

CHASE NEWS

Center for Health and Aging
Services Excellence

Compassion
Integrity
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Service



A Newsletter for Alumni and Friends of the UW-Eau Claire Health Care Administration Program

Graduate Certificate Program Under Way

Students of the graduate certificate program in Health and Aging Services Administration attended the program's first module Sept. 29, 30 and Oct. 1, 2004 at St. Bede's Priory in Eau Claire. The module "Quality Service" was conducted in partnership with Duncan McDougall and Kim Hysjulian of Pathway Health Services, Inc. During the three days of the certificate program module, students learned about the foundations of customer and resident service, relationships and operations of quality, quality management and information, interdisciplinary team approaches, quality improvement tools and best practices.

The graduate certificate program in Health and Aging Services Administration works to meet the future management needs of the profession by assisting people with previous education and work experience in advancing their skills and potentially becoming licensed as administrators. The three-day program allows graduate and undergraduate practicum students of health care administration to learn together, resulting in enhanced educational opportunities and interesting dynamics. The program has provided additional depth and connection with undergraduate students in the field.

In order to qualify for the program, students must have a bachelor's degree and at least two years of professional work experience, preferably in management or health care. Registered nurses enrolled in UW-Eau Claire's collaborative nursing program also can participate in the certificate



Graduate program students (l. to r.): Molly Wengelski, Bridget Morrow and Sheryl Konig.

program. The program requires students to complete four modules in sequence over the course of a year: quality service, resource management, human resources and health services leadership. Both regionally and nationally recognized business and consulting firms work with the faculty at UW-Eau Claire to serve as educational partners for each of the four modules. The partners are Pathway Health Services, Inc., Wipfli, MRA Associates and Zimmerman Communi-Care Network, Inc.

The program is supported by the Wisconsin Health Care Association and the Wisconsin Association of Homes and Services for the Aged. It has been approved as a special educational program of study by the Wisconsin and Minnesota Licensing Boards for Long-Term Care Administrators.

For more information about the graduate certificate program, contact Meredith Wolf at (715) 836-3543 or wolfm@uwec.edu. Applications are now being accepted for the 2005-06 program.

Spring Banquet Set for April 7

This year's annual Health Care Administration Spring Banquet, "All Aboard the Success Express" is scheduled for Thursday, April 7. Our featured keynote speaker is Steve Chies, chair of the American Health Care Association and senior vice president of facility operations at Benedictine Health System's corporate office in Cambridge, Minn.



Steve Chies, chair of the American Health Care Association, will present the keynote address.

In addition to the keynote presentation, three individuals will receive Distinguished Service Awards at the 2005 Spring Banquet. An award will be given to an individual based on his/her alumni involvement; another for service to the health care profession; and a third to an exceptional student enrolled in the health care administration program.

The banquet will be held at the Plaza Hotel and Suites with social hour beginning at 6 p.m. Prior to the banquet, at 5 p.m., there will be an Open House event where organizations can reserve booths to talk with students about practicum experiences and employment opportunities. Please mark your calendar for these events as your presence is very important. Invitations will be mailed in March.

Alumni Survey Results

Over the fall 2004 semester, the health care administration program at the UW-Eau Claire conducted a survey of its past graduates. Thirty percent of alumni responded. As a result of this survey, we know the following:

- 66% are employed in the health and aging services field, 87% are employed in a health care-related field and 10% are employed in a field not related to health and aging services.
- 30% hold advanced degrees beyond the baccalaureate level.
- 75% believe that they received a very good or excellent understanding of advanced healthcare management issues in field settings as a result of their practicum experience.
- Lastly, we are very pleased to report that 97% described their overall experience with the health care administration program at the UW-Eau Claire as being positive.

Final results of the alumni survey will be presented to the CHASE Board of Advisors at the spring meeting in April.

Calendar of Events

Thursday, April 7

2005 ACHCA/CHASE Spring Banquet
"All Aboard the Success Express"

5 p.m.—Open House

6 p.m.—Banquet

The Plaza Hotel & Suites, Eau Claire

Wednesday, April 20

Gerontology Lecture Series

"Self Management of COPD"

12-1 p.m.

L.E. Phillips Senior Center, Eau Claire

Friday, May 6

Aging Summit V

"Boomers and Beyond: Living Healthy, Aging Well"

8:30-3 p.m.

The Park Inn & Suites, Eau Claire

CHASENEWS is edited by Meredith Wolf and is published semi-annually. Questions or comments? Contact (715) 836-3543 or wolfm@uwec.edu.

Student Organization: Reverse Trick-or-Treating

"The College of Nursing and Health Sciences encourages students to be engaged in the community. Our Health Care Administration student organization is a shining example."

— Dr. Elaine Wendt, Dean, College of Nursing and Health Sciences



Health Care Administration students Sara Williamson and Ashley Misner with a resident of the Syverson Nursing Home.

The health care administration program's student organization of ACHCA planned a new event this year — reverse trick-or-treating. This event was held Nov. 1, 2004, at 6:30 p.m. A group of about ten students dressed up in their Halloween costumes and handed out candy at Syverson Nursing Home. The students walked around to every resident's room to show their costumes, wish everyone a very happy Halloween, and hand out treats. The response from the residents was wonderful; there were smiles, hugs, laughter and memories shared between the students and

the residents. We hope to make this an annual event.

— WRITTEN BY CRYSTAL BEYER, SENIOR,
HEALTH CARE ADMINISTRATION



Health Care Administration student Shaun Servais sharing a smile.

Faculty Update: Presentations and Research

- Dr. Douglas Olson will present "Leadership for Quality" at the American College of Health Care Administrators Annual Conference April 19 in Providence, Rhode Island. He will be joined by Bernie Dana, Evangel University, and Stefanie Ojibway, an undergraduate student in health care administration.
- Dr. Douglas Olson also will present "Leadership for Today and Tomorrow" April 22 at the Life Services Network Conference in Chicago. Duncan McDougall of Pathway Health Services and a panel of UW-Eau Claire practicum students will join him in his presentation.
- Dr. Jennifer Johs-Artisensi is working on the second phase of "Resident Relocation: Following Residents and Families." Working collaboratively with WI DHFS Bureau of Quality Assurance, the study examines the effect on 100+ residents (and their guardians) when they learn that their nursing home facility is closing. Health care administration students Heather Litzkow, Megan Fitzgerald, Jodi Acton, Christina Gamaldi, Lucas Schubert, Sara Williamson, Andrea Hallen and Hilary Pascarella are assisting in the research project by collecting data and conducting interviews.

Aging Summit V

“Boomers and Beyond: Living Healthy, Aging Well”

Aging well largely revolves around making healthy lifestyle choices during midlife and beyond. Health care costs are skyrocketing while taxpayer and personal pocketbooks are limited. Aging Summit V will highlight demographic imperatives, public policy challenges and best practice models to help Wisconsin's baby boomer and senior populations live long, healthy, vital lives without “Breaking the Bank”.

This year's Aging Summit “Boomers and Beyond: Living Healthy, Aging Well” will be held May 6 at the Park Inn and Suites in Eau Claire. Health care and health and aging services professionals, providers of senior and long-term care services, community leaders, policy makers and all those interested and concerned with living healthy and aging well are encouraged to attend. For more information or to register, please contact UW-Eau Claire Continuing Education at (715) 836-3636 or www.uwed.edu/ce/index.htm.

2005 Spring Banquet Sponsors

We wish to thank the following organizations for their early pledges of support for the HCAD/CHASE Spring Banquet:

Bronze

Chippewa Manor Retirement Community
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 Covenant Village of Golden Valley
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The Chair for Long-Term Care at the
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Benedictine Health System:
 Lakeside Health and Clement Manor
Extendicare Health Services, LLC:
 Oakwood Villa and Cornell Area Care
 Center
Minnesota Masonic Home Care
My InnerView

Gold

Wipfli, Inc.

We will recognize all sponsors at the banquet April 7 and in the 2005 fall newsletter.

Practicum Site Recognition

HCAD PROGRAM — Practicum Placement 2005

BARRON MEDICAL CENTER

BENEDICTINE HEALTH SYSTEM:

- Lakeside Health
- Clement Manor

BETHANY LUTHERAN HOMES, INC.

BETHEL HOME

BEVERLY HEALTH AND REHABILITATION SERVICES

Beverly (MN) locations:

- Greeley Healthcare Center
- Lake Ridge Health Care Center
- Heritage Villa-Moorhead

BEVERLY HEALTH & REHABILITATION SERVICES

Beverly (WI) locations:

- Continental Manor-Randolph
- Heritage Square Healthcare Centre
- Beverly Health and Rehabilitation Center-Superior
- Superior
- Abbotsford

CHIPPEWA MANOR RETIREMENT COMMUNITY

THE CLAIREMONT

COVENANT RETIREMENT COMMUNITIES

Covenant Retirement Communities locations:

- The Holmstad
- Covenant Village of Golden Valley

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EXTENDICARE HEALTH SERVICES, LLC

Extendicare locations: • Oakwood Villa

FRIENDSHIP HAVEN

GOOD SAMARITAN SOCIETY

Good Samaritan locations:

- Lodi Good Samaritan Center
- Heritage Court at Schuetzen Park
- St. Croix Valley Good Samaritan
- University Good Samaritan
- Davenport, IA

GRACE LUTHERAN FOUNDATION:

- Syverson Home

HEYDE COMPANIES:

- Kinnic Long Term Care

KINDRED HEALTH SERVICES:

- Colonial Manor & Rehabilitation Center

LIFE CARE SERVICES, LLC

Life Care Services locations:

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- Beacon Hill

MARQUARDT VILLAGE

MERITER HEALTH CENTER

MILWAUKEE CATHOLIC HOME

MINNESOTA MASONIC HOME CARE

OUTAGAMIE COUNTY HEALTH CENTER

PETERSEN HEALTH CARE

PRESBYTERIAN HOMES

RESTHAVEN CHRISTIAN SERVICES:

- Rest Haven West

ST. BENEDICT'S CENTER

ST. FRANCIS

ST. THERESE HOME

WALKER METHODIST

* We want to thank the above sites for their ongoing support and partnership. We also are in the process of adding additional practicum sites and recently have expanded practicum locations into Illinois and Iowa.

Support the CHASE Advancement Fund

The Center for Health and Aging Services Excellence welcomes and invites your support. Private gifts and grants from individuals, organizations and foundations are welcome as CHASE pursues its goals to enhance learning opportunities for UW-Eau Claire health care administration students. Additionally, this fund encourages an applied research agenda, markets the health and aging services field as a noble profession, promotes alternative regional educational programs for adult learners, and bridges the gap between associations and university programs.

Your contribution to the CHASE Advancement Fund will be gratefully accepted by the UW-Eau Claire Foundation Inc. You will receive a receipt for tax purposes and be recognized in the Foundation's annual honor roll of donors. Most important, your gift will enable the department to continue to build upon its reputation for excellence and to provide future generations the same quality education you received.

Please use this form to send in your contribution and know that you are making a difference in the future of health and aging services.

UW-Eau Claire
Foundation, Inc.
214 Schofield Hall
105 Garfield Ave.
Eau Claire, WI 54702-4004



Enclosed, please find my contribution of \$_____ to the UW-Eau Claire Foundation. I would like my contribution to be added to the CHASE Advancement Fund.

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