

NLDTCA's Summer Administrator Conference
Learn...Network....Enjoy
Chase on the Lake – Walker, MN
July 23-26, 2024

Tuesday, July 23:

2:00 p.m. – 5:00 p.m. NDLTCA Board Strategic Planning Meeting (Waters Edge)

6:00 p.m. – 7:00 p.m. Registration (Walker Bay Ballroom Foyer)

7:00 p.m. – 8:30 p.m. Welcome Reception (Walker Bay Ballroom Foyer and Outside Patio)

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Senior Living Communities

Wednesday, July 24

7:30 a.m. – 2:00 p.m. – Registration (Walker Bay Ballroom Foyer)

7:30 a.m. – 1:00 p.m. – PAC Golf Registration

7:30 a.m. – 9:00 a.m. – Breakfast (502 Restaurant –show name badge)

9:00 a.m. – 10:00 a.m. – General Session

Session 1: Generational Differences in the Workplace (Walker Bay Ballroom)

Presented by: Aimee Robertson, Cassia, Director of Engagement

Content: Using research from Perdue University, explore each of the four generations currently represented in the workforce. Understanding what major historic events took place during the formative years of each generation and what impacts were made. Learn the preferred methods of work and communication for each generation, all the while discovering how each generation might work best with another.

Recommended Audience: AL, BC, NF

10:00 a.m. – 10:15 a.m. – Break

10:15 a.m. – 11:45 a.m. – Round Table

Session 2: Addressing Key Legislative Issues and Facility Compliance (Walker Bay Ballroom)

Presented by: Nikki Wegner and Garth Rydland

Content: This roundtable discussion will focus on essential legislative issues affecting administrators today. We'll discuss rate recalculations, UPL, and rebasing. And dive into legislative priorities and advocacy strategies for engaging with policymakers for SNF, BC and AL. Additionally, we'll share Facility Assessment practices, including resident and family involvement and strategies for enhancing recruitment and retention efforts.

Recommended Audience: AL, BC, NF

11:45 a.m. – 1:00 p.m. – Lunch (502 Restaurant)

ND Roughrider Chapter/ACHCA Lunch Meeting (Waters Edge)

1:00 p.m. – 2:30 p.m. – General Session

Session 3: Developing the future workforce for long-term care in North Dakota (Walker Bay Ballroom)

Presented by: Patrick Mineer, Wayde Sick and Melana Howe

Content: Workforce is a consistent worry for employers across the state of North Dakota. There are many ways to build talent pipelines, but one tactic that is sometimes overlooked is working with our high school and post-secondary students who will be the workforce of tomorrow. This session will focus on how students in secondary and post-secondary schools are being exposed to careers related to long-term care. This includes health related coursework offered through Career & Technical Education, career & technical student organizations like HOSA, work-based learning, helping students understand careers available with long-term care facilities, and alternative models to licensure including apprenticeships offered through Lake Region State College. We'll also cover how you as an organization can get involved, including different strategies of sharing information with schools and students so you can start building relationships with the workforce of tomorrow.

Recommended Audience: AL, BC, NF

3:15 p.m. – Administrators Cup PAC Golf Tournament (Tianna Country Club)

3:30 p.m. – 6:00 p.m. – Wine and Painting Event (Tianna Country Club)

Sponsored by: 

6:00 p.m. – 9:00 p.m. PAC Dinner, Golf Awards and Social (Tianna Country Club)

Sponsored by: 

Thursday, July 25

7:00 a.m. – 8:30 a.m. – Breakfast (502 Restaurant— show name badge)

8:30 a.m. – 10:00 a.m. – General Session

Session 4: Redefining Employee Retention (Walker Bay Ballroom)

Presented by: Shelonda Darling, Magnet Culture

Content: As pensions have disappeared, the long-term employee commitment has shifted to a shorter-term stay. While organizations can reduce employee turnover, they cannot eliminate it, which means staffing challenges caused by employee turnover are here to stay. Due to this new reality, it's time for leaders to rethink staffing stability and set realistic goals, budgets, and business models around the unavoidable turnover. The best way to increase employee retention moving forward is to plan for, and adjust, current operations to better manage forecasted levels of employee turnover. This reduces the shock and business disruption from staff departures. In this keynote, Magnet Culture Retention Strategist, Shelonda Darling, will explore strategies for redefining employee retention so your organization can become a well-oiled machine that maximizes the time you have with each new employee to meet your company's goals and customer expectations.

Recommended Audience: AL, BC, NF

10:00 a.m. – 10:15 a.m. – Break

10:15 a.m. – 11:45 a.m. – General Session

Session 5: Resilience and Leadership (Walker Bay Ballroom)

Presented by: Dr. Tracie Mallberg, Medical Director, Hospice of the Red River Valley

Content: Dr. Mallberg will provide her own story of resilience and many of the lessons she has learned through the process. She will discuss how this has led to personal growth and a desire to lead to her medical team differently. She will explore the human response to adversity, discuss how to engage your team, and the value of inspiration vs motivation when developing a high-performing team.

Recommended Audience: AL, BC, NF

11:45– 12:45 p.m. – Lunch (Walker Bay Ballroom Foyer and Outside Patio)

12:45 p.m. – 2:15 p.m. – General Session

Session 6: Immigration Options for Health Care Professionals (Walker Bay Ballroom)

Presented by: John Medeiros, Attorney

Content: An overview of the immigration sponsorship process, with a focus on issues specific to health care providers.

Recommended Audience: AL, BC, NF

2:15-p.m. – 2:30 p.m. – Break

2:30 p.m. – 4:00 p.m. – General Session

Session 7: Risk Managing Day-to-Day Tough Situations, Challenging Questions and Potential Liability (Walker Bay Ballroom)

Presented by: Megan Flom, Attorney and Cyndi Siders

Content: Incidents, accidents, and challenging situations can occur in the best run organizations and with the best and most tenured employees. Early identification, response, and risk mitigation are key elements that support defensibility and resolution for residents and family members.

This presentation will address situations including resident refusal or non-compliance with cares, unreasonable resident or family requests, abusive residents, family members with frequent complaints, and managing a facility involved incident (e.g., resident fall from a Hoyer Lift).

Recommended Audience: AL, BC, NF

5:30 p.m. – 7:30 p.m. Cocktails & Conversations with our Sponsors (Green Scene & Eatery – 617 Michigan Ave, Walker, MN)

Friday, July 26:

7:00 a.m. – 8:30 a.m. – Breakfast (502 Restaurant – show name badge)

8:00 – 9:00 a.m. – General Session

Session 8: AHCA/NCAL DC Update (Walker Bay Ballroom)

Presented by: Dana Ritchie, AHCA/NCAL

Content: Hear the latest happenings in Washington, D.C., from AHCA/NCAL and how you can get your voice heard on important advocacy issues.

Recommended Audience: AL, BC, NF

9:15 – 10:45 a.m. – General Session

Session 9: Managing Boards Sucks...and How to Fix It! (Walker Bay Ballroom)

Presented by: Patrick Kirby

Content: Let's be honest. As a nonprofit leader – managing a board of directors is not the easiest thing to do. In fact, it can be downright defeating when lack of direction seeps in, individuals and personalities clash, and the constant worry over having enough money makes everyone act a little crazy. It sucks sometimes. But does creating more rules, regulations, processes, committees or having more meetings help!? Usually not. Because boards are made of people. And people are usually the problem. Because people are complicated and passionate. The good news? It's people that are usually the solution. "But how!?" you ask? It's being more transparent, more open, more honest, and more trusting. And though that sounds good on paper, it can be a bit more challenging in real life. Now, I realize that all boards are not the same. But in the nearly 20 years of working with, for and alongside them, there are very few issues that can't be solved with a little curiosity, a sprinkle of empathy, and a whole lot of patience. Oh, and no, more board governance is NOT the answer. In this presentation we'll learn a few tips and tricks for preemptively addressing issues that seemingly all board of directors have – from disjointed meetings, selective communications and navigating the diverse personalities that dominate conversations. You'll leave feeling better about how to approach the complicated world of board management without reading an updated version of Roberts Rules of Order, but rather asking better questions, rediscovering your leadership's "why," and navigating how to rally around your mission a bit less chaotically. Oh, and we'll save a bit of time during this training to help solve your seemingly impossible board management questions too.

Recommended Audience: AL, BC, NF

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