A LETTER FROM THE CONVENER

The UW–Eau Claire Health Care Administration (HCAD) program continues to provide an exceptional product for our students and partners as the first accredited academic health services executive program in the country. We are also the largest undergraduate program in the country and clearly, we are on the map with a variety of partners across the Midwest and beyond. As the Convener for the Center for Health Administration and Aging Services Excellence (CHAASE) Board, it is my privilege to be associated with a large circle of dedicated individuals and organizations. The landscape of services for seniors is ever changing and evolving. Through CHAASE, the University, and our dedicated partners, we will continue to strive to keep the UW-Eau Claire HCAD program at the leading edge of innovation to satisfy the needs of this evolving landscape.

After over a decade on the CHAASE board, this feels like a very new time for us and we need to be both vigilant and bold. The CHAASE Board, in cooperation with the University and the College of Business, has drafted a new strategic plan for the next five years. With any new beginning, a few things are important. First, you must honor past success and incorporate the skills, individuals, and organizations that aided in the achievement of that success into future plans. Second, you need to be willing to take on new ideas. Lastly, you need to keep climbing while being intentional about accepting the responsibility we have to our students, faculty, and University. Our CHAASE board has the responsibility to oversee and provide guidance to both the Center and program. Over the past year, the CHAASE Board has proven yet again that they are equal to the task.

We are committed to equipping our HCAD students and graduates with the skills required to meet current responsibilities and future expectations as leaders in the senior services spectrum. We have also invested time to provide national leadership to advance a broader agenda for the profession. We recognize better than most that we need the combined Power of “AND” to guide the efforts of all stakeholders to raise the bar of the program, Center, and profession.

The goals we have put forward will ensure the success of our students, faculty, staff, and the long-term sustainability of the program and Center. We have accepted the leadership call to move towards a bolder and brighter future for this profession. We invite your continued engagement and investment as we develop the next generation of leaders to serve deserving seniors across the country.

With sincere appreciation,

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

CHAASE BOARD OF ADVISERS
The CHAASE mission includes providing guidance and support for students through real-world experiences and preparing them for the challenges and excitement of their careers. This mission wouldn’t be possible without the great collaboration, ideas, and expertise from our board of advisers.

Cathy Bergland, Impact Lives
Steve Chies, Paradigm Consulting
Tommy Davidson, Dove Healthcare
Gene Decker, UWEC
Dean Eide, Mayo Health Systems
Scott Frank, Oak Park Place
Doug Fullaway, FourteenPlus, LLC.
Kimberly Heller, Wipfli LLP Health Care Practice
Don Husi, Ziegler
Margie Ignarski, North Shore Healthcare, LLC
Chris Kenyon, M3 Insurance
Kevin Larson, Spring Valley Senior Living and Health Care (Vice-Convener)
Matt Mauthe, Marquardt Village
Jeff Minor, HCR ManorCare
Bob Molitor, Alden
Paul Mullin, Silverado
Sondra Norder, St. Paul Elder Services
Patricia Nott, Benedictine Health System
Sam Orbovich, Fredrickson & Byron
Cory Rutledge, CliftonLarsonAllen LLP
Phil Samuelson, GSS
Mike Schanke, Oakridge Gardens (Convener)
Patricia Schommer, University of Minnesota
Peter Schuna, Pathway Health Services
Ken Smith, Direct Supply
Randy Snyder, MN BENHA
Allan Swartz, Healthcare Productivity Services
Cynthia Thorland, Life Care Services
Craig Ubbeholden, Bethany St. Joseph Corporation
Deb Waedt, Presbyterian Homes

Cover Photo: Luke LaBounty, Martin Luther Care Center
STUDENT EXPERIENCES

HCAD STUDENTS ATTEND NATIONAL LEADINGAGE CONFERENCE IN PHILADELPHIA

Representing the UW-Eau Claire HCAD Program, the following students, along with Dr. Kevin Hansen, attended the 2018 national LeadingAge conference in Philadelphia. Students learned about the importance of industry association memberships and had the opportunity to network with industry professionals at multiple events.

- Allison Bauer
- Rachel Brickner
- Mallorie Habisch
- Addie Morrell
- Shania Skrzypcak
- Madeline Wiger
- Kristin Yang
- Hanna Zevenbergen

Students are pictured with LeadingAge Minnesota President/CEO Gayle Kvenvold

2018 - 2019 ACHCA STUDENT CHAPTER BOARD MEMBERS

President: Haley Knudson
Vice President: Madi Blaha
Treasurer: Rachael Wallin
Volunteer Director: Ally Behling
Secretary: Ethan Cole
Fundraising Coordinator: Joe Larsen
Marketing Director: Allison Bauer
Recruitment and Retention Director: Kali Blaeser

ACHCA MEETING SPEAKERS

John Vander Meer
WHCA/WiCAL

Bill McGinley
ACHCA
WINTERIM IMMERSION EXPERIENCE

In January 2018, 22 HCAD students traveled with professors Lindsey Creapeau and Dr. Kevin Hansen to Milwaukee, WI for the fifth annual winterim immersion experience. The students had the opportunity to visit two faith-based care communities and observe how staff and administrators cared for residents with a special focus on religion. Students also had the opportunity to spend the day at Direct Supply, exploring both their main campus and downtown technology center, and shadowing various employees in their roles.

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

- Direct Supply
- Milwaukee Jewish Home
- Milwaukee Catholic Home

“It was a great experience meeting and talking to all the professionals. I had so much fun experiencing Direct Supply and their facilities!”

— Shania Skrzypcak
**UW–EAU CLAIRE STUDENTS SERVE AS SILVER AWARD EXAMINERS**

Dr. Hansen worked closely with several individuals at AHCA/NCAL to have eight HCAD students serve as Silver Award examiners during Spring semester 2018. The eight students traveled to Charlotte, NC with Dr. Hansen to an AHCA/NCAL-led training, and the students served on examiner teams with licensed administrators from across the country to review Silver Award applications and scored the applications.

Having fun in Charlotte! Silver Examiner students are pictured with Dr. Hansen and CHAASE Board Member Cathy Bergland.
NATIONAL EMERGING LEADERSHIP SUMMIT (NELS)

Juniors Madelyn Blaha and Haley Knudson, along with Dr. Kevin Hansen and Dr. Doug Olson, attended and led the ninth annual National Emerging Leadership Summit (NELS), held in Washington, D.C. from July 17 – 19, 2018. UW-Eau Claire HCAD alumni in attendance included: Heather Kjelstad (LCS/The Marshes of Skidaway Island), Carly Cline (Lutheran Homes and Health Services of Fond du Lac), Katelyn Paget (Crest View Senior Communities), Marie Zachmann (Dove Healthcare of Rice Lake and Barron), and Jake Pientok (Alden Des Plaines Rehabilitation and Health Care).

In 2019, NELS will be hosting a special 10th anniversary event with past participants (July 15 – 16), in addition to the regular NELS Summit, which will be held on July 16 – 18, 2019.

www.nelssummit.org
PROVIDING LEADERSHIP FOR EXPANDING AND ENHANCING UNIVERSITY-BASED SENIOR CARE ADMINISTRATION PROGRAMS ACROSS THE COUNTRY

BACKGROUND
Building on Dr. Olson’s sabbatical project focused on exploring the challenges of a limited pool of strong university-based senior care administration programs, the need for an effort to address the opportunities ahead of us with the growing need for a greater supply of emerging leadership arose. A summary of this effort has been his fall article published in the Seniors Housing and Care Services Journal entitled, “A Framework for Expanding and Enhancing University-Based Health Administration and Aging Services Programs Across the United States”, which shares both insights and themes, and provides recommendations for moving forward. The recommendations are focused on some different approaches or paths, but the premise is the way we have been trying to do things has not worked. Furthermore, any effort will require new partnerships and new ways of thinking that are bigger than any one individual, organization or association.

SYMPOSIUM PLANS
As one of the first steps, VISION 2025 has been planned, which is the first-of-its-kind University and Senior Housing and Care Symposium that will bring together academic and industry leaders from diverse and varying backgrounds in order to set an agenda for a new landscape of senior care administrative programs at universities across the country. The focus: We need talented people developed at our universities. We will only be able to do this in partnership with progressive senior care and aging service providers, universities, associations, and vendors across the country. Our goal: Ensure the health and continuity of our profession through the development of at least 25 robust university and college programs that train our future leaders; create 1,000 paid internships; develop 15 strong university, provider, and association partnerships; and do this by the year 2025.

The University and Senior Housing and Care Symposium is an invitation-only event focused on expanding health administration and aging service university programs across the U.S., scheduled for June 19-20, 2019 in Chicago. This discussion will set the agenda for a new landscape of senior care administrative programs at universities across the country. This venue will provide an opportunity for conversation between progressive providers, representatives from universities, and other interested parties from associations and entities interested in this agenda.

Sponsoring organizations of the Symposium include: American College of Health Care Administrators (ACHCA); American Health Care Association/National Center for Assisted Living (AHCA/NCAL); American Senior Housing Association (ASHA); Argentum; LeadingAge; National Association of Long Term Care Administrator Boards Foundation (NAB Foundation); and the National Investment Center for Seniors Housing & Care (NIC). Ziegler is serving as the event sponsor for this Symposium

CLOSING THOUGHTS
We are at a critical time and it is our calling and responsibility to advance this noble profession, which may require that part of our journey be on a road less traveled. CHAASE and the UW-Eau Claire Health Care Administration program are in a unique position to carefully provide leadership that keeps us focused on what we are good at and at the same time allows us to be a little uncomfortable when we find ourselves at times on a different path than we have taken in the past.

“Two roads diverged in a wood, and I took the one less traveled by, and that has made all the difference.”   - Robert Frost

For more information about these efforts and the Symposium, visit https://www.chaase.org/vision-2025. You can also contact Dr. Douglas Olson, Professor and CHAASE Director, at 715-836-5067 or olsondou@uwec.edu with any questions.
PRACTICUM LEADERSHIP PROJECT
AWARD WINNERS

Each student completes three leadership projects during their year-long practicum. One project focuses on improving operations, another on 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**  
**Kelsey Buss**  
Martin Luther Care Center, Bloomington, MN  
Preceptor: Jody Barney  
Project: Rise at Will

**FINALISTS**  
**Brea Campy**  
Oakwood Villa, Altoona, WI  
Preceptor: Jon Richardson  
Project: Virtual Voyages

**Blake Dehnke**  
Touchstone Healthcare Community, Sioux City, IA  
Preceptor: Kaitlin Thomas  
Project: Admissions Overhaul

**Mariah Nichols**  
River Pines & Prairie Pointe, Altoona, WI  
Preceptor: Jennifer Cohen  
Project: Systematic Improvement of Customer Satisfaction

### INTERNAL OPERATIONS AWARD

**WINNER**  
**Brynna Prellwitz**  
Skaalen Retirement Services, Stoughton, WI  
Preceptor: Kris Krentz  
Project: CNA Skills Fair

**FINALISTS**  
**Bree Clarksen**  
ManorCare Health Services - Green Bay West, Green Bay, WI  
Preceptor: Josh Theis  
Project: Star-Dash Program

**Rachel Meye**  
Jewish Home and Care Center, Milwaukee, WI  
Preceptor: Samer Abadeer  
Project: Resident Fall Improvement Program

**Rachel Russell**  
Marquardt Village, Watertown, WI  
Preceptor: Jennifer Johnson  
Project: Survey Management Process

### EXTERNAL RELATIONSHIPS AWARD

**WINNER**  
**Lexi Kanz**  
St. Gertrude’s Health and Rehab Center, Shakopee, MN  
Preceptor: Rick Meyer  
Project: Strengthen the Body and Mind, Lengthen Your Time

**FINALISTS**  
**Mac Harnisch**  
ManorCare Health Services, Fon Du Lac, WI  
Preceptor: Stacy Nies  
Project: Take Out Tuesday

**Taylor Hanson**  
St. Paul Elder Services, Kaukauna, WI  
Preceptor: Sondra Norder  
Project: Essential Elements of Quality Dementia Care

### HEYDE HEALTH CARE ENTREPRENEURIAL AWARD

**WINNER**  
**Leah Bird**  
Ebenezer Care Center, Minneapolis, MN  
Preceptor: Joel Prevost  
Project: Wellness Virtual Reality

**FINALISTS**  
**McKenzie Belfeuil**  
Bethany Home, Waupaca, WI  
Preceptor: Pauline Darling  
Project: Brain Fitness Program for Seniors

**Eden Reeg**  
Dove Healthcare - West, Eau Claire, WI  
Preceptor: Kendall Rosemeyer  
Project: Adult Day Care
2018 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 ninth recipient of the preceptor of the year award went to Kris Krentz. Kris has been the President and CEO at Skaalen Retirement Services since 2013 and has helped them transform their organization. Kris, a 1999 UW-Eau Claire HCAD graduate has always been interested in learning, has been an innovator, and has had many practicum students over the years from UW – Eau Claire. Kris has always put an exceptional interest in his students, and has received glowing reviews from each of them.

DISTINGUISHED STUDENT AWARD
The Distinguished Student award recognizes exceptional performance and extra contributions by a student in the health care administration program. The recipient, Luke Jackson, was involved in the student chapter of ACHCA, was a volunteer in Memory Care at the Classic, and worked as a sales associate for Sherwin William and Ace Hardware during school. He also worked as a research assistant, attended the National Emerging Leadership Summit in 2016, and presented a research project poster at the ACHCA national convocation based on work with Drs. Olson and Hansen. Luke completed his practicum at Presbyterian Homes and Services of Bloomington and graduated with a 3.72 GPA in Health Care Administration.

DISTINGUISHED SERVICE AWARD
The Distinguished Service award recognizes the commitment of individuals to the advancement of the CHAASE Center and the health care administration program. The recipient, Chris Kenyon, has been with M3 Insurance since 1993 and is a Partner and the Managing Director of Senior Living and Social Practice with M3. She has served on numerous state and national committees and presented at a variety of state and national association conferences. She currently serves on the WALA board and has served on the CHAASE board since 2014. She has lectured numerous times over the past decade at UW-Eau Claire, has been instrumental in alumni gatherings, has been a regular participant at the WHCA/WiCAL Care Classic, and has been a champion for scholarship creation.

ALUMNI OF THE YEAR AWARD
The 2018 Alumni of the Year award is given to an individual that has made significant contributions to the HCAD program and the CHAASE Center over the years. The recipient, Matt Mauthe, graduated in 2000 and was the first student to travel with Dr. Olson and present on the exciting things happening at UW-Eau Claire. He is also the first alumni of the year winner who has also won the student of the year award. Currently, Matt serves as the CEO of Marquardt Village in Watertown, and has a reputation as a progressive leader in the senior care field. He is helping the organization to grow and strive for success in this future landscape. He is a Rotarian, Fellow in the American College of Heath Care Administrators, has attended the National Emerging Leadership Summit, and is a CHAASE board member. Matt has also served as a preceptor for current practicum students for nearly a decade.
### 2018 PROGRAM GRADUATES

<table>
<thead>
<tr>
<th>GRADUATE</th>
<th>POSITION</th>
<th>EMPLOYER</th>
</tr>
</thead>
<tbody>
<tr>
<td>McKenzie Belfeuil</td>
<td>Assistant Executive Director</td>
<td>Heritage Senior Living</td>
</tr>
<tr>
<td>Sarah Beuth</td>
<td>Executive Director</td>
<td>North Shore Health Care</td>
</tr>
<tr>
<td>Leah Bird</td>
<td>Executive Director</td>
<td>Ebenezer</td>
</tr>
<tr>
<td>Kelsey Buss</td>
<td>Executive Director</td>
<td>York Gardens Senior Living</td>
</tr>
<tr>
<td>Cody Butts</td>
<td>Continuing Education</td>
<td></td>
</tr>
<tr>
<td>Brea (Campy) Michaelson</td>
<td>Quality Improvement Supervisor</td>
<td>Group Health Cooperative</td>
</tr>
<tr>
<td>Sara Chmielewski</td>
<td>Interim Administrator</td>
<td>Good Samaritan Society</td>
</tr>
<tr>
<td>Brianna Clarksen</td>
<td>Education Director</td>
<td>Wisconsin Healthcare Human Resources Association</td>
</tr>
<tr>
<td>Blake Dehnke</td>
<td>Administrator</td>
<td>Evergreen Terrace Healthcare Community</td>
</tr>
<tr>
<td>Antonia Fraser</td>
<td>Sign Technician</td>
<td>Traffic Supply Inc</td>
</tr>
<tr>
<td>Joseph Gates</td>
<td>Executive Director</td>
<td>North Shore Healthcare</td>
</tr>
<tr>
<td>Taylor Hanson</td>
<td>Manager</td>
<td>St. Paul Elder Services</td>
</tr>
<tr>
<td>Mac Harnisch</td>
<td>Executive Director</td>
<td>Whitewater Health Services</td>
</tr>
<tr>
<td>Katie Helgeson</td>
<td>Admissions Coordinator</td>
<td>Presbyterian Homes &amp; Services</td>
</tr>
<tr>
<td>Jordan Hines</td>
<td>Human Resources Associate</td>
<td>Bemis Company, Inc</td>
</tr>
<tr>
<td>Zoe Hirsh</td>
<td>Continuing Education</td>
<td>Capella University</td>
</tr>
<tr>
<td>Luke Jackson</td>
<td>Resident Services Specialist</td>
<td>Presbyterian Homes &amp; Services</td>
</tr>
<tr>
<td>Alexa Kanz</td>
<td>Business Office Manager</td>
<td>Tealwood Senior Living</td>
</tr>
<tr>
<td>Michael Klein</td>
<td>Resident Services Specialist</td>
<td>Presbyterian Homes &amp; Services</td>
</tr>
<tr>
<td>Jacob Luehmann</td>
<td>Administrator</td>
<td>Pepin Health &amp; Rehab</td>
</tr>
<tr>
<td>Jessica McCracken</td>
<td>Administrative Operations Assistant</td>
<td>UW Health</td>
</tr>
<tr>
<td>Rachel Meye</td>
<td>Assistant Executive Director</td>
<td>Heritage Senior Living</td>
</tr>
<tr>
<td>Lori Morris</td>
<td>Housing Administrator</td>
<td>Presbyterian Homes &amp; Services</td>
</tr>
<tr>
<td>Mariah Nichols</td>
<td>Assistant Administrator</td>
<td>Peterson Park Health &amp; Care Center</td>
</tr>
<tr>
<td>Leah Perras</td>
<td>Administrator</td>
<td>Ingleside Manor</td>
</tr>
<tr>
<td>Lauren Pierson</td>
<td>Billing Specialist</td>
<td>Dove Healthcare - Wissota Health and Regional Vent Center</td>
</tr>
<tr>
<td>Brynna Prellwitz</td>
<td>Assistant Administrator</td>
<td>Skaaen Retirement Services</td>
</tr>
<tr>
<td>Allison Prouty</td>
<td>Office Manager</td>
<td>Chicago Chiropractic &amp; Sports Injury Centers</td>
</tr>
<tr>
<td>Halle Pszeniczny</td>
<td>Executive Director in Training</td>
<td>Tealwood Senior Living</td>
</tr>
<tr>
<td>Eden Reeg</td>
<td>Administrator</td>
<td>Dycora Transitional Health &amp; Living</td>
</tr>
<tr>
<td>Rachel Russell</td>
<td>Memory Care Program Manager</td>
<td>LindenGrove Communities</td>
</tr>
<tr>
<td>Nicholas Schmitt</td>
<td>Administrator</td>
<td>Timberwood Lodge Assisted Living</td>
</tr>
<tr>
<td>Alyssa Schwaller</td>
<td>Administrator</td>
<td>Monarch Healthcare Management</td>
</tr>
<tr>
<td>Mizone Vue</td>
<td>Nursing Support Coordinator</td>
<td>Allina Health</td>
</tr>
<tr>
<td>Jacquelyn Waedekin</td>
<td>Clinical Trainer</td>
<td>American Data</td>
</tr>
<tr>
<td>Miranda Weiss</td>
<td>Accounts Receivable Manager</td>
<td>Brookfield Rehab &amp; Specialty Care</td>
</tr>
<tr>
<td>Robert Whitehurst</td>
<td>Executive Director</td>
<td>Heritage Senior Living</td>
</tr>
<tr>
<td>Cherylin Yealey</td>
<td>Director of Community Relations</td>
<td>Heritage Senior Living</td>
</tr>
<tr>
<td>Katelyn Zachowski</td>
<td>Admissions Coordinator</td>
<td>Norwood Crossing</td>
</tr>
</tbody>
</table>

Six students did not report their current employment status.
CONGRATULATIONS TO OUR SCHOLARSHIP RECIPIENTS

Over $20,000 in scholarships awarded in 2018

Scholarship awards are based on criteria established by the individual or organization sponsoring the scholarship. A student’s GPA is a common criteria, with many sponsors also considering a student’s direct industry involvement. Activities can include working as a 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**
  Rachael Paddock

- **ACHCA Student Chapter**
  Allison Bauer and Alexis Hitchcock

- **Benedictine Health System**
  Robert McInnes

- **Brian R. Schoeneck UWEC Alumnus**
  Jacqueline Immekus

- **Care Providers of Minnesota**
  Megan Foley

- **Gene Decker**
  Rachael Wallin

- **Golden Living**
  Pa Kou Yang and Liz Anderson

- **Good Samaritan Society**
  Jenna Butterfield

- **HCR ManorCare**
  Hannah Duerst

- **LeadingAge Wisconsin**
  Hannah Shankey, Te’Hiva Simmons, and Kyle Theiler

- **Life Care Services**
  Jaclyn Pederson

- **M3 Insurance**
  Rachel Brickner

- **Thomas Schanke Family Civic Engagement**
  Chandler Hulke

- **Tri County Medical Alliance**
  Megan Towle

- **Villa HealthCare**
  Nathaniel Berg

- **Wisconsin Assisted Living Association**
  Rachel Stevens

- **Wisconsin Health Care Association and Wisconsin Center for Assisted Living**
  Madelyn Blaha, Andrea Keuhn, Haley Knudson, Addie Morrell, and Maggie Schellhorn

- **Wipfli**
  Hanna Zevenbergen

CHAASE FRESHMAN SCHOLARSHIPS

For incoming freshman health care administration declared majors, these scholarships not only provide financial support, but also bring attention to the HCAD program as potential students consider majors and career options. We appreciate the support of the individuals and organizations with this initiative.

- **Benedictine Health System Scholarship**
  Rachael Bolder

- **Oak Park Place Scholarship**
  Elisha Ullmer

- **CliftonLarsonAllen Scholarship**
  Rachael Bolder

- **Honoring Grandparents Scholarship**
  Brooke Zahnle

- **Life Care Services Scholarship**
  Elisha Ullmer

- **The Alden Network Scholarship**
  Alexandra Kummer

- **Wipfli Scholarship**
  Brooke Zahnle
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.

<table>
<thead>
<tr>
<th>STUDENT</th>
<th>PRACTICUM SITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony Argueta</td>
<td>Alden Estates of Barrington</td>
</tr>
<tr>
<td>Nathaniel Berg</td>
<td>Boutwells Landing</td>
</tr>
<tr>
<td>Bryce Bingham</td>
<td>Wyndemere</td>
</tr>
<tr>
<td>Max Burns</td>
<td>Minnesota Masonic Home Care Center</td>
</tr>
<tr>
<td>Lexi Carl</td>
<td>Volunteers of America- Anoka</td>
</tr>
<tr>
<td>Caroline Carter</td>
<td>Skaalen Retirement Services</td>
</tr>
<tr>
<td>Hannah Duerst</td>
<td>Crossroads of Pewaukee</td>
</tr>
<tr>
<td>Ila Giese</td>
<td>The Pines Post-Acute and Memory Care</td>
</tr>
<tr>
<td>Jennifer Gossen</td>
<td>Spring Valley Health Care Services</td>
</tr>
<tr>
<td>Emma Greenwood</td>
<td>Marquardt Village</td>
</tr>
<tr>
<td>Brianna Gretzinger</td>
<td>Woodbury Senior Living</td>
</tr>
<tr>
<td>Regan Grimm</td>
<td>Providence Place</td>
</tr>
<tr>
<td>Haley Hall</td>
<td>Bethany St. Joseph Care Center</td>
</tr>
<tr>
<td>Jessica Havlicek</td>
<td>Maplewood Sauk Prairie</td>
</tr>
<tr>
<td>Hayley Heino</td>
<td>Hayward Area Memorial Hospital &amp; Water’s Edge</td>
</tr>
<tr>
<td>Trevor Hendrickson</td>
<td>Grand View Care Center</td>
</tr>
<tr>
<td>Morgan Hesselman</td>
<td>Villa at Osseo</td>
</tr>
<tr>
<td>Chandler Hulke</td>
<td>Johanna Shores</td>
</tr>
<tr>
<td>Jackie Immekus</td>
<td>VMP- Village at Manor Park</td>
</tr>
<tr>
<td>Josh Kendrick</td>
<td>Crest View Senior Communities</td>
</tr>
<tr>
<td>Justis Klineschmidt</td>
<td>Brewster Village</td>
</tr>
<tr>
<td>Ciera Kost</td>
<td>Dove Healthcare - West</td>
</tr>
<tr>
<td>Marissa Laher</td>
<td>St. Paul Elder Services, Inc.</td>
</tr>
<tr>
<td>Luke LaBounty</td>
<td>Martin Luther Care Center</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STUDENT</th>
<th>PRACTICUM SITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbie Little</td>
<td>Windsor Park Manor</td>
</tr>
<tr>
<td>Tessa Marks</td>
<td>Saint Anne of Winona</td>
</tr>
<tr>
<td>Rob McInnes</td>
<td>Jewish Home &amp; Care Center</td>
</tr>
<tr>
<td>Cole McNamee</td>
<td>Lake Country Health Services</td>
</tr>
<tr>
<td>Megan Mirwald</td>
<td>North Ridge Health &amp; Rehab</td>
</tr>
<tr>
<td>Katelyn Mrozek</td>
<td>Birchwood Senior Living</td>
</tr>
<tr>
<td>Halle Muche</td>
<td>Presbyterian Homes of Bloomington</td>
</tr>
<tr>
<td>Anna Narkie</td>
<td>Good Samaritan- Specialty Care Community</td>
</tr>
<tr>
<td>Anna Nyhagen</td>
<td>Wisconsin Veterans Home at Chippewa Falls</td>
</tr>
<tr>
<td>Rachael Paddock</td>
<td>Madonna Towers</td>
</tr>
<tr>
<td>Kelsea Parker</td>
<td>Alden Estates of Jefferson</td>
</tr>
<tr>
<td>Maddy Process</td>
<td>Edenbrook of Fond du Lac</td>
</tr>
<tr>
<td>Jacob Rathke</td>
<td>Capitol Lakes</td>
</tr>
<tr>
<td>Kara Ripp</td>
<td>Advantage Living Center- Wayne</td>
</tr>
<tr>
<td>Anna Schoen</td>
<td>Sheboygan Progressive Health Services</td>
</tr>
<tr>
<td>Chloee Shimota</td>
<td>Woodlyn Heights Senior Living</td>
</tr>
<tr>
<td>Kenzie Thiel</td>
<td>Crossroads Care Center Green Bay West</td>
</tr>
<tr>
<td>Carissa Vruwink</td>
<td>Oakwood Health Services</td>
</tr>
<tr>
<td>Crislyn Walsh</td>
<td>Volunteers of America- Maplewood</td>
</tr>
<tr>
<td>Coua Xiong</td>
<td>River Pines and Prairie Pointe</td>
</tr>
<tr>
<td>Kayla Young</td>
<td>Oakwood Village Prairie Ridge</td>
</tr>
</tbody>
</table>
THANK YOU TO OUR DONORS

Because of our generous donors, UW-Eau Claire’s CHAASE Center and health care administration program 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

Advantage Living Center  
Alden Health Care  
Amery Assisted Living  
Aurora Memory Care  
Benedictine Health System  
Bethany Home  
Bethany St. Joseph  
Birchwood Senior Living  
Boutwells Landing  
Brewster Village  
Capitol Lakes  
Care Initiatives  
Care Paradigms  
Care Providers of Minnesota  
Community Foundation  
Covenant Healthcare  
Crest View Senior Communities  
Crossroads Care Center  
Dimensions Management of Chippewa Falls  
Dove Healthcare  
Edenbrook of Fond du Lac  
Fond du Lac Lutheran Home  
Grace Lutheran Foundation  
Grand View Care Center  
Hayward Area Memorial Hospital & Water’s Edge  
HCR ManorCare  
Healthcare Services Group  
Jewish Home and Care Center  
Johanna Shores  
Lake Country Health Services  
LeadingAge Minnesota  
LeadingAge Wisconsin  
M3 Insurance  
Madonna Towers  
Maplewood Sauk Prairie  
Marquardt Village  
Martin Luther Manor  
Mayo Foundation  
Minnesota Masonic Homes  
Monarch Healthcare  
North Ridge Health & Rehab  
North Shore Health Care  
Oak Park Place  
Oakridge Garden  
Oakwood Lutheran  
Oakwood Villa  
Oakwood Village Prairie Ridge  
Outagamie County  
Pathway Health  
Presbyterian Homes  
Prevea Health  
Providence Place  
River Pines and Prairie Pointe  
Saint Anne of Winona  
Saint Therese Inc  
Senior Care Providence  
Sheboygan Progressive Health Services  
Skaalen Retirement Services  
Spring Valley Health Care Services  
St. Paul Elder Services  
The Evangelical Lutheran Good Samaritan Society  
The Pines Post-Acute and Memory Care  
Transitional Care  
Villa Healthcare  
Village at Manor Park  
Volunteers of America  
WHCA/WICAL  
Windsor Park Manor  
Wipfli Foundation  
Wisconsin Veterans Home at Chippewa Falls  
Woodbury Senior Living  
Woodlyn Heights Senior Living  
Wyndemere

INDIVIDUAL GIFTS

Amanda Abel  
John Artisens  
Allison Bauer  
Spencer Beard  
Valerie Beranek  
Cathy Berglund  
Kim Broyer  
Mary Bury  
Irma Canny  
Mckenzie Christopher  
Lindsey Creapeau  
Gene Decker  
Dean Eide  
Nikoll Fjelstad  
Diane Fjelstad  
Laneet Flunker  
Michelle Foley  
Keanan Franco  
Douglas Fullaway  
Kevin Hansen  
Elizabeth Hayden  
Carolyn Helgeson  
Kimberly Heller  
Anna Hines  
Michael Hirsh  
Allison Holm  
Chandler Hulke  
Donald Huis  
Marjory Ignarski  
Jennifer Johns-Artisensi  
Patricia Karner  
Taylor Kollross  
Christopher Krebsbach  
Kristian Krenz  
Kevin Larson  
Catherine Manlolo  
Matthew Mauhte  
Len Meysembourg  
Casteel Miller  
Arlyn Mills  
Jeffrey Minor  
Robert Molitor  
Tina Moore  
Lori Morris  
Katelyn Mrozek  
Paul Mullin  
Olivia Neary  
Tara Nenahlo  
Sondra Norder  
Patricia Nott  
Anna Nyhagen  
Christopher Olson  
Douglas Olson  
Samuel Orbovich  
Michele Pederson  
James Perras  
Brynna Prewitt  
Joel Prevost  
Halle Pszeniczny  
Randall Rennock  
Corey Rutledge  
Philip Samuelson  
Mike Schanke  
Nicholas Schmitt  
Patricia Schommer  
 Lucas Schubert  
Peter Schuna  
Frank Scott Heather Sheehan  
Randy Snyder  
Nathaniel Sproat  
Allan Swartz  
Pang Thao  
Cynthia Thorland  
Jacqueline Waedekin  
Debra Wadde  
Diane Wiggen  
Cheryl Yeeley
ACHCA CONVOCATION

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 “Advancing our Profession, Enhancing Lives” to “Developing Solutions to Enrich Lives”

Chandler Hulke, Katelyn Mrozek

Chandler and Katelyn presented on the 2017 National Emerging Leadership Summit (NELS) and the summit’s outcomes, as developed by participants. Their research, working with Drs. Hansen, Olson, and Burke, was for NELS participants to collaborate with other emerging leaders in the post-acute and long-term care and services field to develop strategies on how to increase, improve, and support the value of the profession while assisting health care executives in attracting and retaining talented leaders. The theme “Developing Solutions to Enrich Lives” emerged in 2016 to support and engage emerging leaders to strategize, advocate, connect, and innovate the future of the health care and aging services administration profession. Their research included twenty-three NELS participants that were chosen through an application process and were then invited to attend a three-day summit held in Washington, D.C.

Analyzing the Effects of Perceived Quality of Life on Nursing Home Ratings

Nathaniel Berg

Nathaniel’s research, working with Drs. Hansen, Johs-Artisensi, and Olson, was to explore the relationship between perceived quality of life from different stakeholders and facilities’ quality ratings. His research included forty-six Midwest nursing homes that conducted structured interviews with three long-stay residents, three CNAs, one social worker, one activity director, and the NHA. He also included data from The University of Wisconsin – Eau Claire Health Care Administration program’s practicum students at the surveyed locations.
reported results from the Artifacts of Culture Change assessment tool. The three sources (interviews, Artifacts of Culture Change scores, and CMS’s 5-Star ratings) are used together to examine relationships between stakeholder agreement of perceived quality of life and a facility’s quality ratings.

**Expanding and Enhancing University-Based Senior Care Administration Programs Across the Nation**

*Katelyn Mrozek*

Katelyn worked with Dr. Olson to expand leaders in the senior healthcare industry due to the country facing another challenge with limited supply of talented emerging leaders. She used a mixed methodology approach and strategies to collect feedback from stakeholders to understand the key challenges and opportunities facing the development of new university-based programs. This included numerous focus groups that conducted with a variety of organizations and associations representing both new leaders, existing providers, educators, and association leadership.

**Defining Quality of Life and Sense of Purpose in Long-Term Care Settings**

*Kelsea Parker*

Kelsea worked with Drs. Johs-Artisensi, Hansen, and Olson to identify common agreements within and between the different stakeholder groups that affect resident quality of life. Measuring outcomes can prove beneficial when examining the association between programs and practices and evaluating external quality assessments and internal quality improvement activities. She calculated the responses from residents, CNAs, activities directors, social workers, and administrators which were reviewed, analyzed, and assigned one or more of the inductively identified categories that emerged, and the frequency of resident responses relative to each category.

**Exploring Efforts to Enhance Diversity Among a Health Care Administration Student Population**

*Erin Rafferty*

Working with Drs. Johs-Artisensi and Hansen, Erin’s focus of this project was to help promote equity, diversity, and inclusiveness (EDI) in health care administration (HCAD) student population by expanding the program’s outreach to new and diverse areas. Achieving increased diversity in health and aging services leadership is an important goal for the industry. This project will allow one specific HCAD program to extend its outreach and target a wider demographic of people from diverse locations. Promoting EDI in universities is important to ensure the quality of leadership for the health and aging services field moving forward.

**Analyses of Stringency in Nursing Home Administrator Statues and Rules**

*Jacob Rathke*

Jacob worked with Dr. Hansen to categorize state licensure statues and regulatory rules (e.g., Board of Examiners for Nursing Home Administrators) into tiers or categories, based on the stringency of the language regarding liability and requirements of the NHA. His goal was to better understand the overall approach across the country on NHA licensure and liability standards. This research highlights common themes in statutory and regulatory language, but also includes states that employ a unique approach to administrator liability and requirements pre- and post-licensure.
YOUR ANNUAL GIFT AND MEMBERSHIP WILL IMPACT THE FUTURE OF OUR STUDENTS AND PROFESSION

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

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

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

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 Dr. Doug Olson at (715) 836-5067 or olsondou@uwec.edu.

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

THANK YOU ALUMNI AND FRIENDS

The annual WHCA/WiCAL 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 2018 they supported five $1,000 scholarships for HCAD students. Mark your calendars for July 15th, 2019 and watch for further information on how you can participate.

In October, alumni and friends gathered at the M3 Insurance campus in Madison. Thank you to M3 for generously hosting the event and the UW-Eau Claire Alumni Foundation for attending and providing UWEC gifts.

With significant donations from several organizations, we were able to host several of the student experiences and events highlighted throughout this annual report. We would like to express appreciation to Alden Senior Services, Life Care Services, and Benedictine Health System for their ongoing commitment to our program.

Please consider a gift to CHAASE. Every gift helps provide valuable learning experiences and more prepared future administrators.
NEW STAFF

Libby Fandry

CHAASE welcomed Libby Fandry as the CHAASE Coordinator in May 2018.

In her role, Libby will manage communications and administrative support for CHAASE and the HCAD program.

Prior to coming to UW-Eau Claire, Libby was a Community Development Manager with the Alzheimer's Association and the American Cancer Society. She also has previous work experience in higher education.

Libby graduated from the University of Minnesota-Duluth with a BA in Liberal Arts. She is currently continuing her education at the University of Wisconsin-Milwaukee in the Adult, Continuing, and Higher Education Administration (ACHEA) Master’s program.

STAFF UPDATE

Lindsey Creapeau

Lindsey Creapeau enrolled at University of Wisconsin-Stout in the fall of 2018 and is currently pursuing a Doctor of Education (Ed.D.) degree in Career and Technical Education. Her coursework focuses primarily on overall career readiness and workforce concerns with applicability to health care. Her anticipated graduation date is May of 2021.

ANNUAL APPLIED RESEARCH PROJECT
2017 – 2018

Working with Drs. Johs-Artisensi, Hansen, and Olson the students completing their year-long practicum experience assisted with the 2017 – 2018 health care administration program's applied research project. Students gathered qualitative and quantitative data at their practicum sites to better understand how various skilled nursing community stakeholders perceive quality of life and sense of purpose and identify the contributory factors that comprise these two phenomena. The team also explored the categorical agreements (as well as disagreements) between stakeholder groups. The information gathered by students was analyzed by the UW – Eau Claire faculty members, in coordination with student research assistants funded by CHAASE and the Office of Research Sponsored programs, and the findings were presented at the annual Convocation of the American College of Health Care Administrators in Orlando, Florida. Research findings were also shared with all preceptors as part of their involvement as a practicum site for the HCAD program. Drs. Johs-Artisensi, Hansen and Olson are also working on the submission of a peer reviewed research paper based on the findings of this study.
PARTNERSHIPS AND PUBLICATIONS

PARTNERSHIP HIGHLIGHTS

The faculty, staff, and Center recognize the importance of ongoing partnerships and collaborations in order to provide the most robust student learning opportunities while also impacting the future of our profession. A few highlights from 2018 include:

ACHCA

Dr. Hansen continues to serve as the Student Poster Exhibition Workgroup Chair, and also serves as a member of the Advocacy and Policy Committee and the Education Committee.

AHCA/NCAL

Dr. Hansen has been working with the AHCA/NCAL Quality Award staff to select eight HCAD students to serve as Silver Award Examiners. Students were selected in fall 2018 after completing the HCAD 301 course, and will work during spring 2019 to review award applications.

LEADINGAGE

Dr. Hansen traveled with six HCAD students to the LeadingAge Annual Meeting and Expo in Philadelphia, PA in October.

GSA

Dr. Hansen remains a member of the Social Research, Policy, and Practice Section.

NAB

Dr. Johs-Artisensi serves as the Education Chair for NAB and also led the Health Service Executive (HSE) Accreditation Initiative and Accreditation Revision Taskforce.

UNIVERSITY RELATIONSHIPS

HCAD faculty continued to serve as leaders with the National Emerging Leadership Summit, held every summer in Washington, D.C. CHAASE also served as a sponsor of this annual event, in partnership with Bellarmine University, the Erickson School at University of Maryland – Baltimore County, and the George Washington University.

Dr. Olson served on the Board of Advisors for the Center for Aging Research and Education for the School of Nursing at UW-Madison.

PUBLICATIONS

Hansen, K.E., & Johs-Artisensi, J. (2018). Evaluating the implementation of technology in nursing homes. Accepted by the Journal of Health and Human Services Administration.

Olson, D. (2018). A Framework for Expanding and Enhancing University-Based Health Administration and Aging Services Programs Across the United States. Seniors Housing and Care Journal, 25(1).

CONFERENCE PRESENTATIONS


GRANTS


Johs-Artisensi, J. & Hansen, K., Exploring Efforts to Enhance Diversity Among a Health Care Administration Student Population, University of Wisconsin - College of Business EDI Development Funds.
FALL FORUM

“Hospitality Across the Continuum”

Promoting and implementing effective hospitality practices across the continuum of senior care requires progressive leadership and a commitment to improving services for individuals and the broader field. The quality and sustainability of hospitality approaches and new models of care delivery and service depends on good evidence and high impact practices to chart the future course of the field.

A panel of respected experts discussed the impact and effect of hospitality practices for residents in senior care and housing today, and the future possibilities leveraging evidence, existing practices, and new perspectives. They explored the following questions:

- What is the current environment and use of hospitality practices in the field today?
- How does the use of hospitality differ across services and settings?
- What is the impact of these practices on care and services, as well as organizational performance?
- What are the challenges and opportunities ahead with hospitality and how might we address them?
- What are the new skill sets and talents required for advancing hospitality practices in senior care?

Our panelists included:

David Miller, Executive Director at Friendship Village of Bloomington, a LifeSpace Community
Brook Hollis, Associate Director, Sloan Program & Institute for Healthy Futures, Cornell University
Richard Deahn, Culinary Services Corporate Director, Benedictine Health System.
Dr. Kevin Hansen, assistant professor of health care administration, moderator.

Thank you to this year’s Fall Forum Sponsors:

- UW-Eau Claire CHAASE
- LeadingAge Wisconsin
- Wisconsin Health Care Association/Wisconsin Assisted Living Association
- UW-Eau Claire Department of Economics
- UW-Eau Claire College of Nursing

2018 CHAASE BANQUET

“Making a Difference: Emerging Leaders Impacting Seniors’ Lives”

The 2018 CHAASE banquet celebrated the successes of both students and the Center. Nearly 400 people were in attendance last year. Keynote speaker Clint Maun enlightened the audience about the ways in which those in health care administration touch the lives of seniors in their care and impact their lives. Mr. Maun’s presentation, titled “Making a Difference: Emerging Leaders Impacting Seniors’ Lives”, also resonated with industry professionals in attendance as they work to meet the needs of seniors. Mr. Maun is president and senior partner of Maun-Lemke Speaking and Consulting, LLC and has over 38 years of experience in health care management.

We would like to thank our generous sponsors. Without their support, this event would not be possible.

Platinum Sponsors
Alden Senior Living
Benedictine Health System
CliftonLarsonAllen
Life Care Services
North Shore Healthcare
Wipfli

Gold Sponsors
Atrium Health & Senior Living Care Initiatives
Ida Management Group
Oak Park Place
Pathway Health
Presbyterian Homes and Services
Villa Healthcare
WHCA/WiCAL

Silver Sponsors
Ebenezer/Martin Luther Care Center
Good Samaritan Society
HCR ManorCare
Heritage Senior Living
LeadingAge Wisconsin
Mayo Clinic Health System
Minnesota Masonic Home
Saint Therese

Bronze Sponsors
Azura Memory Care
Bethany St. Joseph
Brewster Village
Crest View Senior Communities
Dove Healthcare
Grace Lutheran Communities Healthcare Services Group
Health Dimensions Group
Wisconsin Veterans Home
LeadingAge Minnesota
MatrixCare
Oakwood Village Prairie Ridge
Tealwood Senior Living
Veterans Home at Chippewa Valls

Open House Sponsors
Grand View Care Center
Monarch Healthcare Management