A letter from the convener

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

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

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

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

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

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

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

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

Craig Ubbelohde, 1982 HCAD Alumnus
Convener, Board of Advisers
Center for Health Administration and Aging Services Excellence
All HCAD students have the opportunity for numerous experiences that the University recognizes as high impact practices. Through the support of CHAASE and industry organizations, students are able to enhance what they learn in the classroom with real-life professional experiences.

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

---

**UW-Eau Claire NAB pass rate:** 89.4%

**NAB-accredited schools average NAB pass rate:** 64.8%

**National average NAB pass rate:** 62%
NATIONAL EMERGING LEADERSHIP SUMMIT (NELS) UPDATE

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

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

HCAD alumni in attendance:

- Erica Dalziel
  Alden Estates of Jefferson

- Morgan Holien
  Life Care Services/Sandhill Cove Retirement Living

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

— Luke Jackson

www.nelssummit.org
WINTERIM IMMERSION EXPERIENCE

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

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

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

— Carmen Flunker

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

— Samantha Paider
2016 LEADERSHIP PROJECT AWARD WINNERS

Each practicum student completes three leadership projects during their year long practicum. One project focuses on improving operations, another with enhancing resident services and the final project makes connections in the community. The student is responsible for submitting a formal proposal, planning and managing the project and concluding their project by submitting a final report which analyzes the results. One of these projects is then presented in poster format at the annual CHAASE Banquet.

CLIENT CUSTOMER SERVICE AWARD

WINNER
Olivia Neary
The LGBT Welcoming Project: Creating Bonds Within Communities

FINALISTS
Taylor Kollross
Autumn Grove Movement and Breathing Program

Alaina Warminski
The “Thinking of You” Program – Specialized End-of-Life Programming

INTERNAL OPERATIONS AWARD

WINNER
Craig Lundgren
Navigating the Innovation of Bundled Payments

FINALISTS
Ben Haulfmann
Employee Retention and Satisfaction

Sherry Yang
Electronic Signing Program

HEYDE ENTREPRENEURIAL AWARD

WINNER
Lori Bauer
The Gift of Grain: A Fundraising and Marketing Initiative

FINALISTS
Dani Embacher
Gas Incentive and On-Call Bonus Program

Heather Paalman
Cycling Without Age

Claire Purdie
An Object from the Past

EXTERNAL OPERATIONS AWARD

WINNER
Kate Cotter
Decreasing Rehospitalization by Improving Resident Transition and Nurse Education

FINALISTS
Ariel Fuller
Nurse Student Loan Repayment Program

Megan Jakel
Aidin System for Post-Acute Care Referrals
SPECIAL EVENTS

CHAASE FALL FORUM

“Exploring Advances in Technology to Enhance Senior Care”

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

Panelists:

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

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

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

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

2016 ANNUAL CHAASE BANQUET

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

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

**Platinum Sponsors**
- The Alden Network
- Benedictine Health Service
- Golden Living Centers
- Life Care Services

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

**Silver Sponsors**
- American Data
- Ebenezer – Martin Luther Campus
- Grace Lutheran Foundation
- Healthcare Services Group

**Bronze Sponsors**
- LeadingAge Minnesota
- LeadingAge Wisconsin
- M3 Insurance
- MN Masonic Home

**Open House**
- Bethany St. Joseph Care Center
- Grandview Care Center
- Sacred Heart Hospital
- Woodbury Senior Living
- The Clairemont
# 2016 Program Graduates

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

One student did not report their job placement.
CONGRATULATIONS TO OUR 2016 SCHOLARSHIP RECIPIENTS

ACHCA
Robert Whitehurst
Sophomore, Waukesha, WI

Alden Health Care
Rachel Kuhnly
Junior, Lino Lakes, MN

Benedictine Health System
Nate Sproat
Junior, Green Bay, WI

Care Providers of MN
Kylie Seiffert
Junior, Chaska, MN

Gene Decker
Allison Prouty
Sophomore, Eagan, MN

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

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

Good Samaritan Society
Justin Teal
Junior, Tomahawk, WI

HCR ManorCare
Mackenzie Christopher
Junior, Prior Lake, MN

LeadingAge Wisconsin
Tyler Palzkill
Junior, Germantown, WI

Life Care Services
Samantha Paider
Junior, Brussels, WI

M3 Insurance
Alissa Iwanski
Junior, McFarland, WI

Thomas Schanke
Family Civic Engagement
Katie Trucco
Junior, Appleton, WI

Brian Schoeneck
UWEC Alumnus
Alexi Bornemann
Junior, Neenah, WI

Tri-County Medical Alliance
Sarah Nichols
Junior, Dallas, WI

Villa Health Services
Carmen Flunker
Junior, Eau Claire, WI

Wipfli
Megan Van De Hey
Junior, De Pere, WI

Wisconsin Assisted Living Association
Allison Pedretti
Junior, Genoa, WI

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

CHAASE ANNOUNCES NEW FRESHMAN SCHOLARSHIPS

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

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

We view this opportunity as a valuable tool for recruiting and for overall support of our students and sincerely thank our sponsors. For information on supporting a freshman or other scholarships, please contact LaNette Flunker at flunkelm@uwec.edu.
2016 PRACTICUM EXPERIENCES

The Health Care Administration practicum is an integral part of our student’s education. Encompassing 50 weeks, students become part of an integrated team where they apply their skills and classroom knowledge in an actual health care setting. Upon completion, students are prepared to begin performing as leaders and managers in health care.

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

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

**RESEARCH PROJECTS**

**How are Senior Care Organizations Responding to the Affordable Care Act?**  
*Carmen Flunker*

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

**Evaluating Key Factors for Developing Strong Educational Programs**  
*Samantha Paider*

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

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

Nate researched related F-Tags when a nursing home is cited for F-224 (neglect). To determine whether multiple tags issued were for individual situations or overall poor care at a site, he analyzed the 2567 forms with UW-Eau Claire faculty to determine relationships, if any, between issued citations. He also analyzed which citations were more likely to predict the issuance of F-224 in nursing homes.

**Analyzing the Relationship between Hospital Readmissions and Patient Satisfaction**  
*Justin Teal*

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

**Development of Person-Centered Leadership with Practical Applications for the Customer Experience**  
*Megan Van De Hey*

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

Because of our generous donors, UW-Eau Claire’s CHAASE and Health Care Administration programs are positively impacting the future of the health and aging services field. Through applied research, education, supplemental activities, and unique partnerships that combine the energy of academia with provider organizations and professional associations, our donors’ generosity is transforming the future of senior care leadership.

CORPORATE GIFTS

Alden Health Care & Senior Living
Amery Assisted Living, LLC
Baldwin Care Center
Bethany St. Joseph Corporation
Bonnemann Senior Communities
Capitol Lakes
Care Initiatives
Christian Community Home
CliftonLarsonAllen - Minneapolis
Community Shares of Minnesota
Covenant Healthcare LLC
Crest View Senior Communities
Direct Supply
Extendicare Health Services
Fortis Management Group LLC
FUNctions LLC
Golden Living Inc.
Grace Lutheran Foundation
Grand View Care Center Inc.
HCR Manor Care
Healthcare Productivity Services
LeadingAge Wisconsin Inc.
Life Care Services LLC
M3 Insurance - Madison
Marquardt Village Inc
Martin Luther Manor LLC
MatrixCare
Minnesota Masonic Home
NAB Foundation
Oak Park Place of Madison LLC
Oakridge Gardens Nursing Center
Outagamie Co - Brewster Village
Prairie Manor, Inc.
Presbyterian Homes & Services
Rice Management Inc.
Spring Valley Health Care Services Inc.
Tealwood Care Centers Inc.
Villa Healthcare
Welcov Healthcare LLC
Wisconsin Health Care Association

INDIVIDUAL GIFTS

Allan T. Barr
Amanda M. Gentilli
Angela C. Greger
Anita M. Meysembourg
Anne-Marie Fogel
Anora Freund
Anthony M. Manzella
Anthony O. Johnson
Antonia D. Frasher
Arlyn A. Mills
Ben T. Haulfmann
Cathy A. Bergland
Christopher G. Krebsbach
Craig A. Rustad
Craig D. Ubbeholde
Cynthia S. Thorland
Debra J. Waedt
Diane M. Fjelstad
Dinah J. Martin
Douglas A. Fullaway
Douglas H. Beardsley
Douglas and Kelly Olson
Eileen M. Lafavor
Emily Kjeldstad
Gene P. Decker
Heather L. Sheehan
Holly H. Carfield
James E. Lean
James P. Deignan
Jennifer J. Albers
Jennifer L. Johs-Artisensi
Joel G. Prevost
John R. Artisensi
Keith R. Knapp
Kevin E. Hansen
Kevin H. Larson
Kristian R. Krentz
LaNette and Galen Flunker
Larry P. Lester
Lindsey M. Viegot
Lori L. Bauer
Marissa J. Bakken
Michael S. Hirsh
Nathaniel A. Sproat
Nikoll A. Fjelstad
Pamela Blanchette
Patricia A. Karner
Patricia A. Kleine
Paul H. Peshek
Peter B. Schuna
Philip M. Samuelson
Richard J. Host
Robert Molitor
Ryan T. Keller
Samuel D. Orbovich
Sandra A. Bishop
Stephen H. Seybold
Stephen P. Lallemont
Steven E. Chies
Taylor O. Kolross
Thomas D. Pollock
Thomas P. Mihajlov
Victoria A. Biehn
Building on research that has demonstrated the importance of professional development for a successful long term care administrator career, the National Association of Long Term Care Administrator Boards (NAB) and the American College of Health Care Administrators have been working together to develop resources to increase availability and quality of Administrator-in-Training experiences. Dr. Jennifer Johs-Artisensì chaired the Preceptor Training task force and developed the curriculum for an online preceptor training program that is now available, free of charge, across the country. On completion of the 4-module course, the learner earns 5 NAB CEUs. NAB recommends that all states and educational programs adopt this course as a standard requirement, and several state licensing boards and educational programs, including the University of Wisconsin – Eau Claire, already have. Dr. Johs-Artisensì presented the course to attendees at the NAB Mid-Year Meeting in Atlanta in November and at ACHCA Winter Marketplace in Las Vegas in December, where the launch of this course and other AIT resources were featured events at both national meetings.

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

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

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

TO MAKE A GIFT:
connect.uwec.edu/business
Select “Health Care Administration” in the fund drop-down, and note you are supporting the CHAASE Alumni Fund in the comments section.

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

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

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

A few highlights from 2016 include:

ACHCA
Dr. Hansen continues to serve as a member of the ACHCA Student Poster Exhibition Workgroup.
Dr. Johs chaired the ACHCA-NAB Preceptor Training Task Force.
Dr. Olson was a member of the ACHCA Academy for Long Term Care Leadership and Development, and National Mentoring Committee.

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

NAB
Dr. Hansen served as a member of the Health Services Executive (HSE) Workgroup.
Dr. Johs is the NAB Education Chair.

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

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

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

2016 PUBLICATIONS


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


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

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

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

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

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

The sabbatical is supported by the Center, NAB Foundation, UW-Eau Claire and the UW System.
The Power of
AND
uwec.ly/chaase