



CHAASE

# 2019 ANNUAL REPORT

**CHAASE**  
Center for Health Administration and Aging Services Excellence

University of Wisconsin  
Eau Claire

## CHAASE BOARD OF ADVISERS

The CHAASE mission includes providing guidance and support for students through real-world experiences and preparing them for the challenges and excitement of their careers. This mission wouldn't be possible without the great collaboration, ideas, and expertise from our board of advisers.

Cathy Bergland, Impact Lives

Peggy Connorton, Covenant Retirement

Gene Decker, UWEC Emeritus

Dean Eide, Mayo Health Systems

Scott Frank, Oak Park Place

Monica Friedman, LCS

Doug Fullaway, FourteenPlus, LLC.

Kimberly Heller, Wipfli LLP Health Care Practice

Don Husi, Ziegler

Margie Ignarski, North Shore Healthcare, LLC

Chris Kenyon, M3 Insurance

Dinah Martin Kmetz, St. Therese

Kevin Larson, Spring Valley Senior Living and Health Care (Vice-Convener)

Matt Mauthe, Marquardt Village

Bob Molitor, The Alden Network

Paul Mullin, Flatiron Development Group

Randy Rennock, Grace Lutheran Foundation

Sondra Norder, St. Paul Elder Services

Sam Orbovich, Fredrickson & Byron

Kendall Rosemeyer, Dove Healthcare

Corey Rutledge, Clifton Allen Larsen

Phillip Samuelson, Good Samaritan Society

Mike Schanke, Oakridge Gardens (Convener)

Peter Schuna, Pathway Health Services

Ken Smith, Direct Supply

Randy Snyder, MN NAB

Deb Waedt-Nevin, Presbyterian Homes & Services

## A letter from the convener

The UW-Eau Claire Health Care Administration (HCAD) program has a reputation as one of the best and largest programs in the country. We are proud of what we have accomplished for the students, alumni, providers and partners across the Midwest in the broad field of senior services. The UW-Eau Claire Center for Health Administration and Aging Services Excellence (CHAASE) was established nearly two decades ago. CHAASE is a unique partnership that combines the energy of academia with provider organizations and allied professionals. At its core, CHAASE provides financial support and guidance to the UW-Eau Claire HCAD program. We have been doing UW-Eau Claire's the Power of "AND" for many years.

CHAASE has proven the importance of partnerships in creating opportunities for our students and faculty, enabling them to contribute to the profession of senior care leadership in ways unimagined at the outset of the HCAD program four decades ago.

After ten years on the CHAASE board, in my last year as Convener, I am more enthusiastic than ever regarding the future. Engaging with CHAASE board members, experiencing the quality of our students and graduates, collaborating with our University leadership and assisting our amazing faculty in realizing their collective vision has been a singular privilege. I believe that all of these people are ambassadors and a true reflection of what we do at CHAASE. It is this model that provides us with the spirit of optimism for what lies ahead in the care and service of our deserving seniors across the country.

Since the start of my time on the CHAASE board, I am constantly reminded of the need to be intentional in planning for current needs and for the future. CHAASE has been committed to known priorities and is willing to take bold steps for the future. This approach has enabled us to put HCAD students and faculty as priorities in all that CHAASE considers while looking beyond our program to the needs in senior care leadership on a national stage.

These past few years we have been intentional on many fronts. Among them are succession planning for the future leadership of CHAASE, representation on the board, executing a new five-year strategic plan, fundraising, collaborating with faculty and staff to achieve their goals, and bringing value to UW-Eau Claire. We have also established a vision for CHAASE and UW-Eau Claire HCAD to be national leaders focused on the profession of health administration and aging services excellence. The CHAASE board has contributed to all of these things. My experience as Convener has been remarkable only because of the outstanding CHAASE board, committed faculty, University leadership and most of all our students. I close my final annual report with a special word of thanks and gratitude to my colleague and good friend, Dr. Douglas Olson. Your enthusiasm and passion for our profession is both inspirational and aspirational! I will miss our Tuesday calls my friend.

Ever Forward,



Michael T. Schanke, NHA, BS-HCAD 85'

Convener, Board of Advisers

Center for Health Administration and Aging Services Excellence





## STUDENT EXPERIENCES



### NATIONAL EMERGING LEADERSHIP SUMMIT (NELS)

Sophomores Ethan Cole and Drew Flores, along with Drs. Douglas Olson, Kevin Hansen and Lindsey Creapeau, attended and led the tenth annual National Emerging Leadership Summit (NELS), held in Washington, D.C. from July 16 – 18, 2019. NELS aims to increase, improve, and support the health and aging services profession to attract talented and future leaders by giving a choice to the next generation of leaders. [www.nelssummit.org](http://www.nelssummit.org)



Left to right: Ethan Cole, Lindsey Creapeau, Dr. Douglas Olson, Drew Flores



"It was a privilege to attend NELS and meet with many health care service executives. Listening and learning from them about the challenges facing the industry as well as brainstorming solutions was an awesome experience to see some great minds collaborate on those issues."  
-Ethan Cole, 2021 HCAD Class



## STUDENT EXPERIENCES

### HCAD STUDENTS ATTEND NATIONAL LEADINGAGE CONFERENCE IN SAN DIEGO

Dr. Jennifer Johs-Artisensi and several HCAD students had the opportunity to go to the LeadingAge Annual Meeting and Expo held in San Diego, CA. They attended educational sessions, heard from great speakers, and even got to interact with CHAASE board members! Students also learned about the importance of industry association memberships and had the opportunity to network with industry professionals.



Left to right: Jenna Butterfield, Catie Hogan, Rebecca Koepsel and Taylor Riel.



Left to right: Dr. Jennifer Johs-Artisensi, Catie Hogan, Rebecca Koepsel, Jenna Butterfield and Taylor Riel.



ACHCA Student Board Members pose for a photo.

### ACHCA STUDENT CHAPTER BOARD MEMBERS

**President:**

Kali Blaeser

**Secretary:**

Cortney Christnovich

**Vice President:**

Ethan Cole

**Fundraising Coordinator:**

Sierra Ballweg

**Treasurer:**

Molly Vissers

**Marketing Director:**

Sara Beckendorf

**Volunteer Director:**

Wyatt Pramann

**Recruitment and**

**Retention Director:**

Grace Gobler

**Social Coordinator**

Ansley Hinz





## WINTERIM IMMERSION EXPERIENCE

In January 2019, 24 Health Care Administration students traveled to Milwaukee, WI and Chicago, IL to gain exposure to senior care facilities. for the seventh annual winterim immersion experience.

"The Winter Immersion trip was a great way for the students involved to experience different nursing homes and manufacturing facilities in the Chicago and Milwaukee areas. The students on the trip also were able to create lasting relationships amongst each other that have carried on throughout their classes at UW-Eau Claire and their practicum sites," reflected student attendee Sara Beckenforf.

Thank you to the following organizations who shared their expertise with us and for making this experience possible:

- Direct Supply
- Alden of Barrington
- Alden Estates of Huntley
- Heritage Woods
- Windsor Park of Covenant Living
- Wynscape at Wyndemere
- The Claire, LCS

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*"Going on this trip had educational benefits, helped me make great friends in the HCAD program, and provided fun activities for students. I would highly recommend going on this trip!" -Jessica Damit*

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Winter immersion attendees visiting Direct Supply.



Practicum coordinator, Lindsey Creapeau, and students.



## **PATHWAY HEALTH OFFERS STUDENT OPPORTUNITIES**

Several HCAD students made the trip to Minneapolis and attended the Pathway Summit. The Pathway Employee Summit was themed “Season of Change.” They learned all about recent and future changes in long term care such as PDPM, Phase 3 Requirements of Participation for Medicare, and Trauma Informed Care. They also had opportunity to network with professionals in the industry, and learn how they plan to adapt to all of these changes.

“The Pathway Summit was a great experience being able to network with professionals in the field and be exposed to the significant changes happening in the long term care, industry, reflected Molly Vissers. We all learned lots of important knowledge and insights that we will be able to bring to our practicum sites and eventually into our careers.”



Left to right: Sierra Ballweg, Brooke Harris, Ansley Hinz, Molly Vissers

## **WHCA/WICAL SPRING CONFERENCE**

Sixty HCAD students attended the conference in April held in Green Bay, WI. They were able to have a special one hour conversation with Mark Parkinson, the CEO of AHCA.



## **AHCA/NCAL SILVER EXAMINER TRAINING**

Eight HCAD students served as examiners for the Spring semester with administrators from across the country in Scottsdale, AZ. Thanks to AHCA/NCAL for this great experience for our students!



ACHCA student organization members and HCAD students volunteer at a local nursing care facility, helping residents paint pumpkins.



# 2019 PRACTICUM LEADERSHIP PROJECT AWARD WINNERS



Each student completes three leadership projects during their year long practicum. One project focuses on improving operations, another with enhancing resident services, and the final project makes connections in the community. Each student is responsible for submitting a formal proposal, planning and managing the project, and concluding their project by submitting a final report which analyzes the results. One of these projects is then presented in a poster format at the annual CHAASE Banquet. Organizations report that many of the projects lead to significant changes in services to seniors that continue within their communities long after the students complete their practicum experiences.

## CUSTOMER SERVICE AWARD

### WINNER

#### **Luke LaBounty**

Martin Luther Care Center - Bloomington, MN

Preceptor: Claire Brueske

Project: Pain Support Group

### FINALISTS

#### **Nathaniel Berg**

Boutwells Landing - Oak Park Heights, MN

Preceptor: Gavin Middleton

Project: Orienting New Residents: Resources and Proactively Resolving Issues,

#### **Emma Greenwood**

Marquardt Village in Watertown, WI

Preceptor: Jennifer Johnson

Project: Bridging the Gap of Care: Palliative Care

#### **Rachael Paddock**

Madonna Towers in Rochester, MN

Preceptor: Christine Bakke

Project: WE CARE

## EXTERNAL RELATIONSHIPS AWARD

### WINNER

#### **Hannah Duerst**

Crossroads of Pewaukee, Pewaukee, WI

Preceptor: Mike Jones

Project: Adopt a Resident for Christmas

### FINALISTS

#### **Trevor Hendrickson**

Grand View Care Center - Blair, WI

Preceptor: Stacy Suchla

Project: An Internet Approach for Recruitment

#### **Anna Narkie**

Good Samaritan Specialty Care Community - Robbinsdale, MN

Preceptor: Nicole Mattson

Project: Bringing Community Partners Together

## INTERNAL OPERATIONS AWARD

### WINNER

#### **Caroline Carter**

Skaalen Retirement Services, Stoughton, WI

Preceptor: Kris Krentz

Project: Think Green

### FINALISTS

#### **Bryce Bingham**

Wyndemere Senior Living - Wheaton, IL

Preceptor: Aimee Musial

Project: Proactive Procurement and Process Performance

#### **Josh Kendrick**

Crest View Senior Communities - Columbia Heights, MN

Preceptor: Matt Tobalsky

Project: The E.A.R. Committee

#### **Abbie Little**

Windsor Park - Carol Stream, IL

Preceptor: Lynn Blackburn

Project: Pain Management: A Natural Way to Better Health

## CHAASE HEALTH CARE ENTREPRENEURIAL AWARD

### WINNER

#### **Kelsea Parker**

Alden Estates - Jefferson, WI

Preceptor: Gerard Bodalski

Project: All Heart Project - Creating a Hospitality Aide

### FINALISTS

#### **Jackie Immekus**

Village at Manor Park in West Allis, WI

Preceptor: Beth Toolhill

Project: Parkinson's Initiative

#### **Marissa Laher**

St. Paul Elder Services - Kaukauna, WI

Preceptor: Sondra Norder

Project: Implementation of Palliative Care

#### **Kara Ripp**

Advantage Living Center - Wayne, MI

Preceptor: Collette Lewis

Project: Pride Committee



## 2019 AWARDS

### PRECEPTOR OF THE YEAR AWARD

This award recognizes the contribution and leadership by a preceptor of the health care administration program. The 2019 preceptor of the year award is Larry Pupp. Larry has been the Administrator at Bethany St. Joseph Care Center in Lacrosse since 2010. He received his MHA from Capella University in 2000 and always been interested in learning. He has had many students over the years from UW-Eau Claire and is surrounded by graduates that work for Bethany St. Joseph's. Larry and his team are known for coming up with innovative ways to encourage growth from their interns.

### DISTINGUISHED STUDENT AWARD

This award recognizes exceptional performance and extra contributions by a student in the health care administration program. The winner, Rob McCinnes was involved in the student chapter of ACHCA and served as the Vice-President. He a volunteer at Columbia St. Mary's and worked with Dr. Hansen as a Silver Quality Examiner for AHCA. Rob has worked for Carriage Health Care analyzing data, on campus with building and grounds and also with the Boy Scouts. Rob completed his practicum at Ovation Jewish Community in Milwaukee and graduated in May cum laude in Health Care Administration.

### DISTINGUISHED SERVICE AWARD

This award recognizes the commitment of individuals to the advancement of the Center and the health care administration program. This was awarded in memory of Philip Machmeier. Philip taught instrumental music for the 4th, 5th, and 6th grades in the Irvine Unified School District in California. Out of the 18 instruments he played, tuba was his first love, an instrument that inspired him to compose and arrange music. Philip was a resident of Dove Health Care for the past 21 years because of his struggles with MS. Since moving to the Eau Claire area, Philip has given special presentations for our new students in our Health Care Administration 101 class talking about what residents look for in a place to live and in an administrator. He also presented a master class for the UWEC tuba and euphonium studio. Up until his death in September 2018, he had always been an advocate for the UW-Eau Claire Health Care Administration program.

### ALUMNI OF THE YEAR AWARD

This award recognizes distinguished service to the field in a manner that brings credit upon the award recipient and UW – Eau Claire. The 2019 winner is Sondra Norder. She started her career with Extendicare. In 2010, she joined St. Paul Elder Services in Oshkosh, and since 2013 has served as the President and CEO. Her interest in education runs deep. She has served a preceptor for our program, taught for both Concordia and Lakeland Colleges, and is part of the CHAASE board.

### UWEC COLLEGE OF BUSINESS AWARDS

#### Outstanding Student

Congratulations to HCAD student, Nathaniel Berg! Students considered for the award must be graduating seniors who have earned a GPA of 3.2 or higher and should demonstrate great promise and outstanding achievement. Berg, who graduated in May with a 4.0 GPA, is currently employed with Epic.

#### Emerging Leader Award

Congratulations to HCAD student, Madelyn Blaha! The award is presented to a student who has shown early leadership and potential for success, and who is not a graduating senior. The award is selected by the college's faculty and staff. Blaha will graduate in May 2020, and hopes to become an administrator of a non-profit, long-term care facility.

#### Creativity and Innovation Award

Congratulations to Dr. Jennifer Johs-Artisensi. The award is presented to a faculty or staff member who developed new or improved processes that allowed the college to operate more effectively and/or better serve its students and other stakeholders.



# 2019 PROGRAM GRADUATES

GRADUATE	POSITION	EMPLOYER
Anthony Argueta	Assistant Administrator	The Alden Network
Nathaniel Berg	Project Manager	Epic
Bryce Bingham	PDP/AIT	LCS
Maxwell Burns	Executive Director	Ebenezer
Lexi Carl	Residence Director	Volunteers of America
Caroline Carter	Administrator in Training	Eden Senior Care, LLC
Hannah Duerst	Admissions & Marketing Director	Colavria Hospitality
Ila Giese	Administrator	Greentree Health & Rehab Center
Jennifer Gossen	Administrator in Training	Maple Ridge Care Center
Emma Greenwood	Assistant Executive Director	Life Care Centers of America
Brianna Gretzinger	Administrator in Training	Grancare Nursing and Rehabilitation Center
Regan Grimm	Executive Director in Training	Minnehaha Senior Living
Haley Hall	Administrator	Whispering Pines Nursing and Rehabilitation
Jessica Havlicek	Assistant Executive Director	Azura Memory Care
Hayley Heino	Executive Director	Hayward Health Services
Trevor Hendrickson	Administrator	Crossroads Care Center of Woodstock & Park Place of Belvidere
Morgan Hesselman	Marketing & Sales Assistant	Tealwood Senior Living
Chandler Hulke	Leader in Training	Presbyterian Homes & Services
Jackie Immekus	Assistant Administrator	VMP Healthcare & Community Living
Josh Kendrick	Assistant Campus Administrator	Crest View Senior Communities
Justis Klinesschmidt	Executive Director	Primrose Retirement Communities
Ciera Kost	Administrator in Training	Dove Healthcare
Luke LaBounty	EDIT	Health Dimensions Group
Marissa Laher	Administrator	Edgewater Haven-Wood County
Abbie Little	Admissions Coordinator	Covenant Village of Northbrook
Tessa Marks	Assistant Administrator	Saint Anne
Rob McInnes	Administrator	Bluffview Memory Care
Cole McNamee	Franchise Owner	College Pro
Megan Mirwald	Community Liaison-Business Dev.	North Ridge Health & Rehab
Katelyn Mrozek	Administrator in Training	Birchwood Senior Living
Halle Muche	Leader in Training	Presbyterian Homes & Services
Anna Narkie	Interim Administrator	The Evangelical Lutheran Good Samaritan Society
Anna Nyhagen	Executive Director	Woodstone
Rachael Paddock	Quality Management Coordinator	Madonna Living Community
Kelsea Parker	Executive Director in Training	Ascension Senior Living
Maddy Process	Executive Director	Willowdale Health Services
Jacob Rathke	Assisted Living Administrator	Oregon Manor
Kara Ripp	Billing Specialist	Dove Healthcare - Wisconsin Health and Regional Vet Center
Anna Schoen	Executive Director	North Shore Healthcare
Chloe Shimota	Executive Director in Training	Tealwood Senior Living
Kenzie Thiel	Administrator	Crossroads Care Centers
Carissa Vruwink	Executive Director	Lake Mills Health Services
Crislyn Walsh	Associate Administrator	St. Therese
Kayla Young	Administrator	Ingleside Manor
Coua Xiong	Administrator	Monarch Healthcare Management



## SCHOLARSHIPS

### CONGRATULATIONS TO OUR 2019 SCHOLARSHIP RECIPIENTS

#### Over \$20,000 in scholarships awarded in 2019

Scholarship awards are based on criteria established by the individual or organization sponsoring the scholarship. A student's GPA is a common criteria, with many sponsors also considering a student's direct industry involvement. Activities can include working as a CNA, dietary or activity assistant, involvement in the student chapter of ACHCA, or volunteering in the long-term care provider community. New scholarships are added each year and additional scholarships are always welcomed.

#### **Alden Senior Living**

Andrea Keuhn

#### **ACHCA Student Chapter**

Annika Olson and Hannah Shankey

#### **Benedictine Health System**

Alyssa Behling

#### **Brian R. Schoeneck UWEC Alumnus**

Kelsey Diehl

#### **Care Providers of Minnesota**

Emma Jones

#### **Gene Decker**

Kali Blaeser

#### **Good Samaritan Society**

Madison Bates

#### **HCR ManorCare**

Anna Willgohe

#### **LeadingAge Wisconsin**

Holly Fiedler, Maggie Schellhorn and Ben Franks

#### **Life Care Services**

Jenna Butterfield

#### **M3 Insurance**

Kennedy Hassemer

#### **North Shore Healthcare**

Megan Kowalke and Rachael Wallin

#### **Presbyterian Homes & Services**

Alexandra Kummer

#### **Thomas Schanke Family Civic Engagement**

Haley Knudson

#### **Tri County Medical Alliance**

Nicole Fraser

#### **Villa HealthCare**

Madelyn Blaha

#### **Wisconsin Assisted Living Association**

Emily Weise

#### **Wisconsin Health Care Association and Wisconsin Center for Assisted Living**

Sierra Ballweg, Bethany Hakari, Morgan Rutta, Elisha Ullmer, and Hanna Zevenbergen

#### **Wipfli**

Molly Vissers

### CHAASE FRESHMAN SCHOLARSHIPS

For incoming freshman health care administration declared majors.

#### **Care Providers of Minnesota Scholarship**

Brianna Lee

#### **Oak Park Place Scholarship**

Ryan Zurbuchen

#### **Life Care Services Scholarship:**

Hanna Walters

#### **The Alden Network Scholarship:**

Elizabeth Derkowski

These scholarships not only provide financial support, but also bring attention to the HCAD program as potential students consider majors and career options. We appreciate the support of the individuals and organizations with this initiative.



2019 scholarship award winners.

# 2019 - 2020 PRACTICUM EXPERIENCES

The health care administration practicum is an integral part of our students' education. Encompassing 50 weeks, students become part of an integrated team where they apply their skills and classroom knowledge in an actual health care setting. Upon completion, students are prepared to begin performing as leaders and managers in health care.

STUDENT	PRACTICUM SITE
Allison Bauer	Friendship Village of Bloomington
Ally Behling	Birchwood Senior Living
Madelyn Blaha	Volunteers of America-Anoka
Noah Brickner	WI Veterans Home-Chippewa Falls
Rachel Brickner	Woodside Lutheran Home
Destiney Canney	Village at Manor Park
Emily Cibulka	Covenant Village of Colorado
Jessica Damit	Geneva Lake Manor
Kelsey Diehl	Samaritan Bethany
Trisha Drage	Bethany Home
Samantha Drost	Woodbury Senior Living
Megan Ejzak	Capitol Lakes
Natalie Feuerhelm	Woodlyn Heights Senior Living
Megan Foley	North Ridge Health & Rehab
Chloe Gruber	Maplewood Sauk Prairie
Mallorie Habisch	Good Samaritan-Specialty Care
Trevor Herzberg	Grand View Care Center
Alexis Hitchcock	Green Hills Retirement
Celia Holtan	Oak Park Place
Connor Huhn	Johanna Shores
Katie Kegen	American Lutheran Communities
Katie Keogh	Providence Place
Andrea Keuhn	St. Gertrude's
Kristie Knops	Christian Community Homes
Haley Knudson	Crest View Senior Communities
Lisa Labelle	Oakwood Village Prairie Ridge
Luke Lahammer	Villa at Osseo
Joe Larsen	Sheboygan Progressive Health
Garrett Laskowski	Windsor Park Manor
Carly Loewus	Clement Manor Inc.

STUDENT	PRACTICUM SITE
Ali Loveck	Jewish Home & Care Center
Sydney Manske	Fort Dodge Health & Rehab
Kennedy McCullough	Coronado Healthcare Centers
Megan McLean	Bethany St. Joseph
Anna Minske	Good Samaritan-Ambassador
Evan Molling	St. Paul Elder Services
Addie Morrell	Volunteers of America
Annika Olson	Boutwells Landing
Jaclyn Pederson	St. Elizabeth Home
Sydney Pisarski	Presbyterian Homes-Bloomington
Erin Rafferty	Hammond Health Services
Jordan Rentmeester	Alden at Huntley
Paige Reynolds	Water's Edge Hayward
Brendan Riordan	Alden Terrace at McHenry
Hannah Shankey	Brewster Village
Te'Hiva Simmons	Alden at Jefferson
Shania Skrzypcak	Martin Luther Care Center
Trent Sorem	MN Masonic Homes Care Center
Rachel Stevens	Alden Des Plaines
Madeline Stilwell	Dove Healthcare-West
Kyle Theiler	Edenbrook of Fond du Lac
Mikaela Thomson	Estates at St. Louis Park
Katie Tschida	Urbandale Health Care Center
Rachael Wallin	Oakwood Health Services
Madeline Wiger	Skaalen Retirement Services
Der Xiong	Winchester House
Kristin Yang	Ebenezer Ridges Care Center
Pang De Yang	Friendly Village Nursing & Rehab
Hanna Zevenbergen	Marquardt Village



## STUDENT+FACULTY RESEARCH



Students, UWEC faculty and other attendees at ACHCA Convocation.

### AMERICAN COLLEGE OF HEALTH CARE ADMINISTRATORS (ACHCA)

ACHCA offers students an opportunity to showcase applied research scholarly work during the annual poster session at the national ACHCA Convocation in Louisville, KY. Drs. Douglas Olson and Kevin Hansen, along with 6 students attended. Leading up to the event, faculty select students to collaborate with on research activity, providing valuable learning and professional opportunities for each participating student. In addition to presenting at Convocation, the students also presented during Student Research Days on the UW-Eau Claire Campus. Posters were also available for viewing at the CHAASE annual banquet.

### STUDENT RESEARCH PROJECTS

#### Hospitality and its Implications for Short-Stay and Long-Stay Residents in Skilled Nursing

Erin Rafferty

Erin presented on how hospitality has become increasingly important in senior care, yet the literature on this topic remains somewhat limited. Her research, working with Drs. Hansen, Johs and Olson and Lindsey Creapeau, presented that the customer experience is gaining importance in senior care, and hospitality

can lead to better outcomes and quality of care. The focus of this project was to explore hospitality's place in senior care, and identify similarities and differences of hospitality practices for short-stay and long-stay residents.

#### Hospitality in Skilled Nursing vs. Assisted Living

Mackenzie Kapral

Mackenzie worked with Drs. Olson, Johs and Hansen, and Lindsey Creapeau focusing on a problem we face today regarding the lack of research on hospitality practices within long term care facilities. In this study, they compared and contrasted what administrators and other leaders believe to be the definition of hospitality in both skilled nursing and assisted living, and explored the importance of hospitality across long-term care settings.

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*"Attending ACHCA convocation was an incredible experience in many ways, and I feel so fortunate that UW-Eau Claire and CHAASE afforded me that opportunity. I was able to learn from leaders in long-term care, present my research, and make meaningful connections with other attendees."*

*-Madelyn Blaha*

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### Enhancing Marketing and Outreach Efforts for Aging Services Academic Programs

*Carly Loewus*

Carly worked with Dr. Hansen and Libby Fandry to analyze how students, internal leaders, donors, and partners often lack awareness of the health care administrative field-specifically the existence of academic programs and their events/activities. The high demand for administrators in health and aging services means that it is important for students to be aware of an academic program to help prepare students for this type of career.

### The 2018 National Emerging Leadership Summit: Developing Solutions to Enrich Lives

*Madelyn Blaha, Haley Knudson*

Madelyn and Haley presented on the 2018 National Emerging Leadership Summit (NELS). Their research, working with Drs. Hansen, Knapp and Olson, presented that by 2050, the number of Americans aged 64 and older is projected to nearly double to 83.7 million. About 40% of nursing home administrators (NHAs) are 55 and older, and past years of the National Emerging Leadership Summit (NELS) for Healthcare Administrators and Aging Services participants have defined challenges for this profession, including recruitment and perception issues, due to low pay and negative public perceptions.

### Identify Patients at Risk of Hospital Readmission Due to Cognitive Decline

*Hannah Shankey*

The focus of this proposed study is to understand if the Mini-Cog 5 assessment could lead to more referrals for dementia evaluation and treatment, improved discharge planning, and potentially decreased re-hospitalization. For discharges in skilled nursing facilities (SNFs) and hospitals, patients 65+ could be screened using the Mini-Cog 5 assessment, which has been proven an effective screening tool.





## THANK YOU ALUMNI AND FRIENDS

The annual WCHA Golf Classic is a fun event with proceeds supporting several health care administration program student scholarships. The event is held at the Oaks Golf Course in Cottage Grove and in 2019 they supported five \$1,000 scholarships for worthy students. Mark your calendars for **July 20th, 2020** and watch for further information on how you can participate.



In October, alumni and friends gathered at the M3 insurance campus in Madison. Thank you to M3 for generously hosting the event and the UW-Eau Claire Alumni Foundation for attending and providing UWEC gifts.



Dr. Olson with HCAD Alumni at the M3 Insurance CHAASE social event.

With significant commitments from several organizations, we are able to host several of the student experiences and events highlighted throughout this annual report. We would like to express appreciation to Alden Senior Services, Life Care Services, Benedictine Health System and Oak Park Place for their ongoing commitment to our program.

Please consider a gift to CHAASE. Every gift helps to provide valuable learning experiences and more prepared future administrators.

## YOUR ANNUAL GIFT AND MEMBERSHIP WILL IMPACT THE FUTURE OF OUR STUDENTS AND PROFESSION

The Center for Health Administration and Aging Services Excellence supports the activities of the health care administration program through generous individual and corporate gifts. A goal of both UW-Eau Claire and the health care administration program is to expand the experiences we provide to students of the program. We need your support to reach this goal. Please consider an annual gift to CHAASE.

### Your gift will help impact students in a variety of ways, including:

- Providing the opportunity for all practicum students to attend a state association conference
- Providing student opportunities to participate in faculty student research and to present findings at the ACHCA national poster session at Convocation
- Supporting student opportunities to participate in immersion experiences (trips) to explore senior services they may not experience in their practicum
- Ongoing development of scholarships, including scholarships for incoming HCAD-declared freshmen meeting specific honors entrance requirements
- Supporting new initiatives promoted by the CHAASE advisory board and HCAD faculty and staff to lead the program and Center to meet future leadership challenges of the industry

## TO MAKE A GIFT:

Please Visit:

<https://connect.uwec.edu/health-care-administration>

Or, contact Kiki Beschorner  
at (715) 836-2736  
[beschokj@uwec.edu](mailto:beschokj@uwec.edu).

Learn more about giving opportunities at:  
[www.uwec.ly/chaase](http://www.uwec.ly/chaase).

# THANK YOU TO OUR DONORS

Because of our generous donors, UW-Eau Claire's CHAASE and health care administration programs are positively impacting the future of the health and aging services field. Through applied research, education, supplemental activities, and unique partnerships that combine the energy of academia with provider organizations and professional associations, our donors' generosity is transforming the future of senior care leadership.

## CORPORATE GIFTS

Accident Fund Insurance	Ebenezer	Maplewood Village Assisted Living	River Falls Healthcare.
Acura Health Care	Ensign Facility Services	Maplewood Sauk Prairie	Saint Therese Inc.
Advantage Living Center	Fidelity	Marquardt Village Inc	Samaritan Bethany, Inc
Alden Health Care	Fond du Lac Lutheran Home	Martin Luther Manor LLC	Senior Care Providence
American College of Health Care Administrators	Friendly Village Nursing.	MatrixCare	Senior Care Woodbury
Argentum	Good Samaritan Society	Minnesota Masonic Homes	Skaalen Nursing & Rehabilitation Center, Inc.
Benedictine Health System	Grace Lutheran Foundation	Monarch Healthcare	Spring Valley Health Care Services Inc.
Bethany Home, Inc.	Grand View Care Center Inc.	NAB Foundation	St. Elizabeth Home
Bethany St. Joseph Corporation	Hayward Area Memorial Hospital & Water's Edge	National Investment Center For Seniors Housing & Care	St. Paul Elder Services, Inc
Birchwood Senior Living	Heritage Assisted Living	North Ridge Operator, LLC	Tealwood Care Centers Inc.
Capitol Lakes	IDE Management Group	North Shore Healthcare, LLC	Transitional Care of Lake County
Care Initiatives	Jewish Home and Care Center Inc.	NSH Hopkins LLC	Villa Financial Services VMP
Care Providers of Minnesota	LeadingAge, Inc.	Oak Park Place	Volunteers of America
Christian Community Home	LeadingAge Minnesota, Inc.	Oakridge Gardens Nursing Center	Wipfli Foundation Inc.
Clearwater Care Center	LeadingAge Wisconsin Inc.	Oakwood Lutheran Homes	Wisconsin Assisted Living Association
Clement Manor	Life Care Services LLC	Outagamie Co/Brewster Village	Wisconsin Health Care Association
Community Foundation of Greater Des Moines	Lifespace Communities	Pathway Health Services	Wisconsin Illinois Senior Housing Inc.
Covenant Healthcare LLC	M3 Insurance - Madison	Presbyterian Homes	Woodside Lutheran Home
Crest View Lutheran Homes			
Crossroads Care Center			
Dimensions Management of Chippewa Falls, LLC			

## INDIVIDUAL GIFTS

Amanda Abel	Michelle Foley	Marissa Laher	Casey Schuett
Douglas Beardsley	Katelynn Forliti	Duane Larson	Peter Schuna
Cathy A. Bergland	Keanan Allen Franco	Michael Libby	Kenneth Smith
Kiki Beschorner	Monica Friedman	Brandon Lord	Todd Smet
Jennifer Bever	Douglas Fullaway	Matthew Mauthe	Randy D. Snyder
Bruce Bingham	Zachary Grabot	Shaun McNamee	Bridget Stabergl
Kim M. Broyer	Bridget Graves	Castele Miller	Allan Z. Swartz
Claire Brueske	Lisa Greenwood	Robert Molitor	Craig Donald Ubbelohde
James Carter	Mackenzie Harnisch	Paul Mullin	Mark Van Den Broeke
Goodwell Chavunduka	Kimberly K. Heller	Sondra Lee Norder	Gary Vater
Steven Chies	Taylor Herron	Ann Nyhagen	Kristin Vater
Deborah Christensen	Micahel Hulke	Christopher Olson	Deborah Waedt
Jennifer Cohen	Donald L. Husi	Douglas Olson	Robin Wertlieb Schwartz
Annette Cruz	Jackie Johnson	Samuel Orbovich	Coua Xiong
Jennifer Curliss	Jennifer L. Johs-Artisensi	Rachael Paddock	Carlie Zielinski
Gene P. Decker	Marleah Keuler Grahek	Frank Pisarski	Zachary Tyler Ziesemer
Mary Ann Drescher	Keith Knapp	Kendall Rosemeyer	
Emily Feiner	Christine M. Kenyon	Philip Samuelson	
Alexander James Ferrell	Dinah Joy Martin Kmetz	John Sauer	
Holly Fiedler	Christopher G. Krebsbach	Michael T. Schanke	
Nikoll Ashly Fjelstad	Kristian Randall Krentz	Brian R. Schoeneck	



## PARTNERSHIPS AND PUBLICATIONS

### PARTNERSHIP HIGHLIGHTS

The faculty, staff, and Center recognize the importance of ongoing partnerships and collaborations in order to provide the most robust student learning opportunities while also impacting the future of our profession. A few highlights from 2019 include:

#### ACHCA



Dr. Olson continues to serve on both the National Mentoring Committee and the Academy for Long-Term Care Administration Excellence. Dr. Hansen serves on the student poster review committee.

#### AHCA/NCAL



Drs. Hansen and Olson worked with the AHCA/NCAL Quality Award staff to select HCAD students to serve as Silver Award Examiners. Eight students were selected in 2018 and four students in 2019 after completing the HCAD 301 course, and then work during the following spring to review award applications.

#### LEADINGAGE



Dr. Johs traveled with four HCAD students to the LeadingAge Annual Meeting and Expo in San Diego, CA in October.

#### NAB



Dr. Johs-Artisensi serves as the Co-Chair for NAB's Continuing Education Committee.

### JOURNAL ARTICLES

Hansen, K., & Johs-Artisensi, J. (2019). Evaluating the Implementation of Technology in Nursing Homes. *Journal of Health and Human Services Administration*, 2 (1), 58-92.

Johs-Artisensi, J., Kevin, H., & Olson, D. (in press, 2019). Qualitative Analyses of Nursing Home Residents' Quality of Life from Multiple Stakeholders' Perspectives. *Quality of Life Research*.

### REPORTS

Olson, D., Kenny, E. & Chies, S. VISION 2025 White Paper: Symposium Proceedings and Follow-up Report.

Hansen, K., Olson, D. Muetzel, M. & Knapp, K. The 2019 National Emerging Leadership Summit for Health and Aging Services Executives and NELS Alumni "Deep Dive": Advancing our Profession, Enhancing Lives.

Johs-Artisensi, J., Hansen, K., Olson, D., & Creapeau, L., Qualitative and Quantitative Analysis of Hospitality in Senior Care Survey Results., submitted to Center for Health Administration and Aging Services Excellence.

### CONFERENCE PRESENTATIONS

Olson, D., & Thomson, L. (2019). LEAD: A Leadership Environmental Assessment Diagnostic Approach. Care Providers of MN Conference, Shakopee, Minnesota.

Olson, D., Kelly, S., Kramer, C. and McCracken, L. (2019). Hot Topic: Fostering College & University Partnerships to Enhance the Senior Living Workforce. Senior Living & Finance Strategy. Jacksonville, Florida.

Olson, D., Fullaway, D., Lane, B., Hyer, K., Siebel, B., & Wolf, D. (2019). Building Excellence with a Simulation Tool. ACHCA Convocation, Louisville, TN

Hansen, K., Johs-Artisensi, J., Olson, D., Berg, N., & Parker, K. (2019) Perceptions of Quality of Life and Agreement Among Residents, Staff, and Leadership in Nursing Homes. ACHCA Convocation, Louisville, TN.

### GRANTS

Johs-Artisensi, J., & Creapeau, L., Staffing Practices in Long Term Care, University of Wisconsin - Eau Claire Office of Research and Sponsored Programs. Funding for student-faculty collaboration research during summer 2019 and Academic Year 2019-2020.

# AFFILIATED INITIATIVES

## UNIVERSITY RELATIONSHIPS

HCAD faculty continued to serve as leaders with the National Emerging Leadership Summit, the Building Excellence with Simulation Training and VISION 2025.

### NELS

#### *National Emerging Leadership Summit*

For the 10th year in a row, HCAD faculty continued to serve as leaders with the National Emerging Leadership Summit, held every summer in Washington, D.C. CHAASE also served as a sponsor of this annual event, in partnership with endorsing associations and other Universities. This past summit saw the participation of over 40 individuals from across the country, including past NELS alumni. Every year this dynamic group of emerging leaders set their own agenda for action to help advance this profession. Ethan Cole and Drew Flores, UW-Eau Claire HCAD students supported Dr. Hansen and Dr. Olson throughout the four days. They were able to meet with Wisconsin Congressional Representative, Ron Kind (pictured).



### BEST

#### *Building Excellence with Simulation Training*

BEST is an interactive experience in an environment simulating actual operations of various senior care settings using real data. This CHAASE-licensed educational product was unveiled with a beta test at the ACHCA Convocation in Louisville in March of 2019. This pre-Convocation experience was a success based on the feedback of the participants. A second beta test was conducted with practicum students during their April 2019 module. Dr. Olson and CHAASE board member Doug Fullaway are continuing to work with a steering committee comprised of industry and university experts to get this experience more available for other universities and associations this upcoming year.



### VISION 2025

VISION 2025 was planned, as the first-of-its-kind University and Senior Housing and Care Symposium that brought together over 130 academic and industry leaders from diverse and varying backgrounds this past summer in order to set an agenda for a new landscape of senior care administrative programs at universities across the country. The focus was on the need for talented leaders to be developed at universities. The goals of the Symposium were to ensure the health and continuity of our profession through the development of at least 25 robust university and college programs that train our future leaders, create 1,000 paid internships, develop strong university, provider and association partnerships and do this all by the year 2025. UW-Eau Claire and CHAASE provided leadership for this effort guided by a strong steering committee. Kali Blaeser and Emma Stone, UW-Eau Claire Health Care Administration students, joined a cadre of faculty and staff and CHAASE board members at the Ziegler corporate offices in Chicago for the Symposium. The leadership group is advancing a thoughtful approach to take next steps with this initiative in the years ahead.





## SPECIAL EVENTS

### FALL FORUM

#### "Human Resources Practices in the Senior Care Field"

Thursday, September 12th, 2019 marked the date of the Center for Health Administration and Aging Services Excellence (CHAASE) Fall Forum, titled "Human Resources Practices in the Senior Care Field." The Center welcomed three experienced panelists to discuss the importance of hospitality practices in the field of health and aging services.

Attendees learned about the importance of exceptional human resource practices in the field of health and aging services, which is struggling with staffing issues. There is an opportunity for academics and practitioners to help inform and influence the aging services field during this challenging time of staffing about both fundamental and new creative solutions to help address this issue. Promoting the advancement and implementation of effective human resource practices across the continuum of senior care requires progressive leadership and a commitment to improving the environment for staff. The quality and sustainability of human resource approaches and new models for approaching the challenges of this labor market depend on good evidence, high impact practices and new partnerships to chart the future course of the field.

Panelists included:

- **Robert Siebel**, President and CEO of Carriage Health Care Companies
- **Peter Corless**, EVP of Enterprise Development, Onshift
- **Scott Lester**, PhD, Professor in the Marketing and Management Department at UW-Eau Claire

Doug Olson, PhD, Director of the UW-Eau Claire CHAASE, was the moderator.

We want to send out special recognition and gratitude for our 2019 fall forum sponsors:

- UW-Eau Claire CHAASE
- LeadingAge Wisconsin
- Wisconsin Health Care Association
- UW-Eau Claire Department of Economics
- UW-Eau Claire College of Nursing

### 2019 CHAASE BANQUET

The CHAASE banquet is an annual event which celebrates the successes of both students and the Center. Over 400 people were in attendance this year. Event sponsors hosted the evening's open house, which provided students seeking practicum placements or employment an opportunity to gather information from each sponsor.



The keynote speaker Katie Smith Sloan, President and CEO of LeadingAge. She spoke to attendees about the importance of recognizing ways to work together to impact senior care and the voice of the aging through advocacy and creative ideas to improve our current system of services and supports. She urged attendees to seek common ground with other stakeholders to address ageism and to promote innovation.

We would like to thank our generous sponsors. Without your support, this event would not be possible.

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#### Gold Sponsors

Crest View Sr. Communities  
North Shore Health Services

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Villa Healthcare  
Volunteers of America  
Eden Senior Care  
Health Dimensions Group:  
WI Veterans Home  
MatrixCare  
MN Masonic Home

#### Bronze Sponsors

Azura Memory Care  
Bethany St. Joseph  
Brewster Village  
Dove Healthcare  
Oakwood Village Prairie Ridge  
Oakwood Village University  
Woods Homes  
Woodside Senior Communities



Alumni, Bryan Bee speaks with students at the Spring 2019 CHAASE Banquet.

# LATEST NEWS

## NEW STAFF

### Kiki Beschorner

CHAASE welcomed Kiki Beschorner as the CHAASE Coordinator in August 2019.

In her role, Kiki will manage communications, marketing, event planning and administrative support for CHAASE. Prior to coming to UW-Eau Claire, Kiki was a Program and Marketing Coordinator at the University of South Dakota Medical School. She has many years of experience in a higher education setting.

Kiki graduated from the University of South Dakota with a BA in Communications. She received her Master of Business Administration (M.B.A.) from the University of Sioux Falls.



## DR. JENNIFER JOHS-ARTISENSI APPROVED FOR SABBATICAL IN 2021

### Development of a Proposal Standard for Assisted Living Administrators

Regulations in assisted living (AL) are limited and common standards for education and training of AL administrators do not exist. Dr. Joh's project will (1) review academic and industry literature examining relationships between administrators' education/training and performance/quality outcomes as well as recommended competencies for health care administrators; (2) Compare existing AL qualifications in all 50 states; (3) conduct stakeholder interviews and/or focus groups to identify suggestions or concerns regarding a proposed standard; and (4) present a recommended common standard for AL administrators with an accompanying value proposition



statement, to inform federal or state AL regulations or voluntary accreditation/certification requirements.

## RECENT GRADUATE PUBLISHES RESEARCH

Robert McInnes, a 2019 graduate of the HCAD program,



was featured for his publication in the September 2019 edition of Pain Management Nursing. The titled article: Do Warm Blankets Change Pain, Agitation, Mood or Analgesic Use Among Nursing Home Residents? The purpose of this quality improvement project was to describe the use of

warmed blankets in a nursing home setting and determine if use was associated with changes in pain, agitation, mood, or analgesic use. McInnes is the Administrator at Bluffview Memory Care in LaCrosse, WI. For the full publication, please visit:

[https://www.painmanagementnursing.org/article/S1524-9042\(18\)30524-1](https://www.painmanagementnursing.org/article/S1524-9042(18)30524-1)

## ANNUAL APPLIED RESEARCH PROJECT 2018-2019

Senior care providers are increasingly focused on hospitality in order to distinguish themselves from competitors. A mixed-methods approach was used to examine perceptions of hospitality from leadership (i.e., administrators of nursing homes and assisted living facilities) and use of hospitality practices across settings and lines of service. Results indicated that hospitality practices readily exist in senior care settings (i.e., nursing homes, assisted living facilities), but may be referred to by names other than hospitality. There also appears to be more similarities than differences in practices across long-term care service lines (i.e., short-and long-stay nursing home residents, assisted living), suggesting that, regardless of provider type, hospitality in senior care is becoming part of the expected culture and cadre of services for residents. Overall, findings suggest hospitality practices are related to providers' census, payer mix, and organizational performance.



# 2019 CHAASE ANNUAL REPORT



University of Wisconsin  
Eau Claire

**Center for Health Administration and Aging Services Excellence (CHAASE)**

Schneider Hall, Room 226A

University of Wisconsin-Eau Claire

Eau Claire, WI 54702-4004



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