

# forward

LeadingAge®  
Iowa

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*in* Person!

2021

**FALL CONFERENCE & SOLUTIONS EXPO**

September 15-16, 2021

DoubleTree by Hilton Hotel Cedar Rapids Convention Complex

# Schedule of Events

Wednesday, September 15

## Solutions Expo

Wed., Sept. 15  
11 a.m. - 2:30 p.m.

Thurs., Sept. 16  
10:15 a.m. - 1:15 p.m.

Delivering **Business Solutions** to You!

Throughout both days of the conference, connect with exhibitors, learn about new products and services, enjoy lunch, and enter prize drawings with participating vendors.

**Working together, we can make aging better!**

## Social Reception

Wed., Sept. 15  
5 - 6:30 p.m.

Join us at the LAI social reception for some fellowship with your peers and colleagues across the state and to relax and unwind after a full day of learning.

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Community Living Solutions  
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8:30 - 9 a.m.

### Registration/Check-in *(pastries and coffee included)*

Come early and network with colleagues.

9 - 11 a.m.

### General Session & Awards Ceremony - 1.5 Contact Hours

#### Courageous Leadership for an Age of Anxiety

*Joe Tye, Values Coach Inc.*

**Sponsored by: Select Rehabilitation**

11 a.m. - 12:30 p.m.

### Opening of Solutions Expo & Lunch *(lunch included)*

**Sponsored by: Right Dose Pharmacy**

12:30 - 1:45 p.m.

### Breakout Sessions: Block 1 - 1.25 Contact Hours

#### 101. Iowa Public Policy Town Hall Conversation

*Nicole O. Fallon, LeadingAge*

#### 102. Moving Your Cultural Focus from Accountability to Ownership

*Joe Tye, Values Coach Inc.*

#### 103. Let's Get Back to Quality Data and Outcomes

*Karolee Alexander, Pathway Health*

1:45 - 2:30 p.m.

### Solutions Expo & Break *(refreshments included)*

2:30 - 3:45 p.m.

### Breakout Sessions: Block 2 - 1.25 Contact Hours

#### 201. Legal Updates for Long-Term Care Providers in Iowa

*Alissa Smith, Katie Cownie, Katie Ervin Carlson & Rebecca Brommel, Dorsey & Whitney LLP*

#### 202. Emergency Lessons Learned from the Derecho and Pandemic

*Steve Bonnett, Meth-Wick Community*

*Steve O'Konek, Linn County Management Agency*

#### 203. Implementing Innovative Technology Solutions: More Important Than Ever!

*John Huhn, Community Living Solutions*

*Joel Prevost, Prevost Partners*

3:45 - 4 p.m.

### Break

4 - 5 p.m.

### Breakout Sessions: Block 3 - 1 Contact Hour

#### 301. Building an Effective Compliance Program by Focusing on the Culture of Compliance

*Gary Jones, Midwest Compliance Associates*

#### 302. Emergency Preparedness Effective Tabletop Exercise Training

*Jeff Ritzman, Safeguard Iowa Partnership*

**Sponsored by: Lee Agency, Inc.**

#### 303. Reducing Antipsychotic Medications for Persons Living with Dementia: A Team Approach

*Lindsey Reed, Taylor Wheeler, Kaleigh Gilmore & Sara Ruhlmann, Oaknoll Retirement Residence*

5 - 6:30 p.m.

### Social Reception *(appetizers & drinks included)*

Let's get back to the things we've all missed doing **together** – like networking, face-to-face interaction, socializing, celebrating, etc. Also enjoy live music by the popular solo guitarist, Billy Heller.

**Musician Sponsored by: Piper Sandler & Co.**

## Participant Registration/Information Desk Hours

Wed., Sept. 15 8:30 a.m. – 5:15 p.m.

Thurs., Sept. 16 8 a.m. – 3:45 p.m.

### Thursday, September 16

- 8 - 8:30 a.m. **Registration/Day 2 Check-in** (*breakfast included*)
- 8:30 - 10:15 a.m. **General Session/Awards Ceremony/Annual Meeting - 1.25 Contact Hours**  
**THRIVE: Strategies to Foster Resilience and Well-Being**  
*Dr. Mollie Marti, Worldmaker International*  
**Sponsored by: BrownWinick Law Firm**
- 10:15 - 11 a.m. **Solutions Expo & Break** (*refreshments included*)
- 11 a.m. - 12 p.m. **Breakout Sessions: Block 4 - 1 Contact Hour**  
**401. Provider Relief & Other Federal Hot Topics**  
*Nicole O. Fallon, LeadingAge*  
**402. Resilience and Healing Practices for Health Care Professionals**  
*Dr. Mollie Marti, Worldmaker International*  
**403. Assessment and Intervention - Utilizing Resources to Implement Quality Resident Care Services**  
*Matthew Jahn & Peg Stockel, Stonehill Communities*
- 12 - 1:15 p.m. **Solutions Expo & Lunch** (*lunch included*)
- 1:15 - 2:15 p.m. **Breakout Sessions: Block 5 - 1 Contact Hour**  
**501. Real Talk for a Real Future**  
*Gretchen Brown, Stonehill Communities*  
*Millisa Tierney, NewAldaya Lifescapes*  
**502. Barriers to Census Improvement**  
*Stacy Hejda, Assisted Living Partners*  
**503. Essential Skills for Supervisors: Conflict Management**  
*Ellen Schneider, Independent Human Resources Consultant*
- 2:15 - 2:30 p.m. **Break**
- 2:30 - 3:30 p.m. **Breakout Sessions: Block 6 - 1 Contact Hour**  
**601. Is it Time to Decertify?**  
*Alexandrea Keller, Williams & Company P.C.*  
**602. Essential Skills for Supervisors: Emotional Intelligence (EI)**  
*Ellen Schneider, Independent Human Resources Consultant*  
**603. IDPH and DIA Updates - What you Need to Know Now**  
*Vicki Worth, Department of Inspections and Appeals*  
*Nancy Wilde, Iowa Department of Public Health*



## What's Inside

General Session Information	4 & 6
Breakout Session Descriptions	8 - 18
2021 Annual Sponsors	9
2021 Save the Date	17
Solutions Expo	20
Lodging and Location Information	21
Volunteer Information	21
Continuing Education Information	21
Registration and General Information	22

## forward

LeadingAge Iowa is excited to host our 2021 Fall Conference IN-PERSON on September 15-16 at the DoubleTree Hotel in Cedar Rapids. This is a conference you won't want to miss, with abundant opportunities to get back to the things we've all missed doing **together** – like networking, discussing hot issues, face-to-face interaction in education sessions, socializing, celebrating, etc. – and to continue our journey of moving **forward**.

This year's fall conference theme is **forward**, and it speaks to our hope and optimism as we continue to emerge from the global COVID-19 pandemic. To move **forward** doesn't mean to push past what we have been through and try to return to life exactly as it was before. On the contrary, to truly move our organizations forward, we must leverage our experiences to become stronger and smarter. We will need to evolve to meet the challenges ahead by bridging where we have been with new skills and knowledge and look forward to a new future. We understand **forward** means a better tomorrow is not promised — it has to be created. **Together** we will move our organizations and the field of aging services **forward**.



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This year has added challenge and stress to one of the most regulated industries in the nation. In this time of extreme complexity, Martin Bros. has pivoted alongside our customers to provide and implement solutions that deliver results.



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# General Session

Sept. 15 • 9 - 11 a.m.



## Courageous Leadership for an Age of Anxiety

*Joe Tye, CEO and Head Coach, Values Coach Inc., Solon*

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In this keynote, Joe Tye will describe personal leadership strategies to effectively influence and inspire teams in the face of the extraordinary challenges of the past several years. Joe will explore why uncontrolled anxiety and fear lead to detrimental decision making in organizations, and he will share practical strategies for practicing leadership CPR (courage, perseverance, and resilience). Finally, Joe will provide strategies to ensure that leaders remain at their best and able to serve others through self-care and renewal.

**Joe Tye** is CEO and Head Coach of Values Coach Inc., which works with health care organizations to design and build a culture of ownership on a foundation of values. He is the author or coauthor of 15 books and dozens of journal articles on personal achievement and organizational culture and a frequent speaker for health care association conferences and hospital leadership programs. He is a leading authority on strategies to foster a culture of ownership in health care organizations and a frequent speaker on values-based life and leadership skills and cultural transformation. Prior to founding Values Coach in 1994, he was chief operating officer for a large community teaching hospital.



*"Your presentation was just what we hoped it would be – good information delivered with humor but most importantly a message that inspired and gave hope to folks who are leading in whitewater times and aspiring to develop their staff, work with them to shape a new healthcare system, and provide the best for patients."*

*"Outstanding presentation. It was perfect for the culture journey in our organization. Feedback has been excellent. Actually the best we ever had since we started these system-wide manager meetings a few years back. This large group meets twice per year so the day needs to be impactful. You were very impactful."*



Images of Eventide Senior Community

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“ We are impressed with Community Living Solutions’ passion for making a difference in the lives of seniors and those who care for them. Having the team’s depth of knowledge in senior living at our side through the entire process truly delivered a better outcome. Without a doubt, we know Community Living Solutions was the right partner for our campus development projects. ”

-Mindi Baker  
CEO, Eventide Senior Community  
Denison, IA

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# General Session

Sept. 16 • 8:30 - 10:15 a.m.



## THRIVE: Strategies to Foster Resilience and Well-Being

Dr. Mollie Marti, PhD, JD, Chief Executive Officer, Worldmaker International, Cedar Rapids

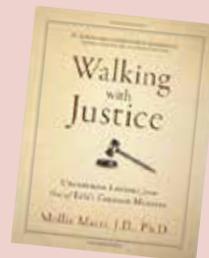
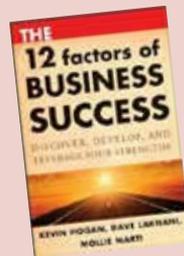
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LAW

Be Bold. Be Wise.

Every day a community is hit by a hardship that impacts everyone who lives there. This has never been more true as we walk through the shadow of a global pandemic. With so many people struggling to overcome adversity, it can be overwhelming to know how to help or where to start. Join us to learn practical, research-based ways to strengthen yourself, your team, and your community.

In this keynote, Dr. Mollie Marti, founding CEO of Worldmaker International, shares the THRIVE Resilience Model™ as a map to grow your own resilience and help others navigate adversity. This presentation will provide small practices that can make a big difference in amplifying what you already do on a daily basis to care for others. Working together, we can create environments that support strength, healing, and growth through even the greatest challenges.

**Dr. Mollie Marti** is a psychologist, researcher, lawyer and humanitarian dedicated to helping you thrive and strengthen others. She is founding CEO of Worldmaker International, a nonprofit organization that partners with communities and organizations to help people prepare, adapt to and grow from the emotional and mental toll of dealing with daily stressors and acute hardships, such as natural disasters, civil unrest and mental health crisis. Her research examines the factors that drive norms of hope, resilience and growth. The author of two leadership books and host of the Resiliency Matters TV show, the THRIVE Resilience Model™ she developed is used globally in community trauma recovery, military health, workplace wellness, and school-based resilience.



*"I'm so grateful for the community work you're doing. If there's anyone who can keep hope alive, it's you!"*

*~Brené Brown, PhD, Author, New York Times Bestseller Dare to Lead*

*"Dr. Mollie Marti is not simply a speaker. She is a deeply accomplished expert and leader... who has mastered the art of speaking. Looking to move the needle in your organization? She can help."*

*~Amanda Blesing, Author, The Ambition Revolution*

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# Breakout Sessions

## 101. Iowa Public Policy Town Hall Conversation

The pandemic turned the spotlight onto aging services, where the environment continues to evolve not only in response to the pandemic and new regulations and guidance but also due to consumer preference. As policy makers contemplate change, it will require the expertise of professionals working within the field to identify meaningful opportunities for change within the system to advance the quality of care and services provided to older adults in Iowa. Otherwise, the void may be filled with unworkable 'solutions' that do not serve the needs as intended.

The Iowa Public Policy Town Hall Conversation will explore the current status of aging services and the health care workforce in Iowa, identify the projected needs for the future, and discuss strategies to improve care, meet the evolving needs of older adults, and recruit and retain a competent workforce. This important discussion among leaders and health care providers across the state will inform LeadingAge Iowa and LeadingAge National's education and advocacy efforts to improve quality, ensure the availability of needed services, and grow the workforce serving older adults.

**Nicole O. Fallon**, VP, Health Policy & Integrated Services, LeadingAge, Washington, DC

## 102. Moving Your Cultural Focus from Accountability to Ownership

In this workshop, Joe will describe a process for establishing a more positive Culture of Ownership in which people are inspired by the inner pride of commitment rather than the external "carrot and stick" of compliance and accountability. Joe will help explain the importance of a Cultural Blueprint for an organization and how a culture of ownership can help promote innovation and a positive work environment.

**Joe Tye**, Head Coach, Values Coach Inc, Solon

## 103. Let's Get Back to Quality Data and Outcomes

This engaging session will refocus skilled nursing facility providers on quality data use for positive resident outcomes. Efforts to battle the pandemic were all-consuming for months, regulations were waived, MDS revisions were delayed. As we emerge from the shadow of the pandemic, it is time to regain our bearings and refocus on quality and outcomes. This session will review the changes to CMS quality data collection and help providers leverage data to drive quality improvement.

**Karolee Alexander**, RN, RAC-CT, Pathway Health, Lake Elmo, MN

1

WED., SEPT. 15  
12:30 - 1:45 p.m.

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## 201. Legal Updates for Long-Term Care Providers in Iowa

The laws governing long-term care providers in Iowa are constantly changing. This presentation will address new laws and guidance from state and federal agencies, as well as the latest enforcement trends and information. Employment, litigation, and health care regulatory attorneys will share updated legal information and practical tips to help long-term care providers' businesses. This session will be interactive, with opportunities for questions and as-applied discussion throughout the session. Come and learn from the real-world experience of these attorneys who work on a daily basis in the long-term care industry!

**Alissa Smith, JD, MHA, Partner, Dorsey & Whitney LLP, West Des Moines**

**Katie Cownie, JD, Partner, Dorsey & Whitney LLP, West Des Moines**

**Katie Ervin Carlson, JD, Senior Attorney, Dorsey & Whitney LLP, West Des Moines**

**Rebecca A. Brommel, Partner/Attorney, Dorsey & Whitney LLP, Des Moines**

## 202. Emergency Lessons Learned from the Derecho and Pandemic

The derecho storm and the COVID-19 pandemic affected both the Meth-Wick Community and the Linn County Emergency Management Agency in 2020. This session explores how these organizations faced each emergency from their perspective, how their paths crossed while dealing with each threat, and how they collaborated to respond to the emergencies. Participants will leave with a better understanding

of how real-world emergencies impact retirement communities and county emergency management agencies and what they each learned to better prepare for the future.

**Steve Bonnett, MA, Director of Compliance and Safety, Meth-Wick Community, Cedar Rapids**

**Steve O'Konek, MA, Coordinator, Linn County Emergency Management Agency, Linn County, Cedar Rapids**

## 203. Implementing Innovative Technology Solutions: More Important Than Ever!

The senior services profession continues to face many challenges that require innovative strategies to solve. In this session, learn about innovative technology strategies and solutions that can address many of our seniors' and their families' needs—not to mention making lives easier for staff and operators. Through group discussion, attendees will discuss opportunities to embrace the right innovations to be best positioned for the challenges ahead. Technology should be simple to use, easy to implement, and highly reliable. Early-adopters and nay-sayers all have a seat at the table, but the table might be a touchscreen that is recording your conversation, so it is important to open your mind to what is possible and what can make life better for your organization and your seniors.

**John Huhn, Vice President of Senior Living Operations, Community Living Solutions, Des Moines**

**Joel Prevost, Founder, Prevost Partners, Golden Valley, MN**

2

WED., SEPT. 15  
2:30 - 3:45 p.m.

# SAVE THE DATE

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## Nurse Leadership Symposium

November 3, 2021

The Rewind Hotel, West Des Moines

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### 301. Building an Effective Compliance Program by Focusing on the Culture of Compliance

An effective compliance program is so much more than just policies and procedures. Building a culture where employees do the right thing, the right way, at the right time takes compliance from something that people have to do to something that is integrated into the fabric of the organization and second nature.

**Gary N. Jones, JD, CHC, CHPC, Founder/Attorney, Midwest Compliance Associates, Cedar Falls**

### 302. Emergency Preparedness Effective Tabletop Exercise Training

**Sponsored by: Lee Agency, Inc.**

As part of Appendix Z related to Emergency Preparedness, entities must annually conduct a full-scale drill and a tabletop exercise. A tabletop exercise is an interdisciplinary effort to review an example emergency, and the interdisciplinary team provides feedback related to how an organization will carry out the emergency plan. Understanding that not all tabletop exercises are created equally, this session provides participants with key strategies in carrying out an effective tabletop exercise to ensure your team is prepared. Following this session, participants will be able to communicate the strategies to their interdisciplinary team to assist with completion of a thorough tabletop exercise that truly tests your organization's emergency plan.

**Jeff Ritzman, Executive Director, Safeguard Iowa Partnership, West Des Moines**

### 303. Reducing Antipsychotic Medications for Persons Living with Dementia: A Team Approach

A team approach is necessary to avoid unnecessary medications for persons living with dementia. A panel of interdisciplinary team members from Oaknoll Retirement Residence will review how the household and open kitchen models are utilized for enhancing resident safety, quality of life, and development of individualized and meaningful activities for persons living with dementia. Oaknoll will also discuss how they utilize effective communication between caregivers and persons living with dementia. Finally, Oaknoll will explain how they strengthened the role of their consultant pharmacist as a method to avoid unnecessary medications for those living with dementia.

**Lindsey Reed, Recreation Therapist, Oaknoll Retirement Residence, Iowa City**

**Taylor Wheeler, Assistant Director of Dining Services, Oaknoll Retirement Residence, Iowa City**

**Kaleigh Gilmore, LMSW, Social Worker, Oaknoll Retirement Residence, Iowa City**

**Sara Ruhlmann, BSN, RN, Director of Nursing, Oaknoll Retirement Residence, Iowa City**

3

WED., SEPT. 15  
4 - 5 p.m.

## Social Reception

Wed., Sept. 15 • 5 - 6:30 p.m.

Join us at the LAI social reception for some fellowship with your peers and colleagues across the state and to relax and unwind after a full day of learning. Attendees will also be entertained by the popular solo guitarist, Billy Heller.



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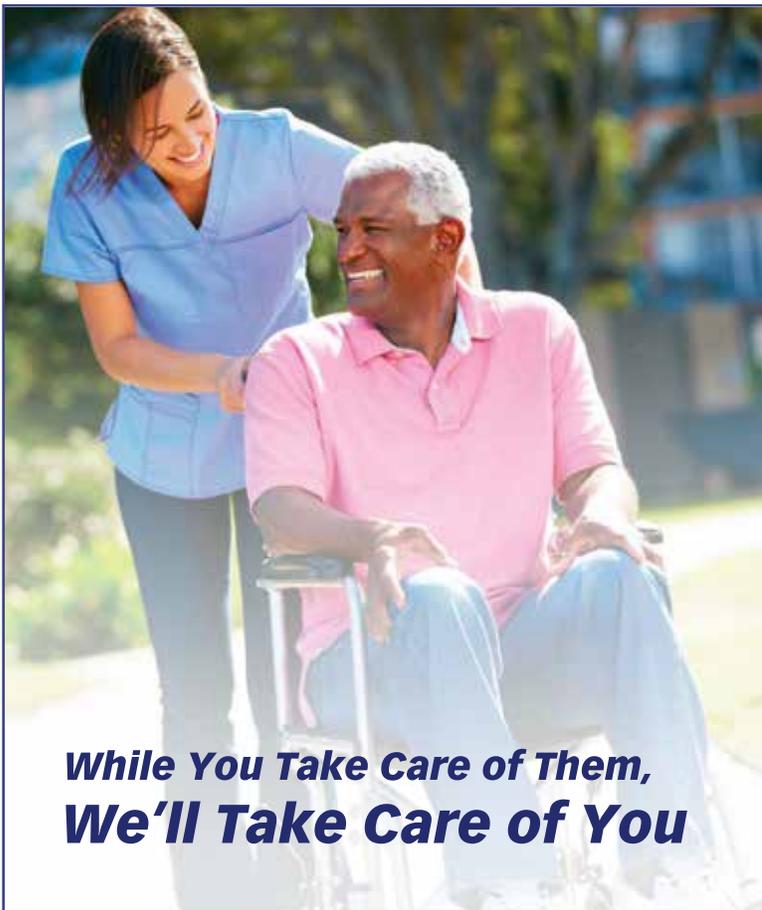
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## Special Thanks...

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THURS., SEPT. 16  
11 a.m. - 12 p.m.

**401. Provider Relief & Other Federal Hot Topics**

For better or worse, COVID-19 put aging services providers and long-term care needs on federal policymakers' radar. Join us to hear from LeadingAge National staff about the latest legislative and regulatory developments, including Provider Relief Fund reporting, that will impact aging services providers.

**Nicole O. Fallon**, VP, Health Policy & Integrated Services, LeadingAge, Washington, DC

**402. Resilience and Healing Practices for Health Care Professionals**

As we know, the demands on our profession are high and seemingly growing every day. In this workshop, Dr. Mollie Marti will build upon her keynote session and facilitate a deeper understanding of why it is essential for health care professionals to build a toolkit of practices that support them to prepare for, adapt to, and grow through adversity. We encourage you to bring open-hearted curiosity to this interactive space of adding some high impact tools to your own resilience toolkit! You will leave with research-

driven practices that you can customize to increase wellness, manage emotions, support healthy coping, and cultivate post-trauma growth.

**Dr. Mollie Marti**, PhD, JD, Chief Executive Officer, Worldmaker International, Cedar Rapids

**403. Assessment and Intervention - Utilizing Resources to Implement Quality Resident Care Services**

This session will provide strategies to involve the interdisciplinary team with completion of resident assessment(s) and, when appropriate, interventions that are necessary. The Stonehill team will provide creative strategies to incorporate resources such as the AMDA Know it All, Interact Tools such as the Stop and Watch and SBAR to assist with identification of condition changes in a resident. Physician notification will be included in this session and appropriate medical requests of the physician based on the identified change in condition.

**Matthew Jahn**, BSN, RN, Director of Health Services, Stonehill Communities, Dubuque  
**Peg Stockel**, Administrator/VP of Operations, Stonehill Communities, Dubuque



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- Alternative Risk & Captive Consulting
- Exclusive Health Insurance Program - *The Employer Coalition*
- Wellness & Consumerism Consulting
- Employee Communications
- Financial Consulting & Data Analytics

### 501. Real Talk for a Real Future

As active members of LeadingAge Iowa, Millisa Tierney and Gretchen Brown bring a combined 80 years of experience to our industry. Join this session as Millisa and Gretchen will share stories and discussions with others about how to assess this past year and move forward constructively and collectively. They will lead discussion on the lessons learned that REALLY mattered and the value of leadership vulnerability. A part of this session will be dedicated to active discussion as we have fun and turn some of the craziness and absurdity of this past year into laughter.

**Gretchen Brown**, CEO, Stonehill Communities, Dubuque

**Millisa Tierney**, RN, CEO, NewAldaya Lifescapes, Cedar Falls

### 502. Barriers to Census Improvement

This session will provide an opportunity for participants to evaluate potential barriers in their census development efforts. Talking points will review building inquiry intake process, identify helpful hints to transition a lead to a move in, and the importance of meeting or exceeding expectations.

**Stacy Hejda**, Vice President Regulatory Compliance, Assisted Living Partners, Cedar Rapids

### 503. Essential Skills for Supervisors: Conflict Management

Conflict management is one of the everyday occurrences for supervisors. How you address the emotions and team dynamics of the conflict can dramatically affect the outcomes, both good and not so good. This session will review the tools for leaders to help identify the root cause of the conflict as well as how to address emotions and team dynamics. It will also discuss how to create safe space for conflict and help identify when to use mediation (and when not to). Finally, it will consider the benefits of having conflict de-brief to aid in learning from the experience.

**Ellen Schneider**, Independent Human Resources Consultant, St. Paul, MN

5

THURS., SEPT. 16  
1:15 - 2:15 p.m.

# SENIOR LIVING CONSTRUCTION IS OUR SPECIALTY.

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# 2021 Save the Date

*Be sure to mark your calendars for these upcoming events.*

July 21	Capturing The SLP Component of PDPM Webinar
July 27	Building Assessments and New Approaches Arising out of a COVID-19 World Webinar
Aug. 10	Dietary Networking Meeting
Aug. 11	Clergy/Chaplains Networking Meeting
Aug. 12	Environmental Services/Emergency Preparedness Networking Meeting
Aug. 17	DON Virtual Networking Meeting
Aug. 19	Psychosocial Support and Life Enrichment Networking Meeting
Aug. 24	Dietary Virtual Experience
Aug. 26	Authentic Conversations About Meaning & Purpose with Older Adults Webinar
Sept. 2	Adult Day Networking Meeting
Sept. 8	Assisted Living Networking Meeting
Sept. 9	Business Office/Billing Networking Meeting
Sept. 14-16	LAI Leadership Academy Summit 2, Cedar Rapids
Sept. 15-16	LAI 2021 Fall Conference & Solutions Expo, Cedar Rapids
Oct. 7, 14	Assisted Living Nurse Delegation
Oct. 7, 14, 21, 28	Assisted Living Leadership Certification
Oct. 13-15	Navigating MDS 3.0 Webinar Series
Oct. 24-27	LeadingAge Annual Meeting & Expo, Atlanta GA
Nov. 3	Nurse Leadership Symposium, West Des Moines
Nov. 4	Ethical Considerations in Long-Term Care, Virtual
Nov. 10-11	LAI Leadership Academy Summit 3, West Des Moines
Nov. 11	Care Area Assessment (CAA) Review
Dec. 2-3	LAI Leadership Academy Summit 4, Perry
Dec. 14	DON Virtual Networking Meeting



## A Hero's Perspective: Stories from the Frontline

The last 15 months have been overwhelming to say the very least, especially for our members who experienced the pandemic from the frontlines and worked heroically to not only keep people safe but also tend to their well-being. LeadingAge Iowa invites you and your team members to share your stories from the pandemic. We hope this project will be an opportunity to process, reflect, and even heal through writing your story. We also hope the finished product will help other people understand and connect with your experiences during the pandemic.

Throughout the summer, LAI will send a new prompt to members about living life during the pandemic and how it has affected each of us. LAI will compile the stories as a way to record what it was like to live and work through a pandemic on the frontlines and its impact on a generation of health care workers. Participation is voluntary on a week-to-week basis and can be anonymous if you choose. There are no format or word count requirements; this is an open forum for your expression. We look forward to hearing your stories!

Contact Rebecca Siglin at [rsiglin@LeadingAgeIowa.org](mailto:rsiglin@LeadingAgeIowa.org) for any questions or to learn how to share your story.

### 601. Is it Time to Decertify?

The pandemic has resulted in a significant decline in nationwide senior living occupancy. This session will provide critical information to understand as LTC providers evaluate their strategies for the future. The session will discuss how to calculate the impact that low census has on Medicaid rate rebasing and quality assurance fees, along with other factors to consider when thinking about decertifying.

**Alexandrea Keller**, CPA, Williams & Company P.C., Onawa

### 602. Essential Skills for a Supervisors: Emotional Intelligence (EI)

This session will define emotional intelligence (EI) and how to utilize the skills for leaders. Ways to practice self-awareness, self-management, and social awareness will be reviewed. Go home with ideas on how to hone your EI skills and how best to apply them.

**Ellen Schneider**, Independent Human Resources Consultant, St. Paul, MN

### 603. IDPH and DIA Updates – What you Need to Know Now

Representatives from the Iowa Department of Public Health and Iowa Department of Inspections and Appeals will co-present on up-to-date information related to long-term care services. During the pandemic, IDPH and DIA have worked side-by-side to provide recommendations relating to prevention and mitigation of COVID-19 among our state's most vulnerable population. IDPH and DIA will discuss the latest CDC and CMS guidance for long-term health care providers, including survey trends. IDPH and DIA will then open the floor up to a question-and-answer session from participants.

**Vicki Worth**, RN, BS, Bureau Chief, Department of Inspections and Appeals, Des Moines

**Nancy Wilde**, BS, HCM, HAI Coordinator, Iowa Department of Public Health, Des Moines

6

THURS., SEPT. 16  
2:30 - 3:30 p.m.



We look forward to seeing you in September!  
Go to [www.LeadingAgelowa.org/2021FallConference](http://www.LeadingAgelowa.org/2021FallConference) to register.

Faculty bios and other session details available at:  
[www.LeadingAgelowa.org/2021FallConference](http://www.LeadingAgelowa.org/2021FallConference)



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Director of Business Development at 262.278.5453  
or [Erika.bantz@selectrehab.com](mailto:Erika.bantz@selectrehab.com)

# Solutions Expo

Wed., Sept. 15 • 11 a.m. - 2:30 p.m.

Thurs., Sept. 16 • 10:15 a.m. - 1:15 p.m.

Our 2021 Partners and Exhibitors welcome you to this year's Solutions Expo. Discover new and innovative solutions for all the challenges you face in providing the best care possible for your residents, your clients and your organization! Discuss service and environmental challenges with knowledgeable vendors. Lunch and refreshments will be available both days of the conference to all registered attendees while the Solutions Expo is open. The 2021 LAI Solutions Expo is definitely the place to be to help you find solutions for your business needs! As an additional bonus, some exhibitors will have prize drawings. You must visit with our exhibitors and be present to win. Our business partners look forward to seeing you and discussing how they can help you in 2021 and beyond!!!

## Look for these exceptional exhibitors at our Solutions Expo:

ACADIA Pharmaceuticals, Inc.	LMC Insurance & Risk Management
Aegis Therapies	Lument
American Medical Technologies, Inc.	Main Healthcare Pharmacy
BioTech X-ray Inc.	Marsh & McLennan Agency
Blue Stone Therapy	Martin Bros. Distributing
Cardinal Construction, Inc.	Medline Industries, Inc.
CE Solutions/VGM Education	Merit Construction Company
Choice Rehabilitation	Millennium Therapy
CLA	Nextaff
Community Living Solutions	NIT Therapy
Community Pharmacy	Northland Securities, Inc.
Continuum Health Care Services	Northwest Respiratory Services
Cura Hospitality	NuCara Long-Term Care Pharmacy
Custom Medical Solutions	Piper Sandler & Co.
Direct Supply	Pope Architects
Ecumen	ResiDex Software
Elim Preferred Services, Inc.	Right Dose, A Guardian Pharmacy
Functional Pathways	Ryun, Givens & Company, P.C.
Hartig Pharmacy Services	Select Rehabilitation
Healthcare Services Group	Summit Care, Inc.
Hillyard Inc.	Synchrony Health Services
HPC/Premier GPO	The Schemmer Associates
Ideacom Mid-America	Unidine Corporation
Iowa Long Term Care Risk Management Association	US Foods
Key Rehabilitation, Inc.	Williams & Company PC
Lee Agency, Inc.	Ziegler



Check out LAI's Virtual Tradeshow

# Location and Lodging

The conference will be held at DoubleTree by Hilton Hotel Cedar Rapids Convention Complex, located at 350 1st Ave NE, Cedar Rapids, Iowa. Visit <http://www.cedar-rapids.com/> to learn more about area attractions and plan your visit to Cedar Rapids.

The DoubleTree Hotel has a block of rooms and guaranteed rates for LeadingAge Iowa conference attendees. Be sure to identify yourself with LeadingAge Iowa to ensure you are given the appropriate room rate. The hotel cutoff date for the group rate has been extended to **Aug. 27. Hotel rooms have sold out in the past, so be sure to make your reservation early.**

DoubleTree Hotel: **\$126/night**

350 1st Ave NE, Cedar Rapids, Iowa 52401

800.774.1500 option 1

Group Code: LAI

## **Beware of Room Pirates & Poachers**

*Reservations for the Fall Conference should be made directly through the hotel or the reservation link provided on the conference web page. Please do not book hotel reservations through unofficial/unauthorized websites or third party housing companies. If you provide your credit card information to any unauthorized vendors, your card may be charged but you may not have a valid reservation when you arrive at the DoubleTree Hotel.*

# Volunteer Information

Interested in taking an active insider's role at the 2021 Fall Conference, but don't want to get up in front of a room full of people and talk? Now you can make the most of your conference experience by volunteering for one or more educational sessions.

**No previous experience is required! No need to do public speaking!** As a volunteer you will be the liaison between LAI and a session at the conference to ensure that the program runs smoothly and that the presenters have everything they need. Specifically, session volunteers greet the speaker, remind them of the announcements that need to be made prior to the session's start and make sure if they have handouts, they are distributed. LAI will provide you with the information and resources you need to do this important job and be successful in doing it. Serving as a session volunteer is a great way to get involved in educational programming without having to get up in front of a group to speak.

Registered attendees are eligible to volunteer. If interested, please sign up by using the web page link listed below by **Fri., Aug. 27, 2021**. Volunteer positions will be assigned on a first-requested basis.

A confirmation e-mail will be sent to volunteers the week prior to the conference.



## **Interested? Signing Up is Easy!**

You can sign up by completing the easy online Volunteer form at:  
[www.LeadingAgeIowa.org/2021FallConferenceVolunteers](http://www.LeadingAgeIowa.org/2021FallConferenceVolunteers)

# Continuing Education Information

**Iowa Board of Nursing Provider #67:** 5 contact hours for Sept. 15 and 4.25 contact hours for Sept. 16. You must attend individual sessions in their entirety to receive credit. If audited, you will be asked to provide your certificate of attendance and program material. Retain your certificate for four years.

**Nursing Home Administrators:** 5 contact hours for Sept. 15 and 4.25 contact hours for Sept. 16. You must attend individual sessions in their entirety to receive credit. This program is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators. If audited, you will be asked to provide your certificate of attendance and program material. Retain your certificate for four years.

**Assisted Living Managers:** 5 contact hours for Sept. 15 and 4.25 contact hours for Sept. 16. You must attend individual sessions in their entirety to receive credit. If audited, you will be asked to provide your certificate of attendance and program material.

**Certified Board of Dietary Managers:** Approved by the Certified Board of Dietary Managers for General Sessions and select breakout sessions. You must attend individual sessions in their entirety to receive credit. If audited, you will be asked to provide your certificate of attendance and program material. Retain your certificate for six years.

**For Other Long-Term Support and Service Provider Professionals not listed above:** Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-pre-approved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information LeadingAge Iowa routinely collects such as the title of the course, learning objectives, date/time of presentations, agendas, faculty bios and number of hours earned. You must attend individual sessions in their entirety to receive credit. If you require information for this purpose, contact Amy Huisman for assistance.

# Registration and General Information



# forward

<b>EARLY BIRD</b> Extended to Aug. 27	<b>STANDARD ONLINE</b> Submitted by Aug. 28 - Sept. 10	<b>PHONE</b> Sept. 13-14 <b>ON-SITE</b> Sept. 15-16
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## LAI Member Provider Rate

Full Conference Individual Rate	\$350	\$400	\$425
Full Conference Group Rate for 4 People from the Same Campus**	\$1,200 <b>Best Value!</b>	\$1,400 Available until Sept. 7 Only	Not Available - Refer to Individual Rate
Full Conference Board Member (Board Members of a member organization, not of LAI), Direct Care Worker or Student	\$250	\$300	\$325
One-Day Only Individual Rate	\$250	\$300	\$325

## Prospective Provider Rate Full Conference

Prospective Member Rate	\$700	\$750	\$775
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## Business Partner/Associate Rate

Exhibiting Business Employee	Not available at this time. Contact Dawn Balder at <a href="mailto:dbalder@LeadingAgelowa.org">dbalder@LeadingAgelowa.org</a> for more information or if you have any questions.
Non-Exhibiting Business Employee Associate Member	
Non-Exhibiting Business Employee Prospective Associate Member	

\*\*This registration type allows for up to 4 people from the same campus to register for one flat fee! To register at this rate, you will need to select the LAI Member Group Rate on the online registration form. Within 1-2 business days, you will receive an email with instructions for submitting your campus registration list.

### How to Register

All registrations for LeadingAge Iowa events take place online. To register for the conference, visit: [www.LeadinAgeIowa.org/2021FallConference](http://www.LeadinAgeIowa.org/2021FallConference). You may choose to pay with a purchase order or credit card. If paying by check, send your check, payable to LeadingAge Iowa, for the total amount due to: LeadingAge Iowa, 11001 Aurora Ave., Urbandale, IA 50322. Please contact LAI at 515.440.4630 or [info@LeadingAgeIowa.org](mailto:info@LeadingAgeIowa.org) with any questions about the online registration process.

### Cancellation and Refund Policy

The online registration deadline is Sept. 10, 2021. No-shows will be billed. Substitutions welcome anytime via fax or email. A full refund will be given to all cancellations received 10 or more business days prior to the program. A \$100 administrative fee will be charged to all cancellations received six to nine business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. Refunds will be calculated by the date received, and the LeadingAge Iowa business days remaining prior to the program. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided. All cancellation and substitution requests must be sent to Amy Huisman ([ahuisman@LeadingAgeIowa.org](mailto:ahuisman@LeadingAgeIowa.org)). Organizations that have an unannounced annual survey by DIA during the meeting dates will be eligible for a full refund.

### Split/Share Policy

Splitting or sharing a registration is not permitted. Registrations are to be used by the same person for the entire conference even if the person is able to attend only part of the program or conference.

### Intended Audience

Members of the organization leadership team, administrators, nurse leaders, managers, human resource professionals, and other disciplines in the variety of services for the aging. Board members are also encouraged to attend.

### What's Included

Registration includes general sessions, breakout sessions, social reception, refreshment breaks, lunches, solutions expo, CE credit/attendance certificates, electronic handouts and pocket agenda.

### Attire

Dress for the conference is business casual. Layered clothing is recommended for your comfort, as regulating temperatures in meeting, dining, and other areas is often difficult.

### ADA & Dietary Needs

Please notify the LeadingAge Iowa office by Sept. 3, if you need special services as identified by the ADA or if you require special dietary accommodations.

### Photographs

Photographs will be taken at LeadingAge Iowa 2021 Fall Conference. By registering for this event, you agree to allow LAI to use your photo in any LAI related publication, promotion, or website.

### No Soliciting Except Registered Exhibitors

Conference participants agree to refrain from marketing products or services during the course of the conference. Registered exhibitors or non-exhibiting vendors that are registered are the exceptions.

### One More Note on Fees

Individuals employed by companies that supply products or services to providers fall under the "Business Partner/Associate Rate" fee structure.



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