Building and Leading teams has been a major factor in the success of the companies Matt has created and led. Mr. Smith is an alum of Harvard's Business School, has a Master of Science degree from MIT in Real Estate Development and a Bachelor of Science in Business Administration, Magna Cum Laude, from Brigham Young University. In his free time, Matt and his family enjoy experiencing other cultures and places around the world. They especially love doing humanitarian projects with the special people of Cambodia and Thailand. Matt enjoys tennis, pickle ball, fly fishing and is passionate about snow skiing.

**Matthew Servatius** is an Ada County Sheriff.

**Megan Meinberg** serves as the Complex Care Unit Coordinator at Valley Vista's Sandpoint facility. She holds a Master's Degree in Health Psychology and has a wealth of experience spanning nearly 30 years in Idaho and California. She has built her broad knowledge base through holding positions in different healthcare spaces including mental health, assisted living and our behavioral focused program. Her passion lies in providing healthcare with dignity, ensuring that each resident receives culturally competent – resident centered care.

**Michael Neubauer** is the Long Term Care Co-Supervisor for the Bureau of Facility Standards

**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!

**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 Scarborough** Dr. Scarborough is the Director of Education and NP/PA Fellowship Program at United Wound Healing. Her healthcare career as a physical therapist span over 40 years, having practiced across the continuum of care. She is a prolific author published in various wound management books and periodicals. In addition, Pamela has served on multiple wound-related boards. She is a Fellow of the Association for Advanced Wound Care and has served on numerous conference planning committees. She presents nationally on wound prevention and management topics. Pamela is a founding faculty member of the Wound Certification Prep Course, an intensive review course designed to assist clinicians in passing their wound certification board exams, which she has taught for 20 years. Dr. Scarborough's current focus is on improving clinical outcomes in wound prevention and management in post-acute care settings.

**Rachel Zimmerman** is the Administrator of Aspen Park of Cascadia

**Rachell Larsen**, RDN, LD Regional Dietitian with S&S Nutrition Network

**Randal Barnes** A seasoned Nursing Home Administrator, Randal Barnes brings 28 years of leadership experience to the field. Having grown up in Lewisville Idaho, and a graduate of Idaho State University, Randal has worked as an administrator in Michigan, Ohio, Oregon, and Idaho. Through these years he has built his knowledge base in the everchanging nursing home regulatory landscape and honed his leadership and operational style. In 2019, Randal became the administrator for Valley Vista in St. Maries leading us into this next generation of LTC.

**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.

**Sue Hepworth** has been a nurse for over 23 years. All of this time has been spent here within the Treasure Valley. She has been with Horizon for 8 years and has eighteen years experience with Hospice care. Sue is the Chief Clinical Officer, and Director of Nursing Services for Hospice in the Central Idaho area. Sue has experience with hospital nursing and was a Unit Manager in Long Term Care prior to her time spent in Hospice. She lives in Boise, Idaho and enjoys spending time camping, hiking and riding bikes in the Idaho mountains

**Tamara Malone** is the administrator for Independent Living Services

**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.

**Zendi Meharry** As a registered nurse and licensed nursing home administrator in Idaho, Zendi Meharry continuously strives to promote sustainable quality in value-based care for our seniors. She is currently the Executive Vice President of Clinical Operations for Cascadia Healthcare a regional long term care company whose home office is in Eagle, Idaho. Zendi brings over 35 years of leadership experience in the continuum of post-acute care in home health, assisted living, skilled nursing, and sub-acute environments. Zendi has held various state appointed and volunteer positions to support long-term care. She recently assisted with the processing of Medication Assistant – Certified (MA-C) testing and work practice for Idaho's skilled nursing facilities. She has a passion for teaching, family, and connecting with others. When you find her relaxing, it will be some place warm...winter by the fireplace, summer by the ocean or pool.

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

