

NDLTCA Fall Conference

September 22-25, 2025 | Holiday Inn | Fargo, ND

Early Bird Deadline: September 1st



Working in partnership with

ACHCA/ND Roughrider Chapter
Activity Professionals of ND
Long Term Care Social Workers of ND
National Association of Directors of Nursing Administration
ND Association of Nutrition & Foodservice Professionals
ND Environmental Services Association



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Conference Information

Refund/Cancellation Policy

If a registrant cannot attend, an alternate registrant may attend in his/her place. Cancellations received more than 20 business days prior to September 19th will receive a full refund for the registration fee. Cancellations received 13-19 business days prior to September 19th will receive a refund of 75% of the registration fee. Cancellations received 6-12 business days prior to September 19th will receive a refund of 50% of the registration fee. Cancellations after this time/date will be charged the full registration fee. All cancellations must be made in writing and may be emailed to peggy@ndltca.org or belma@ndltca.org. Refunds, if applicable, will be issued after the conference.

Survey/Organization Related Disaster

A full refund, minus the credit card fees, will be issued due to a state survey or organization-related disaster. Facilities meeting these circumstances must send proof of the survey and/or disaster.

Inclement Weather/Illness

There are no refunds available for cancellations due to weather if the seminar itself is not cancelled. In the case of illness, death in the family or other reason, the organization may send another individual to take the place of the current registrant or receive the handout material; no refund will be issued in these circumstances.

Substitution Policy/No Badge Sharing Policy

If you register and then are unable to attend, you may send someone in your place at no additional charge. Substitutions must be submitted in writing prior to the first day of the Conference. After this date, all substitutions will be processed at on-site registration. Please email belma@ndltca.org the full name, facility, address, telephone number and email address of the individual who will be replacing you, thereby authorizing the substitution to be made. If the original person has already received their badge in the mail, please follow the same steps when emailing belma@ndltca.org and have the substitute bring the original registrant's badge to hand in at the on-site registration desk. **There will be no sharing of a Full Registration amongst staff.**

Meal Functions

Your registration includes all meal functions. If you need a special diet due to medical conditions, please inform the NDLTCA Registration Desk the day prior so arrangements can be made.

Conference Information

Continuing Education

All participants will receive a Certificate of Attendance after the Conference online. Attendees will be scanned in and out of sessions to monitor and track attendance. To receive full credit, you must attend the entire session. In the event of late arrival and/or early departure, hours will be amended accordingly. Credit is only available for each session attended. It is the responsibility of the attendee to be sure that they get scanned in and out of each session they attend. It is also their responsibility to report any issue with the badge being scanned to the room monitor.

Special Accommodations

If you need special aids or services identified in the Americans with Disabilities Act, please contact NDLTCA 10 days prior to the conference to arrangements can be made.

Conference Accommodations

Make your room reservations as soon as you can. Conference host hotel: Holiday Inn, 3803 13th Ave S, Fargo, ND. Their phone number is 701-282-2700. Special room rates are available for a limited time under the room block “ND Long Term Care Association.”

Registration

Early bird pricing ends
September 1st!

Register Online at www.ndltca.org/events/fallconference

We have enclosed an attendee collection form for you and your staff to fill out for each participant to help streamline the online registration. Registration includes breakfast and lunch. Each licensed facility must register separately. You will have the option to create a password for your registration so you can go back into the registration and make updates to your registration. Please make sure each registration has an active email that they will have access to the day of the event. Please refer any questions to Belma Chpeljac at belma@ndltca.org or (701) 354-9775.

	NDLTCA Member BEFORE / AFTER	Non-Member BEFORE / AFTER		
Full Registrant	\$350 / \$450	\$450 / \$550	Student Registration Fees	
Tuesday, Sept 23 Day Pass	\$200 / \$350	\$300 / \$450	Any student, intern or AIT	\$200
Wednesday, Sept 24 Day Pass	\$200 / \$350	\$300 / \$450	Guest Registration Fees	
Thursday, Sept 25 Day Pass	\$100 / \$200	\$200 / \$300	Attending Expo	\$ 30

If you pay via credit card, there's a 3.5% fee added. You have the option of paying by check and we will invoice you.

Featured Speakers



Jeff Call

Opening Keynote – 6. Leadership: Helping Other People Succeed
Tuesday, September 23 – 10:30 am – 12:00 pm

Jeff Call is a friend to NDLTCA and to this profession. Many of you already know him because Jeff leads AHCA's Future Leader program and NCAL's State Leader program. Jeff and his company, Focus & Execute, work with senior leadership teams as they create and execute a strategic plan. Jeff has worked with hundreds of companies in this long-term care profession. In addition to strategic planning, Jeff provides leadership development training, specifically, the 7 Habits of Highly Effective People based on the book by the same name written by Jeff's professional mentor Stephen Covey, who was also Jeff's professor at Brigham Young University where Jeff graduated with a Masters of Organizational Behavior degree. Jeff also previously worked with Franklin Covey, a leadership training company. His fantastic wife, Mona and their children live in Salt Lake City, UT



Missy Ohe

Closing Keynote – 38. Thriving with Self-Care
Thursday, September 25 – 10:45 am – 12:15pm

Missy Ohe is a Certified John Maxwell Speaker, Trainer, and Coach, as well as a Certified Gallup Strengths Coach. With her dynamic and approachable style, she equips leaders and teams with actionable tools to strengthen their skills. Her sessions empower attendees to build connections, foster camaraderie, and embrace growth, leaving a lasting impact on leaders and their teams to feel empowered to realize that who they are makes a difference.



Agenda

Monday, September 22

- 2:00 pm: NDLTCA Foundation Meeting (TBT)
- 2:30 pm: NDLTCA Board Meeting (TBT)
- 4:30 pm – 6:00 pm: LTCSWND Board Meeting (TBT)
- 4:30 pm – 7:00 pm: Registration OPEN (Atrium)
- 6:00 pm – 8:00 pm: ND ANFP Board meeting (TBT)

Tuesday, September 23

- 7:00 am – 5:00 pm: Registration Open (Atrium)
- 7:00 am – 8:30 am: Breakfast (Pool Patio)

Breakout Sessions (60-minutes)

9:00 am – 10:00 am:

1. Immigration and Welcoming as a Workforce Strategy

Presented by: Holly Triska-Dally
Room: TBT

Content: This presentation will examine ND's immigration history, and the strategies used today to equip communities to welcome refugee populations. These include establishing a community-based model that leverages local resources and reduces barriers to economic success, connecting refugees to workforce opportunities that utilize their best skills and talents and focusing on community integration to ensure long-term growth and sustainability. The presentation will close with an overview of the positive economic impacts that welcoming refugee populations and other newcomers creates.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

2. After the Storm (repeats at session 17)

Presented by: Duane Ell, Doug Murphy, Ben Snyder and Hunter Hubrig
Room: TBT

Content: A tornado has just torn through your town—now what? This essential seminar guides long-term care facility staff through the critical first steps to take after a natural disaster. Learn who to contact, how to assess and stabilize your facility, manage resident safety, and coordinate with emergency services. Be prepared with a clear, actionable plan when every minute counts.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

3. Navigating the Latest CMS Guidance: Key Updates to Appendix PP

Presented by: Hawley Hunt
Room: TBT

Content: On November 18, 2024, CMS announced updated guidance to several regulations. They made additional updates to guidance with the release of a January 15, 2025, QSO memo. The session will review recent revisions to the Centers for Medicare and Medicaid (CMS) interpretive Guidance in Appendix PP. The recent updates are effective March 24, 2025. Through this session, learners will be provided action items to prepare for the effective date. In addition, tips will be provided for preparation ahead of the effective date, through a review of the updated Critical Element Pathways.

Recommended Audience: NF: Administrators, Nursing, Social Services

4. Menu Management

Presented by: Elaine Farley-Zoucha
Room: TBT

Content: This presentation will explore the use of technology and digital tools to efficiently manage cycle menus in food service operations. We will highlight how technology can streamline menu planning, inventory management, nutrient analysis, and cost control, making it easier to create balanced and cost-effective menus. Attendees will learn how to leverage these tools to improve accuracy, reduce waste, and ensure consistency in menu offerings, all while optimizing the overall management of food service operations.

Recommended Audience: AL, BC, NF: Administrators, Certified Dietary Managers, Registered Dietitians

5. Improving Compliance with Hand Hygiene and Enhanced Barrier Precautions

Presented by: A.C. Burke

Room: TBT

Content: Gaining compliance with hand hygiene and enhanced barrier precautions can be very challenging in the nursing home environment. This session will identify which residents need to be placed on enhanced barrier precautions, address often-asked questions for when to wear gowns and gloves and discuss strategies for improving compliance with EBP as well as hand hygiene. Session participants will have the opportunity to ask questions for discussion.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

10:15 am – 10:30 am: Break

10:30 am – 12:00 pm: Opening Keynote/Quality Award Recognition (90-minutes)

6. Opening Keynote – Leadership: Helping Other People Succeed

Presented by: Jeff Call

Room: TBT

Content: The best leaders in this profession ask the question: What do you need and how can I help? This session will help you help other people succeed. In this session you will learn Habits 4, 5, 6, and 7 of The 7 Habits of Highly Effective People. These habits--leadership skills--will help you: * Build relationships * Clarify expectations * Have difficult conversations * Help those you lead succeed * Listen to understand so others will feel understood * Set goals even if you are not in a leadership position. This session will help you be a more effective person in all your relationships. This session is a continuation of leadership training Jeff did with NDLTCA leaders in May and July. Therefore, we will have the opportunity to share results of previous training and goal setting.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

12:00 pm – 1:00 pm: Participant Lunch (Pool Patio)

12:00 pm – 2:00 pm: Membership Lunches

NDLTCA Membership Meeting Lunch – (TBT)

LTCSWND Membership Meeting Lunch – (TBT)

ND ANFP Membership Meeting Lunch – (TBT)

General Session (60-minutes)

1:00 pm – 2:00 pm:

7. The Power of HIE: Improving Care Coordination and Quality Through Data Sharing

Presented by: Nicole Lauinger

Room: TBT

Content: This presentation will provide attendees an overview of North Dakota's Health Information Exchange, North Dakota Health Information Network (NDHIN), describe the current services available and data currently shared, highlight the benefits long term care could realize through use of NDHIN with improvements in care coordination, communication and quality, provide a demonstration of the NDHIN Clinical Portal and explain how to participate.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

8. Making A Difference: Keeping Residents from Infections

Presented by: A.C. Burke

Room: TBT

Content: Infection prevention is multi-disciplinary, and all staff have a role in preventing infections in their facility. It is important for staff to recognize that their actions can make a difference in a resident's quality of life. But how do you know if you have made a difference? This session will discuss the actions staff need to take to keep residents safe from infection and what data needs to be collected and how it's used to evaluate the impact of your infection prevention program. Core prevention strategies and some infection specific strategies will be reviewed in addition to the role and responsibilities of the QAA/QAPI committee in infection control.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

2:00 pm – 2:30 pm: Break

Breakout Sessions (90-minutes)

2:30 pm – 4:00 pm:

9. Turning Activity 'Dreams' into 'Themes'

Presented by: Erin Bonitto

Room: TBT

Content: Feeling stuck in a planning rut? Whether you're working solo in a small-town facility or leading a larger team, this session offers practical, real-life strategies for theme-based activity programming. You'll learn a simple system to build monthly themes that boost resident engagement, spark staff and community involvement, and make calendar planning easier. Each participant will take part in a hands-on exercise to develop theme ideas that work for residents of any level — and get inspired by a North Dakota team bringing this concept to life.

Recommended Audience: AL, BC, NF: Activities

10. Past Noncompliance and Facility Reported Incidents: Getting it Right the First Time

Presented by: Hawley Hunt

Room: TBT

Content: This session will help nursing home staff understand the critical elements of achieving Past Noncompliance (PNC) and completion of Facility-Reported Incidents (FRIs). Participants will explore how to recognize and respond to reportable events, submit timely and complete FRIs, and implement corrective actions that prevent repeat deficiencies. Emphasis will be placed on real-world scenarios, CMS expectations, and practical tools to support staff in getting it right the first time—protecting both residents and the facility.

Recommended Audience: BC, NF: Administrators, Nursing, Social Services

11. Working with the challenges of cleaning and maintaining floor surfaces in a long term care facility.

Presented by: Patrick Moltzan

Room: TBT

Content: In this session participants will learn about how to properly maintain and disinfect floor surfaces in a long term care facility. We will identify common floor surfaces found in a long term care setting and learn about the best ways to maintain them daily and restorative basis. We will cover proper techniques of disinfecting floor surfaces and learn about the necessary tools needed to achieve the best cleanliness. Participants will learn about why it is important to properly maintain the floor surfaces for health reasons and how to keep them looking new for the life of the floor.

Recommended Audience: AL, BC, NF: Administrators, Environmental Services

12. Preserve and Protect the Skin Integrity of the Older Adult

Presented by: Susan Rolfes

Room: TBT

Content: The session will highlight standards of practice in promoting skin integrity, prevention, and treatment of pressure injuries. Explore factors to facilitate healing, recognize indicators of infection and distinguish treatment modalities for pressure injuries and lower extremity wounds.

Recommended Audience: AL, BC, NF: Nursing

13. How to Develop a Competency Based Training Program

Presented by: Elaine Farley-Zoucha

Room: TBT

Content: Setting your department up for success starts with a well-designed training program. Each position in your department should be provided with the training and tools necessary for them to complete their daily tasks in a competent and safe manner. Establishing a successful training program starts in the hiring process and must continue throughout the year with annual ongoing training.

Recommended Audience: AL, BC, NF: Administrators, Certified Dietary Managers, Registered Dietitians

2:00 pm – 4:30 pm: **Expo Set up** (Great Hall)

4:30 pm – 6:30 pm: **Expo** (Great Hall)

Wednesday, September 24

7:30 am – 5:00 pm: **Registration Open** (Atrium)

7:30 am – 9:00 am: **Breakfast** (Pool Patio)

Breakout Sessions (60-minutes)

9:00 am– 10:00 am:

14. Preparing for Emergencies - What Else to Think About? (Food Safety Session)

Presented by: Kelee Hansen

Room: TBT

Content: This session is an overview of real emergency scenarios and the planning, preparation, and execution considerations to provide meals to patients or residents. Recommended Audience: AL, BC, NF: Administrators, Activities, Certified Dietary Manager, Registered Dietitian, Nursing

15. Medicare 101

Presented by: Shannon Vogel

Room: TBT

Content: Medicare 101: Understanding the ABC's of Medicare

Recommended Audience: BC, NF: Administrators, Nursing, Office/Finance, Health Information Managers, Social Services

16. Introduction to Excel - The 10 Keys to Open the Door to Excel

Presented by: Brandon Holt

Room: TBT

Content: Participants will gain foundational knowledge and hands-on experience with Excel's most essential tools and functions, enabling them to efficiently organize, analyze, and present data using best practices for productivity and clarity. *It is recommended that participants take part in session 19-hands-on session as well in order to gain the optimum experience and further their understanding of the basic functions of Excel.*

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

17. After the Storm (repeat of session 2)

Presented by: Duane Ell, Doug Murphy, Ben Snyder and Hunter Hubrig

Room: TBT

Content: A tornado has just torn through your town—now what? This essential seminar guides long-term care facility staff through the critical first steps to take after a natural disaster. Learn who to contact, how to assess and stabilize your facility, manage resident safety, and coordinate with emergency services. Be prepared with a clear, actionable plan when every minute counts.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

18. Cyber Threats in Long-Term Care: Protecting Your Residents, Records, and Reputation

Presented by: Ross Brouse

Room: TBT

Content: Assisted Living, Basic Care communities and Skilled Nursing Facilities rely on electronic records, remote access, and digital systems to support resident care—but these same technologies make them prime targets for cybercriminals.

This session will deliver practical strategies to secure sensitive information, manage third-party access, and prevent cyberattacks that disrupt operations and erode trust. You'll learn how to develop a cybersecurity plan that reduces risk, ensures compliance, and protects your community from costly data breaches.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

10:00 am – 10:15 am: Break (Pool Patio)

Breakout Sessions (90-minutes)

10:15 am – 11:45 am:

19. Hands-On Experience: The 10 Keys to Open the Door to Excel

Presented by: Brandon Holt

Room: TBT

Content: *Those who participated in session 16: Introduction to Excel - The 10 Keys to Open the Door to Excel, will have the opportunity to practice using the learned commands and functions within Excel.* By participating in the hands-on experience with Excel's most essential tools and functions, participants will become more comfortable and confident in their Excel program skills.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

20. Selling the Senior Living Experience

Presented by: Michael Marlow

Room: TBT

Content: Senior Living faces many headwinds, many of which are uncontrollable. However, there are many challenges that are self-inflicted. We have become addicted to a Velocity and Volume approach to increasing occupancy and revenue, even though this approach has been proven to be ineffective. In this highly interactive session, we will discuss a Time and Skills approach that, when consistently executed, guarantees success in serving more seniors! Eight behavior-based, field-tested Sales Standards will be the basis of our discussion! Be prepared to learn and laugh as we dive into these Standards and have a great deal of fun along the way!

Recommended Audience: AL, BC, NF: Administrator, Nursing, Office/Finance

21. Compassionate Communication: How to Do It and Why it Matters

Presented by: Carol Kapaun Ratcheski

Room: TBT

Content: I will outline what Compassionate Communication is and the how to of it. We will practice using relevant examples and explore results and pit falls. Attendees will examine where in their professional and personal lives compassion could enter and transform both them and the people they interact with. Compassion as a practice can create environments that we care about, love to show up in and thrive in.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

22. Section K-Dietary

Presented by: Sarah Ragone

Room: TBT

Content: North Dakota's long-term care facilities must transition to the new Patient Driven Payment Model (PDPM) for Medicaid reimbursement by January 1, 2026. This shift requires a fundamental change in how facilities document and code resident care, moving beyond the traditional Nurse Assessment Coordinator (NAC) role to a full interdisciplinary team approach. Facilities that fail to adapt their processes will likely be at risk of inaccurate reimbursement and potential audit complications. This program will provide targeted training to help long-term care facilities in North Dakota successfully transition to the PDPM system. This program will refine documentation and assessment strategies, with a specific focus on accurately coding Section K of the Minimum Data Set (MDS).

Recommended Audience: NF: Administrator, Certified Dietary Manager, Nursing, Registered Dietitian

Ethics Session (2 hours)

10:15 a.m. – 12:15 pm:

23. Ethical Considerations in Trauma Informed Care (Ethics)

Presented by: Barbara Kitko

Room: TBT

Content: This 2-hour interactive workshop will explore the ethical implications of implementing trauma-informed care (TIC) within long-term care environments. Nurses and social workers in these settings often face unique challenges—balancing resident autonomy with safety, addressing behavioral health concerns, and managing care transitions—all of which can be complicated by residents' trauma histories. Through case-based discussion and collaborative activities, participants will examine how ethical principles intersect with trauma-informed care, and how interdisciplinary teams can work together to create safer, more respectful environments for residents and staff. The session will provide tools for ethically sound decision-making that honors both professional responsibilities and the lived experiences of those receiving care.

Recommended Audience: AL, BC, NF: Administrators, Nursing, Social Services

11:45 a.m. – 1:15 pm: Lunches

Participant Lunch (Pool Patio)

NADONA Membership Meeting Lunch (TBT)

ACHCA/ND Roughrider Membership Meeting Lunch (TBT)

APND Networking Lunch (TBT)

Breakout Sessions (90-minutes)

1:15 pm – 2:45 pm:

24. AL/BC Networking (Closed Session-Members Only)

Moderators: Lana Charvat, Joyce Linnerud Fowler, Kiara Tuchscherer, and Nikki Wegner

Room: TBT

Content: Join your peers in this networking opportunity to learn what other facilities in the state are doing.

Recommended Audience: AL, BC: Administrators, Managers, Nursing and Staff

25. Communication Skills for ‘Behavior’ Prevention and Antipsychotic Reduction

Presented by: Erin Bonitto

Room: TBT

Content: We often say that ‘It’s all about the approach’ when talking about dementia and behavioral care, but what does that really mean in daily practice? In this session, we’ll break down clear, observable, proven communication skills that can actually be used to prevent frustration, reduce agitation, and help avoid behavioral symptoms before they escalate. Participants will hear from Erin Bonitto, a nationally-known dementia communication coach. Erin will highlight communication skills known to prevent and reduce the intensity of challenging behavioral symptoms – applicable not only for dementia, but for persons with psychiatric diagnoses, developmental delays, and other cognitive differences. Participants can expect take-home ideas, along with real-world examples. Additionally, participants will learn how these approaches have been linked to measurable reductions in off-label antipsychotic use for persons with dementia in skilled nursing facilities.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

26. Bridging the Gap

Presented by: Missy Ohe

Room: TBT

Content: Recognizing growth opportunities within those we lead is essential for providing excellent customer service and building strong, successful teams. This session will provide leaders with actionable tools to not only deliver exceptional service but to thrive and develop professionally.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

27. Taking a Deep Dive into 2025 Risk Management Issues – MDS Coding Errors, Quality Measures, Source Data, and Results of 5-Claim Audits.

Presented by: Leah Klusch

Room: TBT

Content: Data utilization by CMS and other Regulatory agencies is increasing. Oversight and policy development by CMS is increasing because of Quality and Outcome reporting from the MDS and Claims databases. This session will look at the MDS data that creates the Quality Measures database, the technical selection of codes and timelines and the risk management issues facing operational and clinical managers. Specific issues related to timing of assessments, Accuracy of the database and the importance of reproducibility of data will be discussed. This fast-paced, rich learning experience will be presented by one of the industries’ leading educators and consultants. Participants will see the newest Q.M. use and calculations to better understand their data, data formulation policies and data reporting responsibilities. This session is designed to enrich the entire operational and clinical team members.

Recommended Audience: BC, NF: Administrators, Certified Dietary Manager, Registered Dietitian, Health Information Management, Nursing, Office/Finance, Social Services

28. Real-World Ethics for Nutrition Professionals: From Code to Practice (Ethics)

Presented by: Julie Zikmund and Angie Brekken

Room: TBT

Content: Ethical practice is a cornerstone of quality nutrition care. This session explores how members of the nutrition services team—including Registered Dietitian Nutritionists (RDNs), Nutrition and Dietetics Technicians, Registered (NDTRs), and Certified Dietary Managers, Certified Food Protection Professionals (CDM, CFPPs)—apply ethical standards in daily practice. Participants will review the specific Code of Ethics relevant to their roles, engage with a structured ethical decision-making model, and collaborate on real-life scenarios and case studies. This interactive approach encourages dialogue and shared problem-solving, strengthening participants’ confidence and competence in navigating complex ethical issues in clinical and foodservice settings.

Recommended Audience: AL, BC, NF: Certified Dietary Manager, Registered Dietitian

2:45 pm – 3:00 pm: Break (Pool Patio)

Breakout Sessions (60-minutes)

3:00 pm – 4:00 pm:

29. Stories and Strategies: Meeting Complex Needs in Basic Care

Presented by: Erin Bonitto and Sarah Berreth

Room: TBT

Content: Basic Care teams across North Dakota are facing some of the toughest challenges in long-term care today — from balancing diverse resident needs to navigating limited resources and growing complexity. This session offers a grounded look at those realities, paired with real-world coaching insights and stories gathered during a five-week education and coaching tour of Basic Care sites across the state. Participants will explore practical approaches to person-

centered care, local partnerships, and support for residents with psychiatric diagnoses, developmental delays, and dementia. When possible, the session will also include stories directly from staff who are navigating these challenges and sharing what's helping in their day-to-day work.

Recommended Audience: BC: Administrators, Managers, Nursing, Social Services and Staff

30. Tips for Managing Food Cost and the Dietary Department Budget

Presented by: Kelee Hansen

Room: TBT

Content: This presentation will help facility and department leaders identify tools and strategies for drilling down on food cost opportunities to manage the dietary department budget.

Recommended Audience: AL, BC, NF: Administrators, Certified Dietary Manager, Registered Dietitian, Office/Finance

31. Cybersecurity and AI for Long Term Care Providers

Presented by: Michael Fink

Room: TBT

Content: This presentation explores how long-term care providers can protect sensitive patient data, ensure compliance, and improve operational efficiency by integrating enterprise-level cybersecurity with cutting-edge Agent AI. Attendees will learn how to defend against modern cyber threats, reduce IT burden, and deploy AI Agents to handle routine tasks—freeing staff to focus on patient care. Real-world examples will highlight how secure, automated systems can improve both safety and scalability in healthcare environments.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

32. Managing Risks for Assisted Living

Presented by: Cyndi Siders

Room: TBT

Content: Residents with higher acuity care needs, falls with significant injury, elopement, medication errors, and allegations of resident abuse are some of the risk management issues and claim trends facing assisted living facilities. This presentation will address contributing factors for assisted living claim trends and actions that support resident safety and defensibility. Proactive risk management illustrations will include the resident admission/selection process, resident assessment/evaluation, resident-centered care planning, recognition and response to change in condition and adverse events, managing resident and family expectations, and effective communication and documentation.

Recommended Audience: AL: Administrators, Executive Directors, Managers, Nursing, and Staff

Early bird pricing ends September 1st!

Register Online at www.ndltca.org/events/fallconference

Breakout Sessions (2-hours)

3:00 pm – 5:00 pm:

33. Navigating North Dakota's PDPM Transition for Medicaid

Presented by: Sarah Ragone

Room: TBT

Content: By January 1, 2026, North Dakota's long-term care facilities must shift to the Patient-Driven Payment Model (PDPM) for Medicaid reimbursement. This new model moves away from a volume-based payment system, requiring a significant change in how facilities document and code resident care. Medicaid reimbursement will now be tied to a resident's clinical characteristics, diagnostic accuracy, and overall care needs, not just the amount of therapy they receive. This necessitates a transition from the traditional Nurse Assessment Coordinator (NAC) model to a collaborative, interdisciplinary team approach to ensure accurate and complete MDS assessments for all residents. This program is designed to equip skilled nursing facilities (SNFs) in North Dakota with the knowledge and strategies needed for a seamless and financially successful transition to the PDPM. The program will focus on practical, actionable strategies for SNFs. It will provide training that emphasizes the importance of a team-based approach to care, documentation, and assessment. The content will highlight how specific contributions now factor into the PDPM payment calculation for Medicaid reimbursement.

Recommended Audience: NF: Administrators, Activities, Certified Dietary Managers, Nursing, Registered Dietitians, Social Services

6:00 – 8:30 pm: PAC Event Dueling Pianos – (Eide Bailly)

Thursday, September 25

7:30 am – 12:00 pm: Registration Open (Atrium)

7:30 am – 9:00 am: Breakfast (Pool Patio)

Breakout Sessions (90-minutes)

9:00 am – 10:30 am:

34. AI in Healthcare: Navigating Regulations, Overcoming Survey Challenges, and Implementing Solutions

Presented by: Aysha Kuhlör

Room: TBT

Content: This session explores how artificial intelligence (AI) is transforming regulatory compliance and operational efficiency in long-term care. Participants will examine current federal and state survey trends, common deficiencies, and the growing complexity of compliance expectations. Through real-world case studies and practical examples, the presentation highlights AI-powered solutions for documentation, staffing, infection control, care planning, and quality improvement. Attendees will also gain insight into effective implementation strategies, ethical considerations, and how to evaluate AI vendors to ensure successful outcomes.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

35. Transforming Conflict Into Collaboration

Presented by: Antoinette Griffin

Room: TBT

Content: Conflict is a natural part of working with others—but it doesn't have to derail relationships or results. When approached with the right mindset and tools, conflict can become a powerful catalyst for growth, innovation, and deeper trust. In this session, you'll learn how to shift your perspective on conflict—from something to fear or avoid, to an opportunity to lead with clarity, empathy, and influence. Whether you're managing tensions within your team or navigating difficult conversations with families or other stakeholders, this session will equip you to respond with a better approach and better outcomes.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

36. The Truth About Advance Care Planning and Palliative Care

Presented by: Nancy Joyner

Room: TBT

Content: Advance Care Planning (ACP) and Palliative Care (PC) are frequently misunderstood and often introduced far too late. In reality, both should begin much earlier. Advance Care Planning is a lifelong process that starts when a person is a healthy adult and evolves throughout their life, helping ensure that care preferences are known and respected. Palliative Care, meanwhile, should begin at the time of a serious illness—regardless of age—and continue alongside curative treatments through the end of life. Unfortunately, many healthcare professionals are uncomfortable initiating conversations about ACP and PC. As a result, these important services are often delayed until a person is near death. This session will clarify the true purpose and scope of ACP and PC and offer practical strategies for integrating them into care earlier and more effectively.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

37. Managing Abuse, Neglect and Exploitation

Presented by: Cyndi Siders

Room: TBT

Content: Media reports of resident abuse, neglect, and exploitation in senior communities reflect an ongoing need for a comprehensive program including current policies and procedures, staff education and training, protocols for recognition, response, reporting and investigation and care planning for at-risk residents. The presentation will include examples of immediate jeopardy deficiencies citing abuse, neglect and exploitation.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

10:30 am – 10:45 am: Break

10:45 am – 12:15: Closing Session (90-minutes)

38. Closing Keynote: Thriving with Self-Care

Presented by: Missy Ohe

Room: TBT

Content: It's been said that healthcare professionals take care of themselves the least. In this fun and interactive session, attendees will discover how personal wellness influences leadership effectiveness, learn to foster a culture of wellness by setting an example and build resilience for both them and their teams. Through the powerful framework of the Wellness Wheel, attendees will leave equipped with actionable tools to integrate wellness practices, enabling them to lead with confidence, clarity and compassion.

Recommended Audience: AL, BC, NF: Activities, Administrators, Certified Dietary Manager, Registered Dietitian, Environmental, Health Information Management, Human Resources, Nursing, Office/Finance, Social Services, All Disciplines

