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
Chris Boldt, Independent Consultant
Peggy Connorton, Covenant Living Communities and Services
Dean Eide, Mayo Health Systems
Scott Frank, Oak Park Place
Monica Friedman, Life Care Services (LCS)
Gene Decker, UWEC (Faculty Emeritus)
Doug Fullaway, FourteenPlus, LLC
Kimberly Heller, Wipfli
Don Husi, Ziegler Financing Corporation
Margie Ignarski, North Shore Healthcare, LLC
Chris Kenyon, M3 Insurance
Dinah Martin Kmetz, St. Therese Senior Communities
Kevin Larson, Spring Valley Senior Living and Health Care (Convener)

Matt Mauthe, Marquardt Village (Vice-Convener)
Bob Molitor, The Alden Network
Paul Mullin, Flatiron Development Group
Sondra Norder, St. Paul Elder Services
Sam Orbovich, Fredrickson & Byron
Kendall Rosemeyer, Dove Healthcare
Phillip Samuelson, Good Samaritan Society
Mike Schanke, Oakridge Gardens (Past Convener)
Peter Schuna, Pathway Health Services
Bob Siebel, Carriage Health Care
Ken Smith, Direct Supply
Randy Snyder, National Association of Long Term Care Administrator Boards
Deb Waedt-Nevin, Presbyterian Homes & Services

April 2020 Virtual CHAASE Board Meeting

PREPARED BY
Kiki Beschorner, CHAASE Coordinator
Greetings Esteemed Long Term Care and Senior Care Services Colleagues and friends and supporters of the Center for Health Administration and Aging Services Excellence,

I wish you all a blessed 2021 New Year and that it may be better than the last! As my first “Letter From The Convener” and a way of introducing myself given the indescribable last year being like none other than any of us have ever experienced, I am taking a different approach to this Convener's Letter. Let us begin with how enamored I am with history. So much so that I am basing my first Convener Letter off a very historical document. It is the letter General Eisenhower, Commander of the Supreme Headquarters Allied Expeditionary Force wrote and provided to every military personnel that was to participate in Operation Overlord, “D-Day,” on the 6th of June 1944. D-Day was the massive Allied offensive of the American – British – Canadian forces in World War II ultimately resulting in the liberation of Western Europe and ending World War II in Europe. I believe the parallelism in General Eisenhower’s quote is quite evident and can be correlated to the experience health care professionals have endured during the COVID-19 Pandemic.

Please take a read.

Soldiers, Sailors and Airmen of the Allied Expeditionary Force!

You are about to embark upon the Great Crusade, toward which we have striven these many months. The eyes of the world are upon you. The hopes and prayers of liberty - loving people everywhere march with you. In company with our brave allies and brothers-in-arms on other Fronts, you will bring about the destruction of the German war machine, the elimination of Nazi tyranny over the oppressed peoples of Europe, and security for ourselves in a free world. Your task will not be an easy one. Your enemy is well trained, well equipped and battle-hardened. He will fight savagely. But this is the year 1944! Much has happened since the Nazi triumphs of 1940-41. The United Nations have inflicted upon the Germans great defeats, in open battle, man-to-man. Our air offensive has seriously reduced their strength in the air and their capacity to wage war on the ground. Our Home Fronts have given us an overwhelming superiority in weapons and munitions of war, and palace at our disposal great reserves of trained fighting men. The tide has turned! The free men of the world are marching together to Victory!

I have full confidence in your courage, devotion to duty and skill in battle. We will accept nothing less than full Victory! Good Luck! And let us all beseech the blessing of Almighty God upon this great and noble undertaking. -Dwight D. Eisenhower

I have read and re-read General Eisenhower's D-Day letter to the troops numerous times in 2020. With each read, I would discover a different layer of inspiration, solace, encouragement, and even comfort. Given the impact of 2020 and the pandemic, I thought General Eisenhower’s letter would be fitting to open the 2020 CHAASE Annual Report. As you digest the 2020 CHAASE Annual Report, it will be evident that the culture of the UWEC Health Care Administration program and the College of Business in preparing tomorrow's leaders with the superiority to navigate senior health care and services organizations during the very tenuous challenges of 2020 including those challenges yet to come.

As for the CHAASE Board, much has still happened in 2020. The Board had to prioritize goals while others had to be paused. The upcoming transition of the Practicum to a new terminology of Administrative Residency certainly earned its new rank in 2020 as health care professionals everywhere amped up the leadership, dedication, and tenacity meters. This was no more evident than with the 2020-21 cohort. Their talent and aptitude has been impactful at sites hosting these fine young leaders with skills honed and desires to make a difference. One of the CHAASE Board's greatest regrets of 2020, was not being to celebrate in-person and deliver the well-earned accolades to the 2019-20 cohort. The Spring Banquet is a venue and renewal like none other that celebrates the incredible achievements of the talented leaders that launch their careers from the UW-Eau Claire Health Care Administration Program.

We look to the future with hope, inspiration and resiliency. We know the senior care field needs new leaders now more than ever. We invite you to join us in this important and noble pursuit.

Kevin Larson
OUR VISION FOR THE FUTURE

The University of Wisconsin-Eau Claire Center for Health Administration and Aging Services Excellence (CHAASE) was established in 2000 to serve the ever-changing health care needs of the upper Midwest. CHAASE supports the UW-Eau Claire health care administration (HCAD) program through financial and programming assistance.

VISION

CHAASE will be a national leader focused on the profession of health administration and aging services.

MISSION

To provide guidance and support to the education of tomorrow's leaders and serve as a bridge connecting academic programs to practitioners in the health administration and aging services field in partnership with the UWEC Health Care Administration Program.

OUR ASPIRATIONAL GOALS

1.) Student Success. The HCAD program will provide students with multiple opportunities and experiences where they can connect, succeed, and pursue high impact practices.

2.) HCAD Program Quality. The HCAD program will continue to provide high quality educational and learning experiences, while supporting faculty and staff, and engaging with organizations in the field.

3.) Presence and Partnerships. CHAASE will continue to advance its visibility and role as a national leader in the health and aging services field, to continue to build future leaders to serve the aging population and to serve as a voice of what “could be.”

4.) Fund Development. CHAASE will continue to advance fundraising efforts to support the goals of the CHAASE Center and the work of the HCAD students and faculty.

5.) Diversity within CHAASE and HCAD. CHAASE will work to enhance and increase the diversity within the HCAD program and within CHAASE-related activities.

*CHAASE’s vision, mission, and goals are updated on a regular basis. We pay attention to and strive to align with the ongoing developing strategic plan of the UW-Eau Claire College of Business and the broader 2025 University Strategic Plan.*
MEET THE HEALTH CARE ADMINISTRATION TEAM

Kiki Beschorner, M.B.A.
CHAASE Coordinator

Lindsey Creapeau, M.A.
Practicum Coordinator, HCAD Instructor

Frances Hawes, Ph.D.
HCAD Assistant Professor

Jennifer Johs-Artisensi, Ph.D.
Program Director, HCAD Professor

Douglas Olson, Ph.D.
CHAASE Director, HCAD Professor

The HCAD Team kicking off Long Term Care Administrators Week
NATIONAL EMERGING LEADERSHIP SUMMIT

The Intersection of COVID-19 and the Emerging Leadership Agenda

On July 29th, a virtual webinar was held as an alternative event for the National Emerging Leadership Summit (NELS). Nearly 200 people registered for this spectacular webinar. Top leaders in the long-term care industry all came together to make this possible. The panelists included:

- **Bill McGinley**: President and CEO, American College of Health Care Administrators (ACHCA)
- **Christy Kramer**: Vice President of Student Engagement and Workforce Partnerships, LeadingAge
- **Randy Lindner**: President and CEO, National Association of Long-Term Care Administrator Boards (NAB)
- **Urvi Patel**: Director of Quality Improvement, American Health Care Association/National Center for Assisted Living (AHCA/NCAL)
- **Brent Weil**: Former Vice President of Workforce Development, Argentum

The main objectives discussed were:

- Opportunities for advocacy focused on the need for strong leadership
- Rebranding by capitalizing on renewed emphasis on the sense of meaningful work or opportunity to make a difference
- The impact of COVID-economic disruption that is bringing new people into the field; leadership and front-line staff
- Increased need for resourcing the education of new health care administrators/health service executives with strong leadership skills

"Thank you to NELS and to all the panelists. I was able to attend last year in person and it was a great opportunity for leadership growth and connections. As a stand alone facility, having the opportunities to expand connections and improve leadership has been extremely beneficial." - NELS webinar participant

A PICTURE IS WORTH A THOUSAND WORDS
STUDENT EXPERIENCES

WISCONSIN ASSISTED LIVING ASSOCIATION (WALA) CONFERENCE

HCAD students had the opportunity to attend the virtual Wisconsin Assisted Living Association Conference held in September. Students were able to connect with providers and industry peers in an engaging online experience.

CLAIRE SHEEHAN, HCAD STUDENT
I found the conference very informative. As I prepare for my practicum, being able to connect with other professionals in my field and gain current knowledge was exactly what I needed!

Thank you to WALA for allowing our students to experience this!

2020 LEADINGAGE ANNUAL MEETING VIRTUAL EXPERIENCE

We had several HCAD students who had the honor of attending the LeadingAge National Conference that was held in November. Students were able to listen to nationally known speakers deliver uplifting messages and insights to them throughout the event. They were also able to enjoy sessions and activities centered around personal health and the well-being of others. Thank you LeadingAge for the wonderful opportunity for our emerging leaders.

ACHCA STUDENT CHAPTER BOARD MEMBERS

President:
Grace Gobler

Secretary:
Claire Sheehan

Vice President:
Alexandra Kummer

Director of Fundraising:
Susan Brooks

Treasurer:
Rachael Bolder

Marketing Director:
Emma Court

Volunteer Coordinator:
Megan Kalthoff

Recruitment & Retention Director:
Madison Bates

Social Coordinator:
Elisha Ullmer

Thank you to WALA for allowing our students to experience this!
2020 PRACTICUM LEADERSHIP PROJECT AWARD WINNERS

Each student completes three leadership projects during their yearlong 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 analyzing 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.

INTERNAL POSTER
Winner: Jaclyn Pederson
Marquardt-St. Elizabeth Home
Preceptor: Michelle Godfrey
Project: "Comprehensive Care Planning"

Finalists
- Sydney Mankse
- Allysa Behling
- Connor Huhn

EXTERNAL POSTER
Winner: Jessica Damit
Montello Care Center
Preceptor: Brent Myers
Project: "Intergenerational Program"

Finalists
- Madelyn Blaha
- Erin Rafferty
- Allison Bauer

CUSTOMER POSTER
Co-Winners:
Samantha Drost
Woodbury Senior Living
Preceptor: Mike Karel
Project: "Family Orientation"

Chloe Gruber
Maplewood Sauk Prairie
Preceptor: Paul Fiscus
Project: "Engaging Residents with Meaningful Activities"

Finalists
- Kelsey Diehl
- Andrea Keuhn

ENTREPRENEUR AWARD
Winner: Sydney Pisarski
Presbyterian Homes of Bloomington
Preceptor: Michelle Sullivan
Project: "Creating a Work-Life Balance Through Reducing Overtime"

Finalists
- Rachel Stevens
- Rachael Wallin
- Shania Skrzypcak

Rachael Wallin, Joe Larson, and Erin Rafferty pictured at the 2020 NorthShore Health Care kick off meeting.
2020 AWARDS

PRECEPTOR OF THE YEAR AWARD
Stacy Nies
This award recognizes the contribution and leadership by a preceptor of the health care administration program. Stacy’s service to the field has been very much appreciated, including nearly twenty years with ManorCare and most recently as the Administrator of Edenbrook of Fondulac. She has mentored many of students over the years and has made a tremendous difference in the lives of many of our students.

DISTINGUISHED SERVICE AWARD
Douglas Fullaway
This award recognizes the commitment of individuals to the advancement of the Center and the health care administration program. Doug's focus has been on senior living excellence for the past twenty years. He runs his own company, Fourteenplus and serves on the Board for CHAASE. He has given a tremendous amount of time for the past seven years working with the UW-Eau Claire health care administration practicum students every spring using the Building Excellence with Simulation Training (BEST).

DISTINGUISHED STUDENT AWARD
Rachael Wallin and Joseph Larsen
This award recognizes exceptional performance and extra contributions by a student in the health care administration program. Rachael did her practicum at Oakwood Health Services in Altoona, WI. Rachael was involved with the ACHCA student organization. She also served as an ambassador for the program serving as AHCA Quality Award Silver examiner. Joseph completed his practicum at Sheboygan Progressive Health. He was involved with the ACHCA student organization and held a 3.98 GPA.

ALUMNI OF THE YEAR AWARD
Bryan Bee
This award recognizes distinguished service to the field in a manner that brings credit upon the award recipient and UW – Eau Claire. Since Bryan graduated from the UW-EC health care administration program in 2008 he has served as the Executive Director at Oakwood Village in Madison and was a preceptor. He has also given a tremendous amount to the profession with his volunteer service with the National Board of Examiners for Long-term Care Administrators on both a national and state level.

UWEC COLLEGE OF BUSINESS AWARDS

EMERGING LEADER AWARD
Holly Fiedler
The award is presented to a student who has shown early leadership and potential for success, and who is not a graduating senior. The award is selected by the college's faculty and staff. Fiedler will graduate in May 2021 after completing her practicum at Friendship Village of Bloomington in Bloomington, MN. She plans to pursue a career as a long term care administrator.

CULTURE OF CARING AWARD
Lindsey Creapeau
The Culture of Caring Award, is presented to an individual who consistently demonstrated outstanding personal and professional service to College of Business employees, students, and/or their parents. Lindsey collaborated with sites/preceptors who were faced with their own significant COVID-19 challenges to maintain student placements and developing policies with university administration and external agencies for managing through the unique situation.
98% of the 2020 graduating class found employment within the first six months.

100% of the 54 students who were supposed to start practicum in June did, despite the COVID-19 pandemic.

100% of the 59 students in the 2020 class graduated.

100% of the 2019 graduating class passed the Core portion of the NAB Exam compared to the overall national rate of 84%.

87% of the 2019 graduating class passed the NHA line of service portion of the NAB Exam compared to the overall national rate of 64%.
### 2020 PROGRAM GRADUATES

<table>
<thead>
<tr>
<th>GRADUATE</th>
<th>POSITION</th>
<th>EMPLOYER</th>
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<tbody>
<tr>
<td>Allison Bauer</td>
<td>Admissions Coordinator</td>
<td>Friendship Village of Bloomington</td>
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<tr>
<td>Alyssa Behling</td>
<td>Executive in Training</td>
<td>Landmark of Fridley</td>
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<tr>
<td>Madelyn Blaha</td>
<td>Administrator</td>
<td>Little Falls Health Services</td>
</tr>
<tr>
<td>Rachel Brickner</td>
<td>Executive Director</td>
<td>Birch Hill Health Services</td>
</tr>
<tr>
<td>Noah Brickner</td>
<td>Social Worker and Recruiting Specialist</td>
<td>Wisconsin Veteran's Home-Chippewa Falls</td>
</tr>
<tr>
<td>Destiny Canney</td>
<td>Radiology Clinical Liaison</td>
<td>Froedtert Hospital</td>
</tr>
<tr>
<td>Emily Cibulka</td>
<td>Admissions Specialist</td>
<td>DaVita Kidney Care</td>
</tr>
<tr>
<td>Jessica Damit</td>
<td>Executive Director</td>
<td>Our House Senior Living - Medford</td>
</tr>
<tr>
<td>Kelsey Diehl</td>
<td>Administrator</td>
<td>St. John's Lutheran Community</td>
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<tr>
<td>Trisha Drage</td>
<td>Activities Director/Assistant Administrator</td>
<td>Bethany of Waupaca</td>
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<tr>
<td>Samantha Drost</td>
<td>Community Living Project Manager</td>
<td>GT Independence</td>
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<tr>
<td>Megan Ejak</td>
<td>Health Care Recruiter</td>
<td>Maxim Healthcare Staffing Services</td>
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<tr>
<td>Natalie Feuerhelm</td>
<td>Executive Director</td>
<td>Grand Meadow Senior Living</td>
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<tr>
<td>Megan Foley</td>
<td>Senior Program Manager</td>
<td>Pinnacle Services, Inc.</td>
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<td>Chloe Gruber</td>
<td>Assistant Executive Director</td>
<td>Grace Commons</td>
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<td>Mallorie Habisch</td>
<td>Assistant Administrator</td>
<td>Good Samaritan Society/Sanford Health</td>
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<tr>
<td>Trevor Herzberg</td>
<td>Administrator</td>
<td>Crossroads Care Center of Woodstock</td>
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<tr>
<td>Alexia Hitchcock</td>
<td>Associate Administrator</td>
<td>Life Care Services</td>
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<tr>
<td>Celia Holtan</td>
<td>Administrator</td>
<td>Oak Park Place</td>
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<tr>
<td>Connor Huhn</td>
<td>Director of Resident Services</td>
<td>Presbyterian Homes &amp; Services</td>
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<tr>
<td>Katie Kegen</td>
<td>Assistant Administrator</td>
<td>American Lutheran Communities</td>
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<tr>
<td>Katie Keogh</td>
<td>Executive Director in Training</td>
<td>Providence Place-Minneapolis</td>
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<tr>
<td>Andrea Keuhn</td>
<td>Housing Manager</td>
<td>The Gardens Assisted Living</td>
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<tr>
<td>Kristie Knops</td>
<td>Employee Support Coordinator</td>
<td>Christian Community Homes &amp; Services</td>
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<tr>
<td>Haley Knudson</td>
<td>Senior Living Director</td>
<td>Good Samaritan Society</td>
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<td>Lisa LaBelle</td>
<td>Executive Director</td>
<td>Mineral Point Health Services</td>
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<tr>
<td>Luke Lahammer</td>
<td>Assistant Executive Director</td>
<td>Rivers Assisted Living</td>
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<tr>
<td>Joseph Larsen</td>
<td>Executive Director</td>
<td>Point Manor Assisted Living</td>
</tr>
<tr>
<td>Garrett Laskowski</td>
<td>Executive Director</td>
<td>North Shore Healthcare, LLC</td>
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<tr>
<td>Carly Loewus</td>
<td>Administrator</td>
<td>Clement Manor- Greenfield, WI</td>
</tr>
<tr>
<td>All Lovek</td>
<td>Assistant Administrator</td>
<td>Villa Healthcare</td>
</tr>
<tr>
<td>Sydney Manske</td>
<td>Director of Social Services</td>
<td>Greentree Health and Rehabilitation</td>
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<tr>
<td>Kennedy McCullough</td>
<td>Contract Tracer</td>
<td>University of Wisconsin-Madison</td>
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<tr>
<td>Megan McLean</td>
<td>Administrator</td>
<td>Marinuka Manor in Galesville, WI</td>
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<tr>
<td>Anna Minske</td>
<td>Administrator</td>
<td>Park Health and Rehab</td>
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<td>Evan Mollying</td>
<td>Administrator</td>
<td>Oak Ridge Care Center Inc</td>
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<tr>
<td>Adeline Morrell</td>
<td>Residence Director</td>
<td>VOA-The Homestead at Maplewood</td>
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<tr>
<td>Annika Olson</td>
<td>Resident Services Specialist</td>
<td>Presbyterian Homes &amp; Services</td>
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<tr>
<td>Jaclyn Pederson</td>
<td>Quality Management Coordinator</td>
<td>Madonna Living Community</td>
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<td>Sydney Pisarski</td>
<td>Resident Services Specialist</td>
<td>Presbyterian Homes &amp; Services</td>
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<tr>
<td>Erin Rafferty</td>
<td>OAPI Coordinator</td>
<td>GSS-Specialty Care Community</td>
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<td>Paige Reynolds</td>
<td>Administrator</td>
<td>Frederic Nursing &amp; Rehabilitation</td>
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<td>Brendan Riordan</td>
<td>Assistant Administrator</td>
<td>The Alden Network</td>
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<tr>
<td>Hannah Shankey</td>
<td>Administrator</td>
<td>Dove Healthcare - Rice Lake</td>
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<tr>
<td>Te Hiva Simmons</td>
<td>Assistant Administrator !</td>
<td>The Alden Network</td>
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<tr>
<td>Shania Skrzypczak</td>
<td>Resident Services Coordinator</td>
<td>Ebenezer</td>
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<td>Rachel Stevens</td>
<td>Improvement Coordinator</td>
<td>Alignment Health Plan</td>
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<td>Madeline Stiwell</td>
<td>Director</td>
<td>Dove Healthcare Orchard Hills</td>
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<tr>
<td>Kyle Theler</td>
<td>Assistant Administrator</td>
<td>Rocky Knoll Health Care Center</td>
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<td>Mikaela Thomson</td>
<td>Administrator In Training</td>
<td>Monarch Healthcare Management</td>
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<td>Kathleen Tschida</td>
<td>Administrator</td>
<td>Countryside Health Care Center</td>
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<tr>
<td>Rachael Wallin</td>
<td>Executive Director</td>
<td>Whitewater Health Services</td>
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<td>Madeline Wiger</td>
<td>Admissions Coordinator</td>
<td>Rock Haven</td>
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<td>Der Xiong</td>
<td>Patient Appointment Services Specialist</td>
<td>Mayo Health Services</td>
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<tr>
<td>Kristin Yang</td>
<td>House Manager</td>
<td>Azura Memory Care</td>
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<tr>
<td>Pang Der Yang</td>
<td>Assistant Director</td>
<td>Azura Memory Care</td>
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<tr>
<td>Hanna Zevenbergan</td>
<td>Assistant Administrator</td>
<td>Marquardt Management Services</td>
</tr>
</tbody>
</table>

*1 student didn't report employment*
SCHOLARSHIPS
Congratulations to our scholarship recipients!

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 certified nursing assistant, 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
Madison Bates

ACHCA Student Chapter
Alex Roegner and Brooke Harris

Brian R. Schoeneck UWEC Alumnus
Hannah Peroshek

Care Providers of Minnesota
Jenna Butterfield

Gene Decker
Claire Sheehan

Good Samaritan Society
Laura Farwell

HCR ManorCare
Margo Weiland

LeadingAge Wisconsin
Jenna Fiore
Kayla Semrau

LeadingAge Wisconsin/Value First, Inc.
Alexandra Kummer

Life Care Services (LCS)
Elisha Ullmer

M3 Insurance
Rachael Bolder

Michael J. Christensen
Emma Court

North Shore Healthcare
Holly Fiedler

Presbyterian Homes
Bethany Hakari and Amanda Granquist

Thomas Schanke Family Civic Engagement
Molly Vissers

Tri County Medical Alliance
Brianna Lee

Villa HealthCare
Kali Blaeser

Wisconsin Assisted Living Association (WALA)
Maggie Schellhorn

Wisconsin Health Care Association and Wisconsin Center for Assisted Living
Ethan Cole, Jenica Monkman, Rouhan Richardt, Angela Ylitalo, Addy Schoenherr

Wipfli
Megan Kalthoff

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.
The 2020-2021 cohort was spread across the country. 26 students were in Wisconsin, 22 in Minnesota, 3 in Illinois, 2 in Colorado and 1 in Indiana.
2020-2021 Practicum Placements

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 emerging leaders and managers in health care.

<table>
<thead>
<tr>
<th>Student</th>
<th>Practicum Site</th>
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</thead>
<tbody>
<tr>
<td>Anna Allen</td>
<td>Wisconsin Veterans Home at Chippewa Falls</td>
</tr>
<tr>
<td>Sierra Ballweg</td>
<td>The Rehabilitation Center at Sandalwood</td>
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<td>Sara Beckendorf</td>
<td>Alden of Waterford</td>
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<td>Aaron Berzinski</td>
<td>Bethany St. Joseph Care Center</td>
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<td>Alison Biederwolf</td>
<td>Green Bay Health Services</td>
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<td>Kali Blaeser</td>
<td>Saint Therese of Woodbury</td>
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<td>Matt Burton</td>
<td>Rocky Knoll Health Care Center</td>
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<td>Edenbrook of Fond du Lac</td>
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<tr>
<td>Ethan Cole</td>
<td>Clement Manor Inc.</td>
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<tr>
<td>Jonathan Dressler</td>
<td>Brewster Village</td>
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<tr>
<td>Emma Fentress</td>
<td>Alden Estates - Courts of Huntley</td>
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<tr>
<td>Holly Fiedler</td>
<td>Friendship Village of Bloomington</td>
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<tr>
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<tr>
<td>Drew Flores</td>
<td>Marquardt Village</td>
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<td>Mason Foth</td>
<td>Rennes Health &amp; Rehab Center - De Pere</td>
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<td>Ben Franks</td>
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<td>Ana Garcia</td>
<td>Martin Luther Care Center</td>
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<td>Tess Griffin</td>
<td>Providence Place</td>
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<td>Bethany Hakari</td>
<td>Minnesota Masonic Home Care Center</td>
</tr>
<tr>
<td>Brooke Harris</td>
<td>Woodside Lutheran Home</td>
</tr>
<tr>
<td>Kennedy Hassemer</td>
<td>St. Paul Elder Services, Inc.</td>
</tr>
<tr>
<td>Caitlyn Hiller</td>
<td>American Lutheran Communities of Mondovi</td>
</tr>
<tr>
<td>Ansley Hinz</td>
<td>Presbyterian Homes of Bloomington</td>
</tr>
<tr>
<td>Colin Hirst</td>
<td>Elroy Health Services</td>
</tr>
<tr>
<td>Catie Hogan</td>
<td>The Emeralds at St. Paul</td>
</tr>
<tr>
<td>Emma Jones</td>
<td>Johanna Shores</td>
</tr>
<tr>
<td>Alex Knight</td>
<td>Crest View Senior Communities</td>
</tr>
</tbody>
</table>
## 2020-2021 Practicum Placements

<table>
<thead>
<tr>
<th>Student</th>
<th>Practicum Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebecca Koepsell</td>
<td>Lake Country Health Services</td>
</tr>
<tr>
<td>Hayden Kohls</td>
<td>Good Samaritan St. James</td>
</tr>
<tr>
<td>Megan Kowalke</td>
<td>Jones-Harrison</td>
</tr>
<tr>
<td>Grace Kust</td>
<td>Alden Estates of Jefferson</td>
</tr>
<tr>
<td>Jenica Monkman</td>
<td>Boutwells Landing</td>
</tr>
<tr>
<td>Pa Moua</td>
<td>Crossroads Care Center of Fond du Lac</td>
</tr>
<tr>
<td>Billie Novak</td>
<td>Grand View Care Center</td>
</tr>
<tr>
<td>Dami Olotu</td>
<td>The Villa at Lincoln Park</td>
</tr>
<tr>
<td>Alexis Peters</td>
<td>Crossroads Care Center Green Bay West</td>
</tr>
<tr>
<td>Wyatt Pramann</td>
<td>Wyndemere</td>
</tr>
<tr>
<td>Taylor Riel</td>
<td>Edenbrook of Edina</td>
</tr>
<tr>
<td>Scott Robinson</td>
<td>Birchwood Senior Living</td>
</tr>
<tr>
<td>Cade Rose</td>
<td>North Ridge Health and Rehab</td>
</tr>
<tr>
<td>Morgan Rutta</td>
<td>Lutheran Homes &amp; Health Services</td>
</tr>
<tr>
<td>Bailey Sandon</td>
<td>The Villa at Osseo</td>
</tr>
<tr>
<td>Maggie Schellhorn</td>
<td>Skaalen Retirement Services</td>
</tr>
<tr>
<td>Lauren Sczepanski</td>
<td>Capitol Lakes</td>
</tr>
<tr>
<td>Delaney Sereika</td>
<td>Woodbury Senior Living</td>
</tr>
<tr>
<td>Mia Stingle</td>
<td>The Estates at St. Louis Park</td>
</tr>
<tr>
<td>KC Thao</td>
<td>Maple Ridge Care Center</td>
</tr>
<tr>
<td>Molly Vissers</td>
<td>Towne House Retirement</td>
</tr>
<tr>
<td>Zach Volz</td>
<td>River Pines / Prairie Pointe</td>
</tr>
<tr>
<td>Meghan Warwick</td>
<td>Hayward Area Memorial Hospital &amp; Water’s Edge</td>
</tr>
<tr>
<td>Emily Weise</td>
<td>Saint Therese at Oxbow Lake</td>
</tr>
<tr>
<td>Mariah Wendland</td>
<td>Volunteers of America - Maplewood</td>
</tr>
<tr>
<td>Brooke Zahnle</td>
<td>Benedictine Living Community of Duluth</td>
</tr>
</tbody>
</table>

We want to extend our gratitude and thank each of the respective preceptors at these sites for their commitment to the development of our students.
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 all pre-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 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
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
American College of Health Care Administrators
American Health Care Administrators
American Seniors Housing Argentum
Benedictine Health System
Benedictine Living Community of Spooner
Bethany Home, Inc.
Bethany St. Joseph Corp.
BH Senior Living
Birchwood Senior Living
Brookdale Senior Living
Capitol Lakes
Care Providers of Minnesota
Catholic Health Initiatives
Christian Community Home
CliftonLarsenAllen
Community Foundation of Greater Des Moines
County of Sheboygan
Covenant Healthcare LLC
Crest View Lutheran Homes
Crossroads Care Center
Dimensions Management of Chippewa Falls, LLC
Direct Supply
Ebenezer
Eden Senior Care
Edenbrook of Edina
Ensign Facility Services
Fidelity
Fond du Lac Lutheran Home
Friendly Village Nursing
Good Samaritan Society
Grace Lutheran Foundation
Grand View Care Center Inc.
Hayward Area Memorial Hospital & Water’s Edge
HCR Manor Care
Jewish Home and Care Center Inc.
LeadingAge Minnesota, Inc.
LeadingAge Wisconsin Inc.
Life Care Services LLC
Lifespaces Communities
LSS of Madison LLC
M3 Insurance - Madison
Maplewood Sauk Prairie
Marquardt Village Inc.
Martin Luther Manor LLC
Mayo Foundation
Minnesota Masonic Home
Monarch Healthcare
NAB Foundation
National Investment Center For Seniors Housing
North Ridge Operator, LLC
North Shore Healthcare
Oak Park Place
Oakwood Lutheran Homes
Outagamie Co/Brewster Village
Pathway Health Services
Presbyterian Homes
Rennes Health & Rehab
Saint Therese
Samaritan Bethany
Sandalwood Manor Inc.
Sanford Health
Senior Care Providence
Senior Care Woodbury
Skaalen Nursing & Rehab Ct.
St. Elizabeth Home
St. Paul Elder Services
Traditional Care of Lake County
Urbandale Health Care Center
Villa Financial Services
Villa at Manor Park
Volunteers of America
Wipfli Foundation Inc.
Wisconsin Assisted Living Association
Wisconsin Health Care Association
Wisconsin Illinois Senior Housing Inc.
Woodlyn Heights Healthcare
Woodside Lutheran Home

INDIVIDUAL GIFTS

Cathy A. Bergland
Kirby Cotton
Scott Frank
Monica Friedman
Brooke Hartman
Kimberly K. Heller
Donald Husi
Marjory Ignarski
Brian Inloes
Jennifer L. Johns-Artisensi
Patricia Karner
Christine Kenyon
Keith Knapp
Dinah Martin Kmetz
Larry Lester
Michael Libby
Deborah Machmeier
Matt Mauthe
Robert Molitor
Sondra Lee Norder
Douglas Olson
Cory Rutledge
Kendall Rosemeyer
Philip Samuelson
John Sauer
Brian R. Schoeneck
Peter Schuna
Robert Siebel
Cynthia Thorland
Craig Ubbelohde

We want to provide special recognition for a number of organizations that have made major multi-year commitments to the Center this past year:

- Alden Network
- Direct Supply
- LCS
- Marquardt Management Services
- M3 Insurance

These organizations are providing leadership for the sustainability of our program and Center.
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 2020 include:

ACHCA
Dr. Olson continues to serve on both the National Mentoring Committee and the Academy for Long-Term Care Administration Excellence.

LEADINGAGE
Dr. Johns-Artisensi serves on the LeadingAge University Advisory Council, which provides practical input to national staff on student initiatives and opportunities for collaboration with universities.

AHCA/NCAL (American Health Care Association/National Center for Assisted Living)
Dr. Olson facilitated the opportunity for four UWEC students to participate as quality award examiners for the National Quality Award program.

NAB (National Association of Long Term Care Administrator Boards)
Dr. Johns-Artisensi serves as the Secretary for NAB’s Continuing Education Committee.

VISION 2025 ENDORSING ORGANIZATIONS 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)
- The National Investment Center for Seniors Housing & Care (NIC)
- Ziegler is serving as the event sponsor for the Symposium in June 2021.
PUBLICATIONS

JOURNAL ARTICLES


BOOK

EDUCATIONAL SEMINAR

GRANTS
Creapeau, L. Pedagogy of Professional Preparedness in Long Term Care Administration

Olson, D. Need for Compassion in Senior Care, Principal Investigator, Office of Research and Sponsored Programs.

Olson, D. VISION 2025, Founding Director, Brookdale Foundation.

INVITED LECTURES
Creapeau, L. J. G. & Hansen, K. E. (August 2020) Presented for Zurick- Davis Title "Learn from Leaders: Hospitality in Senior Care"


Dr. Douglas Olson visiting with alumni at an Alumni Social held in Minneaapolis, MN.
UNIVERSITY RELATIONSHIPS

HCAD faculty and staff continue to serve as leaders with the National Emerging Leadership Summit (NELS), the Building Excellence with Simulation Training, and Vision 2025.

NELS
National Emerging Leadership Summit
Despite having to postpone the 2020 NELS Summit, 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 endorsing associations and other universities.

BEST
Building Excellence with Simulation Training
BEST is an interactive experience in an environment simulating actual operations of various senior care settings using real data. This CHAASE-licensed educational product was unveiled with a beta test at the ACHCA Convocation in March of 2019 and further used at the Midwest Post-Acute Care Summit in February of 2020. Dr. Olson, Dr. David Wolf (Bellarmine University) and CHAASE board member Doug Fullaway continued to work with a steering committee comprised of industry and university experts to get this experience more available for other universities, providers and associations this upcoming year. The leadership of UW-Eau Claire is working on arrangements with the group to advance this educational product with CHAASE-dedicated resources and a senior care software company.

Vision 2025
The focus of Vision 2025 is for talented leaders to be developed at universities. The goals is to 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 strong university, provider and association partnerships; and to do this all by the year 2025. This year, Vision 2025 was loaned an executive by LCS to serve as a Managing Director, Taylor Darby.

Taylor Darby joined Vision 2025 as the managing project director in early 2020 to help organize the project's numerous efforts and propel progress forward. Prior to Vision 2025, she became a licensed nursing home administrator in the state of Tennessee as part of Life Care Services' Professional Development Program after joining the company in 2018. After receiving her license, Taylor relocated to work at a Life Plan Community in Dublin, Ohio, where she spent most of her time working on special projects, including spend analysis and restructuring. Taylor began her education in pharmacy school at Butler University in Indianapolis, Indiana, before transferring to Northwood University in Midland, Michigan, where she obtained both her undergraduate degree in health care administration and her MBA.

Since the first symposium, groups have continued to work on numerous projects, including things such as creating a document to help students understand career opportunities within the field, ensuring higher education leaders support the effort, establishing a public directory of programs and developing models for paid internships.

For more information you can visit the VISION 2025 website at: https://vision2025initiative.com
"The Return of Compassion in the Senior Care Field"

Thursday, September 10th, 2020 marked the date of the Center for Health Administration and Aging Services Excellence (CHAASE) Fall Forum, titled “The Return of Compassion in the Senior Care Field.” Things were a little different this year, due to the COVID-19 pandemic, as the event was held virtually. The Center welcomed Dr. Vivian and Mary Tellis-Nayak, recognized leaders in the Long-Term Care field and authors of “Return of Compassion to Health Care.” They shared their presentation and were joined by three experienced reaction panelists to discuss the importance of compassion in the field of health and aging services.

The panelists consisted of:
- Sondra Norder (President and Chief Executive Officer, St. Paul Elder Services)
- Fred Benjamin (Vice President of Strategic Relations and Partnerships, Lexington Health Care)
- Duane Larson (Senior Vice President of Operations, Presbyterian Homes and Services)

Vivian and Mary communicated how no senior care community rises above the caliber, compassion, and commitment of its leadership. As people managers, they face a formidable challenge. Long-term care, more than other service professions, operates on a relational platform. Senior care creates communities where frail and older people are brought together to often spend the last years of their lives in a place not always built to promote dignity and privacy. The social origin and setting of the staff who serve the elders can differ vastly in culture, education, age, and experience. We expect the managers to create a community from these diverse elements. Their background and training may not always adequately prepare them for the task. In addition, overbearing regulations and the predatory ways of lawyers make their task more difficult. Their training, professional requirements, and incentives lean heavily on compliance and avoiding liability rather than compassion and kindness. The need for leaders who demonstrate compassion to their caregivers typically has not been addressed by education or quality programs. We need to work to infuse a greater emphasis on the need for compassionate leadership.

HCAD Graduation

Despite graduation being canceled due to the pandemic, we still wanted to celebrate the hard work of our HCAD graduates. On May 20th, a virtual HCAD Graduation was held. Students, faculty/staff, family and friends gathered virtually to honor our students. Even though there may not have been the pomp because of the COVID-19 circumstances, never has a graduating class been called to step into the future with more purpose, vision, passion, energy, and hope.

The event started off with a social, followed by the announcement of Leadership Poster and Student of the Year Award winners. From there all graduating students were announced, followed by remarks from our faculty and staff.

CHAASE Spring Banquet

The 2020 CHAASE Spring Banquet was canceled due to COVID-19. However, the CHAASE board met virtually both in the spring and the fall. Award winners were surprised with virtual meetings with unexpected CHAASE and College of Business leadership guests.
NEW FACULTY

Dr. Frances Hawes
CHAASE is pleased to welcome Dr. Frances Maria Hawes to the HCAD faculty. Dr. Hawes was most recently an Adjunct Professor in the Natural and Health Science departments at Quincy College, Bunker Hill Community College and Massasoit Community College where she had been since 2011.
She received a B.A. from Merrimack College, and an M.S. from the University of Massachusetts Boston, and her Ph.D. in Gerontology from the University of Massachusetts Boston in August 2020.

CREAPEAU AWARDED PROFESSIONAL CREDENTIAL

Lindsey Creapeau
Creapeau, Practicum Coordinator & Instructor in the Health Care Administration Program, recently advanced to Fellow of the American College of Health Care Administrators (ACHCA). The Fellow distinction is the highest membership status one can gain in recognition of professional achievement and continuous adherence to the ethical and professional standards of ACHCA.

JOHS-ARTISENSI ELECTED SECRETARY OF NAB

Dr. Jennifer Johs-Artisensi
In October, as part of the National Association of Long Term Care Administrator Boards (NAB) Annual Meeting, Dr. Jennifer Johs-Artisensi was elected and installed as the latest Secretary of NAB. She is looking forward to being an Executive Officer of NAB, and looks forward to helping NAB respond to change, while proactively shaping and supporting leadership standards promoting quality care, across the continuum.

OLSON CO-AUTHORS NEW SENIOR CARE LEADERSHIP TEXTBOOK

Dr. Douglas Olson
Dr. Olson co-authored with Dr. Keith Knapp (University of Kentucky), a new textbook focused on senior care leadership. The Health Services Executive (HSE™): Tools for Leading Long-Term Care and Senior Living Organizations serves as a contemporary and comprehensive resource that addresses each of the domains of practice and leadership essentials for long-term care administration students and professionals. This new textbook covers information pertinent to the spectrum of senior living service lines – from inpatient rehab facilities, long-term acute care hospitals, nursing homes, assisted living, and residential care communities to home- and community-based services.

LCS FOUNDATION AWARDS BLAESER AND HARRIS PRESTIGIOUS ED AND SUE KENNY SCHOLARSHIP

The LCS Foundation has awarded the Ed and Sue Kenny Scholarship to two students pursuing careers in senior lifestyle services. The awards were presented to University of Wisconsin-Eau Claire students Kali Blaeser and Brooke Harris in November 2020. The Ed and Sue Kenny Scholarship’s mission is to help support senior living management as a mainstream, well-respected career choice. Kali Blaeser is pursuing a career in senior care and services majoring in health care administration. Her long-term goals include continued education to receive a master’s degree in health and human services administration and to become a health services executive. Brooke Harris is pursuing a career in senior lifestyle services and majoring in health care administration. Harris’s long-term goal is to get her licensed nursing home administrator licensure and become an administrator at a skilled nursing facility and eventually work on a senior living campus that offers the full continuum of care.
In 2020, we saw continued growth and increased engagement on our social media channels. HCAD’s Facebook page saw almost a 20% increase in followers, and our LinkedIn page grew by 11% in terms of followers. Our top-performing content continues to be our student posters and other faculty/staff achievements.

We look forward to increasing the frequency of these posts and sharing these individual's accomplishments! We are currently exploring an Instagram page and a possible YouTube channel. We look forward to diving deeper in 2021 to promote various HCAD student resources and initiatives along with other HCAD material.

As a reminder, we are always open to new topics and content for our social media channels. Feel free to reach out or submit an idea to chaase@uwec.edu. Be sure to follow us and engage with our posts!
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