



2018 ANNUAL REPORT



University of Wisconsin-Eau Claire

CHAASE BOARD OF ADVISERS

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

Cathy Bergland, Impact Lives
Steve Chies, Paradigm Consulting
Tommy Davidson, Dove Healthcare
Gene Decker, UWEC
Dean Eide, Mayo Health Systems
Scott Frank, Oak Park Place
Doug Fullaway, FourteenPlus, LLC.
Kimberly Heller, Wipfli LLP Health Care Practice
Don Husi, Ziegler
Margie Ignarski, North Shore Healthcare, LLC
Chris Kenyon, M3 Insurance
Kevin Larson, Spring Valley Senior Living and Health Care (Vice-Convener)
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Patricia Nott, Benedictine Health System
Sam Orbovich, Fredrickson & Byron
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Allan Swartz, Healthcare Productivity Services
Cynthia Thorland, Life Care Services
Craig Ubbelohde, Bethany St. Joseph Corporation
Deb Waedt, Presbyterian Homes

A LETTER FROM THE CONVENER

The UW–Eau Claire Health Care Administration (HCAD) program continues to provide an exceptional product for our students and partners as the first accredited academic health services executive program in the country. We are also the largest undergraduate program in the country and clearly, we are on the map with a variety of partners across the Midwest and beyond. As the Convener for the Center for Health Administration and Aging Services Excellence (CHAASE) Board, it is my privilege to be associated with a large circle of dedicated individuals and organizations. The landscape of services for seniors is ever changing and evolving. Through CHAASE, the University, and our dedicated partners, we will continue to strive to keep the UW-Eau Claire HCAD program at the leading edge of innovation to satisfy the needs of this evolving landscape.



After over a decade on the CHAASE board, this feels like a very new time for us and we need to be both vigilant and bold. The CHAASE Board, in cooperation with the University and the College of Business, has drafted a new strategic plan for the next five years. With any new beginning, a few things are important. First, you must honor past success and incorporate the skills, individuals, and organizations that aided in the achievement of that success into future plans. Second, you need to be willing to take on new ideas. Lastly, you need to keep climbing while being intentional about accepting the responsibility we have to our students, faculty, and University. Our CHAASE board has the responsibility to oversee and provide guidance to both the Center and program. Over the past year, the CHAASE Board has proven yet again that they are equal to the task.

We are committed to equipping our HCAD students and graduates with the skills required to meet current responsibilities and future expectations as leaders in the senior services spectrum. We have also invested time to provide national leadership to advance a broader agenda for the profession. We recognize better than most that we need the combined Power of **"AND"** to guide the efforts of all stakeholders to raise the bar of the program, Center, and profession.

The goals we have put forward will ensure the success of our students, faculty, staff, and the long-term sustainability of the program and Center. We have accepted the leadership call to move towards a bolder and brighter future for this profession. We invite your continued engagement and investment as we develop the next generation of leaders to serve deserving seniors across the country.

With sincere appreciation,



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

STUDENT EXPERIENCES

HCAD STUDENTS ATTEND NATIONAL LEADINGAGE CONFERENCE IN PHILADELPHIA

Representing the UW-Eau Claire HCAD Program, the following students, along with Dr. Kevin Hansen, attended the 2018 national LeadingAge conference in Philadelphia. Students learned about the importance of industry association memberships and had the opportunity to network with industry professionals at multiple events.

- **Allison Bauer**
- **Rachel Brickner**
- **Mallorie Habisch**
- **Addie Morrell**
- **Shania Skrzypcak**
- **Madeline Wiger**
- **Kristin Yang**
- **Hanna Zevenbergen**



Students are pictured with
LeadingAge Minnesota
President/CEO Gayle Kvenvold



2018 - 2019 ACHCA STUDENT CHAPTER BOARD MEMBERS

President:
Haley Knudson

Secretary:
Ethan Cole

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Madi Blaha

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Ally Behling

**Recruitment and
Retention Director:**
Kali Blaeser

ACHCA MEETING SPEAKERS

John Vander Meer
WHCA/WICAL

Bill McGinley
ACHCA

2018 CHAASE ANNUAL REPORT

WINTERIM IMMERSION EXPERIENCE

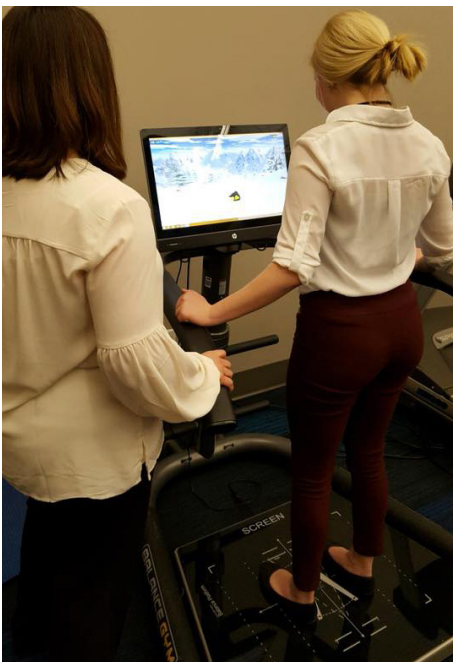
In January 2018, 22 HCAD students traveled with professors Lindsey Creapeau and Dr. Kevin Hansen to Milwaukee, WI for the fifth annual winterim immersion experience. The students had the opportunity to visit two faith-based care communities and observe how staff and administrators cared for residents with a special focus on religion. Students also had the opportunity to spend the day at Direct Supply, exploring both their main campus and downtown technology center, and shadowing various employees in their roles.

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

- Direct Supply
- Milwaukee Jewish Home
- Milwaukee Catholic Home

"It was a great experience meeting and talking to all the professionals. I had so much fun experiencing Direct Supply and their facilities!"

— Shania Skrzypcak



UW-EAU CLAIRE STUDENTS SERVE AS SILVER AWARD EXAMINERS

Dr. Hansen worked closely with several individuals at AHCA/NCAL to have eight HCAD students serve as Silver Award examiners during Spring semester 2018. The eight students traveled to Charlotte, NC with Dr. Hansen to an AHCA/NCAL-led training, and the students served on examiner teams with licensed administrators from across the country to review Silver Award applications and scored the applications.



Having fun in Charlotte! Silver Examiner students are pictured with Dr. Hansen and CHAASE Board Member Cathy Bergland

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



STUDENT EXPERIENCES



NATIONAL EMERGING LEADERSHIP SUMMIT (NELS)

Juniors Madelyn Blaha and Haley Knudson, along with Dr. Kevin Hansen and Dr. Doug Olson, attended and led the ninth annual National Emerging Leadership Summit (NELS), held in Washington, D.C. from July 17 – 19, 2018. UW-Eau Claire HCAD alumni in attendance included: Heather Kjelstad (LCS/The Marshes of Skidaway Island), Carly Cline (Lutheran Homes and Health Services of Fond du Lac), Katelyn Paget (Crest View Senior Communities), Marie Zachmann (Dove Healthcare of Rice Lake and Barron), and Jake Pientok (Alden Des Plaines Rehabilitation and Health Care).

In 2019, NELS will be hosting a special 10th anniversary event with past participants (July 15 – 16), in addition to the regular NELS Summit, which will be held on July 16 – 18, 2019.



PROVIDING LEADERSHIP FOR EXPANDING AND ENHANCING UNIVERSITY-BASED SENIOR CARE ADMINISTRATION PROGRAMS ACROSS THE COUNTRY

BACKGROUND

Building on Dr. Olson's sabbatical project focused on exploring the challenges of a limited pool of strong university-based senior care administration programs, the need for an effort to address the opportunities ahead of us with the growing need for a greater supply of emerging leadership arose. A summary of this effort has been his fall article published in the Seniors Housing and Care Services Journal entitled, "A Framework for Expanding and Enhancing University-Based Health Administration and Aging Services Programs Across the United States", which shares both insights and themes, and provides recommendations for moving forward. The recommendations are focused on some different approaches or paths, but the premise is the way we have been trying to do things has not worked. Furthermore, any effort will require new partnerships and new ways of thinking that are bigger than any one individual, organization or association.



SYMPOSIUM PLANS

As one of the first steps, VISION 2025 has been planned, which is the first-of-its-kind University and Senior Housing and Care Symposium that will bring together academic and industry leaders from diverse and varying backgrounds in order to set an agenda for a new landscape of senior care administrative programs at universities across the country. The focus: We need talented people developed at our universities. We will only be able to do this in partnership with progressive senior care and aging service providers, universities, associations, and vendors across the country. Our goal: Ensure the health and continuity of our profession through the development of at least 25 robust university and college programs that train our future leaders; create 1,000 paid internships; develop 15 strong university, provider, and association partnerships; and do this by the year 2025.

The University and Senior Housing and Care Symposium is an invitation-only event focused on expanding health administration and aging service university programs across the U.S., scheduled for June 19-20, 2019 in Chicago. This discussion will set the agenda for a new landscape of senior care administrative programs at universities across the country. This venue will provide an opportunity for conversation between progressive providers, representatives from universities, and other interested parties from associations and entities interested in this agenda.

Sponsoring organizations of the Symposium include: American College of Health Care Administrators (ACHCA); American Health Care Association/National Center for Assisted Living (AHCA/NCAL); American Senior Housing Association (ASHA); Argentum; LeadingAge; National Association of Long Term Care Administrator Boards Foundation (NAB Foundation); and the National Investment Center for Seniors Housing & Care (NIC). Ziegler is serving as the event sponsor for this Symposium

CLOSING THOUGHTS

We are at a critical time and it is our calling and responsibility to advance this noble profession, which may require that part of our journey be on a road less traveled. CHAASE and the UW-Eau Claire Health Care Administration program are in a unique position to carefully provide leadership that keeps us focused on what we are good at and at the same time allows us to be a little uncomfortable when we find ourselves at times on a different path than we have taken in the past.

"Two roads diverged in a wood, and I took the one less traveled by, and that has made all the difference." - Robert Frost

For more information about these efforts and the Symposium, visit <https://www.chaase.org/vision-2025>. You can also contact Dr. Douglas Olson, Professor and CHAASE Director, at 715-836-5067 or olsondou@uwec.edu with any questions.

PRACTICUM LEADERSHIP PROJECT AWARD WINNERS



LEFT TO RIGHT: Lexi Kanz, Leah Bird, Kelsey Buss, and Brynna Prellwitz

Each student completes three leadership projects during their year-long practicum. One project focuses on improving operations, another on 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

Kelsey Buss

Martin Luther Care Center, Bloomington, MN

Preceptor: Jody Barney

Project: Rise at Will

FINALISTS

Brea Campy

Oakwood Villa, Altoona, WI

Preceptor: Jon Richardson

Project: Virtual Voyages

Blake Dehnke

Touchstone Healthcare Community, Souix City, IA

Preceptor: Kaitlin Thomas

Project: Admissions Overhaul

Mariah Nichols

River Pines & Prairie Pointe, Altoona, WI

Preceptor: Jennifer Cohen

Project: Systematic Improvement of Customer Satisfaction

INTERNAL OPERATIONS AWARD

WINNER

Brynna Prellwitz

Skaalen Retirement Services, Stoughton, WI

Preceptor: Kris Krentz

Project: CNA Skills Fair

FINALISTS

Bree Clarksen

ManorCare Health Services - Green Bay West, Green Bay, WI

Preceptor: Josh Theis

Project: Star-Dash Program

Rachel Meye

Jewish Home and Care Center, Milwaukee, WI

Preceptor: Samer Abadeer

Project: Resident Fall Improvement Program

Rachel Russell

Marquardt Village, Watertown, WI

Preceptor: Jennifer Johnson

Project: Survey Management Process

EXTERNAL RELATIONSHIPS AWARD

WINNER

Lexi Kanz

St. Gertrude's Health and Rehab Center, Shakopee, MN

Preceptor: Rick Meyer

Project: Strengthen the Body and Mind, Lengthen Your Time

FINALISTS

Mac Harnisch

ManorCare Health Services, Fon Du Lac, WI

Preceptor: Stacy Nies

Project: Take Out Tuesday

Taylor Hanson

St. Paul Elder Services, Kaukauna, WI

Preceptor: Sondra Norder

Project: Essential Elements of Quality Dementia Care

HEYDE HEALTH CARE ENTREPRENEURIAL AWARD

WINNER

Leah Bird

Ebenezer Care Center, Minneapolis, MN

Preceptor: Joel Prevost

Project: Wellness Virtual Reality

FINALISTS

McKenzie Belfeuil

Bethany Home, Waupaca, WI

Preceptor: Pauline Darling

Project: Brain Fitness Program for Seniors

Eden Reeg

Dove Healthcare - West, Eau Claire, WI

Preceptor: Kendall Rosemeyer

Project: Adult Day Care

2018 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 ninth recipient of the preceptor of the year award went to Kris Krentz. Kris has been the President and CEO at Skaalen Retirement Services since 2013 and has helped them transform their organization. Kris, a 1999 UW-Eau Claire HCAD graduate has always been interested in learning, has been an innovator, and has had many practicum students over the years from UW – Eau Claire. Kris has always put an exceptional interest in his students, and has received glowing reviews from each of them.

DISTINGUISHED STUDENT AWARD

The Distinguished Student award recognizes exceptional performance and extra contributions by a student in the health care administration program. The recipient, Luke Jackson, was involved in the student chapter of ACHCA, was a volunteer in Memory Care at the Classic, and worked as a sales associate for Sherwin William and Ace Hardware during school. He also worked as a research assistant, attended the National Emerging Leadership Summit in 2016, and presented a research project poster at the ACHCA national convocation based on work with Drs. Olson and Hansen. Luke completed his practicum at Presbyterian Homes and Services of Bloomington and graduated with a 3.72 GPA in Health Care Administration.

DISTINGUISHED SERVICE AWARD

The Distinguished Service award recognizes the commitment of individuals to the advancement of the CHAASE Center and the health care administration program. The recipient, Chris Kenyon, has been with M3 Insurance since 1993 and is a Partner and the Managing Director of Senior Living and Social Practice with M3. She has served on numerous state and national committees and presented at a variety of state and national association conferences. She currently serves on the WALA board and has served on the CHAASE



board since 2014. She has lectured numerous times over the past decade at UW-Eau Claire, has been instrumental in alumni gatherings, has been a regular participant at the WHCA/WICAL Care Classic, and has been a champion for scholarship creation.

LEFT TO RIGHT: Kris Krentz, Luke Jackson, Chris Kenyon, Matt Mauthe

ALUMNI OF THE YEAR AWARD

The 2018 Alumni of the Year award is given to an individual that has made significant contributions to the HCAD program and the CHAASE Center over the years. The recipient, Matt Mauthe, graduated in 2000 and was the first student to travel with Dr. Olson and present on the exciting things happening at UW-Eau Claire. He is also the first alumni of the year winner who has also won the student of the year award. Currently, Matt serves as the CEO of Marquardt Village in Watertown, and has a reputation as a progressive leader in the senior care field. He is helping the organization to grow and strive for success in this future landscape. He is a Rotarian, Fellow in the American College of Health Care Administrators, has attended the National Emerging Leadership Summit, and is a CHAASE board member. Matt has also served as a preceptor for current practicum students for nearly a decade.

2018 PROGRAM GRADUATES

GRADUATE	POSITION	EMPLOYER
McKenzie Belfeuil	Assistant Executive Director	Heritage Senior Living
Sarah Beuth	Executive Director	North Shore Health Care
Leah Bird	Executive Director	Ebenezer
Kelsey Buss	Executive Director	York Gardens Senior Living
Cody Butties	Continuing Education	
Brea (Campy) Michaelson	Quality Improvement Supervisor	Group Health Cooperative
Sara Chmielewski	Interim Administrator	Good Samaritan Society
Brianna Clarksen	Education Director	Wisconsin Healthcare Human Resources Association
Blake Dehnke	Administrator	Evergreen Terrace Healthcare Community
Antonia Fraser	Sign Technician	Traffic Supply Inc
Joseph Gates	Executive Director	North Shore Healthcare
Taylor Hanson	Manager	St. Paul Elder Services
Mac Harnisch	Executive Director	Whitewater Health Services
Katie Helgeson	Admissions Coordinator	Presbyterian Homes & Services
Jordan Hines	Human Resources Associate	Bemis Company, Inc
Zoe Hirsh	Continuing Education	Capella University
Luke Jackson	Resident Services Specialist	Presbyterian Homes & Services
Alexa Kanz	Business Office Manager	Tealwood Senior Living
Michael Klein	Resident Services Specialist	Presbyterian Homes & Services
Jacob Luehmann	Administrator	Pepin Health & Rehab
Jessica McCracken	Administrative Operations Assistant	UW Health
Rachel Meye	Assistant Executive Director	Heritage Senior Living
Lori Morris	Housing Administrator	Presbyterian Homes & Services
Mariah Nichols	Assistant Administrator	Peterson Park Health & Care Center
Leah Perras	Administrator	Ingleside Manor
Lauren Pierson	Billing Specialist	Dove Healthcare - Wisconsin Health and Regional Vent Center
Brynna Prellwitz	Assistant Administrator	Skaalen Retirement Services
Allison Prouty	Office Manager	Chicago Chiropractic & Sports Injury Centers
Halle Pszeniczny	Executive Director in Training	Tealwood Senior Living
Eden Reeg	Administrator	Dycora Transitional Health & Living
Rachel Russell	Memory Care Program Manager	Linden Grove Communities
Nicholas Schmitt	Administrator	Timberwood Lodge Assisted Living
Alyssa Schwaller	Administrator	Monarch Healthcare Management
Mizone Vue	Nursing Support Coordinator	Allina Health
Jacquelyn Waedekin	Clinical Trainer	American Data
Miranda Weiss	Accounts Receivable Manager	Brookfield Rehab & Specialty Care
Robert Whitehurst	Executive Director	Heritage Senior Living
Cherylin Yealey	Director of Community Relations	Heritage Senior Living
Katelyn Zachowski	Admissions Coordinator	Norwood Crossing

Six students did not report their current employment status

SCHOLARSHIPS

CONGRATULATIONS TO OUR SCHOLARSHIP RECIPIENTS

Over \$20,000 in scholarships awarded in 2018

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

Rachael Paddock

ACHCA Student Chapter

Allison Bauer and Alexis Hitchcock

Benedictine Health System

Robert McInnes

Brian R. Schoeneck UWEC Alumnus

Jacqueline Immekus

Care Providers of Minnesota

Megan Foley

Gene Decker

Rachael Wallin

Golden Living

Pa Kou Yang and Liz Anderson

Good Samaritan Society

Jenna Butterfield

HCR ManorCare

Hannah Duerst

LeadingAge Wisconsin

Hannah Shankey, Te'Hiva Simmons, and Kyle Theiler

Life Care Services

Jaclyn Pederson

M3 Insurance

Rachel Brickner

Thomas Schanke Family Civic Engagement

Chandler Hulke

Tri County Medical Alliance

Megan Towle

Villa HealthCare

Nathaniel Berg

Wisconsin Assisted Living Association

Rachel Stevens

Wisconsin Health Care Association and Wisconsin Center for Assisted Living

Madelyn Blaha, Andrea Keuhn, Haley Knudson, Addie Morrell, and Maggie Schellhorn

Wipfli

Hanna Zevenbergen

CHAASE FRESHMAN SCHOLARSHIPS

For incoming freshman health care administration declared majors, 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.

Benedictine Health System Scholarship

Rachael Bolder

Oak Park Place Scholarship

Elisha Ullmer

CliftonLarsonAllen Scholarship

Rachael Bolder

Honoring Grandparents Scholarship

Brooke Zahnle

Life Care Services Scholarship:

Elisha Ullmer

The Alden Network Scholarship:

Alexandra Kummer

Wipfli Scholarship:

Brooke Zahnle



2018 - 2019 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
Anthony Argueta	Alden Estates of Barrington	Abbie Little	Windsor Park Manor
Nathaniel Berg	Boutwells Landing	Tessa Marks	Saint Anne of Winona
Bryce Bingham	Wyndemere	Rob McInnes	Jewish Home & Care Center
Max Burns	Minnesota Masonic Home Care Center	Cole McNamee	Lake Country Health Services
Lexi Carl	Volunteers of America- Anoka	Megan Mirwald	North Ridge Health & Rehab
Caroline Carter	Skaalen Retirement Services	Katelyn Mrozek	Birchwood Senior Living
Hannah Duerst	Crossroads of Pewaukee	Halle Muche	Presbyterian Homes of Bloomington
Ila Giese	The Pines Post-Acute and Memory Care	Anna Narkie	Good Samaritan- Specialty Care Community
Jennifer Gossen	Spring Valley Health Care Services	Anna Nyhagen	Wisconsin Veterans Home at Chippewa Falls
Emma Greenwood	Marquardt Village	Rachael Paddock	Madonna Towers
Brianna Gretzinger	Woodbury Senior Living	Kelsea Parker	Alden Estates of Jefferson
Regan Grimm	Providence Place	Maddy Process	Edenbrook of Fond du Lac
Haley Hall	Bethany St. Joseph Care Center	Jacob Rathke	Capitol Lakes
Jessica Havlicek	Maplewood Sauk Prairie	Kara Ripp	Advantage Living Center- Wayne
Hayley Heino	Hayward Area Memorial Hospital & Water's Edge	Anna Schoen	Sheboygan Progressive Health Services
Trevor Hendrickson	Grand View Care Center	Chloe Shimota	Woodlyn Heights Senior Living
Morgan Hesselman	Villa at Osseo	Kenzie Thiel	Crossroads Care Center Green Bay West
Chandler Hulke	Johanna Shores	Carissa Vruwink	Oakwood Health Services
Jackie Immekus	VMP- Village at Manor Park	Crislyn Walsh	Volunteers of America- Maplewood
Josh Kendrick	Crest View Senior Communities	Coua Xiong	River Pines and Prairie Pointe
Justis Klineschmidt	Brewster Village	Kayla Young	Oakwood Village Prairie Ridge
Ciera Kost	Dove Healthcare - West		
Marissa Laher	St. Paul Elder Services, Inc.		
Luke LaBounty	Martin Luther Care Center		

THANK YOU TO OUR DONORS

Because of our generous donors, UW-Eau Claire's CHAASE Center and health care administration program 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

Advantage Living Center	Edenbrook of Fond du Lac	North Ridge Health & Rehab	St. Paul Elder Services
Alden Health Care	Fond du Lac Lutheran Home	North Shore Health Care	The Evangelical Lutheran
Amery Assisted Living	Grace Lutheran Foundation	Oak Park Place	Good Samaritan Society
Azura Memory Care	Grand View Care Center	Oakridge Garden	The Pines Post-Acute and
Benedictine Health System	Hayward Area Memorial	Oakwood Lutheran	Memory Care
Bethany Home	Hospital & Water's Edge	Oakwood Villa	Transitional Care
Bethany St. Joseph	HCR ManorCare	Oakwood Village Prairie	Villa Healthcare
Birchwood Senior Living	Healthcare Services Group	Ridge	Village at Manor Park
Boutwells Landing	Jewish Home and Care	Outagamie County	Volunteers of America
Brewster Village	Center	Pathway Health	WHCA/WiCAL
Capitol Lakes	Johanna Shores	Presbyterian Homes	Windsor Park Manor
Care Initiatives	Lake Country Health Services	Prevea Health	Wipfli Foundation
Care Paradigms	LeadingAge Minnesota	Providence Place	Wisconsin Veterans Home at
Care Providers of Minnesota	LeadingAge Wisconsin	River Pines and Prairie Pointe	Chippewa Falls
Community Foundation	M3 Insurance	Saint Anne of Winona	Woodbury Senior Living
Covenant Healthcare	Madonna Towers	Saint Therese Inc	Woodlyn Heights Senior
Crest View Senior	Maplewood Sauk Prairie	Senior Care Providence	Living
Communities	Marquardt Village	Sheboygan Progressive	Wyndemere
Crossroads Care Center	Martin Luther Manor	Health Services	
Dimensions Management of	Mayo Foundation	Skaalen Retirement Services	
Chippewa Falls	Minnesota Masonic Homes	Spring Valley Health Care	
Dove Healthcare	Monarch Healthcare	Services	

INDIVIDUAL GIFTS

Amanda Abel	Anna Hines	Olivia Neary	Nathaniel Sproat
John Artisensi	Michael Hirsh	Tara Nenahlo	Allan Swartz
Allison Bauer	Allison Holm	Sondra Norder	Pang Thao
Spencer Beard	Chandler Hulke	Patricia Nott	Cynthia Thorland
Valerie Beranek	Donald Husi	Anna Nyhagen	Jacqueline Waedekin
Cathy Bergland	Marjory Ignarski	Christopher Olson	Debra Waedt
Kim Broyer	Jennifer Johs-Artisensi	Douglas Olson	Diane Wigger
Mary Bury	Patricia Karner	Samuel Orbovich	Cherylin Yealey
Irma Canny	Taylor Kollross	Michele Pederson	
Mckenzie Christopher	Chrstopher Krebsbach	James Perras	
Lindsey Creapeau	Kristian Krenz	Brynna Prellwitz	
Gene Decker	Kevin Larson	Joel Prevost	
Dean Eide	Catherine Manlolo	Halle Pszeniczny	
Nikoll Fjelstad	Matthew Mauthe	Randall Rennock	
Diane Fjelstad	Len Meysembourg	Corey Rutledge	
Lanette Flunker	Casteel Miller	Philip Samuelson	
Michelle Foley	Arlyn Mills	Mike Schanke	
Keanan Franco	Jeffrey Minor	Nicholas Schmitt	
Douglas Fullaway	Robert Molitor	Partricia Schommer	
Kevin Hansen	Tina Moore	Lucas Schubert	
Elizabeth Hayden	Lori Morris	Peter Schuna	
Carolyn Helgeson	Katelyn Mrozek	Frank Scott Heather Sheehan	
Kimberly Heller	Paul Mullin	Randy Snyder	

STUDENT+FACULTY RESEARCH



UW-Eau Claire HCAD students pictured, along with students from other universities, with Steve Fromm, ACHCA Board Chairman

ACHCA CONVOCATION

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 “Advancing our Profession, Enhancing Lives” to “Developing Solutions to Enrich Lives”

Chandler Hulke, Katelyn Mrozek

Chandler and Katelyn presented on the 2017 National Emerging Leadership Summit (NELS) and the summit's outcomes, as developed by participants. Their research, working with Drs. Hansen, Olson, and Burke, was for NELS participants to collaborate with other emerging leaders in the post-acute and long-term care and

services field to develop strategies on how to increase, improve, and support the value of the profession while assisting health care executives in attracting and retaining talented leaders. The theme “Developing Solutions to Enrich Lives” emerged in 2016 to support and engage emerging leaders to strategize, advocate, connect, and innovate the future of the health care and aging services administration profession. Their research included twenty-three NELS participants that were chosen through an application process and were then invited to attend a three-day summit held in Washington, D.C.

Analyzing the Effects of Perceived Quality of Life on Nursing Home Ratings

Nathaniel Berg

Nathaniel's research, working with Drs. Hansen, Johs-Artisensi, and Olson, was to explore the relationship between perceived quality of life from different stakeholders and facilities' quality ratings. His research included forty-six Midwest nursing homes that conducted structured interviews with three long-stay residents, three CNAs, one social worker, one activity director, and the NHA. He also included data from The University of Wisconsin – Eau Claire Health Care Administration program's practicum students at the surveyed locations

reported results from the Artifacts of Culture Change assessment tool. The three sources (interviews, Artifacts of Culture Change scores, and CMS's 5-Star ratings) are used together to examine relationships between stakeholder agreement of perceived quality of life and a facility's quality ratings.

Expanding and Enhancing University-Based Senior Care Administration Programs Across the Nation

Katelyn Mrozek

Katelyn worked with Dr. Olson to expand leaders in the senior healthcare industry due to the country facing another challenge with limited supply of talented emerging leaders. She used a mixed methodology approach and strategies to collect feedback from stakeholders to understand the key challenges and opportunities facing the development of new university-based programs. This included numerous focus groups that conducted with a variety of organizations and associations representing both new leaders, existing providers, educators, and association leadership.

Defining Quality of Life and Sense of Purpose in Long-Term Care Settings

Kelsea Parker

Kelsea worked with Drs. Johs-Artisensi, Hansen, and Olson to identify common agreements within and between the different stakeholder groups that affect resident quality of life. Measuring outcomes can prove beneficial when examining the association between programs and practices and evaluating external quality assessments and internal quality improvement activities. She calculated the responses from residents, CNAs, activities directors, social workers, and administrators which were reviewed, analyzed, and assigned one or more of the inductively identified categories that emerged, and the frequency of resident responses relative to each category.

Exploring Efforts to Enhance Diversity Among a Health Care Administration Student Population

Erin Rafferty

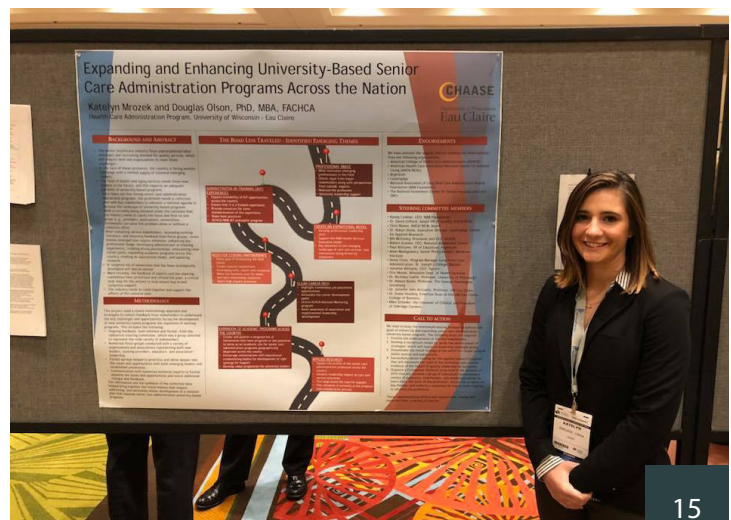
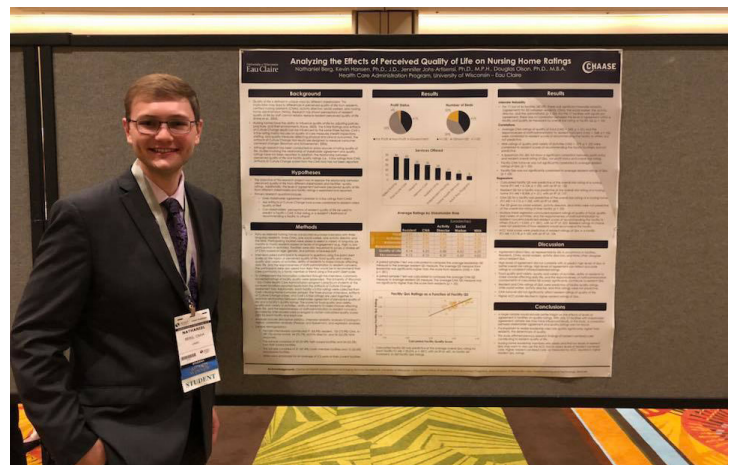
Working with Drs. Johs-Artisensi and Hansen, Erin's focus of this project was to help promote equity, diversity, and inclusiveness (EDI) in health care administration (HCAD) student population by expanding the program's outreach to new and diverse areas. Achieving increased diversity in health and aging services leadership is an important goal for the industry. This project will allow one specific HCAD program to extend its outreach and target a wider demographic of people from diverse locations. Promoting EDI in universities is important to ensure the quality

of leadership for the health and aging services field moving forward.

Analyses of Stringency in Nursing Home Administrator Statutes and Rules

Jacob Rathke

Jacob worked with Dr. Hansen to categorize state licensure statutes and regulatory rules (e.g., Board of Examiners for Nursing Home Administrators) into tiers or categories, based on the stringency of the language regarding liability and requirements of the NHA. His goal was to better understand the overall approach across the country on NHA licensure and liability standards. This research highlights common themes in statutory and regulatory language, but also includes states that employ a unique approach to administrator liability and requirements pre- and post-licensure.



THANK YOU ALUMNI AND FRIENDS

The annual WHCA/WiCAL 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 2018 they supported five \$1,000 scholarships for HCAD students. Mark your calendars for July 15th, 2019 and watch for further information on how you can participate.



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



With significant donations from several organizations, we were 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, and Benedictine Health System for their ongoing commitment to our program.

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

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

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

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

- Providing the opportunity for outgoing practicum students to attend a state association conference
- Providing student opportunities to participate in faculty/student research and to present findings at poster session or the ACHCA National 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/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 giving opportunities at:
www.uwec.ly/chaase.

LATEST NEWS

NEW STAFF

Libby Fandry

CHAASE welcomed Libby Fandry as the CHAASE Coordinator in May 2018.

In her role, Libby will manage communications and administrative support for CHAASE and the HCAD program.

Prior to coming to UW-Eau Claire, Libby was a Community Development Manager with the Alzheimer's Association and the American Cancer Society. She also has previous work experience in higher education.

Libby graduated from the University of Minnesota-Duluth with a BA in Liberal Arts. She is currently continuing her education at the University of Wisconsin-Milwaukee in the Adult, Continuing, and Higher Education Administration (ACHEA) Master's program.



ANNUAL APPLIED RESEARCH PROJECT 2017 – 2018

Working with Drs. Johs-Artisensi, Hansen, and Olson the students completing their year-long practicum experience assisted with the 2017 – 2018 health care administration program's applied research project. Students gathered qualitative and quantitative data at their practicum sites to better understand how various skilled nursing community stakeholders perceive quality of life and sense of purpose and identify the contributory factors that comprise these two phenomena. The team also explored the categorical agreements (as well as disagreements) between stakeholder groups. The information gathered by students was analyzed by the UW – Eau Claire faculty members, in coordination with student research assistants funded by CHAASE and the Office of Research Sponsored programs, and the findings were presented at the annual Convocation of the American College of Health Care Administrators in Orlando, Florida. Research findings were also shared with all preceptors as part of their involvement as a practicum site for the HCAD program. Drs. Johs-Artisensi, Hansen and Olson are also working on the submission of a peer reviewed research paper based on the findings of this study.

STAFF UPDATE

Lindsey Creapeau

Lindsey Creapeau enrolled at University of Wisconsin- Stout in the fall of 2018 and is currently pursuing a Doctor of Education (Ed.D.) degree in Career and Technical Education. Her coursework focuses primarily on overall career readiness and workforce concerns with applicability to health care. Her anticipated graduation date is May of 2021.



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 2018 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 and the Education 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 2018 after completing the HCAD 301 course, and will work during spring 2019 to review award applications.

LEADINGAGE

Dr. Hansen traveled with six HCAD students to the LeadingAge Annual Meeting and Expo in Philadelphia, PA 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 continued to serve as leaders with the National Emerging Leadership Summit, held every summer in Washington, D.C. CHAASE also served as a sponsor of this annual event, in partnership with Bellarmine University, the Erickson School at University of Maryland – Baltimore County, and the George Washington University.

Dr. Olson served 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., & Johs-Artisensi, J. (2018). Evaluating the implementation of technology in nursing homes. Accepted by the Journal of Health and Human Services Administration.

Olson, D. (2018). A Framework for Expanding and Enhancing University-Based Health Administration and Aging Services Programs Across the United States. *Seniors Housing and Care Journal*, 25(1).

CONFERENCE PRESENTATIONS

Johs-Artisensi, J. & Hansen, K. (2018). Perceptions of Quality of Life & Agreement Among Stakeholders in Midwest Nursing Homes. Gerontological Society of America, Boston, Massachusetts.

Johs-Artisensi, J., & Olson, D. (2018). Characteristics of Strong Long-Term Care Administration Academic Programs. Business and Health Administration Association / Midwest Business Administration Association International.

*** Won Best Paper Award, Health Care Education Track

Olson, D., & Thomson, L. (2018). LEAD: A Leadership Environmental Assessment Diagnostic Approach. ACHCA Convocation, Orlando, Florida.

Olson, D., Lane, B., Hyer, K., Dunsworth-Pedretti, K., Siebel, Boudreau-Scott, D., & Wolf, D. (2018). Good, Better, or BEST? – Building Excellence with a Simulation Tool. ACHCA Convocation, Orlando, Florida.

Hansen, K.E., & Tedford-Coles, K. (2018). Managing Caregiver Burnout and Compassion Fatigue. Stetson University College of Law National Conference on Special Needs Planning and Special Needs Trusts, St. Petersburg, Florida.

GRANTS

Olson, D., Johs-Artisensi, J., & Hansen, K., Hospitality Practices in Long Term Care, University of Wisconsin - Eau Claire Office of Research and Sponsored Programs. Funding for student-faculty collaboration research during summer 2018 and Academic Year 2018-2019.

Johs-Artisensi, J. & Hansen, K., Exploring Efforts to Enhance Diversity Among a Health Care Administration Student Population, University of Wisconsin - College of Business EDI Development Funds.

SPECIAL EVENTS

FALL FORUM

“Hospitality Across the Continuum”

Promoting and implementing effective hospitality practices across the continuum of senior care requires progressive leadership and a commitment to improving services for individuals and the broader field. The quality and sustainability of hospitality approaches and new models of care delivery and service depends on good evidence and high impact practices to chart the future course of the field.

A panel of respected experts discussed the impact and effect of hospitality practices for residents in senior care and housing today, and the future possibilities leveraging evidence, existing practices, and new perspectives. They explored the following questions:

- What is the current environment and use of hospitality practices in the field today?
- How does the use of hospitality differ across services and settings?
- What is the impact of these practices on care and services, as well as organizational performance?
- What are the challenges and opportunities ahead with hospitality and how might we address them?
- What are the new skill sets and talents required for advancing hospitality practices in senior care?

Our panelists included:

David Miller, Executive Director at Friendship Village of Bloomington, a LifeSpace Community

Brook Hollis, Associate Director, Sloan Program & Institute for Healthy Futures, Cornell University

Richard Deahn, Culinary Services Corporate Director, Benedictine Health System.

Dr. Kevin Hansen, assistant professor of health care administration, moderator.

Thank you to this year's Fall Forum Sponsors:

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

2018 CHAASE BANQUET

“Making a Difference: Emerging Leaders Impacting Seniors' Lives”

The 2018 CHAASE banquet celebrated the successes of both students and the Center. Nearly 400 people were in attendance last year. Keynote speaker Clint Maun enlightened the audience about the ways in which those in health care administration touch the lives of seniors in their care and impact their lives. Mr. Maun's presentation, titled “Making a Difference: Emerging Leaders Impacting Seniors' Lives”, also resonated with industry professionals in attendance as they work to meet the needs of seniors. Mr. Maun is president and senior partner of Maun-Lemke Speaking and Consulting, LLC and has over 38 years of experience in health care management.

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

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