



CHAASE
ANNUAL
REPORT

2017

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.

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Steve Chies, Paradigm Consulting

Tommy Davidson, Dove Healthcare

Gene Decker, UWEC

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Doug Fullaway, FourteenPlus, LLC.

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Deb Waedt-Nevin, Presbyterian Homes

A letter from the convener

The UW-Eau Claire health care administration (HCAD) program continues to improve as we pay attention to the expanding continuum of care and services. Recently, our nationally recognized program became the first accredited academic health services executive program in the country. This designation allows our developing and graduating health care and aging services administration students to practice throughout skilled care, assisted living, home and community based services and the senior housing field.

The Center for Health Administration and Aging Services Excellence (CHAASE) board and HCAD faculty take seriously the leadership responsibility we have within our profession. It is my honor to lead a group that rises to the challenge of offering a quality degree and relevant career path for our students. We also accept the role and responsibility to provide the necessary national leadership for this profession. Consumer expectations are ever-changing. We are committed to equipping our HCAD graduates with the skills required to meet those expectations and become leaders in the senior services spectrum.

Our country requires an ample supply of qualified leaders to meet the expected talent gap in the years ahead. We have to ensure that our students have the ability to be engaged in their learning **"AND"** have the opportunity to experience new paradigms and perspectives. Our faculty and staff have to be able to stay both current **"AND"** engaged in driving a broader agenda forward for the profession. We take this obligation very seriously. Our partners in leadership and innovation, from across the profession and within the university, ensure that we produce strong graduates **"AND"** that we are differentiated from all others. **The Power of "AND"** continues to thrive within our program and Center.

As we look ahead, our goals this next year will stay focused on student success, faculty and staff development and retention, valuing essential partnerships and projects, and the need to guarantee the long-term sustainability of both the program and Center with the support of an endowment.

We realize that we cannot do this without you. We need continued university leadership, supportive alumni, engaged provider organizations, stakeholders, and friends that are willing to invest their time, talent and resources. We invite you to stay connected, join us, and spread the word as we continue to advance this noble profession for both the leadership needs of today and the opportunities of tomorrow.

Thank you for your engagement and support of our calling to develop the next generation of leaders.

With appreciation,



Michael T. Schanke, 1985 HCAD Alumnus
Convener, Board of Advisers
Center for Health Administration and Aging Services Excellence



UWEC HCAD FIRST IN THE COUNTRY TO RECEIVE HEALTH SERVICE EXECUTIVE PROGRAM ACCREDITATION (HSE)

One of the many exciting achievements coming out of UWEC's health care administration program in 2017 was the health service executive program accreditation (HSE) we received. With this new designation, students graduating from our program can obtain additional credentials that demonstrate their ability to lead long-term care services across the continuum.

"The HSE is NAB's solution to the licensure portability issue as more states are accepting HSE qualified individuals as meeting their licensure requirements," stated Dr. Jennifer Johs-Artisensi, program director of the health care administration program. UWEC's HCAD program has been NAB accredited since 2005 and is recognized as the benchmark in the industry. The addition of the HSE accreditation was a natural progression for the program and will provide an additional competitive advantage for students.

Nearly 10 years ago faculty and the advisory committee recognized that consumers of senior services were looking for alternatives to long-term care facilities. As alternatives were developed, our program faculty began to incorporate curriculum that included community-based and assisted living services. In a more board approach, a review and revision of both on-campus and practicum coursework now includes content on addressing customer needs, regulations, and payment sources for home and community-based services such as home care, senior housing, adult day programs, and hospice. Additionally, curriculum further explores the connection that the role of hospitals and clinics have in providing the full concept of the continuum of care.

Current faculty have experience that supports this effort. As a consultant, Dr. Johs-Artisensi developed a rate setting methodology to establish family care assisted living and group home provider rates. Dr. Olson's recent sabbatical project focused on developing a strategy to expand senior care academic programs which included interviews with organizations and associations of senior but non-nursing home providers. Dr. Hansen served as a policy and legal analyst for laws, rules and initiatives in both



nursing homes and RC/AL settings, and practicum coordinator Lindsey Creapeau provided extensive professional experience as an assisted living dementia specialist and program manager with managed care programs. In addition, these areas of senior services are well represented on the program's advisory board and experts are regularly used as guest speakers in courses.

UWEC health care administration graduates since 2015 are currently eligible to become HSE qualified if they already have a nursing home administrator's licensure. They are required to pass two specialty exams in residential care/assisted living and home and community-based services. Graduates from non-HSE accredited programs will also need to have three years of licensed administrator experience.

Dr. Johs-Artisensi and the program were recognized at the NAB mid-year conference in Savannah, GA in November. This was a large undertaking and significant accomplishment for our program. While the efforts of many went into this initiative, special acknowledgment is given to Dr. Johs-Artisensi for all of her work in spearheading the project and her continuous review and efforts to push the plan to completion.

Dr. Jennifer Johs-Artisensi (center) receives the HSE certification, with Kathie Will, NAB Education Vice Chair (left) and Del Zook, NAB Chairman (right)

STUDENT EXPERIENCES



NATIONAL EMERGING LEADERSHIP SUMMIT (NELS)

Juniors Chandler Hulke and Katelyn Mrozek, along with Dr. Kevin Hansen, attended and led the eighth annual National Emerging Leadership Summit (NELS), held in Washington, D.C. from June 20 – 22, 2017. UW-Eau Claire HCAD alumni in attendance included: Spencer Beard (The Lutheran Home Association), Julia Biehn (Crest View Senior Community at Blaine), Jaimee Demmon (Alden Valley Ridge), Jennifer Johnson (Marquardt Village), and Kat Kilbane (LCS – Green Hills Retirement Community).



www.nelssummit.org

WINTERIM IMMERSION EXPERIENCE

Milwaukee welcomes HCAD program students for winterim 2017

In January 2017, eight students traveled with professors LaNette Flunker and Dr. Kevin Hansen to Milwaukee, WI for the fourth annual winterim immersion experience. The students learned how long-term care communities function in an urban area, while observing a variety of faith-based care communities. This experience illustrated how varying religions have an impact on the care residents receive. In addition, students spent a day in the shoes of long-term care suppliers as well as with healthcare community building architects, walking away with a lot of valuable, real-world knowledge.

"The immersion trip was truly an incredible experience. Seeing five different long-term care facilities and conversing with professionals definitely reminded me as to why I want to pursue a career as a nursing home administrator," reflected Junior Sara Chmielewski. Junior Luke Jackson shared that he felt the time spent at Direct Supply made him realize that "as a future administrator, I now realize that it can be extremely helpful to have a good relationship with suppliers."

"The immersion trip was truly an incredible experience."

— Sara Chmielewski

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

- Direct Supply
- Eppstein Uhen Architects
- Life Care Services New Castle Community
- Milwaukee Catholic Home
- Milwaukee Jewish Home
- Oak Park Place of Madison
- St. John's on the Lake



STUDENT EXPERIENCES

HCAD STUDENTS ATTEND NATIONAL LEADINGAGE CONFERENCE IN NEW ORLEANS

Representing the local student chapter of ACHCA, the following students, along with Drs. Douglas Olson and Kevin Hansen, attended the 2017 national LeadingAge conference in New Orleans. Students learned about the importance of industry association memberships and had the opportunity to network with industry professionals.

- Nathaniel Berg
- Emily Greenwood
- Chandler Hulke
- Joshua Kendrick
- Marissa Laher
- Cole McNamee



PATHWAY HEALTH OFFERS STUDENT OPPORTUNITIES

Pathway Health, one of our partnering organizations, offered a couple of extra student experiences, including a paid internship position. Katelyn Mrozek was hired, and worked on a special project to explore grant opportunities in the senior care field. She also had the opportunity to shadow a number of consultants. Last fall, the organization also made it possible for five HCAD students to attend their annual education and strategy development meeting in St. Paul. We invite other organizations to explore creative ways to offer value added experiences for our exceptional students.



ACHCA students support Special Olympics with a bowling fundraiser



ACHCA STUDENT CHAPTER BOARD MEMBERS

- | | |
|--|---|
| President:
Katelyn Mrozek | Secretary:
Rachael Wallin |
| Vice President:
Robert McInnes | Marketing Director:
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Chandler Hulke | Director of Recruitment and Retention:
Morgan Hesselman |
| Volunteer Director:
Nathaniel Berg | Social Coordinator:
Cole McNamee |
| Director of Fundraising:
Haley Knudson | |

ACHCA MEETING SPEAKERS

- Jane Burch**
Pathway Health
- Bob Siebel** and **Kirstin Dunsworth**
Carriage Healthcare
- Lisa Wells**
Eau Claire ADRC

ACHCA student organization, HCAD students, faculty, and alums support Alzheimers research with the Chippewa Valley Walk to End Alzheimer's event



2017 PRACTICUM LEADERSHIP PROJECT AWARD WINNERS



LEFT TO RIGHT:
Julia Lewinski,
Kylie Seiffert,
Katelyn Nowack,
and Sara Starck

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

CUSTOMER SERVICE AWARD

WINNER

Katelyn Nowack

Heartland ManorCare of Fond du Lac, WI; Preceptor Stacy Niess
Project: *Dementia Dining Program*

FINALISTS

Tara Nenahlo

Prairie Pointe and River Pines of Altoona, WI; Preceptor Randy Rennock
Project: *Reducing Relocation Stress Syndrome*

Austin Oungst

Heartland ManorCare Center of Sterling Heights, MI;
Preceptor Joe Carpino
Project: *Improving the Dietary Experience*

Cayci Wathke

Dove Healthcare - Wissota Health and Regional Vent Center of
Chippewa Falls, WI; Preceptor Sarah North
Project: *Post-Discharge Follow-Up Calls*

EXTERNAL RELATIONSHIPS AWARD

WINNER

Julia Lewinski

LindenGrove of Mukwonago, WI; Preceptor Vern Larson
Project: *IN2L: Closing the Technology Gap between Generations*

FINALISTS

Alexi Bornemann

Eden Rehabilitation Suites/Green House Homes of Oshkosh, WI;
Preceptor Kelly Fitzpatrick
Project: *Law Enforcement and First Responders Appreciation Event*

Kristine Maciolek

Dycora of Greendale of Greendale, WI; Preceptor Ashley Kohls
Project: *Ensuring a Quality Admission Experience*

Samantha Paider

LCS Newcastle Place of Mequon, WI; Preceptor Julie Bissonnette
Project: *Hospital Relationships: A Key to Success in the Post-Acute Sector*

INTERNAL OPERATIONS AWARD

WINNER

Kylie Seiffert

Sheboygan Progressive Care Center of Sheboygan, WI;
Preceptor Liz Reiss
Project: *Consistent Staff Assignment*

FINALISTS

Kiely Erwin

Martin Luther Care Center of Bloomington, MN; Preceptor Jody Barney
Project: *Get Movin'*

Michaela Hagenow

Minnesota Masonic Home of Bloomington, MN;
Preceptor Beth Schroeder
Project: *Champion of Care*

Alissa Iwanski

Ingleside Manor of Mount Horeb, WI; Preceptor Donna Kruchten
Project: *Implementing Section GG in the Environment*

HEYDE HEALTH CARE ENTREPRENEURIAL AWARD

WINNER

Sara Starck

Wisconsin Veterans Homes of Chippewa Falls, WI;
Preceptor Megan Corcoran
Project: *Don't Waste, Donate: Feeding Our Veterans*

FINALISTS

Elizabeth Lallemond

Grand View Care Center of Blair, WI; Preceptor Stacy Suchla
Project: *Cognitive Stimulation and Training*

Haley Ovyn

Wausau Manor of Wausau, WI; Preceptor Erica Poole
Project: *Dash 'n' Dine Event*

Megan Van De Hey

Brewster Village of Appleton, WI; Preceptor Morgan Hinkley
Project: *Use of Fit Bits to Monitor Sleep Patterns for Persons with Dementia*

2017 DISTINGUISHED AWARDS

PRECEPTOR OF THE YEAR AWARD

The Preceptor of the Year award recognizes the contribution and leadership by a preceptor of the health care administration program. The award recipient, the late Shelly Wiggin, received her RN license at 19, being one of the youngest RNs in the state and later becoming a director of nursing as well as a nursing home administrator. She was a consultant for Pathway Health and an administrator for Volunteers of America, Good Samaritan Society, and finally at Minnesota Masonic Home in Bloomington. Shelly mentored many practicum students from UW-Eau Claire and received rave reviews for her exceptional interest and support for each one of them. Beth Schroeder, the current administrator at Masonic Home, received the award on behalf of Shelly and her family.



Wisconsin-Eau Claire. Ray was also a champion for leading the CHAASE space renovation involvement of Direct Supply. Ray has served on the CHAASE board for the past three years, and has been a supporter and advocate of the UW-Eau Claire health care administration program.

LEFT TO RIGHT:
Nate Sproat,
LaNette Flunker,
and Ray Miller

DISTINGUISHED STUDENT AWARD

The Distinguished Student award recognizes exceptional performance and extra contributions by a student in the health care administration program. The recipient, Nate Sproat, was the president of the student chapter of ACHCA, served as a resident assistant at Dove Healthcare, has attended a winterim immersion experience, went on a summer immersion trip to the Dominican Republic with ImpactLives, and presented a research project poster at the ACHCA national convocation. Nate graduated with a degree in health care administration, an advanced business communication certificate, and gerontology minor.

DISTINGUISHED SERVICE AWARD

The Distinguished Service award recognizes the commitment of individuals to the advancement of the Center and the health care administration program. The recipient, Ray Miller, has been with Direct Supply since 2006 and is a founding member of the Direct Supply-sponsored Loss Prevention Forum. Prior to this, his experience was focused on loss control and prevention within various health care organizations, serving as the corporate safety director for several of these companies. Ray has served on numerous state and national committees, presented at a variety of state and national association conferences as well as lecturing at the University of

ALUMNI OF THE YEAR AWARD

The 2017 Alumni of the Year award is given to an individual that has made significant contributions to the HCAD program and the Center over the years. The recipient, LaNette Flunker, graduated in 1985 with a major in health care administration, a minor in gerontology, and in 1998 graduated with a Master's in business administration from the University of St. Thomas. LaNette was an administrator for several years and hosted UW-Eau Claire practicum students during that time. She began her teaching career in 1998 at UW-Eau Claire in the marketing department and was awarded the university's Distinguished Teacher award in 2007. LaNette was involved in the development of the Northwood Sales Competition and was a coach for many successful teams. LaNette joined the HCAD program in 2011, serving as the practicum and center coordinator. She has taken the practicum experience to a new level, developed and taught a variety courses, led new projects such as the winterim immersion experience, worked with student organizations, connected with numerous alumni and partners over the years, and expanded scholarships available to students.

2017 PROGRAM GRADUATES

GRADUATE	POSITION	EMPLOYER
Will Armstrong	Director of Housing	Oak Park Place, Madison, WI
Elizabeth Bain	Assistant Administrator/ Business Office Manager	The Villa at Bryn Mawr, Minneapolis, MN
Caitlin Brozek	Assistant Administrator	Alden Courts of Waterford, Aurora, IL
Mackenzie Christopher	Administrator	Villa Healthcare, Middleton, WI
Carly Cline	Campus Administrator	Lutheran Homes and Health Services, Fond du Lac, WI
Katie Collins	Administrator	Alden Poplar Creek, Hoffman Estates, IL
Alexis Effert	Assistant Administrator	Alden North Shore, Skokie, IL
Kiely Erwin	Health Services Administrator	Transforming Age Parkshore, Seattle, WA
Kaylee Falk	Management Consultant	FIS, Minneapolis, MN
Nikoll Fjelstad	Administrator	Atrium Post Acute Care of Chilton, Chilton, WI
Carmen Flunker	Administrator	Atrium Post Acute Care and Atrium Senior Living of Black River Falls, WI
Anora Freund	Director of Human Resources	Legacy Healthcare, LLC, Chicago, IL
Zach Greisch	Associate Administrator	Saint Therese, New Hope, MN
Michaela Hagenow	Administrator	The Estates at Fridley, Monarch Healthcare Management Fridley, MN
Alissa Iwanski	Assistant Administrator	Ingleside Manor- Mount Horeb, WI
Jordan Justice	Assistant Director	Heritage Senior Living, Kimberly, WI
Sarah Korenchen	Resident Services Specialist	Johanna Shores- Presbyterian Homes and Services, Arden Hills, MN
Rachel Kuhnly	Graduate Student	Masters of Healthcare Administration, University of Minnesota
Elizabeth Lallemond	Administrative and Research Coordinator	Advance Product Development, Minneapolis, MN
Haakon Lean	Graduate Student	University of Wisconsin MBA Consortium
Julia (Lewinski) Olson	Administrator	Atrium Post Acute Care of Kewaunee, WI
Kristine Maciolek	Administrator	Dycora, Fort Atkinson, WI
Tara Nenahlo	Administrator	Marshfield Clinic Comfort & Recovery Suites, Eau Claire, WI
Sarah Nichols	Assistant Administrator	Skaalen Retirement Services, Inc., Stoughton, WI
Katelyn Nowack	Executive Director	Saint Therese of Woodbury, MN
Hannah Olejniczak	Director	Our House Senior Living, Eau Claire, WI
Austin Oungst	Administrator	HCR ManorCare, Gig Harbor, WA
Haley (Ovyn) Pogodzinski	Marketing Liaison	Wausau Manor Health Services, Wausau, WI
Samantha Paider	Associate Administrator	Life Care Services, Elyria, OH
Tyler Palzkill	Administrator	Lake Shore Assisted Living, Minocqua, WI
Allison Pedretti	Administrator	Western Home Communities, Cedar Falls, IA
Danielle Peterson	Administrator	Good Samaritan Society Quiburi Mission, Benson, AZ
Deanna Pierzina	Care Center Administrator	Three Links, Northfield, MN
Kylie Seiffert	Executive Director	Elk River Senior Living, Elk River, MN
Ashley Smetana	Administrator	Dove Healthcare South, Eau Claire, WI
Nate Sproat	Executive Director	Greentree Health and Rehabilitation, Clintonville, WI
Sara Starck	Administrator	Atrium Health and Senior Living, Bloomer, WI
Rachel Steingruebl	Administrator	Villa Health Texas Terrace, St. Louis Park, MN
Clayton Stoltz	Administrator	Manorcare, Platteville, WI
Justin Teal	Nursing Home Administrator	The North Shore Estates, Duluth, MN
Dylan Thompson	Sales and Outreach Manager	Miller's Landing, Minneapolis, MN
Kathryn Trucco	Administrator	Monarch Healthcare, The Estates at Rush City, Rush City, MN
Rebekah (Uhren) Hoff	Administrative Assistant	Productive Living Systems, Altoona, WI
Megan Van De Hey	Administrator	St. Paul Elder Services, Inc., Kaukauna, WI
Alexandra Wangen	Housing Director/Volunteer Coordinator	St. Gertrude's Health & Rehabilitation Center and The Gardens, Shakopee, MN
Jessica (Walker) Gordon	Administrator	Stratford Specialty Care, Care Initiatives Stratford, IA
Briana Weyker	Assistant Director	Heritage Senior Living, LLC Lake Country, Monona, WI
Cayci Wathke	Assistant Administrator	Dove Healthcare, Wissota Health & Regional Vent Center, Chippewa Falls, WI
Emily Wurzer	Executive Director	Clarion Wellness and Rehabilitation, Clairon, IA

Three students did not report their current employment status

SCHOLARSHIPS

CONGRATULATIONS TO OUR 2017 SCHOLARSHIP RECIPIENTS

Over \$15,000 in scholarships awarded in 2017

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

Alden Senior Living

Allison Prouty

ACHCA Student Chapter

Lori Morris

Benedictine Health System

Alyssa Schwaller

Brian R. Schoeneck UWEC Alumnus

Rachel Paddock

Care Providers of Minnesota

Michael Klein

Gene Decker

Robert McInnes

Fortis

Jacqueline Immekus and Rachael Wallin

Golden Living

Madelyn Blaha and Kyle Theiler

Good Samaritan Society

Nicholas Schmitt

HCR ManorCare

Rachel Brickner

LeadingAge Wisconsin

Anna Schoen

Life Care Services

Robert Whitehurst

M3 Insurance

Rachel Meyer

Thomas Schanke Family Civic Engagement

Katelyn Zachowski

Tri County Medical Alliance

Andrea Mader

Villa HealthCare

Luke Jackson

Wisconsin Assisted Living Association

Brynna Pellwitz

Wisconsin Health Care Association and Wisconsin Center for Assisted Living

Marissa Lahr, Hannah Duerst, Nathaniel Berg, Chandler Hulke, Carissa Vruwink

Wipfli

Emily Greenwood

CHAASE ANNOUNCES NEW INCOMING FRESHMAN SCHOLARSHIPS AWARDED FOR THE FIRST TIME

Incoming freshman health care administration declared majors were given an opportunity to apply for scholarships intended for high achieving students with an ACT of at least 25, a high school GPA of 3.5+ or a high school rank in the top 25% of their class. The following students were awarded the 2017 scholarships:

- **Oak Park Place Scholarship:** Katelyn Kegen (Boyceville, WI)
- **Golden Living Centers Scholarship:** Jenica Monkman (Woodbury, MN)
- **The Alden Network Scholarship:** Taylor Burzynski (Stanley, WI)
- **Wipfli Scholarship:** Jaclyn Pederson (Eau Claire, WI)

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. For information on supporting a freshman or other scholarships, please contact Dr. Douglas Olson at olsondou@uwec.edu.



2017 PRACTICUM EXPERIENCES

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

STUDENT	PRACTICUM SITE	STUDENT	PRACTICUM SITE
Catherine Manlolo	Alden Des Plaines	Brianna Clarksen	ManorCare Health Services - Green Bay West
Jason Lee	Alden Estates of Jefferson	Zoe Hirsh	ManorCare Health Services - Pewaukee
Katelyn Zachowski	Alden of Waterford	Sarah Beuth	Maple Ridge Health & Rehabilitation
Nicholas Schmitt	Atrium Post Acute Care of Wisconsin Rapids	Rachel Russell	Marquardt Village
Jacquelyn Waedekin	Benedictine Living Community of Duluth	Kelsey Buss	Martin Luther Care Center
McKenzie Belfeuil	Bethany Home	Allison Prouty	Minnesota Masonic Home Care Center
Jacob Luehmann	Bethany St. Joseph Care Center	Jordan Hines	Miravida Living
Shoua Khang	Birchwood Senior Living	Brea Campy	Oakwood Villa
Lori Morris	Boutwells Landing	Anna Burlingame	Park Manor, Ltd.
Katherine Howell	Brewster Village	Antonia Fraser	Pine Manor Health & Rehabilitation
Jessica McCracken	Capitol Lakes	Luke Jackson	Presbyterian Homes of Bloomington
Cherylin Yealey	Clearwater Care Center	Halle Pszeniczny	Providence Place Senior Living
BauSing Jennifer Her	Clement Manor Inc.	Mariah Nichols	River Pines and Prairie Pointe
Leah Perras	Crest View Senior Communities	Mizone Vue	Rose of Sharon Manor
Eden Reeg	Dove Healthcare - West	Brynna Prellwitz	Skaalen Retirement Services
Leah Bird	Ebenezer Care Center	Alexa Kanz	St. Gertrude's Health and Rehabilitation Center
Sara Chmielewski	Good Samaritan Society- Ambassador	Taylor Hanson	St. Paul Elder Services, Inc.
Katie Helgeson	Good Samaritan Society- Specialty Care Community	Cody Buttles	St. Therese Home, Inc.
Alyssa Schwaller	Grand View Care Center	Blake Dehnke	Touchstone Healthcare Community
Robert Whitehurst	Green Hills Retirement Community	Joseph Gates	Willow Ridge Healthcare LLC
Miranda Weiss	Heritage Nursing & Rehabilitation	Pang Thao	Wisconsin Veterans Home at Chippewa Falls
Rachel Meyer	Jewish Home & Care Center	Lauren Pierson	Woodbury Senior Living
Michael Klein	Johanna Shores		
Mackenzie Harnisch	ManorCare Health Services - Fond du Lac		

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

Alden Health Care & Senior Living	Dimensions Management of Chippewa Falls, LLC	Mayo Foundation for Medical Education and Research	Snowhill Healthcare LLC
American College of Health Care Administrators	Ebenezer	Minnesota Masonic Home	Spring Valley Health Care Services Inc.
Argentum	Ensign Facility Services	Miravida Living	St. Paul Elder Services, Inc
Bellarmine University	Fortis Management Group LLC	NAB Foundation	Tealwood Care Centers Inc.
Benedictine Health System	Fredrikson & Byron PA	National Investment Center	The Evangelical Lutheran Good Samaritan Society
Bethany Home, Inc.	Golden Living Inc.	For Seniors Housing & Care	The Goodman Group, LLC
Bethany St. Joseph Corporation	Good Samaritan Society- University	North Ridge Operator, LLC	The University of Maryland Foundation, Inc.
Birchwood Senior Living	Grace Lutheran Foundation	North Shore Healthcare, LLC	Villa Financial Services
Bornemann Senior Communities	Grand View Care Center Inc.	NSH Hopkins LLC	Welcov Healthcare LLC
Capitol Lakes	Hayward Area Memorial Hospital & Water's Edge	Oak Park Place	Willow Ridge Healthcare Facilities LLC
Care Initiatives	HCR Manor Care	Outagamie Co/Brewster Village	Wipfli Foundation Inc.
Care Paradigms Management, Inc.	Heritage-5, LLC	Park Manor	Wisconsin Assisted Living Association
Care Providers of Minnesota	Ingleside Manor	Parkside Care Center LLC	Wisconsin Health Care Association
Clearwater Care Center	Jewish Home and Care Center Inc.	Prairie Manor, Inc.	Wisconsin Illinois Senior Housing Inc.
Clement Manor	LeadingAge Wisconsin Inc.	Presbyterian Homes & Services	WKU Foundation
CliftonLarsonAllen - Minneapolis	Life Care Services LLC	Rice Management Inc.	
Covenant Healthcare LLC	Lutheran Homes of Oshkosh	Saint Therese Inc.	
Crest View Lutheran Home	M3 Insurance - Madison	Samaritan Bethany, Inc	
	Marquardt Village Inc	Senior Care Providence	
	Martin Luther Manor LLC	Skaalen Nursing & Rehabilitation Center, Inc.	

INDIVIDUAL GIFTS

Allan T. Barr	Kelli Anne Guyse	Mitchell Daniel Martenson	Brian R. Schoeneck
Adam M. Beach	Haley Renee Hall	Arlyn A. Mills	Kylie Sue Seiffert
Cathy A. Bergland	Kevin E. Hansen	Jeffrey Robert Minor	Lynn M. Serbus
Julie Kay Bissonnette	Kimberly K. Heller	Lori Ann Morris	Stephen Hadley Seybold
Pamela Blanchette	Chandler Kay Hulke	Olivia Kathleen Neary	Heather Lynn Sheehan
Daniel M. Bornemann	Michael S. Hirsh	Sondra Lee Norder	Randy D. Snyder
Kim M. Broyer	Donald L. Husi	Kevin M. Nowack	Sara Catherine Starck
Katie Grace Collins	Jennifer L. Johs-Artisensi	Douglas and Kelly Olson	Patricia W. Steingruebl
Dr. Gene P. Decker	Patricia Ann Karner	Richard K. Peterson	Rachel Wanner Steingruebl
Alexis Marie Effert	Christine M. Kenyon	Kevin Pierzina	Allan Z. Swartz
Dean B. Eide	Dinah Joy Martin Kmetz	Talia Alyssa Pletcher	Justin James Teal
Alexander James Ferrell	Christopher G. Krebsbach	Erica D. Poole	Pang Thao
Diane Marie Fjelstad	Kristian Randall Krentz	Joel G. Prevost	Ellen Mary Thompson
Nikoll Ashly Fjelstad	Jayne Ann Kuhnly	Allison Kae Prouty	Craig Donald Ubbelohde
Michelle Lynn Fjelstad	Rachel Lins Kuhnly	Elizabeth A. Reiss	Briana Marie Weyker
LaNette M. Flunker	Stephen P. Lallemon	Randall Carl Rennock	Emily Jean Wurzer
Keanan Allen Franco	David Lewinski	Jon Andrew Richardson	Zachary Tyler Ziesemer
Scott Brian Frank	Ryan James Locy	Michael T. Schanke	

STUDENT+FACULTY RESEARCH



Students Katelyn Mrozek, Luke Jackson, Alyssa Schwaller, and Allison Prouty with CHAASE Board Member Steve Chies (received the ACHCA Public Service Award)

ACHCA

ACHCA offers students an opportunity to showcase applied research scholarly work during the annual poster session at the national ACHCA Convocation. Leading up to the event, faculty select students

to collaborate with on research activity, providing valuable learning and professional opportunities for each participating student. In addition to presenting at Convocation, the students also presented during Student Research Days on the UW-Eau Claire Campus. Posters were also available for viewing at the CHAASE annual banquet.

STUDENT RESEARCH PROJECTS

The 2016 National Emerging Leadership Summit: From “Professionals Leading Passionate Innovation” to “Advancing our Profession, Enhancing Lives”

Luke Jackson

Luke presented on the 2016 National Emerging Leadership Summit (NELS) and the summit’s outcomes, as developed by participants. His research, working with Drs. Hansen and Olson, presented the pre-summit demographic information of the 2016 NELS attendees, and covered the two themes developed by summit participants: accountability and focusing on the workforce in health and aging services. The summit participants worked to increase awareness of the work done at each NELS summit, connect NELS alumni through multifaceted efforts, send out regular updates on NELS work, and enhance the recruitment of talented individuals to the field of health and aging services administration.

Expanding and Enhancing Senior Care University Programs Nationwide

Katelyn Mrozek

Katelyn worked with Dr. Olson as part of his year-long sabbatical to present research on enhancing existing

and creating new university programs focused on senior care administration. Her research covered the aging demographic across the United States, and the location of currently accredited programs (e.g., NAB, AUPHA, CAHME, AGHE) in this area. She also included data and feedback from multiple stakeholder groups that Dr. Olson worked with during his sabbatical, and highlighted seven key areas to focus on to improve the number and quality of senior care administration programs.

Evaluating the Use of Technology in Long-Term Care Settings

Allison Prouty

Working with Drs. Johs-Artisensi and Hansen, Allison assisted with the year-long applied research project for the health care administration program. Practicum students gathered data at their sites on the use of technology to benefit residents, family members, staff members, and external partners (e.g., contracted services, other care providers). Allison’s research also focused on whether technology was used to improve quality of care, quality of life, internal communication, or external communication. She focused on several key technologies and their use including resident use of laptops or headphones, call light and alarm systems, family access to an online EMR system, video conferencing (e.g., Skype), online staff schedule management systems, EMRs, and emails or cell phones for staff communication.

Key Attributes and Potential Barriers of Long-Term Care Administration Programs: A Ten-Year Analysis of NAB Accreditation Reports

Alyssa Schwaller

Alyssa worked with Drs. Olson and Johs-Artisensi to analyze the characteristics of NAB-accredited university programs to identify both strengths and areas for improvement for academic programs. Her research focused on several strengths that were common among NAB programs: a “critical mass” of students, multidisciplinary education with professional development opportunities, passionate faculty with advanced degrees and practitioner experience, practicum/internship experiences in the curriculum with qualified and trained preceptors, a continuum-representative Advisory Board, and adequate funding for student experiences.

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 2017 they supported five \$1,000 scholarships for worthy students. Mark your calendars for July 16th, 2018 and watch for further information on how you can participate.

In October, nearly 50 alumni and friends gathered at the M3 insurance campus in Madison. A special thank you to M3 for generously hosting the event and the UW-Eau Claire Alumni Foundation for attending and providing UWEC gifts.

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

Please consider a gift to the Caring Club. Every opportunity to provide an experiential experience provides a valuable learning opportunity and a more prepared future administrator.



The CARING CLUB

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

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

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

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

TO MAKE A GIFT:

connect.uwec.edu/business

Select “Health Care Administration” in the fund drop-down, and note you are supporting the CHAASE Alumni Fund in the comments section.

Or, contact Dr. Doug Olson at (715) 836-5067 or olsondou@uwec.edu.

Learn more about membership levels at www.uwec.ly/chaase.

LATEST NEWS

NEW FACULTY

Lindsey Creapeau, M.A.

CHAASE welcomed Lindsey Creapeau, M.A., as the health care administration practicum coordinator in September. Creapeau replaced LaNette Flunker who retired on August 31.



In her role, Creapeau will manage senior practicum students and teach a variety of courses. Prior to coming to UW-Eau Claire, Creapeau was the director of community relations at Azura Memory Care in Eau Claire. She also has experience in a managed care organization (family care/Medicaid) and taught at the University of Wisconsin-Stevens Point.

Creapeau has a graduate degree in interpersonal/organizational communication and an undergraduate degree in interpersonal/organizational communication and psychology with a human services emphasis (both from UWSP). She holds a dementia specialist designation in Wisconsin.

Dr. Jennifer Johs-Artisensi, health care administration program director, commented, "Lindsey has been a great addition to the HCAD team! The students have enjoyed getting to know her and she met all of our current preceptors last fall through site or Skype visits. One nice feature of how this position is now structured is that students will take our intro course from Lindsey as freshmen and then interact with her as the faculty advisor of the student chapter of ACHCA over their three years on campus, so she will already have a well-established relationship with students when they embark on their practicum year."

Kylie Holmstadt

Kylie Holmstadt joined our team in August as the University Services associate within the management & marketing department. She took over Pam Blanchette's position after Pam retired. In her role, Kylie provides administrative support for the health care administration program.



Kylie is a UW-Eau Claire graduate with a BA in Spanish with a business and professions emphasis. Prior to taking this position, she worked for a technical college as an assistant to the deans of business/academic initiatives and general education/liberal arts.

ANNUAL APPLIED RESEARCH PROJECT (2016 – 2017)

Working with Drs. Johs-Artisensi and Hansen, the students completing their year-long practicum experience assisted with the 2016 – 2017 health care administration program's applied research project. Students gathered data at their practicum sites on each site's use of technology to benefit residents, family members, staff members, and external partners (e.g., contracted services and external care providers who partner with referrals). The information gathered by students was analyzed by UWEC faculty members, in coordination with a student research assistant, and the findings were presented at the annual Convocation of the American College of Health Care Administrators in St. Louis. Research findings were also shared with all preceptors as part of their involvement as a practicum site for the HCAD program. Drs. Hansen and Johs-Artisensi also wrote a research paper based on the findings of this study and submitted it for publication in the *Journal of Healthcare Management*.

EXPANDING AND ENHANCING UNIVERSITY-BASED SENIOR CARE ADMINISTRATION PROGRAMS: AN UPDATE ON THE DEVELOPMENT OF A NATIONAL PLAN

Given the demographic trends and the undersupply of quality, talented leaders in the field, the profession of long-term care (LTC) administrators is facing a crisis. Addressing it requires



a coordinated, comprehensive plan that builds a strong portfolio of educational programs focused on developing senior care leaders throughout the country. One essential piece in leadership development is an availability of strong university-based senior care administration programs. Understanding this need, Dr. Olson has been working on a sabbatical project with a group of individuals representing a variety of stakeholders along with an expanded list of technical experts to consider and discuss this issue and advance an agenda for action. Using a mixed methodology research approach, including considering the existing literature, guided conversations, numerous focus groups and surveys, and other formal research inquiries, a number of themes have emerged that require attention in addressing this opportunity.

The seven themes identified include the following required focus areas in order to further develop health administration and aging services programs:

1. Enhancing the professional image;
2. Ensuring availability of administrator-in-training experiences;
3. There is a strong need for partnerships between Universities and organizations;

4. Provide clarity with career paths;
5. Expansion of academic programs across the country;
6. Development of an aspirational model; and
7. Updating applied research to both document the profile and explore the leadership impact on outcomes.

The sabbatical steering committee and CHAASE are working on a plan to keep the momentum moving forward to enhance and expand senior care administration university-based programs. The steps required include the endorsements of the key stakeholders, development of a consortium model to guide the advancement of strategies, dissemination of the findings, successful funding for a project to document the state of the profession, and holding a Colloquium in the summer of 2019.

These implementation efforts will require time, energy and resources from a variety of sources.

We are at a critical time and it is our mutual responsibility to advance this noble profession. We invite you to join this exciting and important effort. For more information, contact Dr. Olson directly at olsondou@uwec.edu.

PARTNERSHIPS AND PUBLICATIONS

PARTNERSHIP HIGHLIGHTS

The faculty, staff and Center recognize the importance of ongoing partnerships and collaborations in order to provide the most robust student learning opportunities while also impacting the future of our profession. A few highlights from 2017 include:

ACHCA

Dr. Hansen continues to serve as the Student Poster Exhibition Workgroup Chair, and also serves as a member of the Advocacy and Policy Committee.

AHCA/NCAL

Dr. Hansen has been working with the AHCA/NCAL Quality Award staff to select eight HCAD students to serve as Silver Award Examiners. Students were selected in fall 2017 after completing the HCAD 301 course, and will work during spring 2018 to review award applications.

LEADINGAGE

Dr. Hansen and Dr. Olson traveled with six HCAD students to the LeadingAge Annual Meeting and Expo in New Orleans, LA in October.

GSA

Dr. Hansen remains a member of the Social Research, Policy, and Practice Section.

NAB

Dr. Johs-Artisensi serves as the Education Chair for NAB and also led the Health Service Executive (HSE) Accreditation initiative and Accreditation Revision Taskforce.

UNIVERSITY RELATIONSHIPS

HCAD faculty continue to serve as leaders with the National Emerging Leadership Summit, held every summer in Washington, D.C. CHAASE also serves as a sponsor of this annual event, in partnership with Bellarmine University, the Erickson School at University of Maryland – Baltimore County, Western Kentucky University, and the George Washington University.

Dr. Olson serves on the Board of Advisors for the Center for Aging Research and Education for the School of Nursing at UW-Madison.

PUBLICATIONS

Hansen, K.E., Hyer, K., Holup, A.A., Smith, K.M., & Small, B.J. (2017). Analyses of complaints, investigation of allegations, and deficiency citations in United States nursing homes. *Medical Care Research and Review*.

Hansen, K.E. (2017). Guardianship and conservatorship. In E. Capezuti, M. Malone, D. Gardner, A. Khan, & S. Baumann (Eds.), *Encyclopedia of Elder Care*, Fourth Edition.

Johs-Artisensi, J. & Olson, D. (in press, 2017). A Long Term Care Administration Practicum Cohort Model with Adjunctive Applied, Online Coursework. *Journal of Health Administration Education*.

Johs-Artisensi, J. (2017). Operationalizing Person-Centered Care Practices in Long-term Care: Recommendations from a "Resident for a Day" experience. *Patient Experience Journal*, 4 (13), p. 76-85.

CONFERENCE PRESENTATIONS

Johs-Artisensi, J. & Olson, D. (Accepted, 2017). Characteristics of Strong Long-Term Care Administration Academic Programs. *Business and Health Administration Association/Midwest Business Administration Association International*.

Olson, D., Bowers, B., Burke, R., Seigel, E., & Stone, R. (2017). *Developing Tomorrow's Leaders*. LeadingAge, New Orleans, Louisiana.

RESEARCH REPORTS

Hansen, K.E. (2017). Protecting vulnerable adults from suspected financial exploitation. Submitted to the Securities Industry and Financial Markets Association (SIFMA).

Hansen, K.E., Olson, D., & Burke, R. (2017). The 2017 National Emerging Leadership Summit for Health and Aging Services Executives: From "Advancing Our Profession, Enhancing Lives" to "Developing Solutions to Enrich Lives." White paper. Eau Claire, WI: Center for Health Administration and Aging Services Excellence, University of Wisconsin – Eau Claire.

Johs-Artisensi, J., Hansen, K., Prouty, A. (2017). Evaluating the Use of Technology in Long-Term Care Settings, submitted to Center for Health and Aging Services Administration Excellence.

SPECIAL EVENTS

FALL FORUM

"Enhancing Quality of Life for Seniors: Culture Change & Beyond"

This year's forum discussion focused on the importance of quality of life in the field of health and aging services. A panel of respected experts explored a number of questions and themes, including the current environment of quality of life for residents today, changes in the landscape influencing quality of life for individuals, and new skill sets and talents required for advancing quality of life for leaders.

University Provost Pat Kleine commented, "The annual tradition of focusing attention on a specific topic of significance to the field of senior care is critically important to our students, industry partners, and the academic community. Ensuring conversation between academics with a research and teaching perspective and practitioners in the field is essential to a healthy and productive dialogue to explore and find solutions to the many issues in senior care. The quality of life of individuals needing care and assistance is a most timely topic as our nation serves the growing number of senior citizens in the years ahead. UW-Eau Claire is proud of CHAASE and its continued efforts to expose students, our future leaders in the field, to new ways of thinking in concert with our respected partners in senior care."

Panelists included:

- **Rosalie Kane, PhD**, professor, Division of Health Policy & Management, School of Public Health, University of Minnesota
- **LaVrene Norton**, president and founder, Action Pact, Milwaukee, WI
- **Jennifer Johs-Artisensi**, PhD, professor and program director, Health Care Administration, Department of Management and Marketing, University of Wisconsin-Eau Claire

Kevin Larson, vice convener of the UW-Eau Claire CHAASE, was the moderator.

We want to send out special recognition and gratitude for our 2017 fall forum sponsors:

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

2017 CHAASE BANQUET

The CHAASE banquet is an annual event which celebrates the successes of both students and the Center. Nearly 350 people were in attendance this year. Event sponsors hosted the evening's open house, which provided students seeking practicum placements or employment an opportunity to gather information from each sponsor.



Keynote speaker Ed Kenny, chairman and chief executive officer of Life Care Services (LCS), enlightened the primarily student audience about the changing service opportunities for both seniors as well as those graduating with the health care administration degree. Mr. Kenny's presentation titled "Embracing the Continuum: Developing Leaders for the Future," also resonated with industry professionals in attendance as they work to meet the changing needs of seniors. Mr. Kenny began his employment with LCS in 1979, and assumed his current position in 2006. LCS serves more than 33,000 residents in 125 communities nationwide.

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

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