



2022 CHAASE ANNUAL REPORT

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.

Amy Vehrs, CliftonLarsonAllen LLP

Bob Molitor, The Alden Network

Bob Siebel, Carriage Health Care

Chris Kenyon, M3 Insurance

Chris Boldt, Independent Consultant

David Mills, North Shore Healthcare

Dean Eide, Mayo Health Systems

Debra Waedt-Nevin, Presbyterian Homes & Services

Dinah Martin Kmetz, St. Therese Senior Living

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Sam Orbovich, Fredrickson & Byron

Scott Frank, Oak Park Place

Sondra Norder, St. Paul Elder Services (*Vice Chair*)

Talia Pletcher, Monarch Healthcare Management



Spring CHAASE Board meeting

PREPARED BY

Michael Schumacher, CHAASE Intern

Jenna Thieding, CHAASE Intern

Dr. Lindsey Creapeau, Interim CHAASE

Director

A LETTER FROM THE CHAIR

Matt Mauthe, FACHCA, CNHA, CALA | Chief Executive Officer, Illuminus

The past year has brought many changes to the health care administration program. We celebrated the retirement of Dr. Douglas Olson and welcomed new faculty and staff. Dr. Olson has been an instrumental and inspiring leader of CHAASE and the University of Wisconsin Eau Claire Health Care Administration program for over 20 years. During his tenure, the program gained national prominence as a leading institution for educating new administrators. We appreciate Dr. Olson's commitment to the health care administration program and all of the administrators that he inspired during his tenure.



With Dr. Olson's retirement, the CHAASE Board was actively involved in the hiring process. We feel very fortunate to have found a successor to Dr. Olson. Dr. Lindsey Creapeau has been hired into an Assistant Professor position and will lead CHAASE into the future. Adrienne Sullivan (CHAASE Events and Outreach Coordinator) and Professor Natalie McMurry (Administrative Residency Coordinator & Instructor) have also been hired. With the addition of these three individuals we have filled all vacant positions! Please join the CHAASE Board of Directors in welcoming Dr. Creapeau in her new role, and Adrienne and Natalie to UWEC.

As we continue to look to the future, the CHAASE Board of Directors is dedicated to advocating for and enhancing the experience of our students. We pride ourselves on providing a high-quality education for future health care leaders to ensure they are prepared to lead our nation's effort in ensuring quality care is accessible in the communities we serve. We appreciate the efforts of our faculty, staff, directors, donors, and alumni in supporting the health care administration program.

Respectfully,

2005 HCAD Alumni

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

By fostering connections between academics and practice, and supporting high-impact practices for students, we develop well-prepared leaders who are the future of aging services.

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 CHAASE and the work of the HCAD students and faculty.

5) Diversity within CHAASE and HCAD

CHAASE will work to enhance and increase 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.



HCAD residency students at winter module

MEET THE HCAD TEAM



Dr. Jennifer Johs-Artisensi
Professor & HCAD
Program Director



Dr. Frances Hawes
Assistant Professor



Dr. Lindsey Creapeau
Administrative
Residency Coordinator
& Instructor



Michael Schumacher
Class of 2024
CHAASE
Student Intern



Jenna Thieding
Class of 2025
CHAASE
Student Intern

FACULTY PARTNERSHIPS

ACHCA

Dr. Lindsey Creapeau serves as the chair of the Dr. Kevin Hansen Memorial Student Poster Exposition workgroup.

Gerontological Society of America

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

LeadingAge

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

NAB

Dr. Jennifer Johs-Artisensi was elected as the Chair Elect for the National Association of Long Term Care Administrator Boards.

NEW CREDENTIALS

Dr. Lindsey Creapeau was named Interim Director of CHAASE.

Dr. Lindsey Creapeau became a Certified Dementia Practitioner through the National Council of Certified Dementia Practitioners.

Dr. Frances Hawes earned the credential of Grief Support Specialist through UW-Madison.

AMERICAN COLLEGE OF HEALTH CARE ADMINISTRATORS STUDENT ORGANIZATION



2022-2023 Executive Board

Top (L-R): Heston, Mitchell, Annabelle, Dr. Creapeau (advisor)

Bottom (L-R): Addi, Jess, Shay, Lily, Emily, Kenna

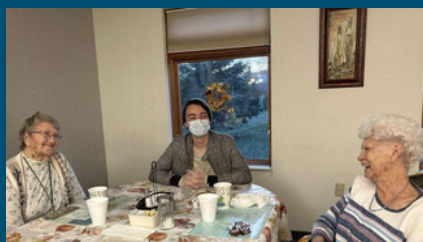
Throughout 2022, our student chapter of ACHCA has held general meetings every other Monday as well as monthly social, volunteer, and fundraising events. At these meetings, the group has hosted numerous guest speakers from various aspects of the health care field. Health care professionals shared their role and knowledge on their current and past positions, giving useful advice to students for their own future based on what they have learned along their journey. This includes guest speakers from Moments Hospice, North Shore Healthcare, a Dementia Specialist, and the UWEC HCAD professors.

Monthly volunteer events involved students gaining experience in long-term care facilities in the area, helping with social activities and interacting with residents. The organization expanded facilities they volunteered at this semester, and even received a great response from one facility specifically asking ACHCA to return to help with future activities. Creative social activities helped members network and build connections with fellow HCAD students. Events have included bingo, tie dye, and an HCAD open house. Fundraising events at local restaurants have assisted in making our social and volunteer events possible, in addition to helping fund two scholarships ACHCA will award to HCAD students in Spring of 2023.

What a great year!



Pumpkin craft social



Hot chocolate social



Hot chocolate social

HCAD/CHAASE EVENTS

AMERICAN COLLEGE OF HEALTH CARE ADMINISTRATORS (ACHCA) 2022 CONVOCATION



L-R (top): Dr. Olson, Rachael, Jackson, Megan, Mitchell, Dr. Creapeau

L-R (bottom): Annabelle, Hannah, Hannah, Shay, Jen

Dr. Creapeau and Dr. Olson accompanied nine health care administration students to the ACHCA 2022 Convocation held in New Orleans, LA: Jen Brown ('23), Jackson Bires ('22), Rachael Bolder ('22), Annabelle Howat ('24), Mitchell Gordon ('24), Megan Kalthoff ('23), Hannah Keach ('24), Hannah Peroshek ('23), and Shay VanEyll ('24). The group began with a pre-con workshop at the National WWII Museum, and followed with many enlightening workshops with topics ranging from learning to read financial statements, emergency preparedness, PDPM, retention, and more.



Many of the students presented their cutting-edge research, conducted with faculty, at the Dr. Kevin Hansen Memorial Student Poster Exposition. Student presenters were honored at the EPFLA/ Professional Advancement Luncheon.

CHAASE Board Member Bob Siebel hosted the group for a networking event.



Students Rachael and Jackson present their research to Convocation attendees



"ACHCA Convocation in New Orleans, LA was an amazing opportunity to strengthen my commitment to the long-term care field. It was inspiring to be in the presence of so many leaders that value our interests in the careers we are working toward. Not only was I able to network with companies and leaders across the nation, I made amazing connections with the peers and professors I went on the trip with. The sessions we attended were great exposure prior to starting administrative residency. My favorite session was "Modeling the Way" with Denise Boudreau, where we learned lessons I use to this day. It was also very special to see first-hand the immense impact Dr. Kevin Hansen had on our program at UWEC and on other leaders in health care through a special memorial to honor everything he's done for the profession. During mentoring sessions and idea exchanges I was able to learn a ton that has helped me become more confident in my professionalism. It was an experience I will always cherish!" -Jen Brown

HCAD/CHAASE EVENTS

NATIONAL EMERGING LEADERSHIP SUMMIT



HCAD Faculty Dr. Jennifer Johs-Artisensi (NELS Director), Dr. Lindsey Creapeau (NELS Assistant Director), and Dr. Doug Olson (NELS Senior Advisor), along with undergraduate students Mitchell Gordon and Brad Heap, took charge in leading the 2022 National Emerging Leadership Summit.

This year's summit was held in Washington DC from July 25-27 and was co-sponsored by ACHCA and NAB with support from AHCA/NCAL, LeadingAge, Argentum, NIC, LCS, and UW- Eau Claire.



Being able to participate in NELS was truly a once-in-a-lifetime experience. I got the opportunity to speak with top-level executives, despite not even entering the workforce yet, and got a real taste of what it is truly like to be in the industry. Participating in NELS will jumpstart my career, and I am so thankful for the opportunity."

-Brad Heap, NELS HCAD Student Assistant

The 2022 National Emerging Leadership Summit (NELS) produced four action plans to address contemporary challenges identified by participants over three days: focusing on improving recruitment of high schoolers to recruit Post-Acute Care (PAC) Leaders of Tomorrow; addressing Survey Reform via researching discrepancies in application of scope and severity of deficiencies and proposing standardized training for surveyors to reduce bias and minimize variance in the survey process; exploring partnerships to expedite Advancing Technology in Senior Living to enhance productivity and efficiencies, especially in addressing the current staffing crisis; and advocating for Administrator in Training/Preceptor (AITP) Standardization across states to better prepare administrations and reduce early-career turnover.



UWEC HCAD alumni participants at NELS 2022 included:

Emily Feiner - Director of Quality and Risk Management, Marquardt Management

Marleah Kueler-Grahek - Risk Manager, M3 Insurance

Lindsey Viegut - Administrator, Life Care Services - East Castle Place

Molly Vissers - Associate Executive Director, The Barrington of Carmel

HCAD/CHAASE EVENTS

HCAD STUDENTS ATTEND NATIONAL LEADINGAGE CONFERENCE



From October 16-19, Bao Vue, Kyla Ihm, McKenna Campbell, Meadow Wilson, health care administration majors, attended the LeadingAge Conference in Denver, Colorado. Dr. Frances Hawes accompanied students to the conference, where they attended events, such as listening to Abby Wambach speak about senior care. 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: LA attendee, Dr. Hawes, Kyla Ihm, Meadow Wilson, Katie Smith Sloane (LA President), Bao Vue, McKenna Campbell, & Dr. Olson



Pictured L to R: Meadow Wilson, Kyla Ihm, Bao Vue, Dr. Hawes, McKenna Campbell



"The national LeadingAge conference was a valuable experience. We were able to hear from speakers and network with leaders in the field of long term care. Our student sessions were helpful to ask questions about what things are currently like in LTC and what could be done in the future to better the field. One thing that I found extremely beneficial was the networking opportunities. The events we attended allowed for us to meet lots of people and make valuable connections. Overall, the conference gave us valuable knowledge and professional experience." - Meadow Wilson

HCAD/CHAASE EVENTS



During the fall and spring semesters, HCAD faculty and staff held an Open House for current and future Health Care Administration students. These were great opportunities for students to connect with faculty, learn more about program opportunities, ask questions, meet other HCAD students, discover different career options, and to learn more about the application process.



Administrative Residency students returned to campus in January, April, and September for their in-person learning modules. Students enjoyed reconnecting, sharing experiences, networking, and expanding their knowledge in health care leadership and management topics.

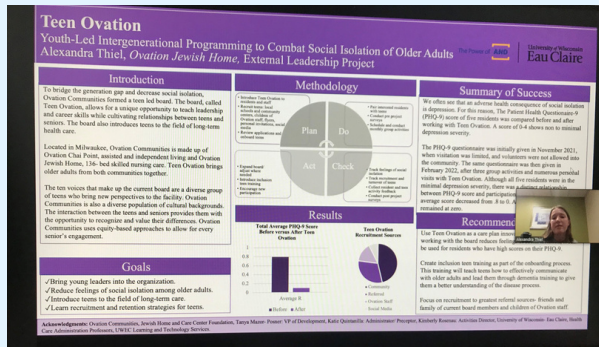


CHAASE Student Interns Jenna and Michael attended the Minnesota HOSA Conference in Minneapolis, MN. Their presence allowed for them to meet and network with young aspiring health care professionals, and share information with them about the UW-Eau Claire Health Care Administration program.



On September 22, M3 Insurance, Marquardt Management Services, and the UW- Eau Claire Alumni Foundation cohosted an HCAD/CHAASE Alumni event in Madison, WI. This was a great opportunity to connect and reconnect with colleagues, mentors, and friends. Former Wisconsin Governor Tommy Thompson and former member of the Wisconsin Legislature, Mary Panzer, began the event by welcoming guests and thanked all in attendance for their continued perseverance and dedication to long-term care.

HCAD/CHAASE EVENTS



Under the guidance of Dr. Frances Hawes, administrative residency students Kayla Luraas and Alexandra Thiel presented their leadership project posters at the Minnesota Gerontological Society Spring Annual Conference on April 6th. Each student showcased their project during a 20-minute presentation and responded to a series of questions from higher education students, faculty, and aging services professionals regarding methodology and results.



Dr. Olson and HCAD juniors attended the LeadingAge WI Spring Conference & Annual Business Meeting. Pictured with John Sauer, President & CEO of LeadingAge Wisconsin.



HCAD residency students Maddie Cahoon, Hannah Mehtala, and McKenna Puls attended WHCA/WiCAL's 71st Annual Fall Convention. Maddie and McKenna volunteered at the event and Hannah presented with her preceptor, Gerard Bodalski (Alden Estates of Jefferson). Their session title was Michelangelo: A Lifetime of Lessons for LTC.



The annual Wisconsin Health Care Association (WHCA) 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 2022 they supported five \$1000 scholarships for exceptional students.

Left: Craig Ubbelohde (Past CHAASE Convener, HCAD alum), Jennifer Johnson (HCAD alum), and Dr. Olson.



Right: HCAD residency students McKenna Puls & Maddie Cahoon, Dr. Olson, HCAD residency student Leah Hagen, and (back) Jennifer Johnson having some fun. Students volunteered at the event.

2022 CHAASE SPRING BANQUET



CHAASE Banquet keynote speaker, Bill Dombi

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 CHAASE. This year, nearly 400 participants attended the event which was held April 21, 2022 at the Lismore Hotel. The theme for the banquet was "TOGETHER TOWARDS TOMORROW: Shaping our Future Leaders". The banquet began with a welcome from the College of Business Dean, K. Brewer Doran. This was followed by keynote speaker, Bill Dombi, President & CEO of the National Association for Home Care & Hospice. Dombi 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.

THANK YOU
to all of our sponsors!

Special thanks to our 2022 CHAASE Banquet Sponsors:

Platinum Sponsors

- Alden Network
- Life Care Services

Gold Sponsors

- Accura Health Care
- Health Dimensions Group
- Ebenezer Senior Living
- Marquardt Management
- Marquis Companies
- North Shore Healthcare
- Oak Park Place
- Villa Healthcare

Silver Sponsors

- Eden Senior Care
- Fredrikson & Byron, P.A.
- Heritage Senior Living
- Lifespark
- M3 Insurance
- Mayo Foundation for Medical Education & Research
- Monarch Healthcare Management
- Pathway Health Services
- Presbyterian Homes & Services
- The Bay Health and Rehabilitation Centers

Bronze Sponsors

- American Lutheran Communities
- Bethany St. Joseph
- Brewster Village
- Capitol Lakes
- Colavria Hospitality
- Crossroads Care Center
- Direct Supply
- Friendship Village of Bloomington
- Good Samaritan Society
- Hayward Area Memorial Hospital & Water's Edge
- Martin Luther Senior Living
- Matrixcare
- Minnesota Masonic Home
- Rennes Health & Rehab
- St. Paul Elder Services
- Towne House Retirement Community
- Wisconsin Assisted Living Association
- Wisconsin Illinois Senior Housing
- Woodside Senior Communities



2022 CHAASE AWARDS

Distinguished Preceptor Award

Beth Schroeder



This award recognizes the contribution and leadership by a preceptor of the HCAD program. Beth graduated from the HCAD program in 2011. She is currently the administrator at Minnesota Masonic Home in Bloomington, MN and has served as a preceptor for numerous years. Beth is known for her personal commitment and guidance and

mentoring of students. She is an active member in her state association, Care Providers of MN, serving as Region Coordinator for the metro area. She recently became a Licensed Assisted Living Director. Beth is motivated by the eagerness of her staff and students to continually strive for excellence, process improvement, and making a resident's day.

Distinguished Student Award

Jackson Bires



This award recognizes exceptional performance and extra contributions by a student in the HCAD program. Jackson made the most of his academic life at UW-Eau Claire serving as a student research assistant working on the BEST program, ultimately presenting a poster at the 2022 ACHCA Convocation. Jackson completed his administrative

residency at Hayward Area Memorial Hospital and Water's Edge Senior Living in Hayward, WI, where his colleagues spoke incredibly highly of his abilities and interests. After graduation, Jackson began his career as a Project Manager with Ebenezer Senior Living.

Distinguished Service Award

Robert Molitor



This award recognizes the commitment of individuals to the advancement of the Center and the health care administration program. Bob is the Chief Operating Officer for Alden Management Services in the Greater Chicago Area. After graduating from Mankato State University, he began his career at Royal Imperial Group for a couple of years and has been with

Alden for over 30 years. Bob has been active in both the Illinois and Wisconsin Health Care Associations in a variety of leadership and committee assignments. He has served as a Tri-Chair for the Elevating Excellence Campaign for the Center for Health Administration and Aging Service Excellence at UW-Eau Claire and has been a proud ambassador of our program and the students for many years.

Distinguished Alumni Award

Kris Krentz

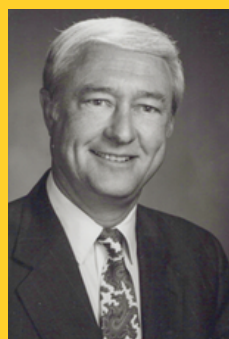


This award recognizes distinguished service to the field in a manner that brings credit upon the award recipient and UW-Eau Claire. Kris graduated from UW-Eau Claire's health care administration program in 1999. He is the CEO of Skaalen Nursing and Rehabilitation in Stoughton, WI, and has precepted numerous HCAD students. After many years of service

to the LeadingAge of WI, he was elected to serve as the Chair in 2022. Kris joined the CHAASE Advisory Board in 2022, and he continues to be a strong supporter of the program. Kris is respected by his staff and residents because he leads by example with a strong work ethic and is always willing to lend a hand to anyone in need. He is passionate about advocating for the elderly through his work and is committed to making a difference in the long-term care field.

Lifetime Achievement Award

Arlyn Mills



Arlyn is a graduate of UWEC and was instrumental in the early development of the HCAD program. The majority of his 40 year career was spent serving as Administrator of the Clark County Health Care Center in Owen, WI. During that time he also served as an adjunct professor and practicum preceptor for eight students. He found great joy in giving back and developing future leaders in our profession. He embraced change knowing that our profession must always evolve to meet the ever changing needs of those that he served. His passion and compassion were always present. Arlyn is a resident of Eau Claire, and can typically found spending time with family/friends or watching his favorite sports teams.

2022 ADMINISTRATIVE RESIDENCY LEADERSHIP PROJECT AWARD WINNERS

Each student completes three leadership projects during their year-long 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: Alex Roegner

Skaalen Retirement Services

Preceptor: Kris Krentz

Project: Streamlining Medical Supply Ordering

Finalists

- Grace Gobler- Streamlining Admissions
- Angela Yitalo- Stewarding Supplements

CUSTOMER SERVICE POSTER

Winner: Jackson Bires

Hayward Memorial Hospital & Waters Edge

Preceptor: Candi McConnell

Project: Falling for Kaizen

Finalists

- Elisha Ullmer- Improving Dementia Care and Empathy
- Mandy Granquist- Goodbye Grievances



EXTERNAL POSTER

Winner: Kayla Lurass

Martin Luther Care Center

Preceptor: Kenzie Christopher

Project: Love for my Community

Finalists

- Alexandra Thiel- Teen Ovation: Youth-Led Intergenerational Programming to Combat Social Isolation of Older Adults
- Adam Lembke- Emergency Preparedness Preparation

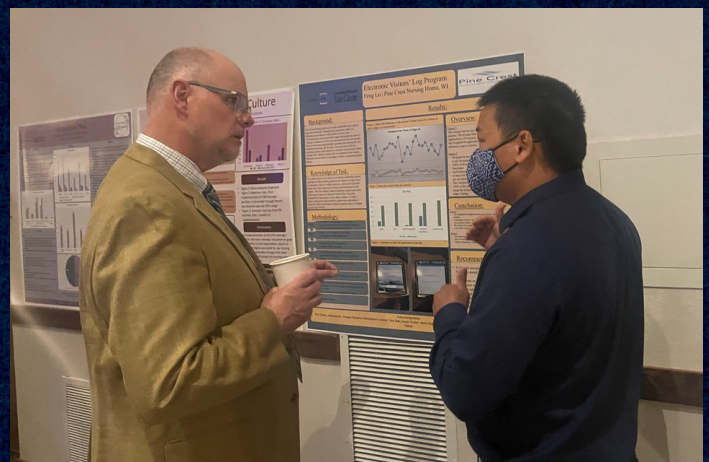
ENTREPRENEUR AWARD

Winner: Rebecca Koepsell

Lake Country Health Services

Preceptor: Ray Freson

Project: Streamlining Recruitment, Orientation, and Mentoring





SCHOLARSHIPS

CONGRATULATIONS TO OUR 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 students' 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

Rouhan Richardt

ACHCA Student Chapter

Heston Amble, Karla Gomez, & Lily Kiffmeyer

Brian R. Schoenenck UWEC Alumnus

Hannah Peroshek

Care Providers of Minnesota

Shayana VanEyll

Gene Decker

McKenna Campbell

Good Samaritan Society

Carissa Prestholdt

LeadingAge Wisconsin

Alexandria McConnell

LeadingAge Wisconsin/Value First

Jess Fjelstad

Life Care Services

Caitlyn Mylly

M3 Insurance

Michael Beckfield

Marquardt Management Services

Katherine Schellhorn

North Shore Healthcare

Meadow Wilson

Presbyterian Homes & Services

Peyton Ford & Bao Vue

Thomas Schanke Family Civic Engagement

Ben Clark

Tri County Medical Alliance

Emily Mulberry

Villa Healthcare

Annabelle Howat

Wisconsin Assisted Living Association (WALA)

Jen Brown

Wisconsin Health Care Association and Wisconsin Center for Assisted Living

Mitch Gordon, Lydia O'Hara, Maggie Oliverius, William Painter, Samantha Schoonover, Kayla Stanke, & Megan Kalthoff

Freshman Scholarships

Alden Health Care & Senior Living

Kenzie Scott

Care Providers of Minnesota

Mary Martin

CliftonLarsonAllen

Emma Cochrane

Oak Park Place

Alexa Bielawa

Wipfli

Alexa Crumb

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.

2022-2023 ADMINISTRATIVE RESIDENCY PLACEMENTS

The health care administrative 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

Danielle Auger
Jaymar Basilio
Michael Beckfield
Jen Brown
David Burville
Maddie Cahoon
Brie Callen
Jackie Carlucci
Ben Clark
Nick Duerst
Laura Farwell
Katie Haanstad
Leah Hagen
Abby Holmes
Kyla Ihm
Viana Johnson
Megan Kalthoff
Maddie Kelly
Felicia Kwak
Gally Lee
Brooke Lynch
Hannah Mehtala
Stacey Noeldner
Ashtyn Okreglicki
Maggie Oliverius
Will Painter
Dan Pelletier
Hannah Peroshek
Haley Peterson
McKenna Puls
Rouhan Richardt
Adeline Schoenherr
Josh Shackelford
Colin Sumner
Kendra VandenHeuvel
Bao Vue
Ryan Zurbuchen

Administrative Residency Site

American Lutheran Homes- Menomonie, WI
Boutwells Landing, MN
Friendship Village of Bloomington, MN
The Estates at Roseville, MN
St. Paul Elder Services, Inc., WI
Oak Ridge Care Center, WI
Volunteers of America- Maplewood Care Center, MN
Alden Estates of Huntley, IL
Wisconsin Veterans Home at Chippewa Falls, WI
Lake Country Health Services, WI
Capitol Lakes, WI
Pine Crest Nursing Home, WI
Oakwood Village Prairie Ridge, WI
Saint Therese of New Hope, MN
Skaalen Retirement Services, WI
Oakwood Health Services, WI
Minnesota Masonic Home Care Center, MN
North Ridge Health & Rehab, MN
Jones Harrison, MN
The Estates at Greeley, MN
Presbyterian Homes of Bloomington, MN
Alden Estates of Jefferson, WI
Johanna Shores, MN
Woodside Lutheran Home, WI
Martin Luther Care Center, MN
Clement Manor Inc., WI
Edenbrook of Edina, MN
American Lutheran Homes- Mondovi
Wynscape Health and Rehabilitation at Wyndemere, IL
Bethany St. Joseph Care Center, WI
Rennes Health & Rehab Center- Weston, WI
Hayward Area Memorial Hospital & Water's Edge, WI
Oak Park Place- Madison Grandview, WI
The Marquardt, WI
Brewster Village, WI
Marquis Tualatin, OR
Urbandale Health Care Center, IA



Ashtyn Okreglicki



Haley Peterson (L)



Jen Brown (R)

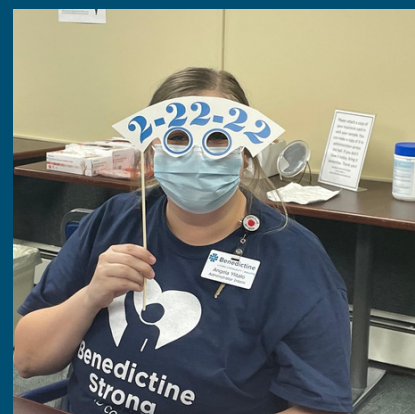
2022 PROGRAM GRADUATES & NEW EMPLOYMENT

Student	Position	Company
Nick Abernathy	EDIT	Lifespark
Madison Bates	EDIT	LifeSpark
Claire Bauernfeind	Administrator in Training	Monarch Healthcare Management
Jackson Bires	Project Manager	Ebenezer
Rachael Bolder	Executive Director	Wausau Manor Health Services
Jessica Borer	Human Resource Coordinator	Villa Healthcare
Susan Brooks	Assistant Executive Director of Assisted Living	The Residence at North Ridge
Emily Cherry	Move In Coordinator	Friendship Village of Bloomington
McKenzie Claypool	EDIT	LifeSpark
Mya Collins	Household Coordinator	Presbyterian Homes & Services
Jenna Fiore	Administrator	Grace Lutheran Communities- Willowbrook
Nicole Fraser	Executive Director	North Shore Healthcare
Joelle Frey	Assistant NHA	ProMedica
Grace Gobler	Administrator	Covenant Living of Golden Valley
Mandy Granquist	Director of Resident Services	Presbyterian Homes & Services
Laken Gunderson	Campus Recruitment Coordinator	Capitol Lakes
Thor Gust	Assistant Executive Director	Health Dimensions Group
Jordan Hansen	Resident Services Coordinator	Edenbrook of Edina
Alexandra Kummer	Administrator	Baldwin Care Center, Inc.
Alex Lee	Assistant Administrator	Minnesota Masonic Home
Brianna Lee	Household Coordinator	Presbyterian Homes & Services
Adam Lembke	Assistant Administrator	Marquardt Management
Charlie Lewis	Clinic Administrator Internship	Mequon Wellness Center LLC
Kayla Luraas	Campus Administrator	Ebenezer
Amelia Neff	Customer Success Advocate	Lumen Technologies
Aeysha Paskert	Assistant Executive Director	Health Dimensions Group
Marissa Popp	Administrator	TheDACare Peabody Manor & Heritage Homes
Mackenzie Price	Administrator	McCormick Assisted Living
Claire Richards	Admissions Coordinator	Rocky Knoll Health Care Center
Kate Santeler	Assistant Administrator	The Alden Network
Kayla Semrau	Assistant Administrator	Edenbrook of Oshkosh
Kaiya Shrader	Administrator	Meadowbrook at Bloomer
Max Stodola	Administrator	Monarch Healthcare Management
Elisha Ullmer	Director of Housing	Oak Park Place
Margo Weiland	Associate Administrator	Marshes of Skidaway Island
Kaitlyn Wiezorek	Administrator	Keosauqua Health Care Center
Angela Ylitalo	CEO & SNF Administrator	Northern Lights Services, Inc.

Three students did not report employment



Jenna Fiore



Angela Ylitalo



Margo Weiland (R)

OTHER NEWS

Congratulations to Dr. Olson!



After 22 years, Dr. Douglas Olson retired from the UWEC HCAD program on September 15th. Besides being a professor, he served as the Director of the Center for Health Administration and Aging Services Excellence (CHAASE).

Dr. Olson received his Ph.D. from the University of Minnesota, his MBA from the University of St. Thomas, and his BS degree in Health Care Administration from UW-Eau Claire. Prior to returning to his alma mater, he served as a long-term care administrator in Minnesota.

Over the past two-plus decades, Dr. Olson presented and published on senior care leadership development. He, along with other HCAD faculty and staff, have been involved with many new initiatives for academic programs and the long-term care profession. This past spring Dr. Olson was recognized with the National Educator of the Year award by the American College of Health Care Administrators. Upon his retirement, Dr. Olson transitioned to become the President and CEO of Vision Centre: Leadership Development for Aging Services.

Dr. Olson was integral in helping to strengthen and grow the HCAD program and CHAASE during his many years at UWEC. His dedication to the students and the program will be missed, yet we know he continues to work in his passion, to continually improve the senior living field.



Fast Facts

- 97.5% of the 2021 graduating class passed the CORE portion of their NAB exam (national average 83%)
- 74% of the 2021 class passed the NHA line of service portion of the NAB exam (national average 61%)

Dr. Kevin Hansen Memorial Scholarship Established



CHAASE Board Members, alumni, colleagues, and friends of Dr. Kevin Hansen established and endowed a scholarship to award to an HCAD student each year. The award recipient will be an active and engaged student in the program.

Dr. Hansen impacted many throughout his career at UW-Eau Claire from 2015-2018. His passion for education, research, and elder care rights helped to improve care, services, and quality of life for older adults. In March 2022, Dr. Hansen unexpectedly passed away, much too soon, but his legacy lives on through his meaningful past work, his loved ones, and those whose lives he impacted in so many positive ways.

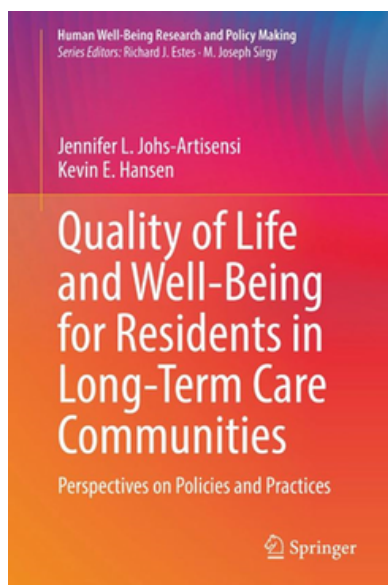


The LCS Foundation awarded two Ed and Sue Kenny Scholarships to Shay VanEyll and McKenna Campbell, University of Wisconsin-Eau Claire (UWEC) students who major in Health Care Administration. The Scholarship's mission is to help support senior living management as a mainstream, well-respected career choice. "It is such an honor to receive this scholarship for leadership and growth in LTC. I am so grateful for the support from LCS Foundation"-McKenna Campbell. "I cannot express how honored I am and how much The Ed and Sue Kenny scholarship will help with tuition expenses next year while on residency at The Estates at St. Louis Park. I am honored to have the support of the LCS Foundation while pursuing a major in the Health Care Administration career field!"- Shay VanEyll



DR JOHS' SABBATICAL YIELDS PUBLICATIONS

When Dr. Johs was on her recent sabbatical she spent the majority of her time working on two major projects, both of which were published and made available for wide distribution in 2022. 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*, and part of the book series “Human Well-Being Research and Policy Making” was published by Springer Nature. The book has been well-received by HCAD students who are now using it as the textbook for their Resident Services and Supports in Health Care class, and it was recently approved as a bibliography reference for the NAB Core, NHA, RCAL, and HCBS exams. Practitioners are excited about implementing suggested evidence-based practices to improve quality of life for the residents in their care communities and with support from CHAASE, Dr. Johs is looking forward to presenting some practical educational sessions focused on enhancing resident quality of life at several upcoming state and national long-term care conferences.



<https://bit.ly/3Nyan9V>

Leadership and staff working in nursing homes and residential care communities serve as gatekeepers to resident wellbeing, 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 leaders and managers of long-term care communities 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

She was also pleased that her original sabbatical project, “An Examination of Assisted Living Administrator Qualifications Across States” was published in the *Journal of Aging and Social Policy*.

Resident acuity, Medicaid's increased role in funding assisted living, and the COVID-19 pandemic all brought increased attention to the regulatory environment of assisted living facilities (ALFs) and the responsibilities of ALF administrators (ALFAs) are growing increasingly complex. This study explores, describes, and compares the education (degree and assisted living-specific training), 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 are identified, with some states found to have extremely low qualification requirements.



PUBLICATIONS

JOURNAL ARTICLES

Cohen, M., Hwang, A., Tavares, J., & Hawes, F. M. (2022). Could person-centered care be the secret to achieving the triple aim? *Health Affairs Forefront*.

<https://www.healthaffairs.org/doi/10.1377/forefront.20220708.832806>

Creapeau, L. J. G. (in press, 2022). Mining for gold: Recruiting successful leaders to long-term care administration. *Journal of Health Administration*.

Creapeau, L. J. G. & Hansen, K. E. (2022) *Sandy Shores Care Center: A long-term care staffing crisis. International Journal of Instructional Cases*.
<http://www.ijicases.com/search/sandy-shores-case/>

Creapeau, L. J. G., Johs-Artisensi, J. L., & Lauver, K. J. (2022). Leadership and staff perceptions on long-term care staffing challenges related to certified nursing assistant retention. *Journal of Nursing Administration*, 52(3), 146-153.

Hawes, F. M. & Wang, S. (2022). The impact of supervisor support on the job satisfaction of immigrant and minority long-term care workers. *Journal of Applied Gerontology*, 10, 2157-2166.

Hawes, F. M., Tavares, J. L., Ronneberg, C. R., & Miller, E. A. (2022) The effects of religiosity on depression trajectories after widowhood. *Journal of Death and Dying*, <https://doi.org/10.1177/07334648221104088>

Johs-Artisensi, J. L. (2022). An examination of assisted living facility administrator qualifications across states. *Journal of Aging & Social Policy*, 1-18.

GRANTS

Cohen, M., Hwang, A., Tavares, J., & Hawes, F. M. (2022). Tracking progress on person-centered care: What does it really cost us to ignore patient preferences? Co-Investigator, Scan Foundation.

Hawes, F. M. (2022). Leading through loss: Experiences of nursing home administrators in training, Principal Investigator, ORSP.

Hawes, F. M. (2022). Long term gendered pathways of religious involvement post widowhood, Principal Investigator, ORSP.

Hawes, F. M. (2022). Occupational stress and job satisfaction of immigrant and minority long-term care workers, Principal Investigator, ORSP.

Hawes, F., Creapeau, L., & Johs-Artisensi, J. (2022). Experiences with and attitudes toward death and dying among nursing home staff. Co-investigator, ORSP.

CONFERENCE PRESENTATIONS

Airth-Kindree, N. M., Creapeau, L. J. G., & Goodman, J. A. (2022). Brain and Body Fitness for those with dementia and their caregivers through community partnership. 33rd Annual International Nursing Research Congress. Edinburg, Scotland.

Dugar, K., Hawes, F. M., & Jones, C. (2022). Application of AAC&U's Global VALUE Rubric to Afghan refugee immersion. AAC&U's 2022 Virtual Conference Transforming Global Learning Practice: Time for Action, virtual.

Hawes, F. M. (2022). An analysis of the relationship between organizational social capital and occupational stress: The impact on the job satisfaction of Nursing Assistants. Business and Health Administration Association/MBAA International Conference, Chicago, Illinois.

Hawes, F. M., & Tavares, J. (2022). Long term gendered pathways of religious involvement post widowhood. Gerontological Society of America, Indianapolis, Indiana.

Hawes, F. M., Tavares, J., Cohen, M., & Hwang, A. (2022). Person-centered care: Why taking individuals' care preferences into account matters. Gerontological Society of America, Indianapolis, Indiana.

Johs-Artisensi, J. L., Creapeau, L. J. G., & Lauver, K. J. (2022). Exploratory and quantitative analysis of staffing retention practices in long-term care. Business and Health Administration Association/MBAA International Conference, Chicago, Illinois.

PUBLICATIONS & AWARDS

OTHER PRESENTATIONS

Bolder, R., Johs-Artisensi, J., Creapeau, L., & Lauver, K. (2022). A qualitative analysis of nursing home leadership and nursing assistants' perspectives on staffing challenges. Poster presentation at the American College of Health Care Administrators Annual Convocation, New Orleans, Louisiana.

Byrne, K. Hawes, F. M., & Dubois, P. (2022). A place, a process, a passing- Hospice care in nursing homes. Poster presentation at the American College of Health Care Administrators Annual Convocation, New Orleans, Louisiana.

Cohen, M., Hwang, A., Tavares, J., & Hawes, F. M. (2022). Person centered care: Why it matters. Community Catalyst Webinar, virtual.

Creapeau, L. J. G. (2022). Vision 2025 3.0 Symposium. Panel discussion: Case for expanding field experiences across the country. Invited panelist.

Gordon, M., Hansen, K., Olson, D., Johs-Artisensi, J., Flores, D., & Cole, E. (2022). The 2019 National Emerging Leadership Summit: Developing solutions to enrich lives. Poster presentation at the American College of Health Care Administrators Annual Convocation, New Orleans, Louisiana.

Howat, A., Peroshek, H., Olson, D. & Hawes, F. M. (2022). Compassion quotient survey: Importance of valuing the residents. Poster presentation at the American College of Health Care Administrators Annual Convocation, New Orleans, Louisiana.

Keach, H., Johs-Artisensi, J. L., Creapeau, L. J. G., Hawes, F. M., & Olson, D. M. (2022). The silver linings of COVID-19 in long term care. Poster presentation at the American College of Health Care Administrators Annual Convocation, New Orleans, Louisiana.

Keach, H., Johs-Artisensi, J. L., Creapeau, L. J. G., Hawes, F. M., & Olson, D. M. (2022). The silver linings of COVID-19 in long term care. Invited poster presentation at 2022 University of Wisconsin System Board of Regents meeting, Eau Claire, Wisconsin.

Luraas, K., Hawes, F. M., & Christopher, M. (2022). Love for my community: Making connections through Intergenerational community service. Minnesota Gerontological Society Annual Meeting, St. Paul, Minnesota.

Thiel, A., Hawes, F. M., & Zazor, T. (2022). Youth-led intergenerational programming to combat social isolation of older adults: Teen Ovation Board. Minnesota Gerontological Society Annual Meeting, St. Paul, Minnesota.

Weerts, Z., Dugar, K., Hawes, F. M., & Jones, C. (2022). *A critical incident technique approach to understanding ethnocentrism reflected in USA's political role in Afghanistan from a domestic immersion experience- A case study*. Celebration of Excellence in Research and Creative Activity (CERCA), Eau Claire, Wisconsin.

BOOKS

Johs- Artisensi J., & Hansen, K. E. (2022). Quality of life and well-being for residents in long-term care communities: Perspectives on policies and practices. Springer Publishing.

PROFESSIONAL ARTICLES

Creapeau, L. J. G., & Johs-Artisensi, J. L. (2022). Nursing assistants' perspective holds the key to solving your staffing woes. McKnight's Long Term Care News.

RESEARCH REPORTS

Cohen, M., Tavares, J., Hwang, A., & Hawes, F. M. (2022). Tracking progress on person-centered care: A longitudinal view of those with LTSS and complex care needs, submitted to the SCAN FOUNDATION.

Johs-Artisensi, J., Creapeau, L., Hawes, F., Olson, D., & Keach, H. (2022). The silver linings of COVID-19 in long-term care. Center for Health Administration and Aging Services Excellence.

Johs-Artisensi, J., Creapeau, L., Olson, D., Gordon, M., & Heap, B. (2022). The 2022 National Emerging Leadership Summit for health and aging services executives: The power of partnerships - White Paper

DR. OLSON WINS EDUCATION AWARD

At the 2022 ACHCA Annual Convocation in New Orleans, LA, Dr. Olson was awarded the 2022 Education Award, recognizing him for his content, innovative approach, and/or special components that have made an outstanding contribution to education in post-acute and aging services. Congratulations!



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, high impact practices for students, and unique partnerships that combine the energy of academia with provider organizations & professional organizations, our donors' generosity is transforming the future.

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YOUR ANNUAL GIFT

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. 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
- Provide student opportunities to participate in faculty-student research and present findings at state and national conferences
- Supporting student opportunities to participate in immersion experiences (trips) to explore senior services they may not experience in their residency
- Ongoing development of scholarships
- Supporting new initiatives promoted by the CHAASE advisory board and HCAD faculty & staff to lead the program and Center to meet future leadership challenges of the industry

TO MAKE A GIFT

You can:

- Visit <https://connect.uwec.edu/health-care-administration>
- Contact Lindsey Creapeau: creapelj@uwec.edu
- Use the QR code below to be directed to the donation website



SOCIAL MEDIA

In 2022, CHAASE saw continued growth and increased engagement on our social media channels.

Students, alumni, and program partners are very engaged with social media content and enjoy sharing their 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 platforms. Feel free to reach out or submit an idea to chaase@uwec.edu.



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HCAD Alumni (L-R): Haley Knudson ('20), Madi Blaha ('20), Anna Klemann ('19), Emma Jones ('21), & Chandler Hulke ('19)



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