



Fall 2018 Newsletter

2018 CHAASE Fall Forum



Thursday, September 13, 2018, marked the date of the Center for Health Administration and Aging Services Excellence (CHAASE) Fall Forum, titled "Hospitality Across the Continuum of Health and Aging Services." The Center welcomed three experienced panelists to discuss the importance of hospitality practices in the field of health and aging services. The three panelists were David Miller, Brooke Hollis, and Rich Deahn.

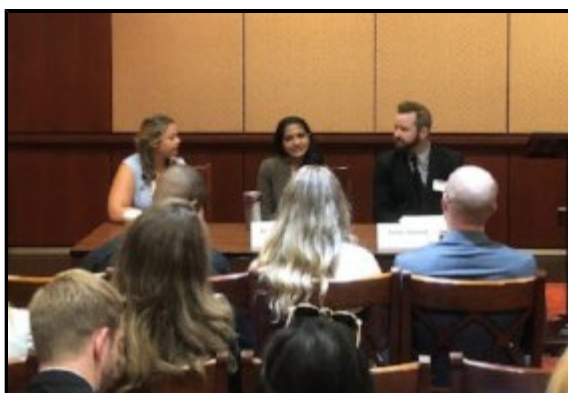


Attendees were able to learn more about implementing effective hospitality practices across the continuum of senior care, and the impact of hospitality practices for residents in senior care and housing today. Panelists discussed the current environment and use of hospitality in senior care settings, the differences in hospitality practices across care settings (e.g., nursing homes vs. assisted living communities), and challenges on the horizon for care communities to implement more hospitality services within their sites. The panelists discussed numerous hospitality practices that care communities should carefully consider: dining services, hiring and training of new staff members, programs to welcome older adults upon arrival and ensure they feel prepared to leave upon discharge, evaluation of resident and family member satisfaction, ensuring choice and customized services for each resident, and the overall culture of customer service and hospitality provided to residents and their family members.

Read the full story [HERE](#).

CHAASE In Action

Over the summer, Dr. Hansen led the National Emerging Leadership summit in Washington, DC. To learn more about the NELS, and the 2019 Summit, visit www.nelssummit.org.



Thanks to WHCA/WICAL for hosting the Care Classic! Funds from this annual golf tournament help fund CHAASE scholarships!



During Fall Module, current practicum students participated in Dementia Live, an activity that gives participants insight into what it might be like to live with Dementia.



A big thanks to M3 Insurance for hosting the annual UWEC Madison Area Alumni Gathering!



Abbie Little and Anthony Argueta joined Dr. Olson in Chicago for the NIC Fall Conference.



Dr. Hansen and Eight HCAD Students Travelled to the LeadingAge Annual Meeting in Philadelphia, PA where they attended educational sessions, heard from great speakers, and even got to interact with CHAASE board members!



SAVE THE DATE!
2019 CHAASE Spring Banquet
Partners and Progress: Strategies for Leadership Success
Thursday, April 25th, 2019 | 5:00 -7:00PM
Florian Gardens, Eau Claire, WI

Join over 400 people, including students, families, CHAASE board members, long-term care organizations, friends of CHAASE, and educators as we celebrate the accomplishments of our students and update attendees on CHAASE's activities this past year.



We are excited to announce this year's guest speaker, **Katie Smith Sloan**, president and CEO of LeadingAge. Guided by the mission to be the trusted voice for aging, Sloan advances the organization's strategic priorities to increase impact through advocacy, enhanced member value and generates ideas to improve our current system of services and supports. As LeadingAge's President and CEO, Katie Smith Sloan seeks common ground with other stakeholders to address ageism and to promote innovation.

We will be sending out additional information on the 2019 CHAASE Spring Banquet soon, so keep an eye out in your inbox. If you are interested in sponsorship opportunities, please contact Libby Fandry at fandrye@uwec.edu.

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