



2021 CHAASE ANNUAL REPORT

CENTER FOR HEALTH ADMINISTRATION
AGING SERVICES EXCELLENCE



University of Wisconsin
Eau Claire

College of Business



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

Chris Boldt, Independent Consultant

Peggy Connorton, Covenant Living Communities and Services

Dean Eide, Mayo Health Systems

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Gene Decker, UWEC (Faculty Emeritus)

Doug Fullaway, FourteenPlus, LLC

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Margie Ignarski, North Shore Healthcare, LLC

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

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Bob Molitor, The Alden Network

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Philip Samuelson, Good Samaritan Society

Mike Schanke, Oakridge Gardens (*Past Convener*)

Peter Schuna, Pathway Health Services

Bob Siebel, Carriage Health Care

Ken Smith, Direct Supply

Randy Snyder, National Association of Long Term Care Administrator Boards

Deb Waedt-Nevin, Presbyterian Homes & Services



Fall 2021 CHAASE Board Meeting at the University of Wisconsin-Eau Claire

PREPARED BY

Kiki Beschorner,
CHAASE Coordinator

A LETTER FROM THE CONVENER

Kevin Larson, Administrator | Chief Executive Officer Spring Valley Senior Living and Health Care Campus



Greetings to all our esteemed colleagues of the CHAASE family! Good riddance 2021! Welcome 2022! I wish everyone all the very best in 2022.

I would like to begin this year's Convener's Report by sharing with all of you the thoughts of General Stanley McChrystal, U.S. Army –In his recently released book, *Risk – A Users Guide*, co-authored with Anna Butrico, General McChrystal and Ms. Butrico dedicate the book in the following way:

“To the health-care and other essential workers who when faced with risk - that is often difficult to effectively assess – and impossible to completely mitigate - respond with quite courage, and too often sacrifice themselves for others.”

When I first read it, this dedication personally made me take a very serious pause. It was tremendously impactful. I felt as though the “respond with quiet courage” was intended just for the post-acute long-term care and senior services profession. I know full-well that the authors’ certainly intended a greater audience. All the same, I would like to ‘re-dedicate” General McChrystal and Ms. Butricao sentiments with the entire CHAASE network. Those who bear witness day in and day out to the awe-inspiring quiet courage of the teams and individuals who “sacrifice themselves for others.”

As we celebrate a year of completion, we remain dedicated to focusing on how CHAASE can continue to find new and innovative ways to help our students navigate forward despite the COVID-19 pandemic.

The successes and achievements outlined in this year's Annual Report highlight many of the ways that CHAASE has served our students, faculty, staff, and community. I hope you will share this report with others – especially those who want to begin or change their careers and their lives.

Our platform of success is built on talented students along with committed and passionate faculty and staff; supportive and encouraging University leadership; and enthusiastic stakeholders, organizations, and individuals that serve as willing partners, generously giving of their valuable time and resources. You will be proud to know our program remains a leader in health care administration and continues to provide an outstanding education to our students. As we reflect on all the accomplishments of a year concluded, we find ourselves refocusing energies and efforts to a future where tomorrow's leaders ascend to uncharted new levels. The COVID pandemic certainly proved that to be the case for the post-acute long term care and senior living services professionals. Leaders who responded with unheralded levels of problem-solving, initiative, critical thinking, and integrity. Skills honed and instilled through the UW-Eau Claire Health Care Administration program and cultivated and galvanized by CHAASE. We appreciate the interest of individuals and organizations, countless hours from volunteers, the support of our current and new donors, and the energy and enthusiasm of students, staff and faculty. We believe we are called to this effort to ensure that we have the best talent to lead organizations that are serving one of the most deserving populations of this country.

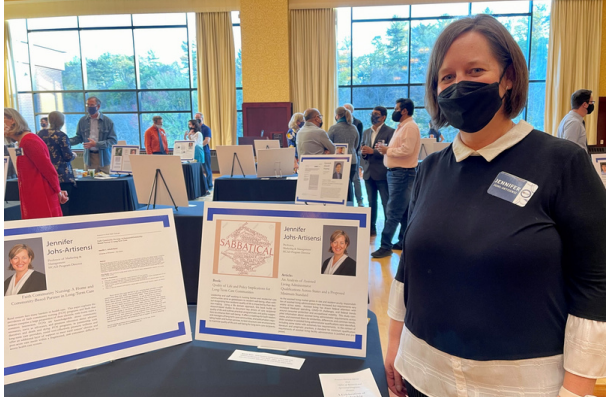
Thank you for your continued support and ongoing commitment to CHAASE. Without your confidence, support and funding, we could not accomplish the important work that we do every single day to improve lives through the power of learning.

Sincerely,

Kevin Larson, 1988 HCAD Alumnus
Convener, Board of Advisers Center for Health Administration and Aging Services Excellence

AN EXAMINATION OF ASSISTED LIVING FACILITY ADMINISTRATOR QUALIFICATIONS ACROSS STATES

Dr. Jennifer Johs-Artisensi Sabbatical: Spring Semester 2021



Dr. Johs is pictured at the author's celebration where her scholarly work, including the book she worked on during her sabbatical, were featured.

While on Sabbatical, in spring 2021, Dr. Johs brought multiple research projects in her pipeline to publication, but the bulk of her time was spent on her proposed sabbatical project looking at assisted living administrator requirements across all the states, and working on her book (with co-author Dr. Kevin Hansen), entitled "Quality of Life and Well-Being for Residents in Long-Term Care Communities: Perspectives on Policies and Practices."

She submitted an article titled, "An Examination of Assisted Living Facility Administrator Qualifications Across States" for publication.

Quality of Life and Well-Being for Residents in Long-Term Care Communities: Perspectives on Policies & Practices

Leadership and staff working in nursing homes and residential care communities serve as gatekeepers to resident well-being, often without recognizing how residents' quality of life is impacted by their decision-making. Using a life domain approach, this book builds on research-based studies to document key drivers of care recipients' quality of life and outlines practical, programmatic and policy suggestions to enhance their well-being. It offers a roadmap for both leaders and managers of long-term care communities, and policymakers regulating health and human services, to best structure care environments to maximize quality of life and well-being for long term care recipients.

Key Takeaways:

- Examines critical factors long-term care recipients' have identified as enhancing their quality of life
- Explores practical, programmatic, and policy suggestions to enhance long-term care residents' well-being
- Outlines specific actions various stakeholders can take, to immediately improve quality of life in residential care communities

An Examination of Assisted Living Facility Administrator Qualifications Across States

Resident acuity, Medicaid's increased role in funding assisted living, and the COVID-19 pandemic have brought increased attention to the regulatory environment of assisted living facilities and the responsibilities of assisted living facility administrators (ALFAs) are growing increasingly complex. This study explores, describes, and compares the education (degree and assisted-living specific), experience, exam (competency), and continuing education requirements for ALFAs across all states, and how states' requirements compare to national assisted living associations' suggested standards for entry-level and ongoing practice. Wide variation in ALFA qualifications were identified, with some states found to have extremely low qualification requirements.

Key Takeaways:

- Assisted living facility administrators' scope of responsibilities are increasing
- Two national assisted living industry associations have suggested standards for entry-level and ongoing practice and may serve as a proxy benchmark standard
- Required education, experience, and exam qualifications of assisted living administrators vary widely across states
- Assisted living administrator requirements in a quarter of states are quite low
- The public should be concerned about inadequate administrator standards which may be tied to undesirable resident outcomes

DR. JOHS' CLOSING THOUGHTS

Somewhat ironically, my scholarly activity and research seemed to peak during the pandemic and I had a very productive sabbatical semester. I feel grateful for the opportunity to have completed my initial research project, as well as my book, and even though the semester took shape a bit differently than initially planned due to the COVID-19 pandemic, I am pleased with the outcomes I have achieved. For more information about either of these projects, please contact Dr. Johs, Professor and HCAD Program Director at johsarjl@uwec.edu.

OUR VISION FOR THE FUTURE

The University of Wisconsin-Eau Claire Center for Health Administration and Aging Services Excellence (CHAASE) was established in 2000 to serve the ever-changing health care needs of the upper Midwest. CHAASE supports the UW-Eau Claire health care administration (HCAD) program through financial and programming assistance.

VISION

CHAASE will be a national leader focused on the profession of health administration and aging services.

MISSION

To provide guidance and support to the education of tomorrow's leaders and serve as a bridge connecting academic programs to practitioners in the health administration and aging services field in partnership with the UWEC Health Care Administration Program.

OUR ASPIRATIONAL GOALS

- 1.) Student Success. The HCAD program will provide students with multiple opportunities and experiences where they can connect, succeed, and pursue high impact practices.
- 2.) HCAD Program Quality. The HCAD program will continue to provide high quality educational and learning experiences, while supporting faculty and staff, and engaging with organizations in the field.
- 3.) Presence and Partnerships. CHAASE will continue to advance its visibility and role as a national leader in the health and aging services field, to continue to build future leaders to serve the aging population and to serve as a voice of what "could be."
- 4.) Fund Development. CHAASE will continue to advance fundraising efforts to support the goals of the CHAASE Center and the work of the HCAD students and faculty.
- 5.) Diversity within CHAASE and HCAD. CHAASE will work to enhance and increase the diversity within the HCAD program and within CHAASE-related activities.

CHAASE's vision, mission, and goals are updated on a regular basis. We pay attention to and strive to align with the ongoing developing strategic plan of the UW-Eau Claire College of Business and the broader 2025 University Strategic Plan.



MEET THE HEALTH CARE ADMINISTRATION TEAM



Kiki Beschorner, M.B.A.
CHAASE Coordinator



Lindsey Creapeau, Ed.D.
Administrative Residency Coordinator,
HCAD Instructor



Frances Hawes, Ph.D.
HCAD Assistant Professor



Jennifer Johs-Artisensi, Ph.D.
Program Director, HCAD Professor



Douglas Olson, Ph.D.
CHAASE Director, HCAD Professor



HCAD faculty pictured at graduation.
L to R: Drs. Johs, Creapeau, Hawes and Olson

NATIONAL EMERGING LEADERSHIP SUMMIT

Partner. Learn. Advise. Network: P.L.A.N.NELS

On July 28th, a virtual information/network session was held due to the event being postponed to the following year. It was an opportunity to join the NELS Steering Committee and other attendees to help P.L.A.N. NELS 2022 - learn more about NELS and share ideas, feedback, and vision for how NELS can meet the national leadership development interests of 2022 NELS attendees.

Participants were able to:

- Learn more of what NELS is
- Hear from leadership in the field
- Play some Washington D.C. Trivia
- Attend a breakout session-Introductions/Networking, Discussion, Questions
- Win prizes!

"NELS was an amazing experience. It helped open my passion and showed me ways to advocate in our industry and help grow interest around health care opportunities. To see what others have done as a result of the experience and to see where the future is bringing us was truly inspiring."



JENNIFER JOHNSON, 2017 NELS ATTENDEE

"One of the great things about NELS is that the summit provides a truly unique opportunity to really build relationships with fellow leaders from around the country. Nowhere else can you benefit from intimate knowledge sharing with other experts in the long-term care field. You don't just learn at NELS, you grow as a professional and a leader!"



LIZ LIBERMAN
NELS ATTENDEE

STUDENT EXPERIENCES

HCAD MEET THE TEAM/INFORMATION SESSIONS

On October 11th and November 3rd, HCAD faculty and staff held a virtual Information/Meet the TEAM network session for current and future Health Care Administration students. It was a great opportunity for students to connect online with program faculty and staff, learn more about program opportunities and ask questions, communicate with other HCAD students, discover different career options and to learn more about the application process.



HCAD faculty and staff, along with students, give a thumbs up during the HCAD information session.

STUDENT EXPERIENCES

HCAD STUDENTS ATTEND NATIONAL LEADINGAGE IN ATLANTA, GA



On October 24-27, Stacey Noeldner, Hannah Mehtala, Danielle Auger, and Megan Kalthoff, health care administration majors, attended the LeadingAge Conference in Atlanta, Georgia. Drs. Frances Hawes and Doug Olson accompanied students to the conference, where Dr. Olson also gave a brief presentation on Vision 2025. Dr. Hawes worked with students over the summer to apply for LeadingAge conference scholarships to attend the event. The HCAD majors participated in student sessions where they networked with other students and professionals throughout the country to discuss senior care.



Pictured L to R: Dr. Hawes, Danielle Auger, Hannah Mehtala, Stacey Noeldner, Megan Kalthoff, and Dr. Olson



Pictured L to R: Danielle Auger, Hannah Mehtala, Stacey Noeldner, and Megan Kalthoff..



"At the conference, I was able to meet other students in the healthcare administration field from across the United States. Also, I was able to pick topics of my interest and attend sessions on these topics. I picked staffing, public perception, and dementia inclusivity. I loved how my sessions not only talked about the current challenges, but also offered strategies that are currently being developed or used. I learned how important it is for health professionals to collaborate and work with others in the field because great solutions can come from teamwork." -Megan Kalthoff, LeadingAge attendee and HCAD student

ACHCA STUDENT CHAPTER EXECUTIVE BOARD MEMBERS

President:
Megan Kalthoff

Secretary:
Annabelle Howat

Vice President:
Jen Brown

Fundraising Coordinator:
Stacey Noeldner

Treasurer:
Rouhan Richardt

Marketing Director:
McKenna Campbell

Volunteer Coordinator:
Laura Farwell

Recruitment & Retention Director:
Ben Clark

Social Coordinator:
Shay VanEyll



ACHCA student leadership gather for a group picture.

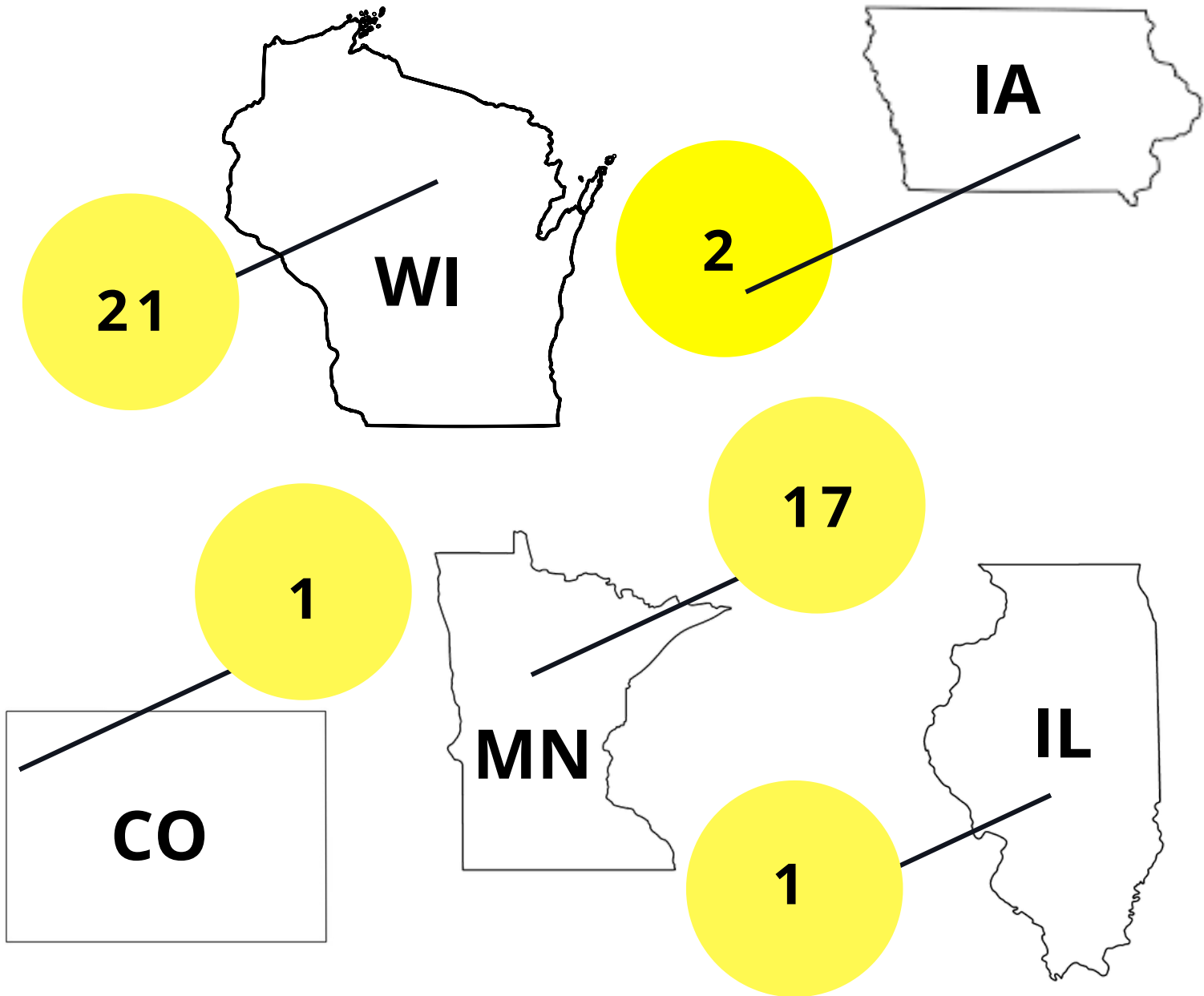
2021-2022 Administrative Residency Placements

The health care administration residency 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 emerging leaders and managers in health care.

Student	Administrative Residency Site
Nick Abernathy	Birchwood Senior Living
Madison Bates	Woodbury Senior Living
Claire Bauernfeind	The Estates at St. Louis Park
Jackson Bires	Hayward Area Memorial Hospital & Water's Edge
Rachael Bolder	Wausau Manor Health Services
Jessica Borer	The Villa at Osseo
Susan Brooks	The Estates at Roseville
Emily Cherry	Friendship Village of Bloomington
Mckenzie Claypool	Providence Place Senior Living
Mya Collins	Boutwells Landing
Jenna Fiore	American Lutheran Communities - Menomonie
Nicole Fraser	Lake Country Health Services
Joelle Frey	The Rehabilitation Center at Sandalwood
Grace Gobler	Covenant Living of Golden Valley
Mandy Granquist	Johanna Shores
Laken Gunderson	Capitol Lakes
Thor Gust	North Ridge Health & Rehab
Jordan Hansen	Edenbrook of Edina
Alexandra Kummer	Maple Ridge Care Center
Alex Lee	Minnesota Masonic Home Care Center
Brianna Lee	Presbyterian Homes of Bloomington
Adam Lembke	Good Samaritan - Scandia Village
Charlie Lewis	Lutheran Homes & Health Services
Feng Lo	Pine Crest Nursing Home
Kayla Luraas	Martin Luther Care Center
Amelia Neff	River Pines/Prairie Pointe
Aeysha Paskert	Wisconsin Veterans Home at Chippewa Falls
Nolan Plaisance	Brewster Village
Marissa Popp	Marquardt Village
Mackenzie Price	St. Paul Elder Services
Alex Roegner	Skaalen Retirement Services
Kate Santeler	Alden Estates-Courts of Huntley
Chris Schickel	Oakwood Health Services
Kayla Semrau	Edenbrook of Oshkosh
Claire Sheehan	Rocky Knoll Health Care Center
Kaiya Shrader	Holton Manor
Max Stodola	Parmly on the Lake
Alexandra Thiel	Ovation Jewish Home
Elisha Ullmer	Rennes Health & Rehab Center - De Pere
Margo Weiland	Green Hills Community
Kaitlyn Wiezorek	Keosauqua Health Care Center
Anna Willgohs	Woodside Lutheran Home
Angela Ylitalo	Benedictine Living Community of Duluth

A glance of where our students are:

2021-2022 Student Administrative Residency Placements



REVIEW

The 2021-2022 cohort consisted mainly of states in the Midwest region. 21 students were in Wisconsin, 17 in Minnesota, 2 in Iowa, 1 in Colorado, and 1 in Illinois.



2021 Program Graduates & New Employment

Graduate	Position	Employer
Anna Allen	Assistant Executive Director	Lutheran Living Senior Campus
Sierra Ballweg	Administrator in Training	Oak Park Place
Sara Beckendorf	Memory Care Manager	The Sanctuary at Brooklyn Center (Ebenezer)
Aaron Berzinski	Administrative Coordinator	Boston Scientific
Alison Biederwolf	Executive Director	Kewaunee Health Services
Kali Blaeser	Director of Housing	St. Therese of New Hope
Matthew Burton	Compliance Liaison	Aya Healthcare
Jenna Butterfield	Healthcare Administrator	Covenant Living of Colorado-
Emily Carlson	Assisted Living Director	Suite Living Burnsville
Jade Carlson	Administrator in Training	Eden Senior Care
Ethan Cole	Administrator	Meadow View Health Services
Jonathan Dressler	Assisted Living: Director	Dove Healthcare Orchard Hills
Emma Fentress	Junior Account Executive	SpotHopper
Holly Fiedler	Patient Coordinator	Summit Orthopedics
Drew Flores	Director of Admissions / Assistant Administrator	Marquardt Village
Mason Foth	Community Relations Coordinator	Jaybird Senior Living
Ben Franks	Executive Director	Whitewater Health Services- North Shore Healthcare
Ana Garcia	Education Coordinator	Ebenezer
Tess Griffin	Executive Director in Training	Providence Place Senior Living
Bethany Hakari	Marketing Director	RM Management
Brooke Harris	Associate Administrator	LCS-Timber Ridge at Talus
Kennedy Hassemer	Executive Director	Willowdale Health Services
Caitlyn Hiller	Social Worker	Gogebic Medical Care Facility
Ansley Hinz	Resident Services Coordinator	Abiitan Mill City
Colin Hirst	Executive Director	Elroy Health Services
Catie Hogan	Administrator in Training/HR Director	The Emeralds at St. Paul
Emma Jones	Resident Services Specialist	Presbyterian Homes and Services
Alex Knight	Administrator Intern	Crest View Senior Communities
Rebecca Koepsell	Assistant Executive Director	Northshore Healthcare- Lake Country Health Services
Hayden Kohls	Patient Services Specialist	Gundersen Health Systems
Megan Kowalke	Assistant Administrator	Jones-Harrison
Grace Kust	Assistant Administrator	Alden Terrace of McHenry
Jenica Monkman	Household Coordinator	Presbyterian Homes - Boutwells Landing
Pa Moua	Assistant Administrator	Crossroads Care Center Weyauwega & Green Bay West
Billie Novak	Administrator	Omro Care Center
Dami Olotu	Assistant Executive Director	Ecumen
Alexis Peters	Administrator	Crossroads Care Center of Fond du Lac
Wyatt Pramann	Associate Administrator	The Cedars of Chapel Hill (LCS)
Taylor Riel	Housing Director	Nature's Point Assisted Living
Scott Robinson	Assistant To The Executive Director	Birchwood Senior Living
Cade Rose	Administrator	Divine Healthcare Management
Morgan Rutta	Executive Director	Little Chute Health Services
Bailey Sandon	Assistant Administrator / Admissions Director	Villa Healthcare
Maggie Schellhorn	Assistant Administrator	Skaalen Retirement Services
Lauren Sczepanski	Human Resources Assistant	Oak Park Place
Delaney Sereika	Clinic Business Representative	Allina Health
Mia Stingle	Administrator in Training	The Estates at St. Louis Park
Kong Chee Thao	BOM/HR/Administrative Assistant	Wellington Place Fort Atkinson
Molly Vissers	Administrator	The Barrington of Carmel
Zachary Volz	Program Administrator	Willowbrook at Grace Lutheran Communities
Meghan Warwick	Community Director	The Homeplace of Stanley
Emily Weise	Housing Director	St. Therese Senior Living
Mariah Wendland	Assisted Living Director	The Homestead at Coon Rapids
Brooke Zahnle	Director/Administrator	Dove Healthcare - Rutledge Homes

DID YOU KNOW.....



2021 HCAD graduates at Hickory Hills in Eau Claire, WI celebrating their graduation.

42

students started their administrative residency in June.

54

students in the 2021 class graduated.



100%

of the 2021 graduating class has found employment

95%

of the 2020 graduating class passed the Core portion of the NAB Exam compared to the overall national rate of 86%.

75%

of the 2020 graduating class passed the NHA line of service portion of the NAB Exam compared to the overall national rate of 63%.

2021 ADMINISTRATIVE RESIDENCY LEADERSHIP PROJECT AWARD WINNERS

Each student completes three leadership projects during their yearlong administrative residency. 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 analyzing 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 residency experiences.

INTERNAL POSTER

Winner: Brooke Harris

Woodside Lutheran Home

Preceptor: Meghan Mehlberg Fuss

Project: We Won't Be Blinded By The Lights: Purposeful Approaches to Reducing Call Light Load

Finalists

- Jonathan Dressler
- Colin Hirst
- Morgan Rutta

CUSTOMER SERVICE POSTER

Winner: Molly Vissers

Towne House Retirement

Preceptor: Amy Scheffer

Project: Increasing the Accuracy of Special Diet Orders

Finalists

- Jenna Butterfield
- Lauren Sczepanski
- Ansley Hinz



EXTERNAL POSTER

Co-Winners:

Drew Flores

Marquardt Village

Preceptor: Jennifer Johnson

Project: Intergenerational Pen Pal Program

Matthew Burton

Rocky Knoll Health Care Center

Preceptor: Kayla Clinton

Project: Intergenerational Programming

Finalists

- Kali Blaeser
- Bailey Sandon

ENTREPRENEUR AWARD

Winner: Rebecca Koepsell

Lake Country Health Services

Preceptor: Ray Freson

Project: Streamlining Recruitment, Orientation, and Mentoring

Finalists

- Cade Rose
- Maggie Schellhorn



2021 AWARDS

PRECEPTOR OF THE YEAR AWARD

Megan Corcoran



This award recognizes the contribution and leadership by a preceptor of the health care administration program. Megan graduated from UW-Eau Claire's Health Care Administration program in 2006, and after seven years with Presbyterian

Homes of MN joined Health Dimensions and currently is the Executive Director for the Wisconsin Veteran's Home in Chippewa Falls. Megan has served as a preceptor for the program for numerous years and has always been a sought after site based on her hands-on approach of mentoring students.

DISTINGUISHED STUDENT AWARD

Brooke Harris



This award recognizes exceptional performance and extra contributions by a student in the health care administration program. Brooke made the most of her academic life at UW-Eau Claire serving as a student examiner

for the American Health Care Association Quality Award program and also played basketball at UW-Eau Claire for four years. She completed her administrative residency at Woodside Lutheran in Green Bay and accepted a job with LCS after graduation.

DISTINGUISHED SERVICE AWARD

Michael Schanke



This award recognizes the commitment of individuals to the advancement of the Center and the health care administration program. Mike was a graduate of the program in 1985. Mike is the President of Oakridge Gardens in Menasha, WI. Oakridge Gardens provides short

term rehabilitation, memory care, skilled care and assisted living services for seniors. He began his career at Oakridge in 1985 and assumed ownership in 2010. Mr. Schanke has been very active in both LeadingAge Wisconsin and the Wisconsin Health Care Association in a variety of leadership and committee assignments. Mike most recently served as the Convener of the Center for Health Administration and Aging Services Excellence at UW-Eau Claire and is currently in the role of Past Convener and on the steering committee of VISION 2025. Mike and his wife Amy have also been very active in their Fox Valley community over the years.

ALUMNI OF THE YEAR AWARD

Jennifer Johnson



This award recognizes distinguished service to the field in a manner that brings credit upon the award recipient and UW-Eau Claire. Jennifer graduated from UW-Eau Claire's health care administration program in 2005.

She started her career with Health Dimensions leading one of their centers in Madison, WI. Since 2016, she has been the Campus Administrator at Marquardt Village in Watertown serving as a preceptor for numerous students. She also attended the National Emerging Leadership Summit. Jennifer has been very active and involved with both the program and Center.



LCS FOUNDATION AWARDS ULLMER PRESTIGIOUS ED AND SUE KENNY SCHOLARSHIP



Elisha Ullmer

The LCS Foundation awarded one of the Ed and Sue Kenny Scholarships to Elisha Ullmer, a University of Wisconsin-Eau Claire (UWEC) student who majored in Health Care Administration and Leadership Studies. The Scholarship's mission is to help support senior living management as a mainstream, well-respected career choice. Her long-term goal is to complete her education and become a licensed senior care administrator. "I have loved my position because it gives me the time to focus on the most important part of long-term care – the residents," said Ullmer. "Making connections and spending quality time with the people I serve has a huge impact on the type of administrator I want to be in my career."



SCHOLARSHIPS

Congratulations to our scholarship recipients!

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 certified nursing assistant, 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

Brianna Lee

ACHCA Student Chapter

Danielle Auger &
Annabelle Howat

Brian R. Schoeneck UWEC Alumnus

Rouhan Richard

Care Providers of Minnesota

Jen Brown

Gene Decker

Megan Kalthoff

Good Samaritan Society

Nicole Fraser

HCR ManorCare

Rachael Bolder

LeadingAge Wisconsin

Hannah Mehtala

LeadingAge Wisconsin/Value First, Inc.

Brady Deegan

Life Care Services (LCS)

Adeline Schoenherr

M3 Insurance

Elisha Ullmer

Marquardt Management

Madison Bates

Michael J. Christensen

Emma Court

North Shore Healthcare

Maggie Oliverius

Presbyterian Homes

Haley Peterson

Thomas Schanke Family Civic Engagement

William Painter

Tri County Medical Alliance

Meadow Wilson

Villa HealthCare

Grace Gobler

Wisconsin Assisted Living Association (WALA)

McKenna Campbell

Wisconsin Health Care Association and Wisconsin Center for Assisted Living

Susan Brooks, Alex Kummer,
Tess Peterson, Kayla Semrau,
Angela Ylitalo

Wipfli

Katherine Schellhorn

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.

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 2021 they supported five \$1,000 scholarships for exceptional students.



Dr. Olson and his team had a great day, enjoyed a bit of golf and helped celebrate with the nearly 150 participants at a reception after the event. .



We love seeing our awesome alumni together! Pictured are members of the 2021 HCAD graduating class at the WHCA/WICAL Wisconsin Health Care Association Convention. From L to R: Colin Hirst (Administrator at Elroy Health Services) Alexis Peters (Administrator at Crossroads Care Center Fond du Lac), Caitlin Hiller (Social Services Designee at Gogebic Medical Care Facility) Cade Rose (Administrator at Divine Healthcare Management).

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

CHAASE 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 pre-administrative residency 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 administrative residency
- 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: beschokj@uwec.edu

Learn more about giving opportunities at:
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

American College of Health Care Administrators	Crossroads Care Center	MatrixCare	Sanford Health
American Health Care Assoc.	Dimensions Management of Chippewa Falls, LLC	Mayo Foundation	Senior Care Providence
American Lutheran Communities - Mondovi	Edenbrook	Minnesota Masonic Home	Senior Care Woodbury
American Seniors Housing	Fidelity	Monarch Healthcare	Skaalen Nursing & Rehab Ct.
Argentum	Fond du Lac Lutheran Home	NAB Foundation	St. Paul Elder Services
Bellarmino University	Grace Lutheran Foundation	National Association for Home Care & Hospice	Tealwood Senior Living
Benedictine Health System	Grand View Care Center Inc.	National Investment Center For Seniors Housing	The Alden Network
Bethany St. Joseph Corp.	Hayward Area Memorial Hospital & Water's Edge	North Central Health Care	Villa Financial Services
BHI Senior Living	HCR Manor Care	North Ridge Operator, LLC	Volunteers of America
Birchwood Senior Living	Jones-Harrison Senior Living	North Shore Healthcare	Willow Ridge Healthcare Facilities LLC
Capitol Lakes	Keosauqua Health Care Center	Oak Park Place	Wisconsin Assisted Living Association
Care Providers of Minnesota	LeadingAge Inc.	Oakwood Lutheran Homes	Wisconsin Health Care Association
Clement Manor	LeadingAge Wisconsin Inc.	Outagamie Co/Brewster Village	Wisconsin Illinois Senior Housing Inc.
Community At Blaine	Life Care Services LLC	Ovation Jewish Home	Woodside Lutheran Home
Community Foundation of Greater Des Moines	Lifespace Communities	Pathway Health Services	
County of Sheboygan	M3 Insurance	Presbyterian Homes	
Covenant Healthcare LLC	Marquardt Village Inc.	Rennes Health & Rehab	
Crest View Lutheran Homes	Martin Luther Manor LLC	Saint Therese	
		Sandalwood Manor Inc.	

INDIVIDUAL GIFTS

Cathy A. Bergland	Michael Labarbera
Kiki Beschorner	Larry Lester
Chris Boldt	Michael Libby
Kim Broyer	Tessa Marks
Goodwell Chavunduka	Matt Mauthe
Carly Cline	Robert Molitor
Lindsey Creapeau	Sondra Lee Norder
Nikoll Fjelstad	Douglas Olson
Lanette Flunker	Casey Paplow
Scott Frank	Richard F. Rexrode
Monica Friedman	Kendall Rosemeyer
Julia Graupner	Philip Samuelson
Brooke Hartman	Michael Schanke
Kimberly K. Heller	Melissa Schneider
Caitlin Higgins	Brian Schoeneck
Donald Husi	Beth Schroeder
Jennifer L. Johs-Artisensi	Peter Schuna
Patricia Karner	Allan Schwartz
Christine Kenyon	Ken Smith
Heather Kjelstad	Randy Snyder
Keith Knapp	Larry Stokes
Dinah Martin Kmetz	Craig Ubbelohde
Megan Kowalke	Gary Vater
	Debra Waedt

We want to provide special recognition for a number of organizations that have made major multi-year commitments to the Center this past year:

- Alden Network
- Direct Supply
- Life Care Services (LCS)
- Marquardt Management Services
- M3 Insurance

These organizations are providing leadership for the sustainability of our program and Center.

PARTNERSHIPS AND COLLABORATIONS

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 2021 include:

ACHCA

Dr. Olson continues to serve on both the National Mentoring Committee and the Academy for Long-Term Care Administration Excellence.

Dr. Lindsey Creapeau serves as the chair of the Student Poster Exposition Workgroup.

LEADINGAGE

Dr. Johs-Artisensi serves on the LeadingAge University Advisory Council, which provides practical input to national staff on student initiatives and opportunities for collaboration with universities.

AHCA/NCAL (American Health Care Association/National Center for Assisted Living)

Dr. Hawes worked closely with several individuals at AHCA/NCAL in collaboration with three HCAD students: Aeysha Paskert, Brianna Lee, and Nicole Fraser to train as Silver Award examiners during the spring semester 2021. The three students, along with Dr. Hawes, completed the virtual AHCA/NCAL-led training, and the students worked on examiner teams with licensed administrators from across the country to review Silver Award applications.

NAB (National Association of Long Term Care Administrator Boards)

Dr. Johs-Artisensi serves as the Secretary of NAB.

GERONTOLOGICAL SOCIETY OF AMERICA (GSA)

Dr. Frances Hawes serves on the Policy & Practice Awards Review Panel for GSA.

VISION 2025 ENDORSING ORGANIZATIONS INCLUDE:

- College of Health Care Administrators (ACHCA)
- American Health Care Association/National Center for Assisted Living (AHCA/NCAL)
- American Senior Housing Association (ASHA)
- Argentum
- LeadingAge
- National Association of Long Term Care Administrator Boards Foundation (NAB Foundation)
- The National Investment Center for Seniors Housing & Care (NIC)
- National Association for Home Care & Hospice (NAHC)
- Ziegler is serving as the event sponsor for the next Symposium in June 2022.

Dr. Olson serves as the Founding Director of this initiative.



CHAASE also appreciates and values the support of the respective state associations with conferences, members hosting residency students, and scholarships.

UNIVERSITY RELATIONSHIPS

HCAD faculty and staff continue to serve as leaders with the National Emerging Leadership Summit (NELS), the Building Excellence with Simulation Training, and Vision 2025.

NELS

National Emerging Leadership Summit

Despite having to postpone the 2021 NELS Summit, HCAD faculty continued to serve as leaders with the National Emerging Leadership Summit, held every summer in Washington, D.C. This year a virtual planning session was held. CHAASE also served as a sponsor of this annual event, in partnership with endorsing associations and other universities.

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 has been used in its beta test state the past year with UW-Eau Claire students and at a few ACHCA events.

Dr. Olson, Dr. David Wolf (Lynn University) and CHAASE board member Doug Fullaway continued to work with a steering committee comprised of industry and university experts to make this experience more available for other universities, providers and associations this upcoming year. The leadership of UW-Eau Claire is working on arrangements with the group to advance this educational product with CHAASE-dedicated resources and a senior care software company.

Vision 2025

The focus of Vision 2025 is for talented leaders to be developed at universities. The goal is 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 to do this all by the year 2025.

A virtual summit, titled "Game Changer" was held in June of 2021 with approximately 120 people attending from universities, providers and associations. The primary focus was to raise the awareness of universities and included panels of university leaders and academic program directors, including UW-Eau Claire's Chancellor, Jim Schmidt. The event was not only successful raising the interest of universities, but further reinforced their interest in action.

The VISION 2025 initiative has seen progress on several fronts. First, the number of schools involved in VISION 2025 has doubled in the past year, and there is excitement about the launching of the first directory. Second, the field experience, partnership and career pathway workgroups have all begun to advance resources to help support the broader goals of VISION 2025. Lastly, the VISION 2025 executive committee, CHAASE board and University leadership supported setting up an independent 501c3 to serve as a home for this new Center.

For more information or to express your interest in involvement please contact Dr. Douglas Olson, Founding Director, at olsondou@uwec.edu or 715-836-5067. You can also check out their website at <https://vision2025initiative.com/> to find out more about their leadership, ongoing efforts, valuable resources or to leave feedback. The initial support of UW-Eau Claire and CHAASE has been critical for launching this national effort.



Dr. Olson presents on Vision 2025 at a conference this past fall.

PUBLICATIONS

JOURNAL ARTICLES

Creapeau, L. J. G., & Johs-Artisensi, J. L. (2021). Internship partners for long-term care administrators – a model sustainable through COVID-19 is a model for the future, *Journal of Organizational Psychology*, 21(5), 19-24.

Hawes, F., Tavares, J. Ronneberg, C. Miller, E. (2021) The Effects of Religiosity on Depression Trajectories After Widowhood, *Journal of Death and Dying*.

Hawes, F. M., Marrapodi, M. E., & Colligan, A. (2021). Technology Preparedness and the Impact on a High-Quality Remote Learning Experience: Lessons From COVID-19, *Journal of Higher Education Theory and Practice*, 21(11).

Johs-Artisensi, J. L., & Creapeau, L. J. G. (2021). A robust assurance of learning program for a long-term care administration program, *Journal of Health Administration Education*, 38(2), 473-483.

Johs-Artisensi. (2021) Faith Community Nursing: A Home and Community-Based Partner in Long-Term Care, *Journal of Health and Human Services Administration*, 44(2), 179-194.

Johs-Artisensi. (2021). "Assembling the Ingredients_ Recipes for Building Successful Academic Programs in Long-Term Care Administration and Leadership, *The Journal of Health Administration Education*.

Johs-Artisensi, J. L., Hansen, K. E., Olson, D. M., & Creapeau, L. J. G. (2021). Leadership perceptions and practices of hospitality in senior care, *Journal of Applied Gerontology*, 40(6), 598-608.

Olson, D., Lester, S., McGinley, B., & Lollis, E. (2021). Guiding to Greatness: The American College of Health Care Administrators' National Mentoring Program for Long-Term Care Administrators, *Journal of Health Administration Education*, 38 (2), 579-590.

Olson, D., Johs-Artisensi, J., & Kenny, E. (2021). The Value of Partnerships for Senior Care Administration Academic Programs and Provider Organizations in the Field, *Journal of Health Administration Education*, 38 (2), 567-578.

GRANTS

Hawes, F. (2021). Long Term Gendered Pathways of Religious Involvement Post Widowhood, Principal Investigator. Office of Research and Sponsored Programs, University of Wisconsin – Eau Claire.

Johs-Artisensi, J., Creapeau, L., Hawes, F., & Olson, D. (2021). The silver linings of COVID-19 in senior care. Co-investigator, Office of Research and Sponsored Programs, University of Wisconsin – Eau Claire.

CONFERENCE PRESENTATIONS

Creapeau, L. J. G. (2021). Informing recruitment and pedagogy of undergraduate long-term care administration students. Business and Health Administration Association/Midwest Business Administration Association International 2021 Conference, *Virtual*.

Creapeau, L. J. G., & Johs-Artisensi, J. L. (2021). Maintaining long-term care administration internship placements and partners in the face of COVID-19. Business and Health Administration Association/Midwest Business Administration Association International 2021 Conference, *Virtual*.

Hawes, F., Tavares, J. Ronneberg, C. Miller, E. (2021) The Effects of Religiosity on Depression Trajectories Before and After Widowhood, Gerontological Society of America. Annual Meeting. *Virtual*.

Hawes, F. & Shuangshuang, W. (2021). The Impact of Supervisor Support on the Job Satisfaction of Immigrant and Minority Long-Term Care Workers. Gerontological Society of America. Annual Meeting. *Virtual*.

Hawes, F., Marrapodi, M., Colligan, A. Ensuring high-quality remote learning environments: What we learned from COVID-19" Distance Teaching and Learning Conference. *Virtual*.

Olson, D. (2021). VISION 2025. Argentum Senior Living Executive Conference, Phoenix, Arizona.

Olson, D. (2021). VISION 2025 Academic Forum. National Board of Examiners for Long Term Care Administrators, Monterey, California.

Olson, D. (2021). VISION 2025 Council of States Meeting. American Health Care Association Conference, Washington, District of Columbia.

Olson, D., Kelly, S., & Kramer, C. (2021). VISION 2025 State Leadership Meeting. Leading Age National Conference, Atlanta, Georgia.

SPECIAL EVENTS AND CONFERENCES

CHAASE Fall Forum: "Perspectives about leadership during and after COVID-19 in the senior care field"

Thursday, September 9th, 2021 marked the date of the Center for Health Administration and Aging Services Excellence (CHAASE) Fall Forum, titled "Perspectives about leadership during and after COVID-19 in the senior care field." Due to COVID-19 concerns, the event was held virtually as nearly 200 participants attended.

The forum discussed the impact of the COVID-19 pandemic on the field of health and aging services, which has been challenged in many ways and is in the forefront of the public eye. The forum was an opportunity for academics and practitioners to inform and influence the aging services field. With the challenging COVID-19 pandemic, participants were able to participate virtually to listen and to ask questions to experts regarding their creative solutions that helped them address difficult issues during these times.

Panelists included:

- John Sauer (CEO of LeadingAge WI)
- Erin Shvetzoff Hennessey (CEO of Health Dimensions Group)
- Lieske Giese (Director of Eau Claire County Public Health Department)
- Peter Schuna (President of Pathway Health Services)

Dr. Lindsey Creapeau (UWEC's Administrative Residency Coordinator, Instructor and the Associate Director of CHAASE) served as the moderator. Promoting the advancement and implementation of effective practices across the continuum of senior care requires progressive leadership and a commitment to improving the environment for residents, clients, and staff. The quality and sustainability of new approaches and models for delivering a quality product and service depends on good support, high impact practices, and potentially new partnerships to chart the future course of the field.

Panelists and participants explored the following questions:

- What is the current environment and what challenges exist in the field today?
- What impact has COVID-19 had on leadership and organizational performance?
- What are the challenges and opportunities ahead and how might we address them?
- What are practices or new partnerships that you see carrying forward?
- What are the new skillsets and talents required based on the pandemic for emerging leaders?

HCAD Graduation

UW-Eau Claire HCAD graduates attended a hybrid commencement with a virtual graduation ceremony and in-person diploma event at the Eau Claire campus. With the ongoing COVID-19 pandemic, graduating students were able to walk across the stage on campus in person, by college, to receive a diploma with two guests in attendance. After the ceremony, HCAD staff and faculty hosted a celebration reception at Hickory Hills Gold Course in Eau Claire. It was great to catch up with all the graduates.



Argentum Conference

Drs. Creapeau, Johns and Olson attended the Argentum Senior Living Executive Conference & Expo held September 13-15 in Phoenix, AZ. They attended multiple education sessions and enjoyed networking – interacting with some CHAASE board members and alumni who were there, and making new connections with providers and assisted living vendors in the senior living space. Dr. Olson also gave a general presentation on VISION 2025 and facilitated a discussion with human resource leaders.



Drs. Creapeau & Johns were in good company with these lovely ladies during the conference.

SPECIAL EVENTS

CHAASE Spring Banquet: HCAD Celebrates Students and Long Term Care Heroes



CHAASE Banquet, keynote speaker, James Balda

Every year outstanding students, preceptors and friends of the University of Wisconsin-Eau Claire Health Care Administration Program are recognized at the annual spring banquet hosted by the UW-Eau Claire Center for Health Care Administration and Aging Services Excellence (CHAASE). This year, nearly four-hundred participants attended the online event which was held April 15, 2021. The theme for the banquet was, "TOGETHER WE CAN: Celebrating our Long Term Health Care Heroes." The banquet started off with a welcome from the Chancellor, James Schmidt. It was followed by keynote speaker, James Balda, the President & CEO of Argentum. Balda is responsible for the overall leadership of the association and with transforming its vision and mission to meet the changing needs of the senior living industry. Annual CHAASE awards, student scholarships, and applied leadership project poster awards were all recognized during the banquet.

Special thanks to our 2021 CHAASE Banquet Sponsors:

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- The Alden Network
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Gold Sponsors

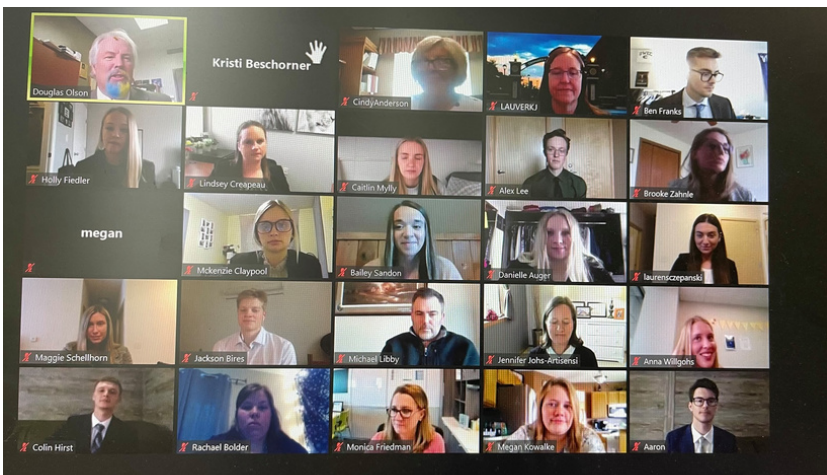
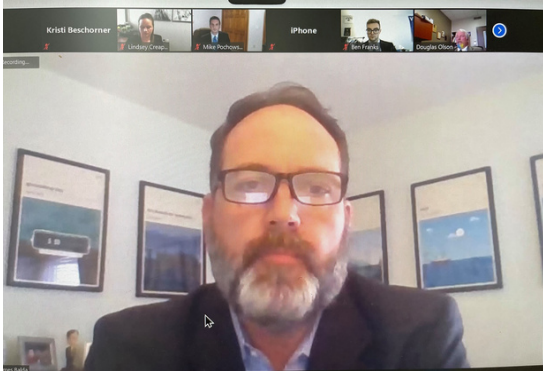
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- Martin Luther Manor
- Matrix Care
- Minnesota Masonic Homes
- Monarch Healthcare
- North Shore Healthcare
- St. Paul Elder Services
- Wisconsin Assisted Living Association





LATEST NEWS

CREAPEAU RECEIVES DOCTORATE DEGREE



Dr. Lindsey Creapeau

Dr. Lindsey Creapeau received her Ed.D in Career and Technical Education from the University of Wisconsin-Stout in May. The title of her dissertation was

"Informing Recruitment and Pedagogy of Undergraduate Long-Term Care Administration Students." This fall, she wrote a journal article based on the findings. The article has been submitted for peer review in an academic journal. She also presented her findings at the 2021 MBAA International Conference in March.

JOHS AWARDED 2021 OUTSTANDING FACULTY



Dr. Jennifer Johs-Artisensi

We are pleased to announce that Dr. Jennifer Johs-Artisensi has been named the 2021 UW MBA Consortium Outstanding Faculty. Jennifer has been teaching the MBA 789:

Health Care Organization and Delivery course since she developed it for the program in 2010. She is a professor in the management and marketing department at UW-Eau Claire, where she is the academic program director for the health care administration program. Students value Jennifer's feedback and appreciate how quickly she responds when students reach out.

CHAASE SOCIAL MEDIA

In 2021, CHAASE saw continued growth and increased engagement on our social media channels.

This year we added an Instagram page to our social media platforms. Students are very engaged with Instagram and really enjoy sharing stories. Our student organization, ACHCA has a Snapchat page that continues to thrive, featuring many different student experiences. As a reminder, we are always open to new topics and content for our social media channels. Feel free to reach out or submit an idea to chaase@uwec.edu. Be sure to follow us and engage with our posts!



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HCAD HSE™ ACADEMIC REACCREDITATION



After being postponed a year, due to the COVID-19 pandemic, the HCAD Team once again received their renewal of the HSE™ academic accreditation status at the NAB 2021 Annual Meeting. Graduates who have an NHA license are eligible to apply for the Health Service Executive qualification through the education pathway. Tremendous time and effort went into the planning of the virtual visit. The review team was very impressed with the quality of the students, faculty, program and Center.

OLSON'S TEXTBOOK AWARDED



Dr. Douglas Olson

Dr. Douglas Olson's textbook, titled, "*The Health Services Executive (HSE): Tools for Leading Long-Term Care and Senior Living Organizations*" that he co-wrote along with Dr. Keith

Knapp was awarded a runner-up finish in the American Journal of Nursing Award for the category of Nursing Management and Leadership.



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