



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

Doug Fullaway, RealPage, Inc.

Kimberly Heller, Wipfli LLP Health Care Practice

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Mark Mauthe, Marquart Village

Ray Miller, Direct Supply

Jeff Minor, ManorCare

Bob Molitor, Alden

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Keri Oviedo, Golden Living

Cory Rutledge, CliftonLarsonAllen LLP

Haley Samuelson, Good Samaritan Society

Mike Schanke, Oakridge Gardens (Vice-Convener)

Patricia Schommer, University of Minnesota

Peter Schuna, Pathway Health Services

Randy Snyder, MN NAB

Allan Swartz, Healthcare Productivity Services

Cynthia Thorland, Life Care Services

Craig Ubbelohde, Bethany St. Joseph Corporation (Convener)

Deb Waedt-Nevin, Presbyterian Homes

A letter from the convener

The UW-Eau Claire Health Care Administration (HCAD) program is a premier program in the country, focused on developing and graduating leaders in health care and aging services administration. The Center for Health Administration and Aging Services Excellence (CHAASE) Board and HCAD faculty are very proud of that reputation, and take seriously the leadership responsibility we have within our profession. As the outgoing Convener of the CHAASE Board and as an alumnus of the program, I can personally attest to the fact that we have never been content to rest on our laurels. The years ahead require our ongoing commitment and resolve to develop and graduate leaders equipped to meet the challenges demanded by an everchanging landscape.



Our platform of success is built on talented students with “hearts for caring and heads for business”; capable, committed and passionate faculty and staff; supportive and encouraging University leadership; and enthusiastic stakeholders, organizations, and individuals that serve as willing partners, freely giving of their time and resources. The **Power of “AND”** is alive and well within our program and Center.

Our future is bright. We are excited about the directions we are considering, while maintaining the focus on what we do each day to develop graduating professionals, ready to lead organizations caring for and serving our valued frail elders and post-acute care populations. To do this, we have a few priorities:

First, we need the catalyst of even more resources to support student leadership experiences and success.

Second, we must ensure that faculty and staff have the time to develop new approaches and tools for enhancing academic instruction at UW-Eau Claire, and to also positively impact the broader academic field of health care and aging services administration, while providing exceptional instruction.

Lastly, we need to begin the work of guaranteeing the long term sustainability of both the program and Center with the creation of an endowment.

Your support is appreciated and we invite you to join us as we travel this path together. Your engagement is critical to the success of our students, and we invite you to spread the word to others. We are part of a noble profession that has tremendous impact expressed in our relationships and the difference we make in people's lives.

Thanks for your past and future engagement, and for your tremendous support of our future leaders!

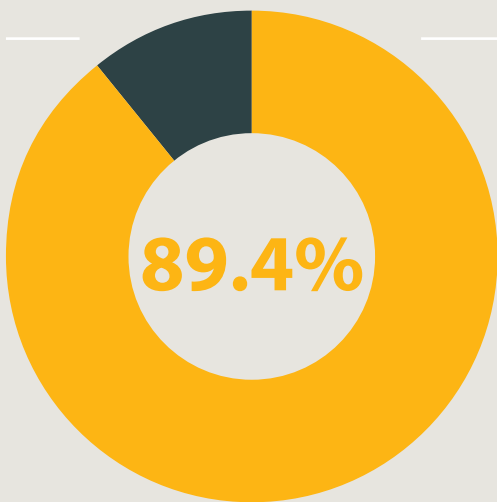
A handwritten signature in black ink that reads "Craig Ubbelohde". The signature is written in a cursive, slightly slanted style.

Craig Ubbelohde, 1982 HCAD Alumnus
Convener, Board of Advisers
Center for Health Administration and Aging Services Excellence

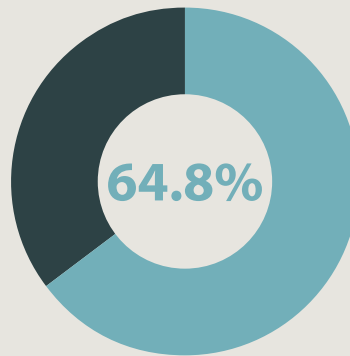
COMMITTED TO THE FUTURE

All HCAD students have the opportunity for numerous experiences that the University recognizes as high impact practices. Through the support of CHAASE and industry organizations, students are able to enhance what they learn in the classroom with real-life professional experiences.

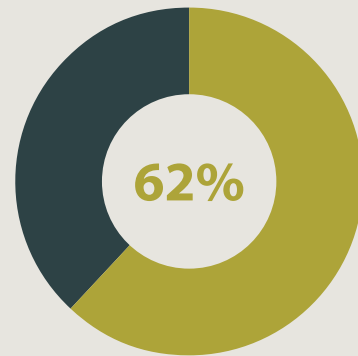
- **ACHCA Convocation – Philadelphia:** 5 students presented research posters
- **ACHCA Student Chapter:** Numerous volunteer and fundraising activities, 53 members
- **ACHCA Winter Marketplace – Las Vegas:** The President and Vice President of the student chapter of ACHCA attended
- **CHAASE Fall Forum:** 150 students and industry professionals attended
- **CHAASE Banquet:** 375 students, parents, and industry professionals attended
- **Facility tours and discussions in HCAD 101**
- **Poster sessions at trade association conferences:** LeadingAge WI and Care Providers of MN Fall Conferences
- **Winter Immersion Experience – St. Louis:** 6 students attended
- **50 week practicum completed by all students their final year**



UW-Eau Claire NAB pass rate



NAB-accredited schools average NAB pass rate

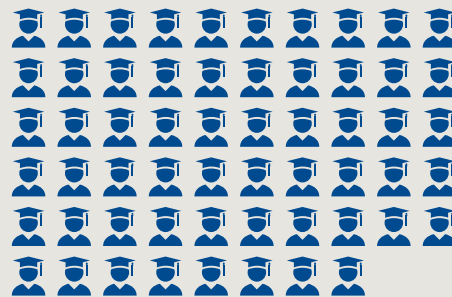


National average NAB pass rate



53

UW-Eau Claire HCAD students started their practicum June 2016



58

UW-Eau Claire HCAD students graduated May 2016

STUDENT EXPERIENCES



NATIONAL EMERGING LEADERSHIP SUMMIT (NELS) UPDATE

Junior Luke Jackson, along with Dr. Kevin Hansen and Dr. Douglas Olson, attended and led the seventh National Emerging Leadership Summit (NELS).

The Summit, held annually in Washington, D.C., is co-sponsored by the NAB Foundation and ACHCA, and is supported by AHCA, LeadingAge, and several other sponsors.

HCAD alumni in attendance:

- Erica Dalziel
Alden Estates of Jefferson
- Morgan Holien
Life Care Services/Sandhill Cove
Retirement Living

“NELS was an experience that I will remember forever. The Summit provided an opportunity to connect with other health care leaders, as well as gain insight that I could not have gotten anywhere else. The participants at NELS became very cohesive, as we were all passionate to create positive change in long-term care. My time at NELS helped me gain a new perspective, and I am very thankful for the opportunity.”

— Luke Jackson

WINTERIM IMMERSION EXPERIENCE

Students traveled to St. Louis, MO for the third annual 2016 Winterim Immersion experience. A wide range of health service options were explored, including health communities that focused on assisting veterans secure stable living and work environments, to a state of the art Alzheimer community hosting over 60 activities each day, to full continuum of care communities focusing on the quality of life you can live once you are free from taking care of a home. Thank you to the following organizations who shared their expertise with us and to Kendall Brune for making the necessary connections to make this experience possible:

- Arbor Health for Veterans
- Gatesworth Campus
- Life Care Services – Friendship Village Chesterfield
- Life Care Services – Friendship Village Sunset Hills
- Parc Provence Alzheimer Community
- St. Louis Altenheim
- Veterans in Transition Center

“Going on this trip was easily one of the best decisions I have made in my college career, and the trip was an incredible and eye opening experience.”

— Carmen Flunker

“Students of this program are blessed to have the support of CHAASE to make these trips possible.”

— Samantha Paider



AWARDS

2016 LEADERSHIP PROJECT AWARD WINNERS

Each practicum 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. The 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 poster format at the annual CHAASE Banquet.

CLIENT CUSTOMER SERVICE AWARD

WINNER

Olivia Neary

The LGBT Welcoming Project: Creating Bonds Within Communities

FINALISTS

Taylor Kollross

Autumn Grove Movement and Breathing Program

Alaina Warminski

The "Thinking of You" Program – Specialized End-of-Life Programming

INTERNAL OPERATIONS AWARD

WINNER

Craig Lundgren

Navigating the Innovation of Bundled Payments

FINALISTS

Ben Haulfmann

Employee Retention and Satisfaction

Sherry Yang

Electronic Signing Program

HEYDE ENTREPRENEURIAL AWARD

WINNER

Lori Bauer

The Gift of Grain:
A Fundraising and Marketing Initiative

FINALISTS

Dani Embacher

Gas Incentive and On-Call Bonus Program

Heather Paalman

Cycling Without Age

Claire Purdie

An Object from the Past

EXTERNAL OPERATIONS AWARD

WINNER

Kate Cotter

Decreasing Rehospitalization by Improving Resident Transition and Nurse Education

FINALISTS

Ariel Fuller

Nurse Student Loan Repayment Program

Megan Jakel

Aidin System for Post-Acute Care Referrals

SPECIAL EVENTS

CHAASE FALL FORUM

“Exploring Advances in Technology to Enhance Senior Care”



A panel of respected leaders led the discussion on existing and new technologies available for care delivery and highlighted the need for partnership approaches required in the field in order to succeed.

Panelists:

- **Scott Code, MBA**, Associate Director, Center for Aging Services Technologies
- **James Jansen**, Product Manager, Technology Solutions, Direct Supply
- **Diane Farsetta, PhD**, Outreach Specialist, UW-Madison School of Nursing

Dr. Jennifer Johs Artisensi, Director of the Health Care Administration Program at UW-Eau Claire, was the moderator.

Practicum students participated in research at each of their sites on the topic of: Use of Technology to Improve both their Organizational Delivery and Service, and Explore the Needs for Future Leaders.”The research was funded by Golden Living and Benedictine Health Systems.

The forum was co-hosted by LeadingAge Wisconsin and the Wisconsin Health Care Association.

2016 ANNUAL CHAASE BANQUET

Record attendance and number of sponsors is a testament to the excitement surrounding the accomplishments

of the Health Care Administration program and activities of CHAASE. It also demonstrates tremendous support for the students of the program as they enter the field of senior services administration. It was this young audience that keynote speaker, Mike Menztel addressed. Mike’s presentation was informative, insightful and entertaining. Mike is the author of “They’re Not Aloof... Just Generation X” and has been featured in several national publications. It was an exciting evening recognizing our graduates, awarding scholarships, while connecting with alums and friends.



We would like to thank the following organizations for their support:

Platinum Sponsors

The Alden Network
Benedictine Health Service
Golden Living Centers
Life Care Services

LeadingAge Minnesota
LeadingAge Wisconsin
M3 Insurance
MN Masonic Home

Bronze Sponsors

Bethany St. Joseph
Brewster Village
Crestview Senior Communities
Dove Healthcare West
Good Samaritan Society
MatrixCare
Neighbors of Dunn County

Gold Sponsors

Artium Health and Senior Living
Care Initiatives
Extendicare
HCR ManorCare
Oak Park Place
Presbyterian Homes
Villa Healthcare

Open House

Bethany St. Joseph Care Center
Grandview Care Center
Sacred Heart Hospital
Woodbury Senior Living
The Clairemont

Silver Sponsors

American Data
Ebenezer –
Martin Luther Campus
Grace Lutheran Foundation
Healthcare Services Group

2016 PROGRAM GRADUATES

GRADUATE	POSITION	EMPLOYER
Mar'Que Anderson	Administrator	Waukesha Springs Health and Rehabilitation, Waukesha, WI
Marissa Bakken	Administrative Associate	Portage County Health Center, Stevens Point, WI
Lori Bauer	Assistant Administrator	Alden Estates of Northmor, Chicago, IL
Lauren Beaumont	Assistant Executive Director	Willowcrest Care Center fortis, Milwaukee, WI
Julia Biehn	Campus Administrator	Crestview Care Center, Blaine, MN
Holly Carfield	Administrator	Dallas Care and Rehab, Dallas WI
Claire Carpenter	Executive Director	St. Anthony Health Center
Lauren Carranza	Program Manager	Abilities, Inc. Fort Atkinson, WI
Dylan Chambers	Accounts Services Coordinator	Clearfield
Goodwell Chavunduka	AIT	Golden Living Indianapolis, Indiana
Kate Cotter	Administrator	Carleton Senior Care & Rehabilitation Center LLC, Wellsboro, PA
Mallory Dieck	Resident Services Specialist	Presbyterian Homes, Bloomington, MN
Katie Donahue	Project Administrator	Miron Construction, Eau Claire, WI
Katelyn Ehlers	Administrator	Care Initiatives, Avoca, IA
Danielle Embacher	Administrator	St. John's, Albert Lea, MN
Adam Ernst	Administrator	Royal Wayland Nursing and Rehabilitation, Wayland, MA
Dylan Faulkner	Administrator	Atrium Post Acute Care, Chetek, WI
Ariel Fuller	Associate Administrator	Heritage of Brentwood, TN
Angela Gasser	Administrator	Good Samaritan, Prescott, AZ
Thomas Gavin	Program Manager	Integrated Care, Bluestone Physician, Stillwater, MN
Tori Grund	Administrator	Valleyview Assisted Living and Memory Care, Northfield MN
Kelli Guyse	Administrator	Good Samaritan Society, Winthrop, MN
Anna Hanson	Administrator	North Shore, St. Charles, MN
Ben Haulfmann	Administrative Assistant	Marshfield Clinic-Eau Claire Ambulatory Surgery Center
Stephanie Horozewski	House Manager	Comfort of Homes, River Falls, WI
Katie Hughes	Administrator	Atrium Post Acute Care of Shawano at Birch Hill
Andrea Iacarella	Administrator	Dycora Transitional Health and Living, Greendale, WI
Megan Jakel	Assistant Administrator	ManorCare, Kenosha, WI
Bridget Kieckhoefer	Resident Services Director	Presbyterian Homes & Services Woodbury
Emily Kjelstad	Associate Administrator	Essex Meadows, Essex, CT
Lance Klimek	Sales	General Beer Northwest, Eau Claire, WI
Jenna Knoche	Administrative Assistant	Skaalen Retirement Services, Stoughton, WI
Taylor Kollross	Director of Long-Term Care	Woodbury Senior Living, Woodbury, MN
Madeline Kurvers	Assistant Administrator	Alden Estates of Northmor, Chicago, IL
Ellen Larson	Administrator	Grace Lutheran Foundation, Elmwood WI
Craig Lundgren	Administrator	Good Samaritan, Prescott Valley, AZ
Mitchell Martenson	Assistant Administrator	Alden Town Manor, Cicero, IL
Bryce Miles	Assistant Administrator	Dove Healthcare Osseo, Osseo, WI
Sean Murphy	Labor Resource Manager	Fortis, Beloit, WI
Olivia Neary	Assistant Administrator	Ebenezer Care Center, Minneapolis, MN
Grant Nerison	Administrator in Training	Good Samaritan, Waconia, MN
Heather Paalman	Administrator Atrium	Health and Senior Living at the Weston location near Wausau WI
Katelyn Paget	Assistant Campus Administrator	Crestview Communities, Columbia Heights, MN
Carmen Paulson	Financial Services	HealthQuest Medical Inc. Clinic Colorado Springs, CO
Jacob Pientok	Assistant Administrator	Alden Valley Ridge, Bloomington, IL
Claire Purdie	Administrator	Martin Luther Care Center Bloomington MN
Ashley Redfern	Admissions Coordinator	Golden Valley Rehab and Care Center
Leah Ripp	Residence Director/Administrator	Our House Senior Living River Falls, WI
Morgan Rustad	Administrator	Good Samaritan Society - Canistota, SD
Brooke Schueller	Assistant Administrator	ManorCare - Libertyville, IL
Abigail Schulz	West Buidling Administrator	Northridge Health and Rehab, New Hope, MN
Leslie Thompson	Administrator	Mulder Health Care Facility West Salem, WI
Anna Thums	Assistant Admin	Fortis - Golden Valley Rehab and Care Center
Lindsey Viegut	Administrator	MGM Healthcare, Kenosha, WI
Alaina Warminski	Internet Marketing Specialist	Mason Shoes, Chippewa Falls, WI
Jacob Yaeger	Network Manager	United Health Group, Madison, WI
Sherry Yang	Administrator	East Troy Manor, East Troy, WI

SCHOLARSHIPS

CONGRATULATIONS TO OUR 2016 SCHOLARSHIP RECIPIENTS

ACHCA

Robert Whitehurst
Sophomore, Waukesha, WI

Alden Health Care

Rachel Kuhnly
Junior, Lino Lakes, MN

Benedictine Health System

Nate Sproat
Junior, Green Bay, WI

Care Providers of MN

Kylie Seiffert
Junior, Chaska, MN

Gene Decker

Allison Prouty
Sophomore, Eagan, MN

Fortis

Alyssa Schwaller
Sophomore, Chippewa Falls, WI
Nikoll Fjelstad
Junior, Pulaski, WI

Golden Living

Katelyn Zachowski
Sophomore, Milwaukee, WI
Lidixe Antonia
Montoya de Rodriguez
Sophomore, El Salvador

Good Samaritan Society

Justin Teal
Junior, Tomahawk, WI

HCR ManorCare

Mackenzie Christopher
Junior, Prior Lake, MN

LeadingAge Wisconsin

Tyler Palzkill
Junior, Germantown, WI

Life Care Services

Samantha Paider
Junior, Brussels, WI

M3 Insurance

Alissa Iwanski
Junior, McFarland, WI

Thomas Schanke Family Civic Engagement

Katie Trucco
Junior, Appleton, WI

Brian Schoeneck UWEC Alumnus

Alexi Bornemann
Junior, Neenah, WI

Tri-County Medical Alliance

Sarah Nichols
Junior, Dallas, WI

Villa Health Services

Carmen Flunker
Junior, Eau Claire, WI

Wipfli

Megan Van De Hey
Junior, De Pere, WI

Wisconsin Assisted Living Association

Allison Pedretti
Junior, Genoa, WI

WI Health Care Association

Deanna Pierzina
Junior, Menomonie, WI
Miranda Weiss
Sophomore, Mayville, WI
Miranda Weiss
Sophomore, Mayville, WI
Briana Weyker
Junior, Belgium, WI



CHAASE ANNOUNCES NEW FRESHMAN SCHOLARSHIPS

Beginning Fall 2017, incoming Freshman Health Care Administration declared majors have the opportunity to apply for \$1,000 scholarships. Students will need to meet the following criteria to be eligible: An ACT of 25, a high school GPA of 3.5 or high school rank of top 25% of class. The scholarships are made possible through the generosity and support of the following organizations:

- Alden Health Care
- Benedictine Health System
- CliftonLarsonAllen
- (2) GoldenLiving Centers
- Life Care Services
- Wipfli

We view this opportunity as a valuable tool for recruiting and for overall support of our students and sincerely thank our sponsors. For information on supporting a freshman or other scholarships, please contact LaNette Flunker at flunkelm@uwec.edu.

2016 PRACTICUM EXPERIENCES

The Health Care Administration practicum is an integral part of our student's 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
Caitlin Brozek	Alden Des Plaines	Julia Lewinski	LindenGrove – Mukwonago
Alexis Effert	Alden Estates of Northmoor	Katelyn Nowack	ManorCare Health Services – Fond du Lac
Katie Collins	Alden Estates of Jefferson	Clayton Stoltz	ManorCare Health Services – Green Bay West
Jessica Walker	Alden Poplar Creek	Austin Oungst	ManorCare Heartland Health Care Center – Sterling Heights
Tiffany Richie	Atrium Post Acute Care of Little Chute	Carly Cline	Marquardt Village
Emily Wurzer	Atrium Post Acute Care of Stevens Point	Kiely Erwin	Martin Luther Care Center
Allison Pedretti	Bethany St. Joseph Care Center	Michaela Hagenow	Minnesota Masonic Home Care
Haakon Lean	Birchwood Senior Living, Tealwood	Samantha Paider	Newcastle Place Life Care Services
Jordan Justice	Bornemann Senior Communities	Nikoll Fjelstad	Oak Park Place
Nate Sproat	Boutwells Landing, Presbyterian Homes	Rebekah Uhren	Oakwood Villa
Megan Van De Hey	Brewster Village	Kathryn Trucco	Presbyterian Homes of Bloomington
Dylan Thompson	Capitol Lakes	Will Armstrong	Saint Anne of Winona
Tyler Palzkill	Clement Manor Inc.	Danielle Peterson	Samaritan Bethany
Deanna Pierzina	Crest View Senior Communities	Danielle Peterson	Samaritan Bethany
Cayci Wathke	Dove Healthcare – Wissota Health & Regional Vent Center	Kylie Seiffert	Sheboygan Progressive Care Center
Hannah Olejniczak	Dove Healthcare – West	Sarah Nichols	Skaalen Retirement Services
Mackenzie Christopher	Ebenezer Care Center	Kaylee Falk	St. Anthony Health Center
Alexi Bornemann	Eden Meadows Rehabilitation Suites and Green House Homes	Alexandra Wangen	St. Gertrude's Health and Rehabilitation Center
Justin Teal	Golden LivingCenter – Hopkins	Zach Greisch	St. Therese Home, Inc.
Kelsey Repik	Golden LivingCenter – Lake Ridge	Kristine Maciolek	Symphony of Glendale
Rachel Steingruebl	Good Samaritan Society – Ambassador	Tara Nenahlo	Syverson Lutheran Home
Elizabeth Lallemond	Grand View Care Center	Elizabeth Bain	The Villa at St. Louis Park
Anora Freund	Hayward Area Memorial Hospital and Water's Edge	Haley Ovyn	Wausau Manor
Alissa Iwanski	Ingleside Manor	Ashley Smetana	Willow Ridge Healthcare Campus
Briana Weyker	Jewish Home & Care Center	Sara Starck	Wisconsin Veterans Home at Chippewa Falls
Sarah Korenchen	Johanna Shores, Presbyterian Homes	Rachel Kuhnly	Woodbury Senior Living
		Carmen Flunker	Wyndemere Life Care Services

STUDENT+FACULTY RESEARCH

ACHCA offers students an opportunity to showcase the applied research, scholarly work and creative professional activity in the broad fields of health and aging services administration study at the annual poster session at ACHCA Convocation.

Each of the students also presented on UW-Eau Claire campus during Student Research Days and in 2016 the showcase expanded to LeadingAge, Wisconsin and Care Providers of Minnesota's fall conferences.

RESEARCH PROJECTS

How are Senior Care Organizations Responding to the Affordable Care Act?

Carmen Flunker

Carmen worked with UW-Eau Claire faculty to identify changes in the field of health and aging services in response to the passage of the Affordable Care Act (ACA) in 2010. She analyzed the effect of the ACA on accountable care organizations (ACOs), and researched how senior care organizations are meeting the needs of residents or patients while still maintaining effective budgeting controls. In addition, her research evaluated the evolving leadership skills necessary for leaders in health and aging services organizations.

Evaluating Key Factors for Developing Strong Educational Programs

Samantha Paider

Samantha worked to analyze the current portfolio of educational programs in long-term care administration across the United States. With UW-Eau Claire faculty, she analyzed existing programs and the capacity to educate more young professionals to enter a field that has a continuous amount of individuals retiring. The aim of her project was to identify key attributes, factors, and requirements of strong academic programs currently in place to assist in the development of new programs across the country.

Neglect in Nursing Homes: Analyzing Relationships between Related Deficiencies Using 2567 Forms

Nate Sproat

Nate researched related F-Tags when a nursing home is cited for F-224 (neglect). To determine whether

multiple tags issued were for individual situations or overall poor care at a site, he analyzed the 2567 forms with UW-Eau Claire faculty to determine relationships, if any, between issued citations. He also analyzed which citations were more likely to predict the issuance of F-224 in nursing homes.



Analyzing the Relationship between Hospital Readmissions and Patient Satisfaction

Justin Teal

Justin used publicly-available data from Hospital Compare (provided by CMS) and the Hospital Consumer Assessment of Healthcare Providers (HCAHPS) assessment to analyze whether quality indicators for acute care were related to patient satisfaction (and vice versa). This included evaluating whether profit status (for-profit vs. nonprofit) made a difference in patient satisfaction, and if "star" rating scores (e.g., nurse communication, pain management, discharge planning) were related to a patient's satisfaction post-visit.

Development of Person-Centered Leadership with Practical Applications for the Customer Experience

Megan Van De Hey

Megan worked with UW-Eau Claire faculty to evaluate culture change and the opportunity to reconstruct long-term care systems in a way that's more responsive to residents' preferences and needs. She analyzed students' evaluations when serving as "Resident for a Day" in their practicum placements, and the "Always Experience" they developed from living life as a resident. Specifically, her project focused on admissions, care planning, and the delivery of care, to determine optimal procedures for each to improve resident experiences in long-term care.

LEFT TO RIGHT:
Nate Sproat, Justin Teal, Douglas Olson, Kevin Hansen, Samantha Paider, Carmen Flunker and Megan Van De Hey

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
Amery Assisted Living, LLC
Baldwin Care Center
Bethany St. Joseph Corporation
Bornemann Senior Communities
Capitol Lakes
Care Initiatives
Christian Community Home
CliftonLarsonAllen - Minneapolis
Community Shares of Minnesota
Covenant Healthcare LLC
Crest View Senior Communities
Direct Supply
Extencare Health Services

Fortis Management Group LLC
FUNctions LLC
Golden Living Inc.
Grace Lutheran Foundation
Grand View Care Center Inc.
HCR Manor Care
Healthcare Productivity Services
LeadingAge Wisconsin Inc.
Life Care Services LLC
M3 Insurance - Madison
Marquardt Village Inc
Martin Luther Manor LLC
MatrixCare
Minnesota Masonic Home

NAB Foundation
Oak Park Place of Madison LLC
Oakridge Gardens Nursing Center
Outagamie Co - Brewster Village
Prairie Manor, Inc.
Presbyterian Homes & Services
Rice Management Inc.
Spring Valley Health Care Services
Inc.
Tealwood Care Centers Inc.
Villa Healthcare
Welcov Healthcare LLC
Wisconsin Health Care Association

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Cynthia S. Thorland
Debra J. Waedt
Diane M. Fjelstad
Dinah J. Martin
Douglas A. Fullaway
Douglas H. Beardsley

Douglas and Kelly Olson
Eileen M. Lafavor
Emily Kjelstad
Gene P. Decker
Heather L. Sheehan
Holly H. Carfield
James E. Lean
James P. Deignan
Jennifer J. Albers
Jennifer L. Johs-Artisensi
Joel G. Prevost
John R. Artisensi
Keith R. Knapp
Kevin E. Hansen
Kevin H. Larson
Kristian R. Krentz
LaNette and Galen Flunker
Larry P. Lester
Lindsey M. Viegut
Lori L. Bauer
Marissa J. Bakken

Michael S. Hirsh
Nathaniel A. Sproat
Nikoll A. Fjelstad
Pamela Blanchette
Patricia A. Karner
Patricia A. Kleine
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Thomas P. Mihajlov
Victoria A. Biehn

ONLINE PRECEPTOR TRAINING COURSE DEBUTS NATIONWIDE

Building on research that has demonstrated the importance of professional development for a successful long term care administrator career, the National Association of Long Term Care Administrator Boards (NAB) and the American College of Health Care Administrators have been working together to develop resources to increase availability and quality of Administrator-in-Training experiences. Dr. Jennifer Johs-Artisensi chaired the Preceptor Training task force and developed the curriculum for an online preceptor training program that is now available, free of charge, across the country. On completion of the 4-module course, the learner earns 5 NAB CEUs. NAB recommends that all states and educational programs adopt this course as a standard requirement, and several state licensing boards and educational programs, including the University of Wisconsin – Eau Claire, already have. Dr. Johs-Artisensi presented the course to attendees at the NAB Mid-Year Meeting in Atlanta in November and at ACHCA Winter Marketplace in Las Vegas in December, where the launch of this course and other AIT resources were featured events at both national meetings.

The NAB-ACHCA Preceptor Training Course focuses on four goals:

1. Show the basics of how AIT experiences work
2. Recognize that the preceptor's relationship with the AIT is more critical to their success than any factual information the preceptor could impart
3. Prepare the preceptor to lead in building a relationship that embodies mutual respect, trust, honesty and acceptance of risk
4. Ensure the preceptor will be both a guide and a role model as s/he facilitates the orientation, development, and professional growth of their AIT

The course can be accessed from either nabweb.org or achca.org.

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 LaNette Flunker at (877) 625-2473 or flunkelm@uwec.edu.

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

PARTNERSHIP HIGHLIGHTS

Collaborating with the profession's best researchers, practitioners and leaders positions our faculty, staff and Center as progressive thought leaders. In turn, we are better positioned to provide the most robust learning opportunities to our students while having a direct impact on the future of our profession.

A few highlights from 2016 include:

ACHCA

Dr. Hansen continues to serve as a member of the ACHCA Student Poster Exhibition Workgroup.

Dr. Johs chaired the ACHCA-NAB Preceptor Training Task Force.

Dr. Olson was a member of the ACHCA Academy for Long Term Care Leadership and Development, and National Mentoring Committee.

AHCA

Dr. Olson led a session on leadership development at the 2016 National Convention.

NAB

Dr. Hansen served as a member of the Health Services Executive (HSE) Workgroup.

Dr. Johs is the NAB Education Chair.

GSA

Dr. Hansen remains a member of the Social Research, Policy, and Practice Section and presented two papers at the 2016 GSA Annual Meeting.

UNIVERSITY RELATIONSHIPS

CHAASE faculty continue to serve as leaders with the National Emerging Leadership Summit held every summer at George Washington University in DC.

Dr. Hansen serves as a member of the Elder Law Advisory Board at Mitchell Hamline School of Law.

2016 PUBLICATIONS

Castle, N., Olson, D., Patel, U., & Hansen, K. (2016). Do recipients of an association sponsored Quality Award Program experience better quality outcomes than other nursing facilities across the US? *Journal of Applied Gerontology*, 1-23, doi: 10.1177/0733464816665205.

Hansen, K.E., Hampel, J., Reynolds, S.L., & Freeman, I.C. (2016). Criminal and adult protection financial exploitation laws in the United States: How do the statutes measure up to existing research? *Mitchell Hamline Law Review*, 42(3), 897-924.

Hansen, K.E., Olson, D., & Burke, R. (2016). The 2016 National Emerging Leadership Summit for Health Care Administrators: From "Professionals Leading Passionate Innovation" to "Advancing our Profession, Enhancing Lives." *White paper*. Washington, D.C.: Milken Institute School of Public Health, The George Washington University.

Johs-Artisensi, J. & Olson, D. (2016). A Long Term Care Administration Practicum Cohort Model with Adjunctive Applied, Online Coursework. *Business and Health Administration Association / Midwest Business Administration Association International*, published in proceedings.

Johs-Artisensi, J. & Lentz, P. (2016). Impacts of a 'Resident for a Day' Experience on Influencing Culture Change and Person-Centered Care. *Journal of Health Administration Education*, 33 (3), 411-426.

Johs-Artisensi, J., McSweeney, M., & Discenza, S. (2016). Management and Leadership in Long Term Care Settings. In McSweeney-Feld and Oetjen (Eds.), *Dimensions of Long-Term Care Management: An Introduction* (pp. 221-245). Health Administration Press.

Johs-Artisensi, J. & Olson, D., How are Senior Care Organizations Responding to the Affordable Care Act?, submitted to Center for Health and Aging Services Administration Excellence.

Johs-Artisensi, J., Olson, D., & Nahm, A. (2016). Development of a Self-Assessment Tool to Facilitate Decision-Making in Choosing a Major in Health and Aging Services Administration. *Educational Gerontology*, 42 (1), 1-18.

Johs-Artisensi, J., Olson, D., & Schwaller, A. (2016). Review of NAB Accredited Programs' Accreditation Reports. Submitted to NAB Foundation.

DR. DOUGLAS OLSON AWARDED SABBATICAL TO FOCUS ON EXPANDING HCAD PROGRAMS

Olson expects to unveil a national strategic plan to enhance and expand senior care administrative programs at universities across the country by the 2017 National Emerging Leadership Summit (NELS) in June 2017.



Through research, numerous focus groups and other outreach efforts the sabbatical steering committee has supported the expansion of several initial ideas and issues around the following themes:

- The need for a **major public relations campaign** to address the image of the LTC administrative profession;
- **Investing in the Administrator-in-Training/ Practicum** experiences;
- Emphasizing successful **partnerships** critical for a successful University based program;
- Highlight and claim the wonderful **career lattice opportunities** within this profession;
- **We do not have near the number of Universities nor students** focused in this profession, and we need to make significant progress on this front;
- There **needs to be an aspirational model developed** for this professional practice for the future;
- Efforts are in place to **advance an applied research** proposal to document the profile of the profession and assess the leadership impact on care outcomes; and

- The intention to support the **advancement of a collaborative** that stays focused on the recommended project actions bringing together required stakeholders.

This project would not have been possible without the contributions of an insightful steering committee, and the perspective of hundreds of individuals. Steering committee members include:

- Randy Lindner, President and CEO, NAB and the NAB Foundation;
- Dr. David Gifford, Senior VP of Quality, AHCA and Chris Mason, AHCA/NCAL Board;
- Dr. Robyn Stone, Executive Director, LeadingAge Center for Applied Research;
- Cecilia Sepp, President and CEO, ACHCA;
- Robert Kramer, CEO, National Investment Center;
- Paul Williams, VP of Education, Argentum;
- Anne Montgomery, Senior Policy Analyst, Altarum Institute;
- Steve Chies, Care Paradigms;
- Julianne Williams, CEO, Dycora;
- Otis Woods, Wisconsin Dept of Health Services;
- Dr. Nicholas Castle, Professor, University of Pittsburgh;
- Dr. Robert Burke, Professor, The George Washington University;
- Dr. Jennifer Johs-Artisensi, Professor, UW-Eau Claire;
- Dr. Diane Hoadley, Emeritus Dean of the UW-Eau Claire College of Business; and
- Mike Schanke, Vice Convener, CHAASE and President, Oakridge Gardens.

The sabbatical is supported by the Center, NAB Foundation, UW-Eau Claire and the UW System.



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