

GOOD IDEAS READY TO USE

Long-Term Services & Supports Quality Conference 2016



Quality Improvement Across the Continuum

River's Edge Convention Center
St. Cloud, Minnesota

Thursday, June 16, 2016
8:00a.m. - 3:00 p.m.

- **Learn** about innovations in home and community-based services and nursing homes
- **Hear** success stories and take home improvement ideas and inspiration
- **Connect and collaborate** with service providers across Minnesota's nursing homes and home and community-based services that serve older adults and people with disabilities

Sponsored by:



For more information:
www.mn.gov/dhs/ltss-improvement

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Conference Details

Schedule-at-a-glance

8:00 a.m.	Registration and breakfast
9:00 a.m.	Welcome Address- Loren Colman, Assistant Commissioner, Continuing Care for Older Adults
9:10 a.m.	Opening Remarks- Emily Johnson Piper, Commissioner, DHS
9:30 a.m.	Break
9:45 a.m.	Concurrent Breakout Session A
10:45 a.m.	Break
11:00 a.m.	Concurrent Breakout Session B
11:45 a.m.	Lunch, poster session and networking
1:15 p.m.	Concurrent Breakout Session C
2:00 p.m.	Break
2:15 p.m.	Concurrent Breakout Session D

See page 5 for breakout session locations. All other events are in Glenn Carlson Hall

About CEUs

This program has been designed to meet the criteria for 4.5 Nursing Contact Hours and for 3.75 Clock Hours for most other health care professionals such as nursing home administrators, social workers, activities, dietary and therapies. It is the responsibility of the participant to determine applicability of this program for education requirements.

Certificates of attendance are included in the conference packet.

Internet

There is no wireless internet available. We apologize for any inconvenience

Additional Questions?

Please visit the check-in desk

Explore the Poster Session!

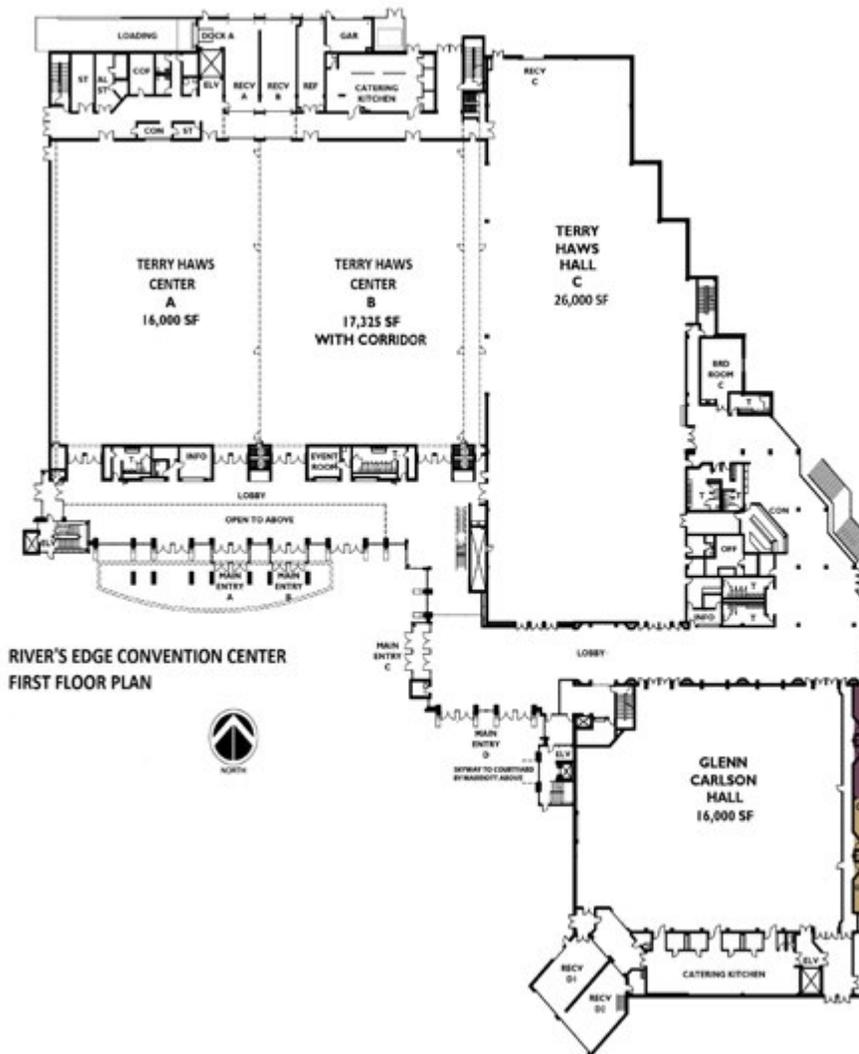
Glenn Carlson Hall 8:30a.m. – 3:00p.m.

Nursing facilities and home and community based service providers will have posters on display about their quality improvement efforts.

Presenters will be available to discuss and answer questions from **11:45a.m. – 1:15p.m.**

This information is available in accessible formats for individuals with disabilities by calling 800-882-6262, toll-free 800-627-3529, or by using your preferred relay service.

Conference Center Map



Breakout Session Schedule

Room	Breakout Session A 9:45 - 10:45 a.m.	Breakout Session B 11:00 - 11:45 a.m.	Breakout Session C 1:15 - 2:00 p.m.	Breakout Session D 2:15 - 3:00 p.m.
Bell/ Alexander	Transforming Organizations Using Person Centered Practices: Mains'1	Therapeutic Activity Program Supports: Lakes Homes and Program Development	Cycles of Learning, Life Before & After Baldrige: Cardinal of Minnesota	Health and Wellness Challenge: Presbyterian Homes- Central Towers
Weidner/ Edelbrock/ Clarke	Using the Wellness Wheel to Improve Quality of Life: Tealwood Senior Living	Communication Challenges Overcoming the Barriers to Improve Quality: Essentia Health	Infection Prevention and Control in Long-term Care: Senior Providers Resource	Preventing Falls and Decline in Function: Senior Providers Resource
Stockinger Suite	An Overview of Behavioral Treatment: Welcov Healthcare	Awakenings to Improve Quality of Life: Ecumen	D.A.T.A. Do As Time Allows: Elim Care & Empira	Best Practices that Work in the Community: Courage Kenny Rehabilitation
Wilson Suite	Quality Improvement 101: MN DHS	Health Coaching in Supportive Living Situations: St. David's Center for Child & Family Development	Advancing Health Equity: WellShare International	Person-centered Supported Employment: Rise, Inc.
Coborn/ Metzroth/ Helgeson	Workforce Panel: Lutheran Home Association Care Ventures-Mother of Mercy NHS-Northstar Specialized Services	Participant Feedback Panel: Northwoods Caregivers Long-term Care Ombudsman	Mental Health Panel: Courage Kenny Rehabilitation Andrew Residence Jewish Family Service of St. Paul	Caregiver Panel: Adult Day Servcies, Inc. Living at Home Network The Arc Minnesota
Fandel/ Marsh	Meeting the Mental Health Challenge: Touchstone Mental Health	Quality Improvement by KN @ Home: Knute Nelson	A Community/Academic Partnership for Home Modification: Rebuilding Together Twin Cities	Becoming a Person Centered Organization: Residential Services, Inc

Breakout Session Descriptions



Session A 9:45 - 10:45 a.m.

◆ **To Infinity & Beyond: Transforming Organizations Using Person Centered Practices- Mains' I** **Room- Bell/Alexander**

Description: What creates lasting change? How do we engage people in change efforts without creating undue anxiety and fear? How do we avoid disrupting people and causing unintended consequences? Through our Person Centered Practices partnership with the state, lead agencies and the institute on community integration, we are inventing new ways of doing things. What are the promising practices, collaborations and innovations we are using to address the very real challenges of workforce shortages, shrinking resources and the demand for personalized supports? In this session, we will take a deep dive into the realities of transforming what we do and how we do it by transforming agency cultures. We will identify the challenges and barriers we have experienced, and the reengineered activities/actions that are proving most effective in overcoming these barriers. Attendees will receive a guide to the action steps they can use describing 1) how we employ process maps in developing supports, 2) how to use personal profiles and matching processes to reengineer hiring and on boarding practices, and 3) how to use personal support plans to engage people and tailor their agency experiences to what will work best for them. In short, we are changing everything we do, and, as a result, life is getting better for everyone.

Learning Objectives:

- Identify the benefits of becoming a person centered organization
- Identify processes to address workforce shortages
- Identify the importance of transformational organizational change

Speakers: Terri Williams, Chief Executive Officer, Mains' I Services, Inc.
Lorna Misoj, Organization Development Specialist, Mains' I Services, Inc.

◆ **Using the Wellness Wheel to Improve Quality of Life- Tealwood Senior Living** **Room- Weidner/Edelbrock/Clarke**

Description: Tealwood Senior Living adopted the Wellness Wheel as a driving force to enhance quality of life and create a culture change within skilled nursing communities. The Wellness Wheel incorporates the Seven Dimensions: Intellectual, Vocational, Spiritual, Social, Physical, Environmental, and Emotional. All of the dimensions are equally valuable at any stage in life.

Learning Objectives:

- Learn about the dimension-focused initiatives implemented via Tealwood's Community Life departments and listen to residents who have benefited from the programming
- Gain insight on how to measure and sustain valuable outcomes.

Speakers: Racey Ihde, Director of Wellness Initiatives, Tealwood Senior Living

Breakout Session Descriptions

Session A 9:45 - 10:45 a.m.

◆ An Overview of Behavioral Treatment in Light of Cognitive Impairment

Welcov Healthcare

Room- Stockinger Suite

Description: Brief overview of the limitations of traditional interventions for behavioral dyscontrol with persons with cognitive impairment and then will present an innovative, environmentally based treatment that works when other treatments fail. The talk will additionally address the roles of staff and how to write treatment plans. It will conclude with a discussion of team functioning.

Learning Objectives:

- Identify core components of an innovative home care model for persons with mental health and chronic conditions.
- Learn strategies to impact workforce development, team/staff development and resident outcomes

Speakers: Dr. Robert L. Karol, Vice President of Brain Injury Services

◆ Quality Improvement 101- MN Department of Human Services

Room- Wilson Suite

Description: This mini-workshop is designed for individuals new to quality improvement to learn about the quality improvement process. Individuals will hear about how to identify areas of improvement, measurement strategies, and developing strategies.

Learning Objectives:

- Learn how to start to identify an area of improvement
- Hear measurement strategies and tips for a successful project

Speakers: Odi Akosionu, Disability Services Division, MN Department of Human Services

Breakout Session Descriptions

Session A 9:45 - 10:45 a.m.

◆ Strengthening the Workforce- Provider Panel

Room- Coborn/Metzroth/Helgeson

Description: This panel will bring together three service providers to talk about projects they have implemented to strengthen their workforce. Strategies include web-based staff support and training, staff-driven mentorship program, and out-state recruitment and retention.

Learning Objectives:

- Hear from three organizations that are working to strengthen their workforce
- Learn about strategies that organizations have developed to better support staff and decrease turnover

Panel: Sharon Blume, Director of Health Technology Services, The Lutheran Home Association
Dean McDevitt, LNHA, CEO, Mother of Mercy Campus of Care
Rich Clark, NHS- Northstar Specialized Services

Moderator: Mary Olsen Baker, Quality Improvement and Assurance Manager, Aging and Adult Services, MN Department of Human Services

◆ Meeting the Mental Health Challenge- Touchstone Mental Health

Room- Fandel/Marsh

Description: The demand for person-centered comprehensive home care services for people with mental health and chronic conditions is growing. Touchstone Mental Health's Rising Cedar Apartments, located in Minneapolis, is meeting this demand through an innovative model of Assisted Living for persons living with mental illness. Rising Cedar's evidence based therapeutic healing environment is an ideal setting where holistic, integrative mental health and home care services are provided. Through an inter-professional team with a person-centered focus, our approach to care and community integration serves as a model in the state of Minnesota. This session will describe the development, implementation and ongoing operations for this innovative model of home care.

Learning Objectives:

- Identify core components of an innovative home care model for persons with mental health and chronic conditions.
- List strategies to impact workforce development, team/staff development and resident outcomes

Speakers: Michelle Wincell O'Leary, Senior Director of Waivered Services, Touchstone Mental Health
Dr. Barbara Peterson, Clinical Assistant Professor, University Of Minnesota, School Of Nursing

Breakout Session Descriptions

Session B 11:00 - 11:45 a.m.

◆ Therapeutic Activity Program Supports- Lakes Homes & Program Development

Room- Bell/Alexander

Description: Through the implementation of person-centered practices, Lakes Homes has vowed to increase meaningful community engagement for all of our residents. The process is on-going and we began by training our staff to understand person-centered approach. We spent hours in 1:1 conversations between each of our staff and all of residents, regardless of ability level, deciphering between their likes and dislikes and how to follow through on making those happen. The residents, with the help of the DSPs, developed personal life stories & created collages with artwork and written descriptions of what that individual likes, what is important to them, and what is important for them. We spent time identifying personal preferences & things they find undesirable. With input from all aspects of our company, we identified obstacles and opportunities, with emphasis on rights, respect, and dignity. As an organization, we work to find natural supports to transition from staff dependence to interpersonal relationships outside the services-provider environment. Now, we continue to implement our short-term plan while working to develop a firm framework for the future.

Learning Objectives:

- Learn about Lakes Homes TAPS program
- Learn about staff training efforts to help increase community engagement and how this impacted the lives of people they serve

Speakers: Cate Walz, Activity Director, Lakes Homes & Program Development

◆ Communication Challenges Overcoming the Barriers to Improve Quality- Essentia Health

Room- Weidner/Edelbrock/Clarke

Description: This course will describe the what, why and how of communication challenges in the facility. The speakers will share lessons learned in their journey as they improve communication in their facility.

Learning Objectives:

- Understand the use of the Fish Bone diagram to assist in identifying communication barriers
- Understand the challenges of communicating through the electronic medical record
- Describe resources and tools available to improve communication
- Identify a process to follow to define the facilities problem

Speakers: Christy Brinkman, LNHA, Senior Care Operations, Essentia Health in Detroit Lakes
Laura Seleen, RN, Director of Nursing, Essentia Health

Breakout Session Descriptions

Session B 11:00 - 11:45 a.m.

◆ Awakenings Improving Quality of Life Across the Continuum- Ecumen

Room- Stockinger Suite

Description: Your loved ones deserve the absolute best care and living experience. That's why Ecumen created Awakenings, a nationally-honored Alzheimer's care approach that significantly reduces "chemical restraints," the sedating psychotropic medications often prescribed to people with Alzheimer's. Awakenings provides a better quality of life for your loved one a more rewarding experience for family and friends as well. In collaboration with DHS, Awakenings has successfully integrated its philosophy and programming into the housing with services business lines and is undergoing implementation in our home care and community services. Awakenings is improving lives across the continuum.

Learning Objectives:

- Hear how focusing on people with Alzheimer's quality of life helped to reduce the amount of psychotropic medications
- Learn about how Ecumen is spreading their Awakenings care approach to its home and community based services

Speaker: Maria Reyes, RN, Quality Improvement Nurse/Behavioral Health & Awakenings Director
Sonya DeSmith, RN, Quality Improvement Nurse.

◆ Health Coaching in Supportive Living Situations: Creating Lives of Health and Wellbeing- St David's Center for Child and Family Development

Room- Wilson Suite

Description: Integrative Health Coaching is a unique approach which strengthens our ability to provide effective Person Centered Care. In this session, you will hear how St. David's Center used their Minnesota Home and Community-Based Services Performance-Based Incentive Payment Program (HCBS PIPP) grant to enhance the wellbeing of clients and staff through the adoption of the UMN Wellbeing Model and the use of integrative health coaching for clients living in group and SLS homes.

Learning Objectives:

- Understand how a wellbeing framework helps staff support the health and wellbeing of clients and staff in supportive living situations
- Learn about the benefit of using an integrative health coaching model to support the wellbeing of clients with developmental disabilities
- Hear how supporting the wellbeing of staff enhances the wellbeing of clients

Speakers: Kate Biederman,OTR/L, Wellness Program Coordinator, St. David's Center
Kate Lehnertz, Supportive Living Services Supervisor, St. David's Center

Breakout Session Descriptions

Session B 11:00 - 11:45 a.m.

◆ Increasing Participant Feedback in Quality Improvement Efforts- Provider Panel

Room- Coborn/Metzroth/Helgeson

Description: This panel will bring together three service providers to talk about projects they have implemented to increase participant feedback. Strategies include increasing community engagement, making feedback actionable, and including staff in looking at feedback.

Learning Objectives:

- Hear from three organizations that are working to increase the service participant feedback in quality improvement efforts
- Learn about strategies that organizations have developed to increase and use feedback

Panel: Dan Tupy, LSW, Regional Ombudsman for Long Term Care in Central MN
Mary Ann Schoenberger, Area Manager of Senior Services, Volunteers of America – Minnesota
Carol Priest, LSW, C-SWCM, ALCA, Caregiver Advocate, Northwoods Caregivers

Moderator: Valerie Cooke, Nursing Facility Quality and Research Manager,
Nursing Facility Rates and Policy Division, MN Department of Human Services

◆ Quality Improvement by KN @ Home- Knute Nelson

Room- Fandel/Marsh

Description: Knute Nelson Home Care serves more than 2,300 individuals in their homes throughout 29 Minnesota counties with KN At Home – a comprehensive, person-centered and systemic case management program. Clients benefit from personalized clinical pathways developed for specific chronic diseases that carry risk of hospitalization. Incorporating its innovative smart home technology with telehealth, KN At Home educates and involves clients to manage their disease, incorporates technology as a means for intervention while providing key socialization features, manages medication and improves care transitions – all which work together to increase quality care delivery. The dramatic results of this all-in-one care model are demonstrated through measurements of increased client satisfaction, reduced hospitalizations, cost reduction and efficiencies in delivering care. An unexpected positive result is increased staff education focused on chronic disease management and technology. Customer satisfaction has risen to 95% and best of all, clients are empowered to remain at home.

Learning Objectives:

- Learn about Knute Nelson's KN At Home- a comprehensive, person-centered and systemic case management program and how it positively impacts clients and staff
- Hear how smart home technology coupled with education has helped people manage chronic conditions

Speakers: Jani Helm, RN, Director of Clinical Care, Knute Nelson Home Care
Jenny Lenarz, Project Manager, Knute Nelson Home Care
Kristie Perrin, RN, Case Manager, Knute Nelson Home Care

Breakout Session Descriptions

Session C 1:15 - 2:00 p.m.

◆ Cycles of Learning, Life Before and After Baldrige- Cardinal of Minnesota

Room- Bell/Alexander

Description: In 2007 Cardinal of Minnesota, Ltd. began their journey to excellence through the adoption of the Malcolm Baldrige Performance Excellence Framework and has submitted an application for the Minnesota Performance Excellence Award every other year, winning the top level awards the last two cycles. Not only have the PEN Feedback Reports been essential to our iterative cycles of learning and organizational improvement, over the past nine years, Baldrige has become our primary business model. Join us as we discuss how the Baldrige framework has guided and accelerated our improvement efforts in a way that has transformed our organization. We will highlight one key element of that transformation from each of the six process categories. We are excited to share our story with you and hope it inspires you to begin, or continue, your journey toward excellence through the use of the Malcolm Baldrige Performance Excellence Framework.

Learning Objectives:

- Understand how the Baldrige Framework can be successfully applied to residential services
- Identify a best practice from one of the Baldrige categories that can be adapted and applied to your organization

Speakers: Kyle Mullen, Chief Program Office, Cardinal of Minnesota

◆ Infection Prevention and Control in Long-term Care- Senior Providers Resource

Room- Weidner/Edelbrock/Clarke

Description: This course will discuss the role of Infection Prevention and Control and its importance in the overall health and well-being of the residents.

Learning Objectives:

- Discuss how appropriate Infection Prevention and control measures enhance the quality of life for the resident
- Identify elements that will promote the development of an effective infection prevention and control program
- Integrate elements of the infection prevention and control program into current policy and procedures

Speaker: Shelley Bhola, RN-BC, BSN, PHN, MSN, RAC-CT, Nurse Consultant,
Senior Providers Resource

Breakout Session Descriptions

Session C 1:15 - 2:00 p.m.

◆ D.A.T.A Do As Time Allows- Elim/Empira Care

Room- Stockinger Suite

Description: Providers are faced with record setting volumes of data and are challenged to find mechanisms to analyze and translate data into effective quality improvement projects. This session will assist providers to develop effective quality improvement projects using data driven decisions and rely less on intuition.

Learning Objectives:

- Learn how data can produce meaningful and efficient improvement in quality
- Raise awareness of how a provider's data can give you an advantage over a competitor
- Identify strategies to implement real time data
- Develop smart techniques to communicate data to the consumer

Speakers: Sandra Delgehausen, RN/BS/PHN, Quality Assurance Specialist, Elim Care Corporation
Sarah Brown, RN, LNHA, BS, Advanced Clinical Specialist, Empira Care

◆ Advancing Health Equity- WellShare International

Room- Wilson Suite

Description: Since 2000, WellShare International has implemented health programming focused on eliminating health disparities and advancing health equity for Minnesota's Somali community. WellShare's 'Center for Somali Health' focuses on community health outreach, research, education, and the creation of culturally appropriate health education resources. In 2013, WellShare adapted the evidence-based National Diabetes Prevention program to create culturally-appropriate preventive approaches and tools to support the Somali community. Three WellShare Community Health Workers (CHWs) led classes on behavior change to reduce the risk of diabetes. Activities included Somali-led classes and the creation of a culturally-specific pre-diabetes and weight management informational DVD in Somali. WellShare continues to offer educational programming to the Minnesota Somali community including Stanford University's Chronic Disease Self-Management (CDSMP) and Boston University's A Matter of Balance: Managing Concerns about Falls.

Learning Objectives:

- Learn about how WellShare International adapted an evidenced-based diabetes program to better support the Somali community.
- Hear how Community Health Workers can support individuals to reduce the risk of diabetes.
- Learn about the challenges and successes WellShare International has experienced in developing culturally appropriate educational programs.

Speakers: Eugenia Canaan, Program Manager, WellShare International

Breakout Session Descriptions

Session C 1:15 - 2:00 p.m.

◆ **Mental Health Across the Continuum- Provider Panel**

Room- Coborn/Metzroth/Helgeson

Description: This panel will bring together three service providers to talk about projects they have implemented to better serve people with mental health concerns. Strategies include focusing on housing stability, staff training, and partnering with other organizations.

Learning Objectives:

- Hear from three organizations that are working to improve the supports they provide for people with mental health concerns
- Learn about strategies that organizations have developed to better serve people with mental health concerns

Panel: Cindy Guddal, MSW, LISW, CPRP, CBIS, Manager for Community Services, Courage Kenny
Hilary Greene, M.S., Quality Coordinator, Andrew Residence
Steven Greenberg, Jewish Family Service of St. Paul

Moderator: Alice Nichols, Director, Mental Health Division, MN Department of Human Services

◆ **Quality Improvement through Outcome Evaluation: A Community/Academic Partnership for Home Modification- Rebuilding Together Twin Cities**

Room- Fandel/Marsh

Description: Aging-in-place is linked to improved quality of life and financial savings. Safety and accessibility modifications contribute to helping older adult stay in their homes longer. To demonstrate those quality of life benefits, outcome evaluations are needed. Nonprofits like Rebuilding Together Twin Cities (RTTC) are well versed in the practical skills needed to modify homes for safety. Occupational therapists are trained to perform home safety assessments and evaluate the impact of interventions using a variety of valid tools. A DHS Live Well at Home grant supported a home modification and outcome evaluation collaborative project between RTTC and their academic partner, St. Catherine University's Master's in Occupational Therapy program. The purpose of this session is to describe the process, initial results and mutual benefits of the project, and is intended to serve as a potential model for quality improvement evaluation through academic/community partnerships.

Learning Objectives:

- Learn the multiple mutual benefits of a partnership between a community organization and a university faculty and students in the context of home modification for low income older adults
- Understand the importance of systematic outcome evaluation processes and products enabled by such a partnership

Speakers: Catherine Sullivan, Ph.D., OTR, St. Catherine University
Brent Suski, M.A. Arch., Rebuilding Together Twin Cities
Anna Krech, OTS, St. Catherine University
Melody Oakes, OTS, St. Catherine University

Breakout Session Descriptions

Session D 2:15 - 3:00 p.m.

◆ Health & Wellness Challenge- Presbyterian Homes –Central Towers

Room- Bell/Alexander

Description: Located in downtown St. Paul, Presbyterian Homes' Central Towers offers subsidized apartments for people with disabilities and older adults. Healthy aging and reducing health disparities within its populations is at the heart of Central Tower's mission. Residents living at Central Towers can receive home care and other supportive services. Through the HCBS Performance-based incentive Payment program (PIPP), Central Towers increased resident engagement & self-awareness in areas of social, physical, mental, and emotional wellbeing. Central Towers tracked the number of medications people are taking, timed up and go test, awareness and improvement of blood pressure, and overall increase in the area of self-worth and emotional satisfaction in our participants. This was a unique and very special opportunity for people living at Central Towers to commit to health and wellness through physical, emotional, spiritual & social interaction. This session will share the elements that made this program a success.

Learning Objectives:

- Learn about Central Towers' Health and Wellness Challenges
- Hear how Central Towers engaged residents to improve their health and increase social interaction
- See how this program's success touched people's lives

Speaker: Rebecca Wilson, Recreation/Volunteer Director and Outreach, Central Towers
Yinka Ajose, RN, BSN, PHN, MBA, Presbyterian Homes

◆ Preventing Falls and a Decline in Function- Seniors Provider Resource

Room- Weidner/Edelbrock/Clarke

Description: This session will discuss exercise & restorative nursing programs that prevent falls & a decline in function by enhancing mobility, balance, strength and endurance of residents.

Learning Objectives:

- Describe the impact of immobility on overall health of the elderly and how it is the primary cause of falls and a decline in function
- Identify exercise programs, restorative nursing interventions and environmental factors that help your residents maintain their mobility, strength and balance
- Demonstrate how to set benchmarking data

Speakers: Jeri Ann Lundgren, RN, BSN, PHN, CWS, CWCN, President, Senior Providers Resource

Breakout Session Descriptions

Session D 2:15 - 3:00 p.m.

◆ Identifying and Sharing Best Practices from Teams that Work in the Community- Courage Kenny Rehabilitation Institute

Room- Stockinger Suite

Description: Home and Community Based Services are increasingly being provided one on one in the person's homes or other community locations. Staff do not have an opportunity to learn best practices from their colleagues because they are not in the same location. This session will describe a process for collecting and disseminating best practices so all staff and persons served can benefit from using approaches that work and get results to further the person toward their goals.

Learning Objectives:

- Gain an understanding of the challenges in assuring quality, consistent service when they are provided individually in the person's home or community locations
- Learn about a proven method of collecting and disseminating best practices
- Identify 3 best practices they want to explore in their services

Speakers: Cindy Guddal, MSW, LISW, CPRP, CBIS, Manager, Community Services Courage Kenny

◆ Person-Centered Supported Employment- Rise, Inc.

Room- Wilson Suite

Description: In early 2014, Rise, Inc. began working on a proposal for a DHHS HBCS PIPP grant intended to fund service improvements. Keeping in mind the changing legislative landscape in our field, we decided to develop a proposal around providing supported employment services to the people supported by our DT&H program. After being awarded the funds, we developed a cutting-edge program that would have a huge impact on the 17 individuals served and teach us valuable lessons and help us plan for Olmstead implementation. Attendees of this talk will learn how by incorporating PCT, MI, Discovery and other person-centered practices and how a focus on quality improvement from the beginning led to next-level supported employment services. We will also look at the future and explain how we are already applying what we learned through this wonderful opportunity.

Learning Objectives:

- Learn a built-in focus on how quality improvement leads to high quality outcomes
- Hear how keeping our focus clearly on the people we support also leads to high quality outcomes
- Discuss how flexibility, continuous feedback and clear communication allow us to make quick program tweaks that enhances the service experience for everyone

Speakers: Blaine Newberg, Rise, Inc.
Beth Spreigl, Rise, Inc.

Breakout Session Descriptions

Session D 2:15 - 3:00 p.m.

◆ Improving Caregiving Supports in Home and Community-Based Services- Provider Panel

Room- Coborn/Metzroth/Helgeson

Description: This panel will bring together three service providers to talk about projects they have implemented to support caregivers. Strategies include addressing transportation in rural communities, building on neighborhood strengths and partnerships to provide supports, and setting up a trust to support children with disabilities of aging caregivers.

Learning Objectives:

- Hear from three organizations that support people caregiving for older adults and people with disabilities
- Learn about strategies that organizations have developed to meet the diverse needs of caregivers

Panel: April Collman, Executive Director, Adult Day Services
Diane Graham-Raff, Executive Director, The Living At Home Network
Steve Larson, Senior Policy Director, The Arc Minnesota

Moderator: Sarah Thorson, Integration Manager, Disability Services Division,
MN Department of Human Services

◆ Becoming A Person Centered Organization And How It Changes Everything- Residential Services of NE Minnesota

Room- Fandel/Marsh

Description: What started as a quality improvement project with a PIPP grant to implement positive behavioral supports throughout an organization, has grown into an effort to reform the practices of a HCBS provider around person centered practices. This presentation will share the journey from implementing new person-centered planning processes and positive behavioral supports, to becoming one of four agency participants in the first cohort of the Person Centered Thinking Training and Technical Assistance project organized by DHS and the Institute on Community Integration at the U of M. People attending this session will learn about innovations based on person centered thinking that impact all aspects of an organization. From hiring and training new employees, to performance management, to planning and problem solving, everything changes with person centered practices.

Learning Objectives:

- Learn about positive behavioral supports program quality improvement
- Learn about organizational innovations based on Person-Centered Thinking

Speaker: Jon Nelson, Executive Director, Residential Services, Inc
Nicole Lind, Regional Director, Residential Services, Inc

Detailed Panel Descriptions



Strengthening the Workforce

◆ The Lutheran Home Association

The Lutheran Home Association will provide an overview of an innovative technology based staff support model that she developed and implemented through a MN-HCBS PIPP grant to decrease caregiver turnover and promote retention. The caregiver support strategies that were utilized included: 1) Enhanced staff training and competencies through HealthCare Interactive CARES Online Dementia Training Modules; 2) Improved engagement through It's Never 2 late (IN2L) technology; 3) Increased caregiver efficiencies through mobile tablets; and 4) Improved staff support through a staff-driven mentorship program. These strategies worked successfully together to achieve a reduction in turnover, improve competencies, increase morale, and enhance overall care delivery.

Speaker: Sharon Blume, Director of Health Technology Services, The Lutheran Home Association

◆ Care Ventures- Mother of Mercy

Learn how the 16 participating facilities of Care Ventures Cooperative have been successful in meeting the retention and turnover goals in their collaborative PIPP through the perspective of one of the participating organizations, Mother of Mercy in Albany. This presentation will describe and evaluate the effectiveness of a variety of programs implemented to achieve the improved outcomes.

Speaker: Dean McDevitt, LNHA, CEO, Mother of Mercy Campus of Care

◆ NHS-Northstar Specialized Services

NHS-Northstar Specialized Services will talk about how the programs and technology we use makes direct care and supervisors jobs more efficient and easier to help care for those we serve.

Speaker: Rich Clark, NHS- Northstar Specialized Services

Detailed Panel Descriptions

Increasing Participant Feedback in Quality Improvement Efforts

◆ Long-term Care Ombudsman

Most long-term care providers work hard to resolve concerns or complaints as quickly as possible. As we all know, unaddressed concerns don't just go away. They can grow, and grow, and grow. If a resident is unhappy, it's likely that their family or extended support network is also. This can negatively affect a resident's quality of life and their general well-being. Resident dissatisfaction can also have a pervasive effect on staff attitudes, job satisfaction and staff retention. It's a cycle that can subsequently impact overall resident satisfaction and facility performance. Find out how you and your local ombudsman can work collaboratively to provide person-centered resolution to resident concerns.

Speaker: Dan Tupy, LSW, Regional Ombudsman for Long Term Care in Central MN

◆ Northwoods Caregivers

Northwoods Caregivers' primary objective of their quality improvement project was to increase service use by Native American elders and caregivers. This has been accomplished most effectively by building relationships with service providers, elders and other groups in the Native American community, both in Bemidji, and within the Red Lake and Leech Lake Nations. They also made changes to our database to more accurately record race and ethnicity, and access reports on this. They are maintaining the relationship building focus of the project and the efforts will be sustainable as an agency priority in all aspects of their programs, and as part of their changed agency culture.

Speaker: Carol Priest, LSW, C-SWCM, ALCA, Caregiver Advocate, Northwoods Caregivers

Mental Health Across the Continuum

◆ Courage Kenny Rehabilitation Institute

Courage Kenny Rehabilitation Institute helps people with disabilities, injuries or complex medical conditions achieve health and wellness, and maximize their quality of life. The Institute offers a nationally unique combination of rehabilitation, support and lifestyle services that address the needs of the whole person. More than 95,000 lives are touched per year with more than 490,000 annual client visits. This is accomplished through the work of approximately 1,500 employees and 2,000 volunteers. Together, we make lives work.

Speaker: Cindy Guddal, MSW, LISW, CPRP, CBIS, Manager for Community Services, Courage Kenny

◆ Andrew Residence

Discuss two PIPP programs implemented at Andrew Residence: Strive to Thrive (emphasis on wellness; healthy eating, increasing exercise, weight loss and smoking reduction/cessation) and Sleep Well (enhancing restorative sleep).

Speaker: Hilary Greene, M.S., Quality Coordinator, Andrew Residence

◆ Jewish Family Service of St. Paul

Discussion of Jewish Family Services of St. Paul's (JFS) Life Enrichment Action Program (LEAP). This program helps support people with depression who are 55 and older who live in the community and their loved ones. For over five years, JFS has developed LEAP to meet the needs of the people they serve to address the symptoms of depression and encourage meaningful community engagement.

Speaker: Steve Greenberg, Jewish Family Service of St. Paul

Detailed Panel Descriptions

Improving Caregiving Supports in HCBS

◆ Adult Day Services

Adult Day Services, Inc. started off as a service for caregivers to be able to grocery shop or run errands. In its 35 years of operation, it has evolved and expanded to meet the needs of the communities it serves in the Beltrami, Cass, Clearwater, and Hubbard counties. It has focused on cost effective changes that assist to fill gaps in long term care options for caregivers. Transportation has remained a barrier to accessing services and Adult Day Services, Inc. has developed creative transportation methods for those more rural isolated older adults.

Speaker: April Collman, Executive Director, Adult Day Services

◆ The Living at Home Network

The Living At Home Network was founded in 1987 to support Minnesota's community-based, non-profit Living At Home/Block Nurse Programs that provide local solutions to help seniors live safely and actively in their own communities. We provide technical support to new and on-going programs, access to training, insurance and other tools essential to helping these programs thrive. We currently serve 34 community supported programs across Minnesota. Thirteen programs serve St. Paul and eastern Minneapolis; Twenty-one programs serve communities in greater Minnesota. Our member programs provide a broad array of services tailored to the needs of their community that help seniors live independently and help caregivers provide quality care while maintaining their own health and wellbeing.

Speaker: Diane Graham-Raff, Executive Director, The Living At Home Network

◆ The Arc Minnesota

The Arc Minnesota and its chapters provide a variety of caregiver supports for families caring for an individual with intellectual and developmental disabilities. Workshop participants will be provided an overview about individual advocacy, Arc workshops, Networking and Family groups, Future Life Planning Options and The Arc's Master Pooled Trust.

Speaker: Steve Larson, Senior Policy Director, The Arc Minnesota

Poster Descriptions



◆ A Quality Improvement Approach to Evaluating Case Managers' Satisfaction with Adult Foster Care/Community Residential Settings

Sheila Murphy and Tim Sullivan, Hennepin County Human Services & Public Health, QI Licensing Team

Description: The aim of this project is to improve the quality of adult foster care/community residential setting homes licensed through Hennepin County by using a better process to elicit case manager evaluations of their clients' experience in an AFC/CRS. Hennepin County's Adult Foster Care licensing team had an established process for requesting case managers' evaluations of their clients' experience in adult foster care that was not producing the desired results. The Quality Improvement Licensing Team (QuILT) initiated a quality improvement project using Plan-Do-Check-Act methodology to address this. In the planning phase, we learned that the baseline response rate was less than 40%, while requests for evaluations had decreased when staffing changes made it difficult to consistently send them. The process for completing the evaluations was cumbersome and time-consuming for case managers, and the system for analyzing and storing responses, which was manual, was inconsistently applied. The project set goals to make the evaluation tool user-friendly and time-efficient, improve the response rate by 60% within one year, maintain the improved rate, and set up systems for data analysis, reporting and utilization of responses. Six months after launching a web-based evaluation tool in a survey format, the project is in the Do and Check phases, and obtaining response rates reflecting 69% improvement over baseline. Work continues to identify trends and partner with providers to develop plans for improvement projects based on the data.

◆ Approaches to Measuring Care Quality and Performance by PIPP HCBS Projects

Heather Davila, MPA, and Greg Arling, PhD, University of Minnesota and Purdue University

Description: In 2014, 27 HCBS organizations received funding through the Minnesota Home and Community-Based Services Performance-based Incentive Payment Program (HCBS PIPP) to implement locally-developed quality improvement projects. HCBS PIPP projects adopted various measures for assessing their care quality and performance. The measures they selected were tailored to the project objectives and intended outcomes as well as the population being served. Measures were in areas of improving staff competency or performance, other improvements in quality and processes of care, consumer satisfaction, quality of life, self-direction or independence, and improvements in consumer health or well-being. Three-fifths of projects measured client outcomes and the remainder concentrated only on improving care processes. Most projects relied on program clinical and administrative data or created their own measures; they generally did not select established standardized instruments. By the end of one year (Quarter 4) all projects reported some success, either in targeted measures or in other areas beyond the scope of the project. We will present an evaluation of the measures projects used and discuss opportunities for future development work related to quality measurement in HCBS.

Poster Descriptions

◆ Antibiotic Stewardship and UTI Program

Melanie Schoenfeld & Amy Dittmer, Glencoe Regional Health Services

Description: Goal of the project was to decrease the inappropriate usage of antibiotics to treat UTIs through our Antimicrobial Stewardship Team. Glencoe developed a team, provided education to staff and made workflow changes to improve the process. With the success of the project, the Antimicrobial Stewardship Team will expand to analyzing other disease states such as upper respiratory infections and skin infections.

◆ Belonging Rather than Busy

Lori Jasper, STAR Services

Description: Identifying strengths, interests, and preferences is a great start to better understanding the people you support and helping them discover meaningful activities, but we can't stop there. In this interactive poster session we'll share simple paradigm shifts you can have to explore not only activities but ways to foster opportunities for people to belong to and becoming a contributing member in the community. This poster session will include stories and information we have gathered, which will serve as a starting off point for participants to add their own input and ideas in a collaborative way. We'll learn and gain confidence from each other to try new things, and hopefully be inspired to create a paradigm shift around us. From residential to day services, we'll offer simple steps that can be taken to connect people to their community, develop relationships, and realize the ultimate goal of belonging.

◆ CARE WELL: An Innovative Model to Promote Caregiver Retention

Sharon L. Blume, The Lutheran Home Association

Description: TLHA developed a program for increasing staff retention and satisfaction through the use of five specific strategies. Strategies included; Engagement Technology, Mentorship Program, Mobile Tablets, CARES Online Training Modules and Innovative Health and Safety Technologies. The goal of bringing technology tools to the staff were to enhance training on dementia, improve engagement with older adults through the IN2L technology, increase caregiver efficiencies with the mobile tablets and improve caregiver support with the Care Well mentorship program. We saw an increase in staff satisfaction and engagement with participants in our memory care program. Staff also reported feeling more knowledgeable about dementia, in turn feeling better equipped to provide better care.

◆ Communication Challenges Overcoming the Barriers to Improve Quality

Laura Seleen & Christy Brinkman, Essentia Health

Description: Describe communication challenges and share lessons learned in their journey as they improve communication in their facility.

◆ Connection: Mind, Body, Soul

Nicole Mattson, Good Samaritan-Specialty Care

Description: Our poster presentation highlights our facility wide integrative therapies program. The program is grounded in and inspired by comprehensive behavior management which incorporates the fundamentals of overall resident wellness.

Poster Descriptions

◆ Customer Service/Dining Project

Jessica Kick & Sheri Ruehle, Elim Care

Description: The grant focus is on improving customer service. The measurement pieces for this grant are 3 domains from the Vital Research Study including food, relationship and satisfaction. Some of the early successes that we are seeing have focused on team building, staff engagement with residents and each other, and development and empowerment of direct care staff. The last part of our grant we are focusing on technology and how to make our grant sustainable.

◆ D.A.T.A. Do As Time Allows

Sandra Delgehausen & Sarah Brown, Elim/Empira

Description: Providers are faced with record setting volumes of data and are challenged to find mechanisms to analyze and translate data into effective quality improvement projects. This session will assist providers to develop effective quality improvement projects using data driven decisions and rely less on intuition.

◆ Dementia Care/Behavioral Management

Lisa DuFrane, Lac qui Parle Health Network

Description: Our current project is focused on improving the quality of life and the quality of care provided by staff to our residents in the Lac qui Parle Health Network. We hope to accomplish this through the reduction of psychotropic medication given to residents and reducing the number of incidence of resident behavior problems by increasing the staffs understanding of residents with dementia and improving staff behavior management skills while assuring that those residents meeting the requirements for a psychotropic drug are able to reach and maintain their highest level of wellbeing.

◆ Educating the Karen Community on the Harms of Tobacco

Eugenia Canaan, WellShare International

Description: The Karen Tobacco-Free Program (KTFP) is a partnership between WellShare International and the Karen Organization of Minnesota (KOM). The goal is to educate the Karen community on the harms of tobacco, and to eliminate the use of tobacco in indoor and outdoor settings. The KTFP is using a multi-pronged approach to provide youth and adult education on the harms of tobacco, and to eliminate the use of tobacco in indoor and outdoor settings. A key challenge is that Karen and other refugees from Burma (~ 6,500 in Minnesota), are more likely to use betel nut and tobacco products together as a mechanism to cope with emotional trauma, complicating the messaging and approaches that are needed. KTFP utilizes Karen Community Health Workers to provide culturally and linguistically appropriate educational services.

◆ Increasing Mobility through Strength Training & Exercise

Michelle Borreson, Tweeten Care Center

Description: Our project is focused on improving resident's quality of life through a more enhanced Restorative Aide program that individualizes the exercise program to the resident's needs. Baseline assessments are completed that identify areas to focus on as well as quarterly assessments thereafter to measure progress. Specialized exercise programs are assigned based off of the assessment. As residents' functional independence increases, our goal is to eliminate alarms and keep our residents at their Best Ability to Function.

Poster Descriptions

◆ Keeping MN's Nursing Facility Quality System Relevant

Teresa Lewis, MN Department of Human Services

Description: Minnesota is a leader in nursing facility quality measurement and reporting. At the same time, residents are more diverse and clinically complex than ever, and providers are responding with person-centered and continuous quality improvement approaches. Join DHS staff to learn how we are revamping the MN Nursing Home Report Card, the Performance-based Incentive Payment Program (PIPP), and other state quality efforts to keep pace with our changing times.

◆ LEAP for 55+ (Life Enrichment Action Program)

Steve Greenberg, Jewish Family Service of St. Paul

Description: This poster graphically depicts the basic organization of our LEAP for 55+ program at Jewish Family Service of St. Paul. There are two main components: Community Education and Depression Intervention/Behavioral Activation Community Education: aimed at breaking down the stigma of mental illness and depression, and correcting misinformation about depression. Depression Intervention/Behavioral Activation: LEAP uses an evidence-based treatment protocol called PEARLS: Program to Encourage Active, Rewarding Lives. We deliver it over six months, face-to-face in a participant's home.

◆ Medication Therapy Management

Shelley Matthes & Larry Palmer, Ecumen

Description: Program designed to improve outcomes for Post-acute care patients by: Ensuring medications ordered are appropriate, accurate and dosed correctly for elderly patients; Increasing patient's and/or caregiver's knowledge and understanding of their medication regimens; Improving communication and collaboration between the interdisciplinary team of Pharmacist, Nursing and Therapy ; Providing a face to face meeting between pharmacist and patient, to review, educate and troubleshoot their medications and important considerations; Ensuring the discharged patient has the necessary f/u and resources to continue to take their medications safely at home.

◆ Patient Centered Care

Goytree Hakim, Forever Life Home Health Care

Description: Our poster identifies four quality initiatives that we have implemented to improve the quality of care that Forever Life Home Health Care delivers, along with the regular and carve out care we provide for our Client/Patients: 1) Fall Risk Assessment - a CDC tool used to assess the Patient/Client's potential to fall. Results are incorporated into the carved out Care Plan, 2) Home Safety Assessment - a CDC tool used to identify areas of opportunity to make the home safer, 3) Care Coordination - a process developed internally to ensure Hospitals, Rehab Units and Nursing Homes work with us to coordinate our Patient/Client's transfer back to us, as well as the transfer of new Patients/Clients to us, 4) Diabetes Management - steps modeled after Minnesota Community Measurement to help manage our Diabetic patients.

◆ Resident Centered Careforce Development

Susan Peterson, Barb Hanle, CareChoice Cooperative

Description: This poster presentation will describe the goals, strategies and processes used by 18 CareChoice Cooperative nursing homes in a three-year DHS PIPP quality improvement project to improve work force skills and stability.

Poster Descriptions

◆ Staff Retention

Dean McDevitt, Care Ventures Mother of Mercy

Description: Care Ventures Cooperative has been successful in meeting the retention and turnover goals in their collaborative PIPP. The programs include leadership and management training for nurses, pre-interview assessments, mentorship, Employee Engagement Committees, and a customer service/relationship building theme during new hire orientation. Mother of Mercy's experience using the recruitment techniques of Google Ad Words as well as targeting minority and immigrant demographics.

◆ Synchronizers of Sundowning

Sarah Brown & Kelly Klund, Empira

Description: The purpose of the Synchronizers of Sundowning PIPP is to reduce the sundown syndrome and to promote the realignment of residents' circadian rhythms. This project is intended to reduce sundowning through clinical, environmental, and system changes. A key component of this strategy will be properly utilizing zeitgebers, which are external or environmental cues that synchronize an organism's internal biological rhythms to the earth's 24-hour light/dark cycle. These efforts are impacting behavioral expressions, symptoms of depression, pain, relationships, and better alignment of circadian rhythms resulting in a more meaningful life experience for our dementia residents.

◆ Using the Wellness Wheel to Improve Quality of Life

Angela Hanson, Tealwood

Description: Tealwood Senior Living adopted the Wellness Wheel as a driving force to enhance quality of life and create a culture change within skilled nursing communities. The Wellness Wheel incorporates the Seven Dimensions: Intellectual, Vocational, Spiritual, Social, Physical, Environmental, and Emotional. All of the dimensions are equally valuable at any stage in life. Learn about the dimension-focused initiatives implemented via Tealwood's Community Life departments and listen to residents who have benefited from the programming as well as insight on how to measure and sustain valuable outcomes.

◆ Wellness & Sleep Program

Hilary Green, Andrew Residence

Description: Strive to Thrive (emphasis on wellness; healthy eating, increasing exercise, weight loss and smoking reduction/cessation) and Sleep Well (enhancing restorative sleep).

Speaker Information



Yinka Ajose has been with PHS for 19 years and has served in various clinical capacities such as a Staff RN, Employee Health Nurse, Clinical Administrator and Campus Administrator at the Central Towers location. Yinka is passionate about promoting a culture that puts resident's needs first and strives to bring joy, compassion and support to its community. Yinka is service leader with a focus on providing care to those in need and ensuring that the resources to meet these needs are attainable.

Odi Akosionu, Odi Akosionu MPH, is currently an Agency Policy Specialist within the Disability Services Division at the Dept. of Human Services, with a Master's in Public Health degree from the University of Minnesota, focused on Data Analysis and Policy. Prior to joining DHS, she worked as a Project Lead focused on various quality Improvement and cost effective projects at General Electric (GE), Power and Water for 7 years one of which resulted in winning a GE global award for Best Quality Improvement Project, and has a Green Belt certification in Lean Six Sigma.

Kate Biederman, OTR/L, Wellness Program Coordinator at St. David's Center, has a graduate certificate in Integrative Therapies & Healing Practices: Health Coaching from the University of Minnesota and over 30 years of experience as an occupational therapist working with people who are seeking to live well while they navigate developmental and health concerns. She understands the complex needs of individuals and their need to find their own way in a culture filled with an overwhelming number of opportunities and challenges and appreciates the opportunity to partner with them as they create lives that support health and wellbeing.

Shelley Bhola, RN-BC, BSN, PHN, MSN, RAC-CT, has 30 + years of experience in long-term care. She received training in and has worked in Infection Prevention since 1998. She has developed a 2-day training program specific to the Infection Preventionalist in the long-term care setting. She is currently working as a Nurse Consultant for Senior Providers Resource.

Sharon Blume maintains extensive experience providing services for older adults and those with intellectual disabilities in a variety of roles. She has provided direct care, staff development, management, marketing, and family service coordination for The Lutheran Home Association. In her current role as Director of Health Technology Services, Sharon has successfully implemented Health and Safety Monitoring Technology and additional technology strategies through several grant programs across multiple settings.

Christy Brinkman, LNHA, has 20 years in the LTC industry and is responsible for senior care operations at Essentia Health in Detroit Lakes. She has served as a Board member for Leading Age, and manages the Elder Care program in Detroit Lakes. She has partnered with leaders across Essentia Health Long Term Care to create an environment of Quality Improvement. Christy also was the recipient of the 2014 prestigious "Kal Michaels Outstanding Leadership Award".

Sarah Brown, RN, LNHA, BS, has served in a variety of roles in long term, transitional care, and clinic settings. Her passion is serving those in need and continuous improvement to better healthcare outcomes. Sarah's current role is with Empira as an Advanced Clinical Specialist and provides support in development and monitoring of key clinical programs in the four sponsoring organizations of Empira.

Speaker Information

Eugenia Canaan is Program Manager at WellShare International, a non-profit organization in Minneapolis. Eugenia holds dual undergraduate degrees in Economics and Anthropology from Macalester College and a masters in social sciences from Hamline University. She has worked in health care for over 35 years most recently as Director of Education at HealthPartners. Presently, Eugenia's focus is on managing public health grants, promoting the community health worker model and advancing health equity.

Rich Clark, NHS- Northstar Specialized Services has over 13 years of experience working with children and adults in the Developmentally Disabled field. He has worked from direct care to program management where he managed 6 DD foster care homes. Now with his current position, he is able to combine his program knowledge with his IT knowledge to better assist employees with the technology they use every day.

Sandra Delgehausen, RN/BS/PHN, has worked in Long Term Care since 1983. Her primary roles for over 20 years have been in Quality Improvement, working passionately to improve the quality of care delivered to seniors. She has worked extensively with data analysis and translating data into improving quality of care. Sandra's current role is Quality Assurance Specialist for Elim Care Corporation.

Sonya DeSmith, RN is currently the Quality Improvement Nurse directly with the Awakenings Program in the housing with services business lines in Ecumen. Mrs Smith has over three years in experience in working with the aging population and their care.

Steve Greenberg, M.A.Ed., has served as a project coordinator for Jewish Family Service of St. Paul's "LEAP for 55+" (Life Enrichment Action Program) for 3.5 years. In this position, he has used his (1) mental health and counseling expertise to respond to the needs of our clients; (2) project management skills to shape LEAP and modify it in response to data and experience gained from the field; and (3) technical skills to shape and modify the LEAP data model to satisfy agency and funder requirements. His career has encompassed psychotherapeutic, administrative and technical roles applied in for-profit and nonprofit settings.

Hilary Greene, M.S., A mental health professional for 30+ years, Hilary continues to be inspired by the courage and fortitude clients/residents show in the face of challenging symptoms. She has served in many roles at Andrew Residence, a therapeutic residential community in Minneapolis, where 212 adults with mental illness receive psychiatric rehabilitation using evidence based practices of Illness Management and Recovery. Among other responsibilities as Quality Coordinator at Andrew, Hilary has ensured 16 years of Joint Commission Behavioral Health Care accreditation as well as initial funding, planning, development and implementation of many programs including Music Therapy with MacPhail Center for Music and PIPP projects Strive to Thrive (wellness focus) and Sleep Well (enhance restorative sleep).

Cindy Guddal holds a Master's Degree in Social Work from the University of Minnesota. She is a Licensed Independent Social Worker, Certified Psychiatric Rehabilitation Professional and a Certified Brain Injury Specialist. She has over 25 years of experience providing community based services to individuals with various disabilities, including mental health disabilities. Cindy is the Manager for Community Services at Courage Kenny Rehabilitation Institute, which include ILS, ARMHS and Community Behavioral Services. Cindy has presented regionally and nationally on the topics of brain injury, mental illness and community integration for individuals with moderate to severe disabilities.

Speaker Information

Jani Helm, RN, is the Director of Clinical Care at Knute Nelson Home Care. Jani applies her competencies in nursing to ensure the highest quality of clinical services are being provided to Knute Nelson Home Care patients, while leading a team of skilled professionals. Her leadership in nursing spans nearly eight years of experience. Jani holds an Associate of Science Degree in Nursing from Minnesota State Community and Technical College, and her Bachelor of Science Degree in Nursing from Rasmussen. She serves as chair for the Minnesota Home Care Association Clinical Quality Team and has also participated in 2014-2015's Alexandria Area Chamber of Commerce Leadership Program. Additionally, Jani is a volunteer nurse for Koenen's Country Preschool.

Racey Ihde, Director of Wellness Initiatives for Tealwood Senior Living. Certified Personal Trainer with an additional Senior Specialty Certificate. Certified Tai Chi Instructor as well. Has worked with older adults for 8 years and in the Wellness Industry since 2006. Holds a Bachelor's in Psychology and a Master's degree in Human Services. Has been featured on the Quality Innovation Network and is an AHCA/NCAL National Quality Award Examiner.

Robert L. Karol, Ph.D., L.P., ABPP-RP, CBIST, is Vice President of Brain Injury Services responsible for Brain Injury Services' programmatic leadership, marketing, and admissions for Welcov Healthcare. Dr. Karol is Board Certified by the American Board of Professional Psychology (ABPP) as a Rehabilitation Psychologist and is Certified by the Academy of Certified Brain Injury Specialists (ACBIS) as a Certified Brain Injury Specialist Trainer (CBIST). He received an American Psychological Association Rehabilitation Division Lifetime Practice Excellence Award in 2015 for excellence in clinical practice and contributions to the field of rehabilitation psychology. He has authored three books: [1] Neuropsychosocial Intervention: The Practical Treatment of Severe Behavioral Dyscontrol After Acquired Brain Injury published by CRC Press, and [2] Overcoming Grief and Loss after Brain Injury and [3] Therapists' Guide to Grief and Loss after Brain Injury both published by Oxford University Press, and is under contract for a fourth book – a workbook on how to write behavioral plans for people with brain injury.

Anna Krech, OTS, St. Catherine University, alkrech@stkate.edu

Kate Lehnertz, Supportive Living Services Supervisor at St. David's Center, has worked in our residential programs for over 7 years encouraging healthy lifestyle choices. She understands how to use clients' preferences and daily routines in creative ways to making healthy living possible without overwhelming clients or staff.

Jenny Lenarz is the Project Manager for home care and brings six years of experience working in the health care field working as a clinical research associate for a medical device company and also a customer service representative for a durable medical equipment company. She has a bachelor's degree in Health Services Administration from Minnesota State University Moorhead. Jenny's role as project manager involves coordinating grant timelines, data collection and analysis and grant reporting as well as various other tasks for multiple departments at Knute Nelson. Additionally, Jenny is involved in the Knute Nelson recognition committee and community impact committee.

Nicole Lind is a Regional Director for Residential Services, Inc. She has received certification for completing the Institute on Community Integration's Positive Behavior Support Initiative and then lead the quality improvement project for the PIPP grant using the skills learned at the initiative. Nicole also serves as an RSI Leader for the Person Centered Thinking Training and Technical Assistance project. She is also the mother of two beautiful daughters, ages 13 years and 5 months.

Speaker Information

Jeri Ann Lundgren, RN, BSN, PHN, CWS, CWCN has been working in Long Term Care since 1990. Over the past 3 1/2 years she has focused on the effects of immobility and worked with Exercise Physiologists, Physical Therapists, Personal Trainers, Ergonomics and Nursing to develop the SeniorFit Wellness® exercise program. Currently Ms. Lundgren is the President of Senior Providers Resource.

Dean McDevitt has over 30 years of experience with prominent Long-Term Care provider organizations such as Beverly Healthcare, Volunteers of America and Mother of Mercy. Nineteen of those years have been in an Executive Director or Administrator/ CEO role. Dean received his Bachelor of Science and Long-Term Care Administrator's license from University of Minnesota, and has a long history of excellent survey results, including 3 deficiency-free surveys. One of the primary themes of Dean's leadership style is a focus on retention and recruitment, including introducing innovative and creative programs that are unique to the state of Minnesota. In fiscal year 2015, Mother of Mercy's turnover was 26% and so far this year, they are at 3.25%.

Lorna Misoi is currently the Organization Development Specialist at Mains' I Services, Inc. and PCT Coach in the DHS/ICI PCT initiative. She is supporting the Mains' I Person Centered Practice through designing new processes, policies, procedures, and reengineering systems aligned with the Mains' I Mission, Vision and Values. As part of the Mains' I coaches and leaders group, she is helping to shape the organization through a transformational change process. She is currently finishing up her doctorate in Organization Development and Leadership.

Kyle Mullen began his career in Human Services as a direct support professional 16 years ago and quickly realized that working to improve the lives of people with disabilities would be a life-long passion. He came through Cardinal of Minnesota's door in 2005 and found a company culture uniquely dedicated to the people it served. While he began with Cardinal as a Residential Supervisor, he also became the Director of Training and Development before taking on his current role as Chief Program Officer where he oversees the daily operations of residential, in-home, and medical services. He has been involved with Cardinal's last four Baldrige application cycles at the state level and served as a Performance Excellence Network evaluator. He is an accomplished prankster as well as a classic geek who enjoys a wide variety of science fiction and videogames.

Jon Nelson has been the Executive Director for Residential Services, Inc. (RSI) since 1987. He has led the organization from being a small ICF/DD provider in Duluth, to an organization that now serves people with any disability in a wide variety of settings in nine counties in northeastern MN. Jon has served on numerous state work groups and committees to help develop public policy and innovations for HCBS.

Blaine Newberg, started working in group homes in 1997 and has held a wide variety of social service positions over the years. He came to Rise in 2004 and worked with people who are Deaf, DeafBlind and Hard-of-Hearing in the Sensory area of the DT&H program. He transferred to MEC in the spring of 2006 to do job placement and long-term employment support for people who are Deaf, DeafBlind and Hard-of-Hearing. He became Program Coordinator in 2012, and managed the DHS PIPP grant project until the summer of 2015. He is so grateful to DHHS for giving this opportunity – the outcomes and lessons are invaluable.

Melody Oakes, OTS, St. Catherine University, melakoaks@gmail.com

Speaker Information

Kristie Perrin, RN is a visiting Case Manager with Knute Nelson Home Care and has been with the company for three years. Within the visit nurse role, she shares her knowledge and expertise with all home care offices to provide patients with the highest care possible. She also assists with orientating new staff members and various other projects within home care. She was recently selected to attend the Leadership Academy through Knute Nelson and has also been awarded the Tree of Excellence, which is Knute Nelson's employee of the month award. She brings 10 years of nursing experience and has a variety of experience ranging from long term care, short term stay, behavioral health, and step down ICU before working in home care. She obtained her Associate of Science Degree in Nursing from North Dakota State College of Science and a Bachelor of Science Degree in Nursing from University of North Dakota.

Dr. Barbara Peterson is a Clinical Assistant Professor with the University Of Minnesota School Of Nursing where she teaches in the Psychiatric-Mental Health Doctor in Nursing Practice program. She has developed interprofessional curriculum and teaches psychiatric courses to nurse practitioner students and pharmacy students. She collaborates with clinical sites to provide excellent clinical experiences for students and she has developed educational programs for clinicians who supervise students. Dr. Peterson is a Psychiatric Clinical Nurse Specialist, and maintains a practice in a Minneapolis-based Federally Qualified Health Care clinic. In her previous roles as Clinical Services Director and Nurse Administrator she created clinician development educational programs.

Carol Priest is a Licensed Social Worker who has been practicing since she graduated with a BSW from Bemidji State University in 1985. She has worked in a variety of practice fields, including chemical dependency, foster care licensing, vulnerable adult investigation, and homelessness. Her current work with Northwoods Caregivers includes caregiver coaching, aging life care management and dementia-friendly communities.

Maria Reyes, RN, has extensive experience with behavioral assessments, management and residential care coordination with Memory Care specific settings. Maria is also a Healing Touch Practitioner Apprentice (Level 4) as well as a Certified Crisis Prevention Intervention Trainer. She holds over 15 yrs of experience in skilled long term care settings, assisted living and home care settings.

Laura Seleen, RN, has worked in Long Term Care since 1968. She has worked in roles of Nursing Assistant, LPN, Education, RN Charge nurse, Supervisor, ADON and has been in the role of DON for 20 years. Laura has focused her work on quality improvement for the last 6 years where she was instrumental in moving Oak Crossing from a three star to a five star facility and, has participated in writing and implementing successful single and collaborative PIPP's . Laura was the recipient of the 2015 MN-DONA Nursing Director of the year.

Beth Spreigl has been in the social services field for over 20 years. Her roles have varied through the years but her passion has always been to help people overcome obstacles in their quest to achieve greater independence and self-sufficiency. In supported employment services, she has worked with individuals who have had an assortment of challenges including: deaf, blind, low-vision, mental health struggles, physical or cognitive struggles. Beth has worked at Rise since May 2014, and enjoyed being a key contributor in the development of the Sensory Placement Program. This program began with the opportunity provided through the DHS PIPP Grant. When individuals move from an enclave/ sheltered work environment to an independent competitive employment opportunity...it is life changing.... empowering....awe-inspiring.

Speaker Information

Catherine Sullivan, Ph.D., OTR, St. Catherine University, cnsullivan@stkate.edu

Brent Suski, M.A. Arch., Rebuilding Together Twin Cities, b.suski@rebuildingtogether-twincities.org

Dan Tupy, LSW, Regional Ombudsman for Long Term Care in Central MN. Dan has been an Ombudsman for the past 5 years. Prior to that, he worked for 20 years in a variety of long-term care settings. Much of his experience is in the directing and training of direct care staff.

Cate Walz is one of two Activity Directors who organize community engagement opportunities for the residents at Lakes Homes & Program Development. Cate began her career in human services as program staff for Camp Friendship in the summer of 1992. She worked as a Resident's Counselor (RC), an Enhanced Resident's Counselor (ERC), and Resources Program Coordinator for Mary T, Inc. for over twelve years. Upon moving to outstate Minnesota, Cate was employed by Lakes Homes as a DSP for 5 years before they created the Activity Director position as a result of an HCSB PIPP grant in 2014. Cate is also a certified Mandt trainer for Lakes Homes.

Terri Williams is the founder and Chief Executive Officer of Mains'l Services, Inc., an organization offering services to people and families who need assistance to live full and purpose filled lives. Terri is passionate about creating sustainable collaborations and partnerships improving the lives of others both locally and globally. She is participating in the DHS/ICI PCT initiative as a Mains'l Leader. For over thirty years she has held leadership positions in business and philanthropic organizations offering services to people of all ages and abilities.

Rebecca Wilson has been with Presbyterian Homes & Services- Central Towers for over 3 years. Working as Activities/Volunteer Director, Rebecca has the opportunity to bring joy and love into the lives of her residents. It is important for her as well as her co-workers to give all residents a purpose in their life. She is also the cheerleader for Central Towers doing outreach in the community.

Michelle Wincell O'Leary is the Senior Director of Waivered Services at Touchstone Mental Health where she leads Assisted Living and Home and Community Based Services Program Teams in providing holistic, person centered home care services for adults who live with mental illness, chronic health conditions, substance use problems and homelessness. As a leader at Touchstone for nine years, Michelle has impacted the organizational culture and service provision for consumers through consistent high quality consumer care, inspirational leadership and use of collaborative inter-professional relationships in program development. Ms. Wincell O'Leary is a Licensed Independent Clinical Social Worker and approved Clinical Supervisor in the State of Minnesota and holds a Master's degree in Counseling Psychology from the University of Denver. She is also a Certified Senior Advisor through the Society of Certified Senior Advisors where the focus is to better serve the aging population.

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