A letter from the convener

The UW-Eau Claire health care administration (HCAD) program continues to improve as we pay attention to the expanding continuum of care and services. Recently, our nationally recognized program became the first accredited academic health services executive program in the country. This designation allows our developing and graduating health care and aging services administration students to practice throughout skilled care, assisted living, home and community-based services and the senior housing field. The Center for Health Administration and Aging Services Excellence (CHAASE) board and HCAD faculty take seriously the leadership responsibility we have within our profession. It is my honor to lead a group that rises to the challenge of offering a quality degree and relevant career path for our students. We also accept the role and responsibility to provide the necessary national leadership for this profession. Consumer expectations are ever-changing. We are committed to equipping our HCAD graduates with the skills required to meet those expectations and become leaders in the senior services spectrum.

Our country requires an ample supply of qualified leaders to meet the expected talent gap in the years ahead. We have to ensure our students have the ability to be engaged in their learning; “AND” have the opportunity to experience new paradigms and perspectives. Our faculty and staff have to be able to stay both current “AND” engaged in driving a broader agenda forward for the profession. We take this obligation very seriously. Our partners in leadership and innovation, from across the profession and within the university, ensure that we produce strong graduates “AND” that we are differentiated from all others. The Power of “AND” continues to thrive within our program and Center. As we look ahead, our goals this next year will stay focused on student success, faculty and staff development and retention, valuing essential partnerships and projects, and the need to guarantee the long-term sustainability of both the program and Center with the support of an endowment.

We realize that we cannot do this without you. We need continued university leadership, supportive alumni, engaged provider organizations, stakeholders, and friends that are willing to invest their time, talent and resources. We invite you to stay connected, join us, and spread the word as we continue to advance this noble profession for both the leadership needs of today and the opportunities of tomorrow.

Thank you for your engagement and support of our calling to develop the next generation of leaders.

With appreciation,

Michael T. Schanke, 1985 HCAD Alumnus
Convener, Board of Advisers
Center for Health Administration and Aging Services Excellence

UWEC HCAD FIRST IN THE COUNTRY TO RECEIVE HEALTH SERVICE EXECUTIVE PROGRAM ACCREDITATION (HSE)

One of the many exciting achievements coming out of UWEC’s health care administration program in 2017 was the health service executive program accreditation (HSE) we received. With this new designation, students graduating from our program can obtain additional credentials that demonstrate their ability to lead long-term care services across the continuum.

“The HSE is NAB’s solution to the licensure portability issue as more states are accepting HSE qualified individuals as meeting their licensure requirements,” stated Dr. Jennifer Johns-Artisensi, program director of the health care administration program. UWEC’s HCAD program has been NAB accredited since 2005 and is recognized as the benchmark in the industry. The addition of the HSE accreditation was a natural progression for the program and will provide an additional competitive advantage for students.

Nearly 10 years ago faculty and the advisory committee recognized that consumers of senior services were looking for alternatives to long-term care facilities. As alternatives were developed, our program faculty began to incorporate curriculum that included community-based and assisted living services. In a more board approach, a review and revision of both on-campus and practicum coursework now includes content on addressing customer needs, regulations, and payment sources for home and community-based services such as home care, senior housing, adult day programs, and hospice. Additionally, curriculum further explores the connection that the role of hospitals and clinics have in providing the full concept of the continuum of care.

Current faculty have experience that supports this effort. As a consultant, Dr. Johns-Artisensi developed a rate setting methodology to establish family care assisted living and group home provider rates. Dr. Olson’s recent sabbatical project focused on developing a strategy to expand senior care academic programs which included interviews with organizations and associations of senior but non-nursing home providers. Dr. Hansen served as a policy and legal analyst for laws, rules and initiatives in both nursing homes and RC/AL settings, and practicum coordinator Lindsey Creapeau provided extensive professional experience as an assisted living dementia specialist and program manager with managed care programs. In addition, these areas of senior services are well represented on the program’s advisory board and experts are regularly used as guest speakers in courses.

UWEC health care administration graduates since 2015 are currently eligible to become HSE qualified if they already have a nursing home administrator’s licensure. They are required to pass two specialty exams in residential care/assisted living and home and community-based services. Graduates from non-HSE accredited programs will also need to have three years of licensed administrator experience.

Dr. Johns-Artisensi and the program were recognized at the NAB mid-year conference in Savannah, GA in November. This was a large undertaking and significant accomplishment for our program. While the efforts of many went into this initiative, special acknowledgment is given to Dr. Johns-Artisensi for all of her work in spearheading the project and her continuous review and efforts to push the plan to completion.
WINTERIM IMMERSION EXPERIENCE
Milwaukee welcomes HCAD program students for winterim 2017

In January 2017, eight students traveled with professors LaNette Flunker and Dr. Kevin Hansen to Milwaukee, WI for the fourth annual winterim immersion experience. The students learned how long-term care communities function in an urban area, while observing a variety of faith-based care communities. This experience illustrated how varying religions have an impact on the care residents receive. In addition, students spent a day in the shoes of long-term care suppliers as well as with healthcare community building architects, walking away with a lot of valuable, real-world knowledge.

“The immersion trip was truly an incredible experience. Seeing five different long-term care facilities and conversing with professionals definitely reminded me as to why I want to pursue a career as a nursing home administrator,” reflected Junior Sara Chmielewski. Junior Luke Jackson shared that he felt the time spent at Direct Supply made him realize that “as a future administrator, I now realize that it can be extremely helpful to have a good relationship with suppliers.”

Thank you to the following organizations who shared their expertise with us and for making this experience possible:

• Direct Supply
• Eppstein Uhen Architects
• Life Care Services New Castle Community
• Milwaukee Catholic Home
• Milwaukee Jewish Home
• Oak Park Place of Madison
• St. John’s on the Lake

STUDENT EXPERIENCES

“The immersion trip was truly an incredible experience.”

— Sara Chmielewski

NATIONAL EMERGING LEADERSHIP SUMMIT (NELS)

Juniors Chandler Hulke and Katelyn Mrozek, along with Dr. Kevin Hansen, attended and led the eighth annual National Emerging Leadership Summit (NELS), held in Washington, D.C. from June 20 – 22, 2017. UW-Eau Claire HCAD alumni in attendance included: Spencer Beard (The Lutheran Home Association), Julia Behn (Crest View Senior Community at Blaine), Jaimee Demmon (Alden Valley Ridge), Jennifer Johnson (Marquardt Village), and Kat Kilbane (CLS – Green Hills Retirement Community).

www.nelssummit.org
STUDENT EXPERIENCES

HCAD STUDENTS ATTEND NATIONAL LEADINGAGE CONFERENCE IN NEW ORLEANS

Representing the local student chapter of ACHCA, the following students, along with Drs. Douglas Olson and Kevin Hansen, attended the 2017 national LeadingAge conference in New Orleans. Students learned about the importance of industry association memberships and had the opportunity to network with industry professionals.

- Nathaniel Berg
- Emily Greenwood
- Chandler Hulke
- Joshua Kendrick
- Marissa Laher
- Cole McNamee

PATHWAY HEALTH OFFERS STUDENT OPPORTUNITIES

Pathway Health, one of our partnering organizations, offered a couple of extra student experiences, including a paid internship position. Katelyn Mrozek was hired, and worked on a special project to explore grant opportunities in the senior care field. She also had the opportunity to shadow a number of consultants. Last fall, the organization also made it possible for five HCAD students to attend their annual education and strategy development meeting in St. Paul. We invite other organizations to explore creative ways to offer value added experiences for our exceptional students.

ACHCA STUDENT CHAPTER BOARD MEMBERS

President: Katelyn Mrozek
Vice President: Robert McInnes
Treasurer: Chandler Hulke
Volunteer Director: Nathaniel Berg
Director of Fundraising: Haley Knudson
Secretary: Rachael Wallin
Marketing Director: Madelyn Blaha
Director of Recruitment and Retention: Morgan Hesselman
Social Coordinator: Cole McNamee

ACHCA MEETING SPEAKERS

Jane Burch
Pathway Health
Bob Siebel and Kirstin Dunsworth
Carriage Healthcare
Lisa Wells
Eau Claire ADRC

ACHCA student organization, HCAD students, faculty, and alums support Alzheimer’s research with the Chippewa Valley Walk to End Alzheimer’s event.
2017 PRACTICUM LEADERSHIP PROJECT AWARD WINNERS

Each 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. Each 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 a poster format at the annual CHAASE Banquet. Organizations report that many of the projects lead to significant changes in services to seniors that continue within their communities long after the students complete their practicum experiences.

CUSTOMER SERVICE AWARD

WINNER
Katelyn Nowack
Headland ManorCare of Fond du Lac, WI; Preceptor Stacy Niess
Project: Dementia Diet Program

FINALISTS
Tara Nenahlio
Presale Inskink and River Pines of Altoona, WI; Preceptor Randy Rennock
Project: Reducing Relocation Stress Syndrome

Austin Oungst
Headland ManorCare Center of Sterling Heights, MI; Preceptor Joe Carpino
Project: Improving the Dietary Experience

Cayci Washke
Dove Healthcare - Wissota Health and Regional Vent Center of Chippewa Falls, WI; Preceptor Sarah North
Project: Post-Discharge Follow-Up Call

INTERNAL OPERATIONS AWARD

WINNER
Kyle Siffert
Sheboygan Progressive Care Center of Sheboygan, WI; Preceptor Liz Reiss
Project: Consistent Staff Assignment

FINALISTS
Kiely Ervin
Martin Luther Care Center of Bloomington, MN; Preceptor Judy Barney
Project: Get More!

Michaela Hagenow
Minneapolis Masonic Home of Bloomington, MN; Preceptor Beth Schroeder
Project: Champion of Care

Allisa Ivanski
Inglewood Manor of Mount Horeb, WI; Preceptor Donna Kruechten
Project: Implementing Section GG in the Environment

EXTERNAL RELATIONSHIPS AWARD

WINNER
Julia Lewinski
LindenCare of Mukwonago, WI; Preceptor Vern Larson
Project: Closing the Technology Gap between Generations

FINALISTS
Alexi Bornemann
Eden Rehabilitation Suites/Green House Homes of Oshkosh, WI; Preceptor Kelly Fitzpatrick
Project: Law Enforcement and First Responders Appreciation Event

Kristine Maciokel
Dycora of Greendale of Greendale, WI; Preceptor Ashley Kohls
Project: Ensuring the Quality Admission Experience

Samantha Paider
LCS Newcastle Place of Mequon, WI; Preceptor Julie Bissonnette
Project: Hospital Relationships: A Key to Success in the Post-Acute Sector

HEYDE HEALTH CARE ENTREPRENEURIAL AWARD

WINNER
Sara Starck
Wisconsin Veterans Homes of Chippewa Falls, WI; Preceptor Megan Corcoran
Project: Don’t Waste, Donate: Feeding Our Veterans

FINALISTS
Elizabeth Lallement
Grand View Care Center of Blair, WI; Preceptor Staci Suchs
Project: Cognitive Simulation and Training

Haley Ovyn
Wausau Manor of Wausau, WI; Preceptor Erica Poole
Project: Dash V: On/Off Event

Megan Van De Hey
Browder Village of Appleton, WI; Preceptor Morgan Hinkey
Project: Livin’ Fit 85 to Make Sleep Patterns for Persons with Dementia

2017 DISTINGUISHED AWARDS

PRECEPTOR OF THE YEAR AWARD

The Preceptor of the Year award recognizes the contribution and leadership by a preceptor of the health care administration program. The award recipient, the late Shelly Wiggin, received her RN license at 19, being one of the youngest RNs in the state and later becoming a director of nursing as well as a nursing home administrator. She was a consultant for Pathway Health and an administrator for Volunteers of America, Good Samaritan Society, and finally at Minnesota Masonic Home in Bloomington. Shelly mentored many practicum students from UW–Eau Claire and received rave reviews for her exceptional interest and support for each one of them. Beth Schroeder, the current administrator at Masonic Home, received the award on behalf of Shelly and her family.

DISTINGUISHED STUDENT AWARD

The Distinguished Student award recognizes exceptional performance and extra contributions by a student in the health care administration program. The recipient, Nate Sproat, was the president of the student chapter of ACHCA, served as a resident assistant at Dove Healthcare, has attended a winterimmersion experience, went on a summerimmersion trip to the Dominican Republic with ImpactLives, and presented a research project poster at the ACHCA national convention. Nate graduated with a degree in health care administration, an advanced business communication certificate, and gerontology minor.

DISTINGUISHED SERVICE AWARD

The Distinguished Service award recognizes the commitment of individuals to the advancement of the Center and the health care administration program. The recipient, Ray Miller, has been with Direct Supply since 2006 and is a founding member of the Direct Supply-sponsored Loss Prevention Forum. Prior to this, his experience was focused on loss control and prevention within various health care organizations, serving as the corporate safety director for several of these companies. Ray has served on numerous state and national committees, presented at a variety of state and national association conferences as well as lecturing at the University of Wisconsin–Eau Claire. Ray was also a champion for leading the CHAASE space renovation involvement of Direct Supply. Ray has served on the CHAASE board for the past three years, and has been a supporter and advocate of the UW-Eau Claire health care administration program.

ALUMNI OF THE YEAR AWARD

The 2017 Alumni of the Year award is given to an individual that has made significant contributions to the HCAD program and the Center over the years. The recipient, LaNette Flunker, graduated in 1985 with a major in health care administration, a minor in gerontology, and in 1989 graduated with a Master’s in business administration from the University of St. Thomas. LaNette was an administrator for several years and hosted UW-Eau Claire practicum students during that time. She began her teaching career in 1996 at UW-Eau Claire in the marketing department and was awarded the university’s Distinguished Teacher award in 2007. LaNette was involved in the development of the Northwood Sales Competition and was a coach for many successful teams. LaNette joined the HCAD program in 2011, serving as the practicum and center coordinator. She has taken the practicum experience to a new level, developed and taught a variety courses, led new projects such as the winterimmersion experience, worked with student organizations, connected with numerous alumni and partners over the years, and expanded scholarships available to students.
2017 PROGRAM GRADUATES

<table>
<thead>
<tr>
<th>GRADUATE</th>
<th>POSITION</th>
<th>EMPLOYER</th>
</tr>
</thead>
<tbody>
<tr>
<td>William Armstrong</td>
<td>Director of Housing</td>
<td>Oak Park Place, Madison, WI</td>
</tr>
<tr>
<td>Elizabeth Bain</td>
<td>Business Office Manager</td>
<td>The Villa at Bryn Mawr, Minneapolis, MN</td>
</tr>
<tr>
<td>Caitlin Bruske</td>
<td>Assistant Administrator</td>
<td>Alden Courts at Rockford, Aurora, IL</td>
</tr>
<tr>
<td>Mackenzie Christopher</td>
<td>Administrator</td>
<td>Villa Healthcare, Middleton, WI</td>
</tr>
<tr>
<td>Carly Cline</td>
<td>Campus Administrator</td>
<td>Lutheran Homes and Health Services, Fond du Lac, WI</td>
</tr>
<tr>
<td>Katie Collins</td>
<td>Administrator</td>
<td>Alden Poplar Creek, Hoffman Estates, IL</td>
</tr>
<tr>
<td>Alexis Efford</td>
<td>Assistant Administrator</td>
<td>Alden Health Shawnee, Mankato, MN</td>
</tr>
<tr>
<td>Kelly Erwin</td>
<td>Health Services Administrator</td>
<td>Transforming Age Parkshore, Seattle, WA</td>
</tr>
<tr>
<td>Kayleen Fahl</td>
<td>Management Consultant</td>
<td>FSU, Minneapolis, MN</td>
</tr>
<tr>
<td>Nikkil Tjeldal</td>
<td>Administrator</td>
<td>Altimus Post Acute Care of Chisago, Chisago, WI</td>
</tr>
<tr>
<td>Cymmen Flunker</td>
<td>Administrator</td>
<td>Altimus Post Acute Care and Alzheimer Living of Black River Falls, WI</td>
</tr>
<tr>
<td>Amora Freund</td>
<td>Director of Human Resources</td>
<td>Legacy Healthcare, LLC, Chicago, IL</td>
</tr>
<tr>
<td>Zach Greerh</td>
<td>Associate Administrator</td>
<td>Saint Therese, New Hope, MN</td>
</tr>
<tr>
<td>Michelle Hagemo</td>
<td>Administrator</td>
<td>The Estates at Fridley, Monarch Healthcare Management Fridley, MN</td>
</tr>
<tr>
<td>Alessa Iwanisci</td>
<td>Assistant Administrator</td>
<td>Ingleside Manor - Mount Hebel, WI</td>
</tr>
<tr>
<td>Jordan Justice</td>
<td>Assistant Director</td>
<td>Heritage Senior Living, Kimberly, WI</td>
</tr>
<tr>
<td>Sarah Keenech</td>
<td>Resident Services Specialist</td>
<td>Johanna Steen - Presbyterian Homes and Services, Alden Hills, MN</td>
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<tr>
<td>Rachel Kuchely</td>
<td>Graduate Student</td>
<td>Masters of Healthcare Administration, University of Minnesota</td>
</tr>
<tr>
<td>Elizabeth Lallemont</td>
<td>Administrative and Research Coordinator</td>
<td>Advance Product Development, Minneapolis, MN</td>
</tr>
<tr>
<td>Hawkson Lean</td>
<td>Graduate Student</td>
<td>University of Wisconsin MBA Consortium</td>
</tr>
<tr>
<td>Julia Kowalski Olson</td>
<td>Administrator</td>
<td>Altimus Post Acute Care of Kaukauna, WI</td>
</tr>
<tr>
<td>Kristine MacIsaac</td>
<td>Administrator</td>
<td>Dycoya, Fort Atkinson, WI</td>
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<tr>
<td>Tara Nenhalo</td>
<td>Administrator</td>
<td>Marshfield Clinic - Comfort &amp; Recovery Suites, Eau Claire, WI</td>
</tr>
<tr>
<td>Sarah Nichols</td>
<td>Assistant Administrator</td>
<td>Stoughton Retirement Services, Inc., Stoughton, WI</td>
</tr>
<tr>
<td>Katelyn Nowak</td>
<td>Executive Director</td>
<td>Saint Theresa of Woodbury, WI</td>
</tr>
<tr>
<td>Hannah Olenpinczak</td>
<td>Director</td>
<td>Our House Senior Living, Eau Claire, WI</td>
</tr>
<tr>
<td>Austin Oungst</td>
<td>Administrator</td>
<td>HCR ManorCare, Gig Harbor, WA</td>
</tr>
<tr>
<td>Hayek Ozyrov Podgieszki</td>
<td>Marketing Manager</td>
<td>Wausau Manor Healthcare Services, Wausau, WI</td>
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<tr>
<td>Samantha Pauker</td>
<td>Associate Administrator</td>
<td>Life Care Services, River Falls, WI</td>
</tr>
<tr>
<td>Tyler Palksk</td>
<td>Administrator</td>
<td>Lake Shore Assisted Living, Minocqua, WI</td>
</tr>
<tr>
<td>Allison Pedretti</td>
<td>Administrator</td>
<td>Western Home Communities, Cedar Falls, IA</td>
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<tr>
<td>Danielle Peterson</td>
<td>Administrator</td>
<td>Good Samaritan Society, Dubuque Mission, Benson, AZ</td>
</tr>
<tr>
<td>Deanna Pierzina</td>
<td>Care Center Administrator</td>
<td>Three Links, Northfield, WI</td>
</tr>
<tr>
<td>Kyle Seifert</td>
<td>Executive Director</td>
<td>Ell River Senior Living, Ell River, MN</td>
</tr>
<tr>
<td>Ashley Smillana</td>
<td>Administrator</td>
<td>Davis Healthcare South, Kaukauna, WI</td>
</tr>
<tr>
<td>Nate Sprowl</td>
<td>Executive Director</td>
<td>Greenleaf Health and Rehabilitation, Clintonville, WI</td>
</tr>
<tr>
<td>Sara Starck</td>
<td>Administrator</td>
<td>Altimus Health and Senior Living, Bloomer, WI</td>
</tr>
<tr>
<td>Rachel Steinrneubel</td>
<td>Administrator</td>
<td>Villa Health Texas Terrace, St. Louis Park, MN</td>
</tr>
<tr>
<td>Clayton Stelke</td>
<td>Administrator</td>
<td>Marian Maine, Racine, WI</td>
</tr>
<tr>
<td>Justin Teel</td>
<td>Nursing Home Administrator</td>
<td>The North Shore Estates, Duluth, MN</td>
</tr>
<tr>
<td>Dylan Thompson</td>
<td>Sales and Outreach Manager</td>
<td>Miller’s Landing, Minneapolis, MN</td>
</tr>
<tr>
<td>Kathryn Trucco</td>
<td>Administrator</td>
<td>Monarch Healthcare, The Estates at Rush City, Rush City, MN</td>
</tr>
<tr>
<td>Rebekah (Elizabeth) Hoff</td>
<td>Administrative Assistant</td>
<td>Production Management Systems, Altoona, WI</td>
</tr>
<tr>
<td>Megan Van De Hey</td>
<td>Administrator</td>
<td>St. Paul Elder Services, Inc., Kaukauna, WI</td>
</tr>
<tr>
<td>Aleksandra Wangen</td>
<td>Housing Director/ Volunteer Coordinator</td>
<td>St. Gertrude’s Health &amp; Rehabilitation Center and The Gardens, Shakopee, MN</td>
</tr>
<tr>
<td>Jessica (Walker) Gordon</td>
<td>Administrator</td>
<td>Stratford Specialty Care, Care Initiatives Stratford, IA</td>
</tr>
<tr>
<td>Briana Weyer</td>
<td>Assistant Director</td>
<td>Heritage Senior Living, LLC, Lake Country, Monticello, WI</td>
</tr>
<tr>
<td>Cayti Wathke</td>
<td>Assistant Administrator</td>
<td>Davis Healthcare Wests, Health &amp; Regional/Vent Center, Chippewa Falls, WI</td>
</tr>
<tr>
<td>Emily Wuzer</td>
<td>Executive Director</td>
<td>Clinton Wellness and Rehabilitation, Clinton, WI</td>
</tr>
</tbody>
</table>

SCHOLARSHIPS

CONGRATULATIONS TO OUR 2017 SCHOLARSHIP RECIPIENTS

Over $15,000 in scholarships awarded in 2017

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

Alden Senior Living
Allison Prouty

AHCMA Student Chapter
Lori Morris

Benedictine Health System
Alyssa Schwalter

Brian R. Schoeneck UWEC
Alumns
Rachel Paddick

Care Providers of Minnesota
Michael Klein

Gene Decker
Robert McKinnes

Fortis
Jacqueline Imrems and Rachael Walin

Golden Living
Madelyn Blaha and Kyle Theiler

Good Samaritan Society
Nicholas Schmitt

HCR ManorCare
Brickner

LeadingAge Wisconsin
Alda Schoen

Life Care Services
Robert Whitehurst

M3 Insurance
Rachel Meyers

Thomas Schanke Family Civic Engagement
Katelyn Zachowski

Tri County Medical Alliance
Andrea Mader

Villa HealthCare
Lake Jackson

Wisconsin Assisted Living Association
Brynia Pelliotz

Wisconsin Health Care Association and Wisconsin Center for Assisted Living
Marissa Lahn, Hannah Duerst, Beth Sperling, Candis Vouk

Wipfli
Emily Greenwood

CHAASE ANNOUNCES NEW INCOMING FRESHMAN SCHOLARSHIPS AWARDED FOR THE FIRST TIME

Incoming freshman health care administration declared majors were given an opportunity to apply for scholarships intended for high achieving students with an ACT of at least 25, a high school GPA of 3.5 or a high school rank in the top 25% of their class. The following students were awarded the 2017 scholarships:

- Oak Park Place Scholarship: Katelyn Kegren (Boyceville, WI)
- Golden Living Centers Scholarship: Jenica Misner (Woodbury, MN)
- The Alden Network Scholarship: Taylor Burzynski (Stanley, WI)
- Wipfli Scholarship: Jaclyn Pederson (Eau Claire, WI)

These scholarships not only provide financial support, but also bring attention to the HCAcad program as potential students consider majors and career options. We appreciate the support of the individuals and organizations with this initiative. For information on supporting a freshman or other scholarships, please contact Dr. Douglas Olson at olsondou@uwec.edu.
2017 PRACTICUM EXPERIENCES

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

STUDENT | PRACTICUM SITE
--- | ---
Catherine Maniolo | Alden Des Plaines
Jason Lee | Alden Estates of Jefferson
Katelyn Zachowski | Alden of Watertown
Nicholas Schmitt | Altrum Post Acute Care of Wisconsin Rapids
Jacquelyn Waedekin | Benedictine Living Community of Duluth
McKenzie Beffleul | Bethany Home
Jacob Luehmann | Bethany St. Joseph Care Center
Shoua Khang | Birchwood Senior Living
Lori Morris | Bouthwells Landing
Katherine Howell | Brewer Village
Jessica McCracken | Capitol Lakes
Cheryl Yeleay | Clearwater Care Center
Bausing Jennifer Her | Clement Manor Inc.
Leah Perras | Crest View Senior Communities
Eden Reeg | Dove Healthcare - West
Leah Bird | Ebenezer Care Center
Sara Chmielowski | Good Samaritan Society - Ambassador
Katie Helgeson | Good Samaritan Society - Specialty Care Community
Alyssa Schwaller | Grand View Care Center
Robert Whitehurst | Green Hill Retirement Community
Miranda Weiss | Heritage Nursing & Rehabilitation
Rachel Meye | Jewish Home & Care Center
Michael Klein | Johanna Shoes
Mackenzie Hamisch | ManorCare Health Services - Fond du Lac

Brianna Clarkson | ManorCare Health Services - Green Bay West
Zoe Hirsh | ManorCare Health Services - Pewaukee
Sarah Beck | Maple Ridge Health & Rehabilitation
Rachel Russell | Marquardt Village
Kelsie Buss | Martin Luther Care Center
Allison Prouty | Minnesota Masonic Home Care Center
Jordan Hines | Miravida Living
Brea Campy | Oakwood Village
Anna Burlingame | Park Manor, Ltd.
Antonia Fraser | Pine Manor Health & Rehabilitation
Luke Jackson | Presbyterian Homes of Bloomington
Halle Pszeniczny | Providence Place Senior Living
Mariah Nichols | River Pines and Prairie Pointe
Mizone Vue | Rose of Sharon Manor
Brynna Prehlwitz | Skaalen Retirement Services
Alexa Kanz | St. Gertrude’s Health and Rehabilitation Center
Taylor Hanson | St. Paul Elder Services, Inc.
Cody Buttses | St. Therese Home, Inc.
Blake Dehnke | Touchstone Healthcare Community
Joseph Gates | Willow Ridge Healthcare LLC
Pang Thao | Wisconsin Veterans Home at Chippewa Falls
Lauren Pierson | Woodbury Senior Living

Dimensions Management of Chippewa Falls, LLC
Alden Health Care & Senior Living
American College of Health Care Administrators
Argentum
Bellarmine University
Benedictine Health System
Bethany Home, Inc.
Bethany St. Joseph Corporation
Birchwood Senior Living
Bomennan Senior Communities
Capitol Lakes
Care Initiatives
Care Paradigms
Clement Manor
CliftonJaronAllen - Minneapolis
Covenant Healthcare LLC
Crest View Lutheran Home

Kelli Anne Guyse
Haley Renee Hall
Kevin E. Hansen
Kimberly K. Heller
Vaugh B. Halke
Michael S. Hersh
Donald L. Huis
Jennifer L. Johns-Ariansen
Patricia Ann Kamer
Christine M. Keesman
Dinah J. Kent
Kirsten L. Kline
Christopher G. Klebba
Kristan Randall Kreutz
Jayne Ann Kuhny
Rachel Lins Kuhny
Stephan P. Lalleman
David Lewinski
Ryan James Loly

Mitchell Daniel Mantonsen
Arlyn A. Mills
Jeffrey Robert Minor
Lori Ann Morris
Kathleen Kay Hulke
Michael S. Hirsch
Kevin M. Nowack
Douglas and Kelly Olson
Richard K. Peterson
Kellie Anne Guyse
Haley Renee Hall
Kevin E. Hansen
Kimberly K. Heller
Vaugh B. Halke
Michael S. Hirsch
Donald L. Huis
Jennifer L. Johns-Ariansen
Patricia Ann Kamer
Christine M. Keesman
Dinah J. Kent
Kirsten L. Kline
Christopher G. Klebba
Kristan Randall Kreutz
Jayne Ann Kuhny
Rachel Lins Kuhny
Stephan P. Lalleman
David Lewinski
Ryan James Loly

Mayo Foundation for Medical Education and Research
Minnesota Masonic Home
Miranda Living
NAB Foundation
National Investment Center
For Seniors Housing & Care
North Ridge Operator, LLC
North Shore Healthcare, LLC
NHS Hopkins LLC
Oak Park Place
Outagumie Co/Brewster Village
Park Manor
Parkside Care Center LLC
Prairie View, Inc.
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Saint Therese Inc.
Sammartan Bethany, Inc.
Skilled Nursing & Rehabilitation Center Inc.

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 donor’s generosity is transforming the future of senior care leadership.

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ACHCA

ACHCA offers students an opportunity to showcase applied research scholarly work during the annual poster session at the national ACHCA Convocation. Leading up to the event, faculty select students to collaborate with on research activity, providing valuable learning and professional opportunities for each participating student. In addition to presenting at Convocation, the students also presented during Student Research Days on the UW-Eau Claire Campus. Posters were also available for viewing at the CHAASE annual banquet.

STUDENT RESEARCH PROJECTS

The 2016 National Emerging Leadership Summit: From “Professionals Leading Passionate Innovation” to “Advancing our Profession, Enhancing Lives”

Luke Jackson

Luke presented at the 2016 National Emerging Leadership Summit (NELS) and the summit’s outcomes, as developed by participants. His research, working with Drs. Hansen and Olson, presented the pre-summit demographic information of the 2016 NELS attendees, and covered the two themes developed by summit participants: accountability and focusing on the workforce in health and aging services. The summit participants worked to increase awareness of the work done at each NELS summit, connect NELS alumni through multifaceted efforts, send out regular updates on NELS work, and enhance the recruitment of talented individuals to the field of health and aging services administration.

Expanding and Enhancing Senior Care University Programs Nationwide

Katelyn Mroz

Katelyn worked with Dr. Olson as part of his year-long sabbatical leave to present research on enhancing existing and creating new university programs focused on senior care administration. Her research covered the aging demographic across the United States, and the location of currently accredited programs (e.g., NAB, ALCPA, CAHME, AJGH) in this area. She also included data and feedback from multiple stakeholder groups that Dr. Olson worked with during his sabbatical, and highlighted seven key areas to focus on to improve the number and quality of senior care administration programs.

Evaluating the Use of Technology in Long-Term Care Settings

Allison Prouty

Working with Drs. Johs-Artisensi and Hansen, Allison assisted with the year-long applied research project for the health care administration program. Practicum students gathered data at their sites on the use of technology to benefit residents, family members, staff members, and external partners (e.g., contracted services, other care providers). Allison’s research also focused on whether technology was used to improve quality of care, quality of life, internal communication, or external communication. She focused on several key technologies and their use including resident use of laptops or headphones, call light and alarm system, family access to an online EMR system, video conferencing (e.g., Skype), online staff schedule management systems, EMRs, and emails or cell phones for staff communication.

Key Attributes and Potential Barriers of Long-Term Care Administration Programs: A Ten-Year Analysis of NAB Accreditation Reports

Alyssa Schwaalter

Alyssa worked with Drs. Olson and Johs-Artisensi to analyze the characteristics of NAB-accredited university programs to identify both strengths and areas for improvement for academic programs. Her research focused on several strengths that were common among NAB programs: a “critical mass” of students, multidisciplinary education with professional development opportunities, passionate faculty with advanced degrees and practitioner experience, practicum/internship experiences in the curriculum with qualified and trained preceptors, a continuum-representative Advisory Board, and adequate funding for student experiences.

STUDENT + FACULTY RESEARCH

THANK YOU ALUMNI AND FRIENDS

The annual WCHA Golf Classic is a fun event with proceeds supporting several health care administration program student scholarships. The event is held at the Oaks Golf Course in Cottage Grove and in 2017 they supported five $1,000 scholarships for worthy students. Mark your calendars for July 16th, 2018 and watch for further information on how you can participate.

In October, nearly 50 alumni and friends gathered at the M3 insurance campus in Madison. A special thank you to M3 for generously hosting the event and the UW-Eau Claire and the health care administration program is to expand the experience we provide to students of the program. We need your support to reach this goal. Please consider an annual gift to the Caring Club.

Your membership will help impact students in a variety of ways, including:

• Providing the opportunity for all practicum students to attend a state association conference
• Providing student opportunities to participate in faculty student research and to present findings at the ACHCA national poster session at Convocation
• Supporting student opportunities to participate in immersion experiences (trips) to explore senior care services they may not experience in their practicum
• Ongoing development of scholarships, including scholarships for incoming HCAD-declared freshmen meeting specific honors entrance requirements
• Supporting new initiatives promoted by the CHAASE advisory board and HCAD faculty and staff to lead the program and Center to meet future leadership challenges of the industry

TO MAKE A GIFT:

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Select “Health Care Administration” in the fund drop-down, and note you are supporting the CHAASE Alumni Fund in the comments section.

To contact Dr. Doug Olson at (715) 836-5067 or olsondo@uwec.edu.

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

Your annual gift and membership will impact the future of our students and profession.

The Center for Health Administration and Aging Services Excellence supports the activities of the health care administration program through generous individual and corporate gifts. A goal of both UW-Eau Claire and the health care administration program is to expand the experiences we provide to students of the program. We need your support to reach this goal. Please consider an annual gift to the Caring Club.

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LATEST NEWS

NEW FACULTY

Lindsey Creapeau, M.A.
CHAASE welcomed Lindsey Creapeau, M.A., as the health care administration practicum coordinator in September. Creapeau replaced LaNette Flunker who retired on August 31.

In her role, Creapeau will manage senior practicum students and teach a variety of courses. Prior to coming to UW-Eau Claire, Creapeau was the director of community relations at Azura Memory Care in Eau Claire. She also has experience in a managed care organization (family care/Medicaid) and taught at the University of Wisconsin-Stevens Point.

Creapeau has a graduate degree in interpersonal/organizational communication and an undergraduate degree in interpersonal/organizational communication and psychology with a human services emphasis (both from UWSP). She holds a dementia specialist designation in Wisconsin.

Dr. Jennifer Johns-Artsenski, health care administration program director, commented, "Lindsey has been a great addition to the HCAD team! The students have enjoyed getting to know her and she met all of our current preceptors last fall through site or Skype visits. One nice feature of how this position is now structured is that students will take our intro course from Lindsey as freshmen and then interact with her as the faculty advisor of the student chapter of ACHCA over their three years on campus, so she will already have a well-established relationship with students when they embark on their practicum year."

Kylie Holmstadt

Kylie Holmstadt joined our team in August as the University Services associate within the management & marketing department. She took over Pam Blanchette’s position after Pam retired. In her role, Kylie provides administrative support for the health care administration program.

Kylie is a UW-Eau Claire graduate with a BA in Spanish with a business and professions emphasis. Prior to taking this position, she worked for a technical college as an assistant to the deans of business/academic initiatives and general education/liberal arts.

ANNUAL APPLIED RESEARCH PROJECT (2016 – 2017)

Working with Drs. Johns-Artsenski and Hansen, the students completing their year-long practicum experience assisted with the 2016 – 2017 health care administration program’s applied research project. Students gathered data at their practicum sites on each site’s use of technology to benefit residents, family members, staff members, and external partners (e.g., contracted services and external care providers who partner with referrals). The information gathered by students was analyzed by UWEC faculty members, in coordination with a student research assistant, and the findings were presented at the annual Convocation of the American College of Health Care Administrators in St. Louis. Research findings were also shared with all preceptors as part of their involvement as a practicum site for the HCAD program. Drs. Hansen and Johns-Artsenski also wrote a research paper based on the findings of this study and submitted it for publication in the Journal of Healthcare Management.

EXPANDING AND ENHANCING UNIVERSITY-BASED SENIOR CARE ADMINISTRATION PROGRAMS: AN UPDATE ON THE DEVELOPMENT OF A NATIONAL PLAN

Given the demographic trends and the undersupply of quality, talented leaders in the field, the profession of long-term care (LTC) administrators is facing a crisis. Addressing it requires a coordinated, comprehensive plan that builds a strong portfolio of educational programs focused on developing senior care leaders throughout the country. One essential piece in leadership development is an availability of strong university-based senior care administration programs. Understanding this need, Dr. Olson has been working on a sabbatical project with a group of individuals representing a variety of stakeholders along with an expanded list of technical experts to consider and discuss this issue and advance an agenda for action. Using a mixed methodology research approach, including considering the existing literature, guided conversations, numerous focus groups and surveys, and other formal research inquiries, a number of themes have emerged that require attention in addressing this opportunity.

The seven themes identified include the following required focus areas in order to further develop health administration and aging services programs:

1. Enhancing the professional image;
2. Ensuring availability of administrator-in-training experiences;
3. There is a strong need for partnerships between Universities and organizations;
4. Provide clarity with career paths;
5. Expansion of academic programs across the country;
6. Development of an aspirational model; and
7. Updating applied research to both document the profile and explore the leadership impact on outcomes.

The sabbatical steering committee and CHAASE are working on a plan to keep the momentum moving forward to enhance and expand senior care administration university-based programs. The steps required include the endorsements of the key stakeholders, development of a consortium model to guide the advancement of strategies, dissemination of the findings, successful funding for a project to document the state of the profession, and holding a Colloquium in the summer of 2019.

These implementation efforts will require time, energy and resources from a variety of sources.

We are at a critical time and it is our mutual responsibility to advance this noble profession. We invite you to join this exciting and important effort. For more information, contact Dr. Olson directly at olsondou@uwec.edu.
PARTNERSHIPS AND PUBLICATIONS

PUBLICATIONS

CONFERENCE PRESENTATIONS

RESEARCH REPORTS

RESEARCH REPORTS

SPECIAL EVENTS
FALL FORUM
“Enhancing Quality of Life for Seniors: Culture Change & Beyond”
This year’s forum discussion focused on the importance of quality of life in the field of health and aging services. A panel of respected experts explored a number of questions and themes, including the current environment of quality of life for residents today, changes in the landscape influencing quality of life for individuals, and new skill sets and talents required for advancing quality of life for leaders.

University Provost Pat Kleine commented, “The annual tradition of focusing attention on a specific topic of significance to the field of senior care is critically important to our students, industry partners, and the academic community. Ensuring conversation between academics with a research and teaching perspective, and practitioners in the field is essential to a healthy and productive dialogue to explore and find solutions to the many issues in senior care. The quality of life of individuals needing care and assistance is a most timely topic as our nation serves the growing number of senior citizens in the years ahead.” UW-Eau Claire is proud of CHAASE and its continued efforts to expose students, our future leaders in the field, to new ways of thinking in concert with our respected partners in senior care.”
Panelists included:
• Rosalie Kane, PhD, professor, Division of Health Policy & Management, School of Public Health, University of Minnesota
• LaVrene Norton, president and founder, Action Pact, Milwaukee, WI
• Jennifer Johs-Artisensi, PhD, professor and program director, Health Care Administration, Department of Management and Marketing, University of Wisconsin-Eau Claire

We welcome the following panelists for the discussion:
Kevin Larson, vice convener of the UW-Eau Claire Health Care Administration Practicum Cohort Model, coordinated the event. Dr. Larson is a highly respected expert in the field of health care administration and has been instrumental in the success of the UW-Eau Claire Health Care Administration Practicum Cohort Model. He is a leader in the field of health care administration and has made significant contributions to the advancement of health care administration education and practice.

FALL FORUM 2017 CHAASE ANNUAL REPORT