



CHAASE
2020
ANNUAL
REPORT

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

Chris Boldt, Independent Consultant

Peggy Connorton, Covenant Living Communities and Services

Dean Eide, Mayo Health Systems

Scott Frank, Oak Park Place

Monica Friedman, Life Care Services (LCS)

Gene Decker, UWEC (Faculty Emeritus)

Doug Fullaway, FourteenPlus, LLC

Kimberly Heller, Wipfli

Don Husi, Ziegler Financing Corporation

Margie Ignarski, North Shore Healthcare, LLC

Chris Kenyon, M3 Insurance

Dinah Martin Kmetz, St. Therese Senior Communities

Kevin Larson, Spring Valley Senior Living and Health Care (*Convener*)

Matt Mauthe, Marquardt Village (*Vice-Convener*)

Bob Molitor, The Alden Network

Paul Mullin, Flatiron Development Group

Sondra Norder, St. Paul Elder Services

Sam Orbovich, Fredrickson & Byron

Kendall Rosemeyer, Dove Healthcare

Phillip Samuelson, Good Samaritan Society

Mike Schanke, Oakridge Gardens (*Past Convener*)

Peter Schuna, Pathway Health Services

Bob Siebel, Carriage Health Care

Ken Smith, Direct Supply

Randy Snyder, National Association of Long Term Care Administrator Boards

Deb Waedt-Nevin, Presbyterian Homes & Services



April 2020 Virtual CHAASE Board Meeting

PREPARED BY

Kiki Beschorner,
CHAASE Coordinator

A LETTER FROM THE CONVENER

Kevin Larsen, Administrator | Chief Executive Officer Spring Valley Senior Living and Health Care Campus



Greetings Esteemed Long Term Care and Senior Care Services Colleagues and friends and supporters of the Center for Health Administration and Aging Services Excellence,

I wish you all a blessed 2021 New Year and that it may be better than the last! As my first "Letter From The Convener" and a way of introducing myself given the indescribable last year being like none other than any of us have ever experienced, I am taking a different approach to this Convener's Letter. Let us begin with how enamored I am with history. So much so that I am basing my first Convener Letter off a very historical document. It is the letter General Eisenhower, Commander of the Supreme Headquarters Allied Expeditionary Force wrote and provided to every military personnel that was to participate in Operation Overlord, "D-Day," on the 6th

of June 1944. D-Day was the massive Allied offensive of the American – British – Canadian forces in World War II ultimately resulting in the liberation of Western Europe and ending World War II in Europe. I believe the parallelism in General Eisenhower's quote is quite evident and can be correlated to the experience health care professionals have endured during the COVID-19 Pandemic.

Please take a read.

Soldiers, Sailors and Airmen of the Allied Expeditionary Force!

You are about to embark upon the Great Crusade, toward which we have striven these many months. The eyes of the world are upon you. The hopes and prayers of liberty-loving people everywhere march with you. In company with our brave allies and brothers-in-arms on other Fronts, you will bring about the destruction of the German war machine, the elimination of Nazi tyranny over the oppressed peoples of Europe, and security for ourselves in a free world. Your task will not be an easy one. Your enemy is well trained, well equipped and battle-hardened. He will fight savagely. But this is the year 1944! Much has happened since the Nazi triumphs of 1940-41. The United Nations have inflicted upon the Germans great defeats, in open battle, man-to-man. Our air offensive has seriously reduced their strength in the air and their capacity to wage war on the ground. Our Home Fronts have given us an overwhelming superiority in weapons and munitions of war, and at our disposal great reserves of trained fighting men. The tide has turned! The free men of the world are marching together to Victory!

I have full confidence in your courage, devotion to duty and skill in battle. We will accept nothing less than full Victory! Good Luck! And let us all beseech the blessing of Almighty God upon this great and noble undertaking.

-Dwight D. Eisenhower

I have read and re-read General Eisenhower's D-Day letter to the troops numerous times in 2020. With each read, I would discover a different layer of inspiration, solace, encouragement, and even comfort. Given the impact of 2020 and the pandemic, I thought General Eisenhower's letter would be fitting to open the 2020 CHAASE Annual Report. As you digest the 2020 CHAASE Annual Report, it will be evident that the culture of the UWEC Health Care Administration program and the College of Business in preparing tomorrow's leaders with the superiority to navigate senior health care and services organizations during the very tenuous challenges of 2020 including those challenges yet to come.

As for the CHAASE Board, much has still happened in 2020. The Board had to prioritize goals while others had to be paused. The upcoming transition of the Practicum to a new terminology of Administrative Residency certainly earned its new rank in 2020 as health care professionals everywhere amped up the leadership, dedication, and tenacity meters. This was no more evident than with the 2020-21 cohort. Their talent and aptitude has been impactful at sites hosting these fine young leaders with skills honed and desires to make a difference. One of the CHAASE Board's greatest regrets of 2020, was not being to celebrate in-person and deliver the well-earned accolades to the 2019-20 cohort. The Spring Banquet is a venue and renewal like none other that celebrates the incredible achievements of the talented leaders that launch their careers from the UW-Eau Claire Health Care Administration Program.

We look to the future with hope, inspiration and resiliency. We know the senior care field needs new leaders now more than ever. We invite you to join us in this important and noble pursuit.

Kevin Larson

OUR VISION FOR THE FUTURE

The University of Wisconsin-Eau Claire Center for Health Administration and Aging Services Excellence (CHAASE) was established in 2000 to serve the ever-changing health care needs of the upper Midwest. CHAASE supports the UW-Eau Claire health care administration (HCAD) program through financial and programming assistance.

VISION

CHAASE will be a national leader focused on the profession of health administration and aging services.

MISSION

To provide guidance and support to the education of tomorrow's leaders and serve as a bridge connecting academic programs to practitioners in the health administration and aging services field in partnership with the UWEC Health Care Administration Program.

OUR ASPIRATIONAL GOALS

- 1.) Student Success. The HCAD program will provide students with multiple opportunities and experiences where they can connect, succeed, and pursue high impact practices.
- 2.) HCAD Program Quality. The HCAD program will continue to provide high quality educational and learning experiences, while supporting faculty and staff, and engaging with organizations in the field.
- 3.) Presence and Partnerships. CHAASE will continue to advance its visibility and role as a national leader in the health and aging services field, to continue to build future leaders to serve the aging population and to serve as a voice of what "could be."
- 4.) Fund Development. CHAASE will continue to advance fundraising efforts to support the goals of the CHAASE Center and the work of the HCAD students and faculty.
- 5.) Diversity within CHAASE and HCAD. CHAASE will work to enhance and increase the diversity within the HCAD program and within CHAASE-related activities.

CHAASE's vision, mission, and goals are updated on a regular basis. We pay attention to and strive to align with the ongoing developing strategic plan of the UW-Eau Claire College of Business and the broader 2025 University Strategic Plan.



MEET THE HEALTH CARE ADMINISTRATION TEAM



Kiki Beschorner, M.B.A.
CHAASE Coordinator



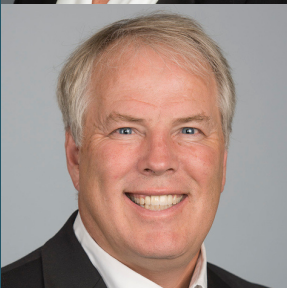
Lindsey Creapeau, M.A.
Practicum Coordinator, HCAD Instructor



Frances Hawes, Ph.D.
HCAD Assistant Professor



Jennifer Johs-Artisensi, Ph.D.
Program Director, HCAD Professor



Douglas Olson, Ph.D.
CHAASE Director, HCAD Professor



The HCAD Team kicking off Long Term Care Administrators Week

STUDENT EXPERIENCES

NATIONAL EMERGING LEADERSHIP SUMMIT

The Intersection of COVID-19 and the Emerging Leadership Agenda

On July 29th, a virtual webinar was held as an alternative event for the National Emerging Leadership Summit (NELS). Nearly 200 people registered for this spectacular webinar. Top leaders in the long-term care industry all came together to make this possible. The panelists included:

- **Bill McGinley:** President and CEO, American College of Health Care Administrators (ACHCA)
- **Christy Kramer:** Vice President of Student Engagement and Workforce Partnerships, LeadingAge
- **Randy Lindner:** President and CEO, National Association of Long-Term Care Administrator Boards (NAB)
- **Urvi Patel:** Director of Quality Improvement, American Health Care Association/National Center for Assisted Living (AHCA/NCAL)
- **Brent Weil:** Former Vice President of Workforce Development, Argentum

The main objectives discussed were:

- Opportunities for advocacy focused on the need for strong leadership
- Rebranding by capitalizing on renewed emphasis on the sense of meaningful work or opportunity to make a difference
- The impact of COVID-economic disruption that is bringing new people into the field; leadership and front-line staff
- Increased need for resourcing the education of new health care administrators/health service executives with strong leadership skills

"Thank you to NELS and to all the panelists. I was able to attend last year in person and it was a great opportunity for leadership growth and connections. As a stand alone facility, having the opportunities to expand connections and improve leadership has been extremely beneficial." -NELS webinar participant



A PICTURE IS WORTH A THOUSAND WORDS



STUDENT EXPERIENCES

WISCONSIN ASSISTED LIVING ASSOCIATION (WALA) CONFERENCE

HCAD students had the opportunity to attend the virtual Wisconsin Assisted Living Association Conference held in September. Students were able to connect with providers and industry peers in an engaging online experience.

CLAIRE SHEEHAN, HCAD STUDENT

I found the conference very informative. As I prepare for my practicum, being able to connect with other professionals in my field and gain current knowledge was exactly what I needed!

Thank you to WALA for allowing our students to experience this!



2020 LEADINGAGE ANNUAL MEETING VIRTUAL EXPERIENCE

We had several HCAD students who had the honor of attending the LeadingAge National Conference that was held in November. Students were able to listen to nationally known speakers deliver uplifting messages and insights to them throughout the event. They were also able to enjoy sessions and activities centered around personal health and the well-being of others. Thank you LeadingAge for the wonderful opportunity for our emerging leaders.



“

My experience with the virtual conference was very knowledgeable. It was so amazing to be able to connect with people all over the nation in long-term care. I saw several big trends in the conference such as COVID-19, ageism in our society, and innovation in our industry. This conference made me very excited for not only my future in the long-term care field but the future of our industry overall.

MEGAN KOWALKE
HEALTH CARE
ADMINISTRATION STUDENT

ACHCA STUDENT CHAPTER BOARD MEMBERS

President:

Grace Gobler

Secretary:

Claire Sheehan

Vice President:

Alexandra Kummer

Director of Fundraising:

Susan Brooks

Treasurer:

Rachael Bolder

Marketing Director:

Emma Court

Volunteer Coordinator:

Megan Kalthoff

Recruitment & Retention

Director:

Madison Bates

Social Coordinator:

Elisha Ullmer



ACHCA members at the annual pumpkin carving event.

2020 PRACTICUM LEADERSHIP PROJECT AWARD WINNERS

Each student completes three leadership projects during their yearlong 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 analyzing the results. One of these projects is then presented in a poster format at the annual CHAASE Banquet. Organizations report that many of the projects lead to significant changes in services to seniors that continue within their communities long after the students complete their practicum experiences.



INTERNAL POSTER

Winner: Jaclyn Pederson

Marquardt-St. Elizabeth Home

Preceptor: Michelle Godfrey

Project: "Comprehensive Care Planning"

Finalists

- Sydney Mankse
- Allysa Behling
- Connor Huhn

EXTERNAL POSTER

Winner: Jessica Damit

Montello Care Center

Preceptor: Brent Myers

Project: "Intergenerational Program"

Finalists

- Madelyn Blaha
- Erin Rafferty
- Allison Bauer



Rachael Wallin, Joe Larson, and Erin Rafferty pictured at the 2020 NorthShore Health Care kick off meeting.

CUSTOMER POSTER

Co-Winners:

Samantha Drost

Woodbury Senior Living

Preceptor: Mike Karel

Project: "Family Orientation"

Chloe Gruber

Maplewood Sauk Prairie

Preceptor: Paul Fiscus

Project: "Engaging Residents with Meaningful Activities"

Finalists

- Kelsey Diehl
- Andrea Keuhn

ENTREPRENEUR AWARD

Winner: Sydney Pisarski

Presbyterian Homes of Bloomington

Preceptor: Michelle Sullivan

Project: "Creating a Work-Life Balance Through Reducing Overtime"

Finalists

- Rachel Stevens
- Rachael Wallin
- Shania Skrzypczak



2020 AWARDS

PRECEPTOR OF THE YEAR AWARD

Stacy Nies

This award recognizes the contribution and leadership by a preceptor of the health care administration program. Stacy's service to the field has been very much appreciated, including nearly twenty years with ManorCare and most recently as the Administrator of Edenbrook of Fondulac. She has mentored many of students over the years and has made a tremendous difference in the lives of many of our students.

DISTINGUISHED STUDENT AWARD

Rachael Wallin and Joseph Larsen

This award recognizes exceptional performance and extra contributions by a student in the health care administration program. Rachael did her practicum at Oakwood Health Services in Altoona, WI. Rachael was involved with the ACHCA student organization. She also served as an ambassador for the program serving as AHCA Quality Award Silver examiner. Joseph completed his practicum at Sheboygan Progressive Health. He was involved with the ACHCA student organization and held a 3.98 GPA.

DISTINGUISHED SERVICE AWARD

Douglas Fullaway

This award recognizes the commitment of individuals to the advancement of the Center and the health care administration program. Doug's focus has been on senior living excellence for the past twenty years. He runs his own company, Fourteenplus and serves on the Board for CHAASE. He has given a tremendous amount of time for the past seven years working with the UW-Eau Claire health care administration practicum students every spring using the Building Excellence with Simulation Training (BEST).

ALUMNI OF THE YEAR AWARD

Bryan Bee

This award recognizes distinguished service to the field in a manner that brings credit upon the award recipient and UW – Eau Claire. Since Bryan graduated from the UW-EC health care administration program in 2008 he has served as the Executive Director at Oakwood Village in Madison and was a preceptor. He has also given a tremendous amount to the profession with his volunteer service with the National Board of Examiners for Long-term Care Administrators on both a national and state level.

UWEC COLLEGE OF BUSINESS AWARDS

EMERGING LEADER AWARD

Holly Fiedler

The award is presented to a student who has shown early leadership and potential for success, and who is not a graduating senior. The award is selected by the college's faculty and staff. Fiedler will graduate in May 2021 after completing her practicum at Friendship Village of Bloomington in Bloomington, MN. She plans to pursue a career as a long term care administrator.



CULTURE OF CARING AWARD

Lindsey Creapeau

The Culture of Caring Award, is presented to an individual who consistently demonstrated outstanding personal and professional service to College of Business employees, students, and/or their parents. Lindsey collaborated with sites/preceptors who were faced with their own significant COVID-19 challenges to maintain student placements and developing policies with university administration and external agencies for managing through the unique situation.



DID YOU KNOW.....

98%

of the 2020 graduating class found employment within the first six months.

100%

of the 54 students who were supposed to start practicum in June did, despite the COVID-19 pandemic.



2020 HCAD graduates Carly Loewus and Hanna Zevenbergen

100%

of the 59 students in the 2020 class graduated.



100%

of the 2019 graduating class passed the Core portion of the NAB Exam compared to the overall national rate of 84%.

87%

of the 2019 graduating class passed the NHA line of service portion of the NAB Exam compared to the overall national rate of 64%.

2020 PROGRAM GRADUATES

GRADUATE	POSITION	EMPLOYER
Allison Bauer	Admissions Coordinator	Friendship Village of Bloomington
Alyssa Behling	Executive in Training	Landmark of Fridley
Madelyn Blaha	Administrator	Little Falls Health Services
Rachel Brickner	Executive Director	Birch Hill Health Services
Noah Brickner	Social Worker and Recruiting Specialist	Wisconsin Veteran's Home-Chippewa Falls
Destiney Canny	Radiology Clinical Liaison	Froedtert Hospital
Emily Cibulka	Admissions Specialist	DaVita Kidney Care
Jessica Damit	Executive Director	Our House Senior Living - Medford
Kelsey Diehl	Administrator	St. John's Lutheran Community
Trisha Drage	Activities Director/Assistant Administrator	Bethany of Waupaca
Samantha Drost	Community Living Project Manager	GT Independence
Megan Ejzak	Health Care Recruiter	Maxim Healthcare Staffing Services
Natalie Feuerhelm	Executive Director	Grand Meadow Senior Living
Megan Foley	Senior Program Manager	Pinnacle Services, Inc.
Chloe Gruber	Assistant Executive Director	Grace Commons
Mallorie Habisch	Assistant Administrator	Good Samaritan Society/Sanford Health
Trevor Herzberg	Administrator	Crossroads Care Center of Woodstock
Alexis Hitchcock	Associate Administrator	Life Care Services
Celia Holtan	Administrator	Oak Park Place
Connor Huhn	Director of Resident Services	Presbyterian Homes & Services
Katie Kegen	Assistant Administrator	American Lutheran Communities
Katie Keogh	Executive Director in Training	Providence Place-Minneapolis
Andrea Keuhn	Housing Manager	The Gardens Assisted Living
Kristie Knops	Employee Support Coordinator	Christian Community Homes & Services
Haley Knudson	Senior Living Director	Good Samaritan Society
Lisa LaBelle	Executive Director	Mineral Point Health Services
Luke Lahammer	Assistant Executive Director	Rivers Assisted Living
Joseph Larsen	Executive Director	Point Manor Assisted Living
Garrett Laskowski	Executive Director	North Shore Healthcare, LLC
Carly Loewus	Administrator	Clement Manor- Greenfield, WI
Ali Lovek	Assistant Administrator	Villa Healthcare
Sydney Manske	Director of Social Services	Greentree Health and Rehabilitation
Kennedy McCullough	Contract Tracer	University of Wisconsin-Madison
Megan McLean	Administrator	Marinuka Manor in Galesville, WI
Anna Minske	Administrator	Park Health and Rehab
Evan Molling	Administrator	Oak Ridge Care Center Inc
Adeline Morrell	Residence Director	VOA-The Homestead at Maplewood
Annika Olson	Resident Services Specialist	Presbyterian Homes & Services
Jaclyn Pederson	Quality Management Coordinator	Madonna Living Community
Sydney Pisarski	Resident Services Specialist	Presbyterian Homes & Services
Erin Rafferty	QAPI Coordinator	GSS-Specialty Care Community
Paige Reynolds	Administrator	Frederic Nursing & Rehabilitation
Brendan Riordan	Assistant Administrator	The Alden Network
Hannah Shankey	Administrator	Dove Healthcare - Rice Lake
Te'Hiva Simmons	Assistant Administrator!	The Alden Network
Shania Skrzypcak	Resident Services Coordinator	Ebenezer
Rachel Stevens	Improvement Coordinator	Alignment Health Plan
Madeline Stilwell	Director	Dove Healthcare Orchard Hills
Kyle Theiler	Assistant Administrator	Rocky Knoll Health Care Center
Mikaela Thomson	Administrator In Training	Monarch Healthcare Management
Kathleen Tschida	Administrator	Countryside Health Care Center
Rachael Wallin	Executive Director	Whitewater Health Services
Madeline Wiger	Admissions Coordinator	Rock Haven
Der Xiong	Patient Appointment Services Specialist	Mayo Health Services
Kristin Yang	House Manager	Azura Memory Care
Pang Der Yang	Assistant Director	Azura Memory Care
Hanna Zevenbergen	Assistant Administrator	Marquardt Management Services

*1 student didn't report employment



SCHOLARSHIPS

Congratulations to our scholarship recipients!

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

Alden Senior Living

Madison Bates

ACHCA Student Chapter

Alex Roegner and Brooke Harris

**Brian R. Schoeneck UWEC
Alumnus**

Hannah Peroshek

Care Providers of Minnesota

Jenna Butterfield

Gene Decker

Claire Sheehan

Good Samaritan Society

Laura Farwell

HCR ManorCare

Margo Weiland

LeadingAge WisconsinJenna Fiore
Kayla Semrau**LeadingAge Wisconsin/Value
First, Inc.**

Alexandra Kummer

Life Care Services (LCS)

Elisha Ullmer

M3 Insurance

Rachael Bolder

Michael J. Christensen

Emma Court

North Shore Healthcare

Holly Fiedler

Presbyterian HomesBethany Hakari and Amanda
Granquist**Thomas Schanke Family
Civic Engagement**

Molly Vissers

Tri County Medical Alliance

Brianna Lee

Villa HealthCare

Kali Blaeser

**Wisconsin Assisted Living
Association (WALA)**

Maggie Schellhorn

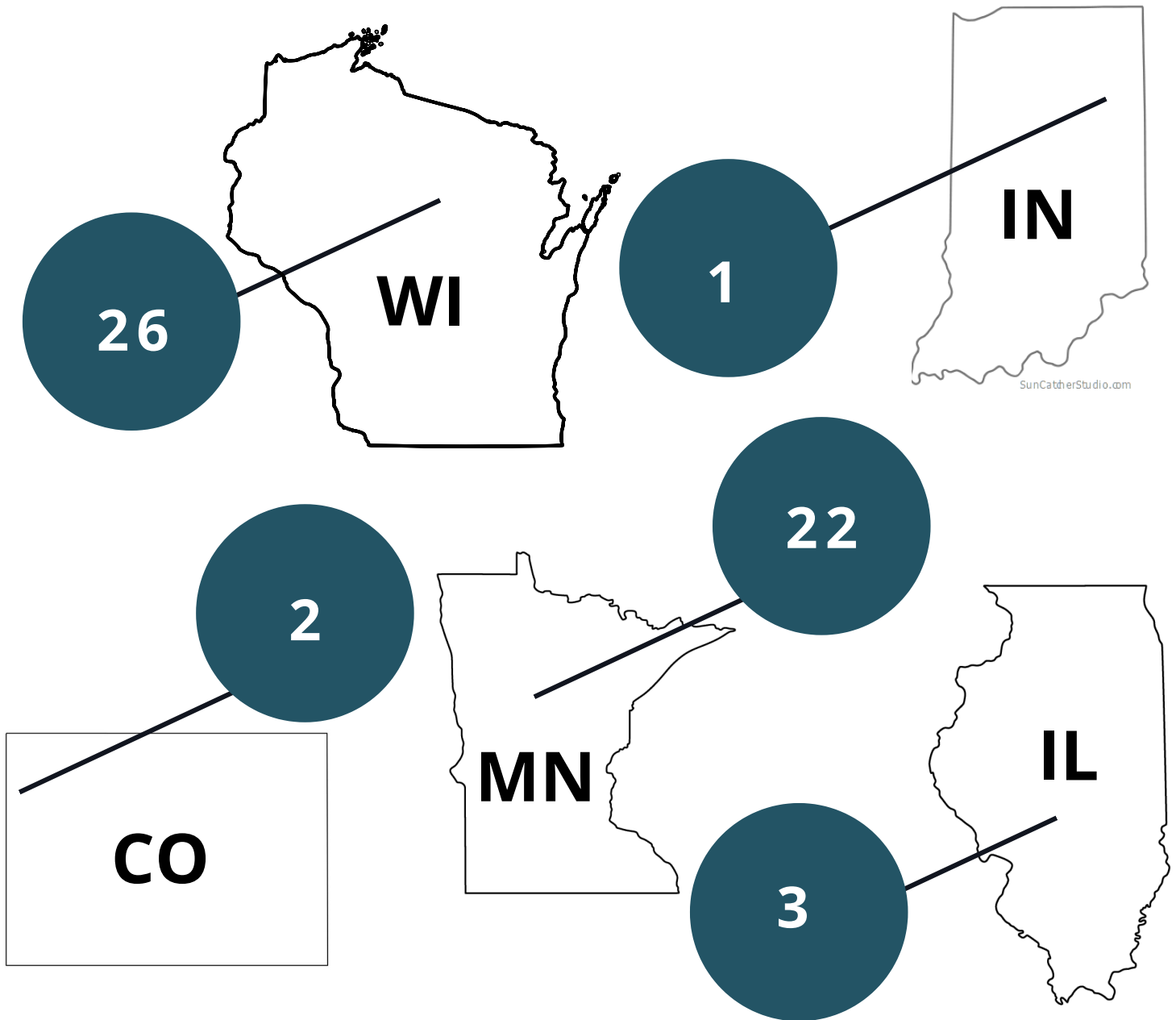
**Wisconsin Health Care
Association and Wisconsin
Center for Assisted Living**Ethan Cole, Jenica Monkman,
Rouhan Richardt, Angela
Ylitalo, Addy Schoenherr**Wipfli**

Megan Kalthoff

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.

A glance of where our students are:

2020-2021 Student Practicum Placements



REVIEW

The 2020-2021 cohort was spread across the country. 26 students were in Wisconsin, 22 in Minnesota, 3 in Illinois, 2 in Colorado and 1 in Indiana.

2020-2021 Practicum Placements

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 emerging leaders and managers in health care.

Student	Practicum Site
Anna Allen	Wisconsin Veterans Home at Chippewa Falls
Sierra Ballweg	The Rehabilitation Center at Sandalwood
Sara Beckendorf	Alden of Waterford
Aaron Berzinski	Bethany St. Joseph Care Center
Alison Biederwolf	Green Bay Health Services
Kali Blaeser	Saint Therese of Woodbury
Matt Burton	Rocky Knoll Health Care Center
Jenna Butterfield	Village Care & Rehabilitation Center
Emily Carlson	VOA-The Homestead at Anoka
Jade Carlson	Edenbrook of Fond du Lac
Ethan Cole	Clement Manor Inc.
Jonathan Dressler	Brewster Village
Emma Fentress	Alden Estates - Courts of Huntley
Holly Fiedler	Friendship Village of Bloomington

Student	Practicum Site
Drew Flores	Marquardt Village
Mason Foth	Rennes Health & Rehab Center - De Pere
Ben Franks	Oakwood Health Services
Ana Garcia	Martin Luther Care Center
Tess Griffin	Providence Place
Bethany Hakari	Minnesota Masonic Home Care Center
Brooke Harris	Woodside Lutheran Home
Kennedy Hassemer	St. Paul Elder Services, Inc.
Caitlyn Hiller	American Lutheran Communities of Mondovi
Ansley Hinz	Presbyterian Homes of Bloomington
Colin Hirst	Elroy Health Services
Catie Hogan	The Emeralds at St. Paul
Emma Jones	Johanna Shores
Alex Knight	Crest View Senior Communities

2020-2021 Practicum Placements

Student	Practicum Site
Rebecca Koepsell	Lake Country Health Services
Hayden Kohls	Good Samaritan St. James
Megan Kowalke	Jones-Harrison
Grace Kust	Alden Estates of Jefferson
Jenica Monkman	Boutwells Landing
Pa Moua	Crossroads Care Center of Fond du Lac
Billie Novak	Grand View Care Center
Dami Olotu	The Villa at Lincoln Park
Alexis Peters	Crossroads Care Center Green Bay West
Wyatt Pramann	Wyndemere
Taylor Riel	Edenbrook of Edina
Scott Robinson	Birchwood Senior Living
Cade Rose	North Ridge Health and Rehab
Morgan Rutta	Lutheran Homes & Health Services

Student	Practicum Site
Bailey Sandon	The Villa at Osseo
Maggie Schellhorn	Skaalen Retirement Services
Lauren Szczepanski	Capitol Lakes
Delaney Sereika	Woodbury Senior Living
Mia Stingle	The Estates at St. Louis Park
KC Thao	Maple Ridge Care Center
Molly Vissers	Towne House Retirement
Zach Volz	River Pines / Prairie Pointe
Meghan Warwick	Hayward Area Memorial Hospital & Water's Edge
Emily Weise	Saint Therese at Oxbow Lake
Mariah Wendland	Volunteers of America - Maplewood
Brooke Zahnle	Benedictine Living Community of Duluth

We want to extend our gratitude and thank each of the respective preceptors at these sites for their commitment to the development of our students.



Sara Beckendorf helping out Alden of Waterford's Assisted Living barbeque drive thru event.

THANK YOU ALUMNI AND FRIENDS

TO MAKE A GIFT

Please Visit:

<https://connect.uwec.edu/health-care-administration>

Or, contact Kiki Beschorner
at (715) 836-2736
beschokj@uwec.edu

Learn more about giving opportunities at:
www.uwec.ly/chaase.



Practicum student, Ansley Hinz enjoyed school spirit day at Presbyterian Homes & Services of Bloomington with some fellow HCAD alumni. Ansley (far right) is pictured with three other HCAD alumni. L to R: Katelynn Pauluk (2015 Graduate), Sydney Pisarski (2020 Graduate) both Resident Services Specialists, and Luke Jackson (2018 Graduate) is the Care Center Administrator.

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 all pre-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

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	Crossroads Care Center	M3 Insurance - Madison	Sandalwood Manor Inc.
American College of Health Care Administrators	Dimensions Management of Chippewa Falls, LLC	Maplewood Sauk Prairie	Sanford Health
American Health Care Assoc.	Direct Supply	Marquardt Village Inc.	Senior Care Providence
American Seniors Housing	Ebenezer	Martin Luther Manor LLC	Senior Care Woodbury
Argentum	Eden Senior Care	Mayo Foundation	Skaalen Nursing & Rehab Ct.
Benedictine Health System	Edenbrook of Edina	Minnesota Masonic Home	St. Elizabeth Home
Benedictine Living Community of Spooner	Ensign Facility Services	Monarch Healthcare	St. Paul Elder Services
Bethany Home, Inc.	Fidelity	NAB Foundation	Traditional Care of Lake County
Bethany St. Joseph Corp.	Fond du Lac Lutheran Home	National Investment Center For Seniors Housing	Urbandale Health Care Center
BH Senior Living	Friendly Village Nursing	North Ridge Operator, LLC	Villa Financial Services
Birchwood Senior Living	Good Samaritan Society	North Shore Healthcare	Villa at Manor Park
Brookdale Senior Living	Grace Lutheran Foundation	Oak Park Place	Volunteers of America
Capitol Lakes	Grand View Care Center Inc.	Oakwood Lutheran Homes	Wipfli Foundation Inc.
Care Providers of Minnesota	Hayward Area Memorial Hospital & Water's Edge	Outagamie Co/Brewster Village	Wisconsin Assisted Living Association
Christian Community Home	HCR Manor Care	Pathway Health Services	Wisconsin Health Care Association
Clement Manor	Jewish Home and Care Center Inc.	Presbyterian Homes	Wisconsin Illinois Senior Housing Inc.
CliftonLarsenAllen	LeadingAge Minnesota, Inc.	Rennes Health & Rehab	Woodlyn Heights Healthcare
Community Foundation of Greater Des Moines	LeadingAge Wisconsin Inc.	Saint Therese	Woodside Lutheran Home
County of Sheboygan	Life Care Services LLC	Samaritan Bethany	
Covenant Healthcare LLC	Lifespace Communities		
Crest View Lutheran Homes	LSS of Madison LLC		

INDIVIDUAL GIFTS

Cathy A. Bergland	Deborah Machmeier
Kirby Cotton	Matt Mauthe
Scott Frank	Robert Molitor
Monica Friedman	Sondra Lee Norder
Brooke Hartman	Douglas Olson
Kimberly K. Heller	Cory Rutledge
Donald Husi	Kendall Rosemeyer
Marjory Ignarski	Philip Samuelson
Brian Inloes	John Sauer
Jennifer L. Johs-Artisensi	Brian R. Schoeneck
Patricia Karner	Peter Schuna
Christine Kenyon	Robert Siebel
Keith Knapp	Cynthia Thorland
Dinah Martin Kmetz	Craig Ubbelohde
Larry Lester	
Michael Libby	

We want to provide special recognition for a number of organizations that have made major multi-year commitments to the Center this past year:

- Alden Network
- Direct Supply
- LCS
- Marquardt Management Services
- M3 Insurance

These organizations are providing leadership for the sustainability of our program and Center.

PARTNERSHIPS AND COLLABORATIONS

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 2020 include:

ACHCA

Dr. Olson continues to serve on both the National Mentoring Committee and the Academy for Long-Term Care Administration Excellence.

LEADINGAGE

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

AHCA/NCAL (American Health Care Association/National Center for Assisted Living)

Dr. Olson facilitated the opportunity for four UWEC students to participate as quality award examiners for the National Quality Award program.

NAB (National Association of Long Term Care Administrator Boards)

Dr. Johs-Artisensi serves as the Secretary for NAB's Continuing Education Committee.

VISION 2025 ENDORSING ORGANIZATIONS 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)
- The National Investment Center for Seniors Housing & Care (NIC)
- Ziegler is serving as the event sponsor for the Symposium in June 2021.



PUBLICATIONS

JOURNAL ARTICLES

Olson, D., Lester, S., McGinley, B., & Lollis, E. (in press, 2020). Guiding to Greatness: The American College of Health Care Administrators' National Mentoring Program for Long-Term Care Administrators. *Journal of Health Administration Education*.

Johs-Artisensi, J. L., Hansen, K. E., Olson, D. M., & Creapeau, L. J. G. (2020). Leadership Perceptions and Practices of Hospitality in Senior Care. *Journal of Applied Gerontology*, 0733464820923903.

Johs-Artisensi, J., Kevin, H., & Olson, D. (2020). Qualitative Analyses of Nursing Home Residents' Quality of Life from Multiple Stakeholders' Perspectives. *Quality of Life Research*, 29, 1229-1238.

Johs-Artisensi, J. (in press, 2020). Faith Community Nursing: A Home-and-Community-Based Partner in Health Care. *Journal of Health and Human Services Administration*.

Hansen, K., Johs-Artisensi, J., & Knapp, K. (in press, 2020). Assembling the Ingredients: Recipes for Building Successful Academic Programs in Long-Term Care Administration and Leadership. *Journal of Health Administration Education*.

Johs-Artisensi, J. L., & Creapeau, L. J.G. (in press, 2020). A robust assurance of learning program for a long-term care administration program. *Journal of Health Administration Education*.

Olson, D., & Johs-Artisensi, J. (in press, 2020). The Value of Partnerships for Senior Care Administration Academic Programs and Provider Organizations in the Field. *Journal of Health Administration Education*.

BOOK

Knapp, K., & Olson, D. (2020). *The Health Services Executive Handbook – Contemporary Tools for Success in Leading Senior Living Organizations* Springer

EDUCATIONAL SEMINAR

Wolf, D., Fullaway, D., Hansen, K., Olson, D., & Lane, B. (2020). BEST: Building Excellence with Simulation Training. ACHCA D3 Midwest Post-Acute Leadership Summit, Florence, Indiana.

GRANTS

Creapeau, L. Pedagogy of Professional Preparedness in Long Term Care Administration

Olson, D. Need for Compassion in Senior Care, Principal Investigator, Office of Research and Sponsored Programs.

Olson, D. VISION 2025, Founding Director, Brookdale Foundation.

INVITED LECTURES

Creapeau, L. J. G. & Hansen, K. E. (August 2020) Presented for Zurick- Davis
Title "Learn from Leaders: Hospitality in Senior Care"

Creapeau, L. J. G. & Hansen, K. (2020) American College of Health Care Administrators (National).
Title "Learn from Leaders: Hospitality in Senior Care"



Dr. Douglas Olson visiting with alumni at an Alumni Social held in Minneapolis, MN.

UNIVERSITY RELATIONSHIPS

HCAD faculty and staff continues to serve as leaders with the National Emerging Leadership Summit (NELS), the Building Excellence with Simulation Training, and Vision 2025.

NELS

National Emerging Leadership Summit

Despite having to postpone the 2020 NELS Summit, 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 endorsing associations and other universities.

BEST

Building Excellence with Simulation Training

BEST is an interactive experience in an environment simulating actual operations of various senior care settings using real data. This CHAASE-licensed educational product was unveiled with a beta test at the ACHCA Convocation in March of 2019 and further used at the Midwest Post-Acute Care Summit in February of 2020. Dr. Olson, Dr. David Wolf (Bellarmine University) and CHAASE board member Doug Fullaway continued to work with a steering committee comprised of industry and university experts to get this experience more available for other universities, providers and associations this upcoming year. The leadership of UW-Eau Claire is working on arrangements with the group to advance this educational product with CHAASE-dedicated resources and a senior care software company.

Vision 2025

The focus of Vision 2025 is for talented leaders to be developed at universities. The goal is to 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 strong university, provider and association partnerships; and to do this all by the year 2025. This year, Vision 2025 was loaned an executive by LCS to serve as a Managing Director, Taylor Darby.

Darby joined Vision 2025 as the managing project director in early 2020 to help organize the project's numerous efforts and propel progress forward. Prior to Vision 2025, she became a licensed nursing home administrator in the state of Tennessee as part of Life Care Services' Professional Development Program after joining the company in 2018. After receiving her license, Taylor relocated to work at a Life Plan Community in Dublin, Ohio, where she spent most of her time working on special projects, including spend analysis and restructuring. Taylor began her education in pharmacy school at Butler University in Indianapolis, Indiana, before transferring to Northwood University in Midland, Michigan, where she obtained both her undergraduate degree in health care administration and her MBA.

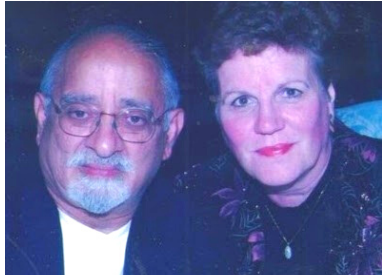


Taylor Darby

Since the first symposium, groups have continued to work on numerous projects, including things such as creating a document to help students understand career opportunities within the field, ensuring higher education leaders support the effort, establishing a public directory of programs and developing models for paid internships.

For more information you can visit the VISION 2025 website at:
<https://vision2025initiative.com>

SPECIAL EVENTS



Dr. Vivian and Mary Tellis-Nayak

"The Return of Compassion in the Senior Care Field"

Thursday, September 10th, 2020 marked the date of the Center for Health Administration and Aging Services Excellence (CHAASE) Fall Forum, titled "The Return of Compassion in the Senior Care Field." Things were a little different this year, due to the COVID-19 pandemic, as the event was held virtually. The Center welcomed Dr. Vivian and Mary Tellis-Nayak, recognized leaders in the Long-Term Care field and authors of "Return of Compassion to Health Care." They shared their presentation and were joined by three experienced reaction panelists to discuss the importance of compassion in the field of health and aging services.

The panelists consisted of :

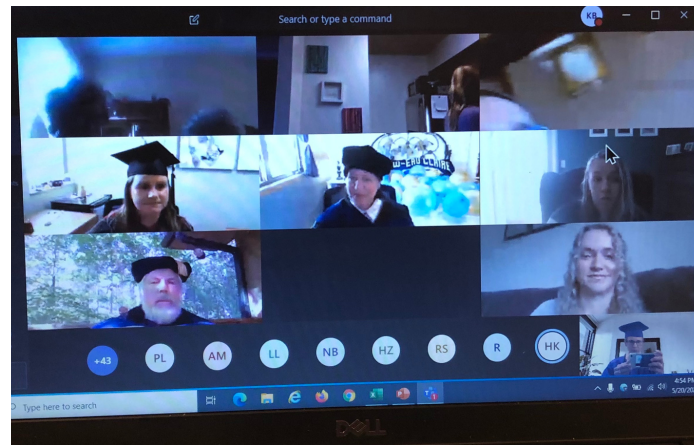
- Sondra Norder (President and Chief Executive Officer, St. Paul Elder Services)
- Fred Benjamin (Vice President of Strategic Relations and Partnerships, Lexington Health Care)
- Duane Larson (Senior Vice President of Operations, Presbyterian Homes and Services)

Vivian and Mary communicated how no senior care community rises above the caliber, compassion, and commitment of its leadership. As people managers, they face a formidable challenge. Long-term care, more than other service professions, operates on a relational platform. Senior care creates communities where frail and older people are brought together to often spend the last years of their lives in a place not always built to promote dignity and privacy. The social origin and setting of the staff who serve the elders can differ vastly in culture, education, age, and experience. We expect the managers to create a community from these diverse elements. Their background and training may not always adequately prepare them for the task. In addition, overbearing regulations and the predatory ways of lawyers make their task more difficult. Their training, professional requirements, and incentives lean heavily on compliance and avoiding liability rather than compassion and kindness. The need for leaders who demonstrate compassion to their caregivers typically has not been addressed by education or quality programs. We need to work to infuse a greater emphasis on the need for compassionate leadership.

HCAD Graduation

Despite graduation being canceled due to the pandemic, we still wanted to celebrate the hard work of our HCAD graduates. On May 20th, a virtual HCAD Graduation was held. Students, faculty/staff, family and friends gathered virtually to honor our students. Even though there may not have been the pomp because of the COVID-19 circumstances, never has a graduating class been called to step into the future with more purpose, vision, passion, energy, and hope.

The event started off with a social, followed by the announcement of Leadership Poster and Student of the Year Award winners. From there all graduating students were announced, followed by remarks from our faculty and staff.



CHAASE Spring Banquet

The 2020 CHAASE Spring Banquet was canceled due to COVID-19. However, the CHAASE board met virtually both in the spring and the fall. Award winners were surprised with virtual meetings with unexpected CHAASE and College of Business leadership guests.





LATEST NEWS

NEW FACULTY

Dr. Frances Hawes

CHAASE is pleased to welcome Dr. Frances Maria Hawes to the HCAD faculty. Dr. Hawes was most recently an Adjunct Professor in the Natural and Health Science departments at Quincy College, Bunker Hill Community College and Massasoit Community College where she had been since 2011.

She received a B.A. from Merrimack College, and an M.S. from the University of Massachusetts Boston, and her Ph.D. in Gerontology from the University of Massachusetts Boston in August 2020.



CREAPEAU AWARDED PROFESSIONAL CREDENTIAL

Lindsey Creapeau

Creapeau, Practicum Coordinator & Instructor in the Health Care Administration Program, recently advanced to Fellow of the American College of Health Care Administrators (ACHCA). The Fellow distinction is the highest membership status one can gain in recognition of professional achievement and continuous adherence to the ethical and professional standards of ACHCA.



JOHS-ARTISENSI ELECTED SECRETARY OF NAB

Dr. Jennifer Johs-Artisensi

In October, as part of the National Association of Long Term Care Administrator Boards (NAB) Annual Meeting, Dr. Jennifer Johs-Artisensi was elected and installed as the latest Secretary of NAB. She is looking forward to being an Executive Officer of NAB, and looks forward to helping

NAB respond to change, while proactively shaping and supporting leadership standards promoting quality care, across the continuum.



OLSON CO-AUTHORS NEW SENIOR CARE LEADERSHIP TEXTBOOK

Dr. Douglas Olson

Dr. Olson co-authored with Dr. Keith Knapp (University of Kentucky), a new textbook focused on senior care leadership. The Health Services Executive (HSE™): Tools for Leading Long-Term Care and Senior Living Organizations serves as a contemporary and comprehensive resource that addresses each of the domains of practice and leadership essentials for long-term care administration students and professionals. This new textbook covers information pertinent to the spectrum of senior living service lines – from inpatient rehab facilities, long-term acute care hospitals, nursing homes, assisted living, and residential care communities to home- and community-based services.



LCS FOUNDATION AWARDS BLAESER AND HARRIS PRESTIGIOUS ED AND SUE KENNY SCHOLARSHIP

The LCS Foundation has awarded the Ed and Sue Kenny Scholarship to two students pursuing careers in senior lifestyle services. The awards were presented to University of Wisconsin-Eau Claire students Kali Blaeser and Brooke Harris in November 2020. The Ed and Sue Kenny Scholarship's mission is to help support senior living management as a mainstream, well-respected career choice. Kali Blaeser is pursuing a career in senior care and services majoring in health care administration. Her long-term goals include continued education to receive a master's degree in health and human services administration and to become a health services executive. Brooke Harris is pursuing a career in senior lifestyle services and majoring in health care administration. Harris's long-term goal is to get her licensed nursing home administrator licensure and become an administrator at a skilled nursing facility and eventually work on a senior living campus that offers the full continuum of care.

CHAASE SOCIAL MEDIA

Social Media Analytics

2020

In 2020, we saw continued growth and increased engagement on our social media channels.

HCAD's Facebook page saw almost a 20 % increase in followers, and our LinkedIn page grew by 11 % in terms of followers. Our top-performing content continues to be our student posters and other faculty/staff achievements.

We look forward to increasing the frequency of these posts and sharing these individual's accomplishments! We are currently exploring an Instagram page and a possible YouTube channel. We look forward to diving deeper in 2021 to promote various HCAD student resources and initiatives along with other HCAD material.

As a reminder, we are always open to new topics and content for our social media channels. Feel free to reach out or submit an idea to chaase@uwec.edu. Be sure to follow us and engage with our posts!

[@HCADUWEC](#)[UWEC Health Care Administration](#)www.uwec.edu.ly/hcad

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