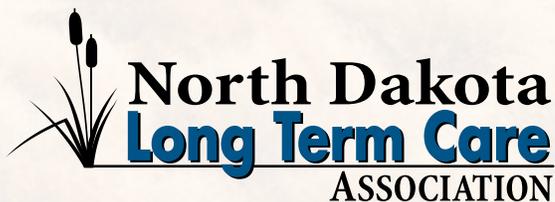


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NDLTCA Fall Conference

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



www.NDLTCA.org | (701) 222-0660
1900 North 11th Street, Bismarck, ND 58501

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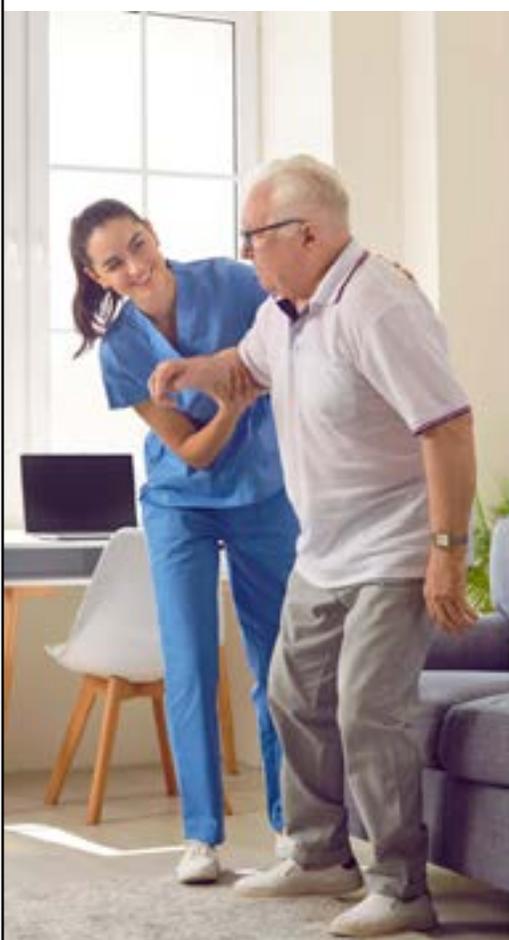
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Welcome



A note from the NDLTCA Education Director...

Welcome to the Fall Conference: Blazin' Trails in Quality! We're excited to have you join us for this year's conference, where we've blazed new trails to bring you a dynamic and enriching experience. The NDLTCA staff and Conference Committee have been hard at work planning an event that blends professional development with opportunities to connect and recharge.

This year's educational program is tailored to meet the needs of all disciplines in long-term care, including—but not limited to—administrators, nursing, activities, dietary, social work, and environmental services. Whether you're new to the field or a seasoned professional, there's something here for you.

We've also built in time for networking, along with engaging Expo and PAC events to keep things fun and interactive. Thank you for being part of this event—we're glad you're here, and we hope you enjoy the conference!

*Peggy Krikava
Education Director, NDLTCA*



A note from the Chair...

As Chair of the NDLTCA Board, I'm pleased to welcome you to our 2025 Fall Conference: Blazin' Trails in Quality. This event continues to be a highlight of our year, and thanks to the dedication of our Conference Committee and the outstanding NDLTCA staff, we're proud to offer another exceptional lineup of educational sessions and networking opportunities.

We're also grateful for the continued partnership of our professional affiliates—ACHCA/ Rough Rider Chapter, APND, NADONA, NDANFP, NDESA, and LTCSWND—whose collaboration helps make this event a true cross-disciplinary experience.

A special thank you goes to our Sponsors, whose generous support helps bring this conference to life. Be sure to visit them during our Western-themed Expo on Tuesday from 4:30 to 6:30 p.m. You'll find games, prizes, and great food.

Also, please plan to join us for the NDLTCA PAC event on Wednesday evening at 5:00 p.m. —always a great time and an important way to support the advocacy work that benefits all of us in long-term care.

Thank you for being here. I hope you leave this conference feeling inspired, connected, and equipped with new ideas to take back to your teams and communities.

*Amy Kreidt
Chair, NDLTCA*



Conference Information

Session Handouts & Evaluations

Handouts and evaluations for the breakout sessions were posted on the NDLTCA website prior to the conference. They will remain posted for one month after the conference. Go to www.ndltca.org/handouts and enter password: Fall2025.

Name Badges

Please wear your name badge at all NDLTCA conference functions. Your name badge is your ticket into all conference events and to receive CE's at sessions. Be sure you get scanned in and out of each session.

Temperature

We will try our best to ensure a comfortable learning environment. Please keep in mind there is no way to accommodate the temperature for each person and we ask that you bring a sweater to the sessions. Please note we have room monitors assigned to each session.

Meal Functions

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

Quiet During Sessions

NDLTCA requests your consideration of others in educational sessions. Please keep visiting to a minimum as it is very distracting to individuals who are trying to listen to the speakers. Conversations should be held outside the educational session. We would appreciate it if cell phones are set to silent and request that you leave the session to take calls.

Questions, Suggestions, Comments

NDLTCA staff appreciates your comments and suggestions. Please visit with us at the NDLTCA Registration Desk and share your ideas or concerns.

ADA Information

Anyone needing special assistance identified in the Americans with Disabilities Act, please visit the NDLTCA Registration Desk.

Smoke Free

This conference is smoke free. Your cooperation is appreciated!

The NDLTCA Fall Committee Welcomes You to Fargo!

A special thank you to the 2025 Fall Conference Committee for their hard work, dedication and planning for this year's conference. We could not put together such a successful event without their help.

We would also like to extend our deepest gratitude to the facilities for allowing these individuals to take the time out of their day to be part of the committee. We truly appreciate the support.

Committee Members:

Derek Andersen – Essity, Gold Sponsor, **Krista Baytosh** – Knife River Care Center, Beulah, **Brad Beecher** – Knife River Care Center, Beulah, **Terry Bladow** – St. Gerard's Community of Care, Hankinson, **Kasey Brandenburger** – St. Gerard's Community of Care, Hankinson, **Wanda Cavett** – ND Veterans Home, Lisbon, **Lana Charvat** – Maple View, Bismarck, **Corinna DesRoches** – ND ANFP Rep., Minot Public Schools, Minot, **Kelly Eckstrom** – St. Gabriel's Community, Bismarck, **Barb Fischer** – Volunteer, **Samantha Harding** – Nelson County Health System, McVillie, **Nannette Hoeger** – APND Rep., Valley Senior Living, Grand Forks, **Harlee Koepp** – LTCSWND Rep., ND Veteran's Home, Lisbon, **Rhonda Krueger** – NADONA Rep., Benedictine Living, Bismarck, **Mary Vangerud Leraas** – Good Samaritan Society Arthur, **Mike Medrud** – NDESA Rep. Rolette Care Center, Rolette, **Belinda Moen** – Bethel Lutheran Nursing & Rehab Center, Williston, **Renee Muhonen** – ACHCA/Rough Rider Chapter Rep., Fargo Elim, Fargo, **Lori Naze** – ND ANFP Rep., Trinity Health, Minot, **Gary Schmidt** – Essity, Gold Sponsor, **Michelle Slaughter** – Marian Manor Healthcare Center, Glen Ullin, **Deb Strand** – Volunteer, **Reier Thompson** – PAC President, Missouri Slope, Bismarck, **Carissa Weibye** – Bethel Lutheran Nursing & Rehabilitation Center, Williston and **Beth Urbanec** – Park Ave Villa, Dickinson.

Online Certificate of Attendance

Scan this code with your phone's camera for website

This year's Convention Certificate of Attendance (COA) will be available online following the convention for attendees to download. COA's can be found by scanning the QR code to the right. You can also find the link on the handout page. You will need to enter your last name and registration confirmation number that you received when registering to login and print your signed certificate of attendance. COA's are automatically generated based on the amount of time spent in each session and when you check in and out with your name badge at the doors. It is your responsibility to make sure you are scanned in and out of each session you attend.

Please note there is a specific COA for each discipline. For example, if you need continuing education for both Social Work and Nursing, you will need to print two separate COA's. Only those hours approved will show up on the corresponding COA.

If you notice any discrepancies or have any questions regarding your COA, please contact Belma at belma@ndltca.org or 701-354-9775.



Evaluations

SESSION EVALUATION
Scan for each session you attend.



Evaluations for both individual sessions and the convention overall will be available online this year. Please scan the QR codes with corresponding evaluations. For the individual sessions, please complete an evaluation for each session you attended.

Please note, all evaluations are anonymous, and your feedback is greatly appreciated. NDLTCA truly appreciates you taking the time to complete the evaluations as your feedback is vital in making the conventions to come the best we can. QR codes will be displayed throughout the convention center as well for you to scan and complete as the sessions are fresh in your mind.

If you have any questions about your evaluation, please see the registration desk or email Belma at belma@ndltca.org or Peggy at peggy@ndltca.org.

POST EVENT SURVEY



Download the Free Conference App



1. Go to the app store. Search for "Attendee Mobile" or scan the QR code. Once you've found the app, install/download
2. Search 2025 NDLTCA Fall Conference
3. Find/Open the event.
4. Login with email address and password that was used for registration.

Download the Attendee Mobile app from the app stores:



Search for your event, or scan this code:



*Please allow notifications to be sent in case of any updates.

*If you have any questions, please reach out to Belma: belma@ndltca.org or 701-306-7481



Map



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.

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Calendar of Events

www.NDLTCA.org/education

Frontline Caregiver Workshop
October 14, 2025, Holiday Inn, Bismarck

Frontline Caregiver Workshop
October 15, 2025, DoubleTree, Fargo

Basic Care Bootcamp
November 13, 2025, Baymont Inn, Mandan

Emergency Preparedness Bootcamp
November 5-6, 2025, DoubleTree, Fargo

49th Annual Convention and Expo
May 5-8, 2026, Bismarck

Summer Administrator's Conference
July 21-24, 2026, Walker, MN

Fall Conference
September 21-25, 2026 – Fargo

Save the Date!



*Every resident or tenant has a hope or dream...
Something that they would like to do.
Somewhere they would like to go.
Somebody they would like to see.*

There will be a Cherished Hopes "Bucket Draw" set up at the NDLTCA Registration Desk. The baskets, valued at \$100 or more, will be displayed throughout the Fall Conference. Participants will have an opportunity to purchase tickets and place them in the bucket or the basket or baskets they would like a chance at winning.

Every resident or tenant has a hope or a dream. Facilities might not always have the means to accommodate these hopes and dreams. Cherished Hopes is a program provided by NDLTCA to assist facilities with granting wishes to residents and tenants in long term care facilities.

The Cherished Hopes program is here to help.

Please visit NDLTCA's registration desk or go to the NDLTCA Expo booth and purchase your bucket draw tickets today! Bucket draw winners will be drawn on Wednesday evening and displayed at the NDLTCA registration desk and on the mobile app on Thursday morning. Winners need not be present to win.



Agenda

Monday, September 22

2:00 pm: NDLTCA Foundation Meeting

(Executive Room – Harvest Hall)

2:30 pm: NDLTCA Board Meeting

(Executive Room – Harvest Hall)

4:30 pm – 6:00 pm: LTCSWND Board Meeting

(Board Room – Harvest Hall)

4:30 pm – 7:00 pm: Registration OPEN (Atrium)

6:00 pm – 8:00 pm: ND ANFP Board meeting

(Directors Room – Harvest Hall)

Tuesday, September 23

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:

1. Immigration and Welcoming as a Workforce Strategy

Presented by: Holly Triska-Dally

Room: Executive Room – Harvest Hall

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: Board Room – Harvest Hall

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: Sterling Room – Great Hall

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: Embassy A & B

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: Dakota Hall

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: Crowne/Royale Room – Great Hall

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
(Conference/Directors Rooms – Harvest Hall)

LTCSWND Membership Meeting Lunch
(Board Room – Harvest Hall)

ND ANFP Membership Meeting Lunch
(Embassy A & B)

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: Executive Room – Harvest Hall

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: Dakota Hall

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: Executive Room – Harvest Hall

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: Dakota Hall

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: Board Room – Harvest Hall

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: Conference/Directors Room – Harvest Hall

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: Embassy A & B

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: Embassy A & B

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: Royale Room – Great Hall

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: Dakota Hall

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: Board Room – Harvest Hall

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: Conference/Directors Rooms – Harvest Hall

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

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 and Joe Keaveny

Room: Dakota Hall

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: Executive Room – Harvest Hall

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 Ratchenski

Room: Crowne Room – Great Hall

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: Royale Room – Great Hall

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: Sterling Room – Great Hall

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

(Conference/Directors Room – Harvest Hall)

ACHCA/ND Roughrider Membership

Meeting Lunch (Board Room – Harvest Hall)

APND Networking Lunch (Embassy A & B)

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: Executive Room – Harvest Hall

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: Crowne Room – Great Hall

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: Royale Room – Great Hall

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: Sterling Room – Great Hall

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: Dakota Hall

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

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: Crowne Room – Great Hall

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: Dakota Hall

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: Sterling room – Great Hall

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 Agentic 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: Board Room – Harvest Hall

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

Breakout Sessions (2-hours)

3:00 pm – 5:00 pm:

33. Navigating North Dakota's PDPM Transition for Medicaid

Presented by: Sarah Ragone

Room: Royale Room – Great Hall

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

5:00 – 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 Kuhlor

Room: Dakota Hall

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: Sterling Room – Great Hall

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: Executive Room – Harvest Hall

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: Conference/Directors Room – Harvest Hall

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: Crowne/Royale Room – Great Hall

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



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Expo Information



2025 Fall Sponsor Expo

Great Hall – Tuesday, September 23 – 4:30-6:30 p.m.

Saddle Up for a Western-Themed Night of Fun!

Dust off your boots and join us for an unforgettable evening packed with delicious food, refreshing drinks, and games that'll keep the good times rolling! Mingle with our generous sponsors to learn about the services they offer and take on the thrilling challenge of collecting a “flush” of cards for your chance to win big in our prize drawing!

Follow these Simple Rules:

1. Visit sponsor booths to find out important information about their company and services. Ask questions, have engaging conversations and earn a playing card from the sponsor booths!
2. Collect a “flush” of cards. A flush is a hand where all five cards are of the same suit.
3. Bring the flush of cards to the NDLTCA Booth to be checked by a staff member, who will then enter you in for a chance to win BIG!



Back by Popular Demand: The Best Dressed Contest!

It's time to dust off those cowboy boots, straighten that bolo tie, and show off your Western flair! This year, we're bringing back the showdown for the title of Best Dressed at the Expo. Our sponsors will be on the lookout for the most rootin'-tootin' outfits and decor. Each sponsor will cast their votes for their top three best dressed individuals, then mosey on over to the NDLTCA Booth to turn in their picks. Once the votes are tallied, the individual with the most nods will ride off into the sunset with a grand prize and the glory of being the sharpest looking in town!

Note: The drawings for both the card game and for the Best Dressed Contest will take place at 6:15 p.m. **You must be present to win!**

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Roers is building success in communities across North Dakota. With four offices across the state, our team will be by your side from beginning to end.

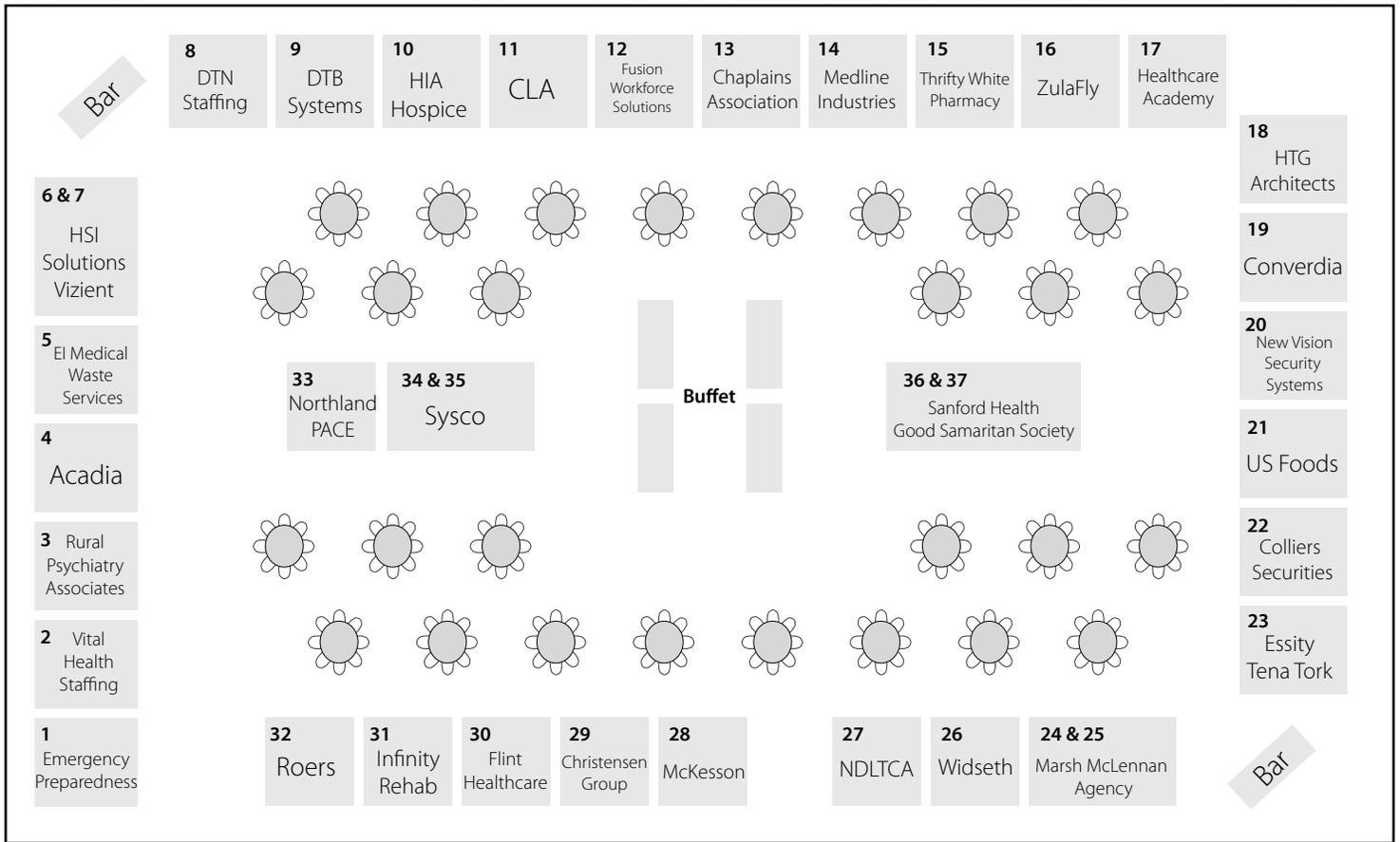
 *Missouri Slope Lutheran Care - Bismarck, ND*
 *Touchmark - Fargo, ND*
 *Milton Earl Senior Living - Fargo, ND*

 Scan the QR Code to view more of our Senior Living Projects

VISIT US AT OUR BOOTH AT THE FALL CONFERENCE

ROERS.
Building success.

Expo Layout



Expo Booth Directory

See page 19-23 for services and contact information.

NAME	Booth		
Acadia Pharmaceuticals	4	Infinity Rehab	31
Christensen Group	29	March McLennan Agency	24 & 25
CLA	11	McKesson Medical Surgical	28
Colliers Securities	22	Medline Industries	14
Converdia Health Staffing	19	New Vision Security LLC	20
DTB Systems	9	NDLTCA	27
DTN Staffing	8	North Dakota Chaplains Association	13
El Medical Waste Services	5	Northland PACE	33
Emergency Preparedness	1	ROERS	32
Essity Tena Tork	23	Rural Psychiatry Associates	3
Flint Healthcare, Inc.	30	Sanford Health/Good Samaritan Society	36 & 37
Fusion Workforce Solutions	12	Sysco North Dakota	34 & 35
Healthcare Academy	17	Thrifty White Pharmacy	15
HIA Hospice	10	US Foods	21
HSIsolutions Vizient	6 & 7	Vital Health Staffing	2
HTG Architects	18	Widseth	26
		ZulaFly	16

Booth 4**Acadia Pharmaceuticals**

Christopher Forney
1609 Bonnie Lane, St. Peter, MN 56082
Phone: 701-412-7926
Email: cforney@acadia-pharm.com

Acadia is trailblazing breakthroughs in neuroscience to elevate life. For more than 25 years, we have been working at the forefront of healthcare to bring vital solutions to people who need them most.

Booth 29**Christensen Group**

Nathan Kavolak
9855 W 78th St #100, Eden Prairie, MN 55344
Phone: 952-653-0123
Email: nkavolak@christensengroup.com

Christenson Group is a business of storytelling and we're accountable for telling yours in a way that allows us to bring context to your situation as we work alongside carriers to negotiate a solution that delivers exactly what you need to keep your business—and your vision—protected. We have a wide range of products we offer including Commercial and Personal Insurance, Employee Benefits, and 401K plans.

Booth 11**CLA**

Dan Deyle
220 S. 6th St. Suite 300, Minneapolis, MN 55402
Phone: 612-397-3305
Email: daniel.deyle@claconnect.com

CLA is the eighth largest accounting firm in the United States, experienced in delivering integrated wealth advisory, digital, audit, tax, consulting, and outsourcing services to help clients turn challenges into opportunities. CLA serves 3,200+ senior living providers including nursing facilities, life plan communities, seniors' housing communities, HUD housing, etc. CLA is passionate about enhancing the competitiveness of health care and life science organizations.

Booth 22**Colliers Securities**

John Lundby
90 S 7th ST Suite 4300, Minneapolis, MN 55402
Phone: 612-376-400
Email: john.lundby@colliers.com

At Colliers, our clients trust our public finance experts in all aspects of borrowing and financial management, including municipal bond underwriting. We offer a range of robust commercial real estate loans for non-profits, units of state and local government, and other tax-exempt entities. In addition, clients across higher education, government, housing and development, and healthcare all rely on use for underwriting, selling and trading municipal bonds.

Booth 19**Converdia Health Staffing**

Cody Rahman
301 Sheyenne St, West Fargo, ND 58078
Phone: 701-478-3460
Email: cody@converdiahealth.com

Converdia Health Staffing provides short-term, long-term and direct placement for CNA's, nurses, allied staff, physicians and advanced practice providers. We provide staffing to various settings which include hospitals, long term care continuum, and outpatient clinic settings. Our mission is to build bridges between healthcare professionals and facilities to positively impact communities in need.

Booth 9**DTB Systems**

Tyler Kissner
13896 Neck Yoke Rd, Rapid City, SD 57702
Phone: 605-335-4397
Email: tyler@dtbsystems.com

DTB Systems, Inc. is your provider of wired and wireless Nurse Call solutions along with a full suite of Life Safety Equipment and support. Integrated communications via mobile devices, phones and pagers, rounding reminders, housekeeping notifications, real time tracking of patients, residents and staff for safety and security. Electronic Whiteboards, Patient Education, Access Control solutions for infant protection, wander management and security. Clinical workflow automation and team nursing solutions. Bed, chair and TV integration. Analytics and automated report generation to Increase efficiency, patient satisfaction and reduce cost, enhance the patient experience, drive better clinical outcomes, improve staff efficiency and increase revenue. "Making Buildings Smarter" servicing South Dakota, North Dakota, Minnesota, Iowa, Nebraska and Wisconsin.

Booth 8**DTN Staffing**

Billie Stanton
1200 Collins Avenue, Mandan, ND 58554
Phone: 701-667-2884
Email: billie@dtnstaffing.com

Since 2007, DTN Staffing has been dedicated to meeting the supplemental staffing needs of long-term care facilities, hospitals, assisted living communities, clinics, and home care agencies. As a professional staffing agency, we provide RNs, LPNs, CMAs, UMAs, CNAs, housekeepers, cooks, and various other specialty positions to over 350 facilities. We pride ourselves on delivering excellence through flexible and dependable staffing solutions.



Eide Bailly LLP

Brad DeJong
4310 17th Ave S, Fargo, ND 58103
Phone: 701-239-8500
Email: bdejong@eidebailly.com

At Eide Bailly we focus on the business of healthcare. We're a CPA and business advisory firm with nearly 3,500 healthcare clients nationwide. Our healthcare industry of more than 300 team members focuses on the business of healthcare so you can focus on providing the best patient care.



Booth 5

EI Medical Waste Services

Patrick Askew & Josh Kolenda
812 Old Hwy 15 Northwood, ND 58267
Phone: 701-360-3706
Email: eiwasteservices@gmail.com

EI Medical Waste Services is a local medical waste removal and sterilization business in Northwood, ND. We strive to provide a great service at a reasonable price to funeral homes, hospitals, nursing homes, and other medical facilities across North Dakota and Minnesota.

Booth 1

Emergency Preparedness & Response Unit

Duane Ell
1720 Burlington Dr. Bismarck, ND 58504
Phone: 701-328-8656
Email: dbell@nd.gov

Emergency Preparedness is dedicated to creating and promoting a state of readiness and prompt response to protect the health of North Dakotans during catastrophic events, large scale disasters and emergencies. We accomplish our mission by coordinating education, assessment, planning, response, and support services involving public health providers, private medical providers, public safety agencies and government officials. Visit the booth to learn how you can get involved.



Booth 23

Essity/TENA/Tork

Gary Schmidt
1069 51st Ave W, West Fargo, ND 58078
Phone: 701-205-5485
Email: gary.schmidt@essity.com

Essity is a leading global hygiene and health company dedicated to improving well-being through products and solutions essentials for everyday life. Essity's sustainable business model creates value for people and nature. Essity sells in approximately 150 countries under leading global brands TENA, JOBST, Cutimed, Actimove, Tork, and others. Essity is the world leader in incontinence care with the brand names TENA and Intimates, and a leading provider of skincare products. In over 100 Countries around the world, our products are marketed under the TENA brand name. Designed specifically to positively impact quality of care and your bottom line, the TENA offering of quality products and services has a value-added approach to effectively manage incontinence. Through our best clinical and business practices, the TENA approach is entirely customized to your specific situation, and then supported by the largest Clinical Consulting staff in the industry dedicated to incontinence management. Tork is the leading global brand in workplace hygiene, inspiring and supporting you to think ahead so you are always ready for business. From rethinking the ultimate guest experience, to reimagining cleaning efficiencies and ways to become more sustainable, Tork is always finding new and better ways to improve your business. Find out more and see our full Tork offering at torkusa.com



Booth 30

Flint Healthcare, Inc.

Anson Kung
2261 Market St, San Francisco, CA 94114
Phone: 360-594-5501
Email: anson@withflint.com

Flint's principal function is to address America's staffing shortage by recruiting skilled talent from around the world to fill key roles in our healthcare system. With a national presence in over 20 states, Flint specializes in recruiting qualified healthcare professionals from around the world, including RNs, MLTs, CNAs, LPNs, PTs, and over 15 other role types. Flint's unique approach focuses on providing long-term permanent hires that act as W-2 employees for our partner facilities. Especially in rural locations, Flint has helped many facilities nationwide address their staffing shortages, so that they can deliver the best care possible to their communities, ultimately strengthening the healthcare system in the nation.



Booth 12

Fusion Workforce Solutions

Nick Cemer
18881 W Dodge Rd, Omaha, NE 68022
Phone: 877-230-3885
Email: nick.cemer@fusionmedstaff.com

Fusion Workforce Solutions is a managed service provider helping healthcare facilities oversee their supplemental workforce.

Booth 17**Healthcare Academy**

Rob Suing
 526 Main St, PO Box 325, Henderson, MN 56044
 Phone: 507-248-3310
 Email: rsuing@healthcareacademy.com
 Healthcare Academy offers online education and digital competencies for long term care and post acute care. Our easy to use eLearning system helps deliver the highest standard of care and stay in compliance with every changing federal and state requirements.

Booth 10**HIA Hospice**

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 38th St S Suite 101, Fargo, ND 58103
 Phone: 800-237-4629
 Email: teresa.laaveg@hiahealth.org
 HIA Hospice, HIA House Calls.

Booth 6 & 7**HSIsolutions | Vizient**

Dan Gannon
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 Phone: 701-224-9732
 Email: dgannon@hsisolutions.org
 HSIsolutions is a wholly owned subsidiary of the North Dakota Hospital Association, dedicated to providing a wide range of value-driven services to healthcare facilities. Our offerings include Group Purchasing through Vizient, Medical Debt Collection, Peer Review, and our Strategic Business Partner program—a curated suite of customized solutions designed to address key operational challenges such as revenue enhancement, workforce shortages, background screening, and financing.

Booth 18**HTG Architects**

Alicia Fadley
 840 43rd Ave NE Suite 200, Bismarck, ND 58503
 Phone: 701-751-4558
 Email: afadley@htg-architects.com
 At HTG Architects, we lead with service. We believe in providing great service to everybody. Whether they're a lender at a bank, a president of a company, a secretary managing the front desk or an operations person, serve everybody you interact with. We believe leading with service helps us develop good, long-lasting relationships. Our commitment to service is strengthened and supported by the remaining core values: we listen, we learn, we invest and we are passionate! Through it all, we remain focused on solutions that make a difference for our clients. When it comes to our clients, their priority is our priority.

Booth 31**Infinity Rehab**

Alecia Arneson
 8100 SW Nyberg St Suite 200, Tualatin, OR 97062
 Phone: 303-995-3338
 Email: aarneson@infinityrehab.com
 Since 1999, Infinity Rehab has been a leader in providing a full suite of therapy services for SNFs, home health, long-term care facilities, critical access hospitals, ACOs, and telehealth administrators.

Booth 24 & 25**Marsh McLennan Agency**

Jay LaDue
 2701 S Columbia Road, Grand Forks, ND 58201
 Phone: 701-775-3131
 Email: jay.ladue@marshmma.com
 With more than 50 North Dakota Senior Care clients, Marsh & McLennan Agency LLC Company is committed to delivering the most favorable insurance solutions and state of the art risk management services to help you provide the highest quality of care and safest work environment. Vaaler's customized clinical risk services, resources, and training opportunities can be accessed online at Vaaler.com, and we are available to meet with your team to provide an orientation of these resources and discuss your quality initiatives and challenges. These services are included as part of our commitment to help our Senior Care clients improve their insurance exposures, reduce their total cost of risk, and help make life a little easier for you and your staff. Our Employee Health & Benefits team supports clients in the evaluation, selection, and placement of core employee benefits to best fit the needs of your organization. In doing this, our main goal is to provide solutions that directly impact your organization's success. This involves so much more than simply helping you decide what benefits to offer. We want to help you answer the question, "what kind of culture do we want to create?"

Booth 28**McKesson Medical Surgical**

Jon Langlois
 9954 Mayland Dr Suite 4000, Richmond, VA 23233
 Phone: 804-512-0143
 Email: jon.langlois@mckesson.com
 McKesson Medical-Surgical, based in Richmond, Va., is a leading distributor of medical supplies and has the distribution, business management and product solutions you need to help grow your business. We offer thousands of products and an integrated suite of solutions to help reduce costs and streamline processes for better business and better patient health. From specialized distribution services to clinical resources and online education, we have the suite of solutions to help keep your business running smoothly. Plus, we offer a comprehensive portfolio of medical-surgical products, including incontinence, nutrition, feeding supplies and advanced wound care, to further support you and your clinical staff in providing patient care. For our post-acute care customers, our Clinical Resource Team is ready to help with the challenges you encounter every day, such as training, clinical tools, consultation, and product selection. Our engaged and experienced clinicians are just a phone call away.

Booth 14**Medline Industries**

Patrick From
 Three Lakes Drive, Northfield, IL 60093
 Phone: 847-224-1147
 Email: pfrom@medline.com
 Medline is a manufacturer and distributor of health care goods.
 We make healthcare run better.

Booth 20**NewVision Security LLC**

Rachelle Johnson
 3320 Hamilton St. Ste 5, Bismarck, ND 58503
 Phone: 701-222-8888
 Email: rachelle.johnson@newvisionnd.com
 New Vision Security installs, maintains and designs security and fire alarm systems. This includes cameras, keycard access, burglar alarms, fire alarms and and Wanderguard.

Booth 13**North Dakota Chaplains Association**

Deacon Angie Kutzer
 Phone: 701-221-9361
 Email: angela.kutzer@mslcc.com
 The North Dakota Chaplains Association offers networking and educational opportunities to Chaplains serving in or around North Dakota. Come and meet a fellow ND Chaplain and learn about what NDCA has to offer you.

Booth 33**Northland PACE**

Kelly Brekke
 2223 E Rosser Ave, Bismarck, ND 58501
 Phone: 701-751-3050
 Email: kbrekke@northlandhealth.com
 Northland PACE Senior Care Services promotes independence through the coordination of all health services, allowing the participants to continue living with dignity at home for as long as safely possible.
 Northland PACE – Bismarck 701-751-3050
 Northland PACE – Dickinson 701-456-7387
 Northland PACE – Fargo 701-412-2081
 Northland PACE – Minot 701-857-8045

**Booth 32****ROERS**

Heidi Knutson
 200 45th St S, Fargo, ND 58104
 Phone: 701-356-5050
 Email: hknutson@roers.com
 Roers is a Fargo-based development company specializing in Development, Construction Property Management and Commercial Real Estate. Roers has a proven track record for building success in the communities they serve. Specializing in long term care, Roers is a leading general contractor of building facilities throughout North Dakota. Visit www.roers.com for insight on the company's services, projects and community involvement.

Booth 3**Rural Psychiatry Associates**

Kyle Girtz
 4700 S Washington St. Suite G, Grand Forks, ND 58201
 Phone: 701-205-3000
 Email: kyle.girtz@ruralpsychiatryassociates.com
 Rural Psychiatry Associates is an independent group of MD's, Midlevel's and Psychotherapists providing Psychiatric Services to individuals and mental health services and solutions to organizations (i.e., skilled nursing facilities, basic care facilities, assisted living facilities, group homes, critical access hospitals, community health centers, etc.) through a combination of traditional in person visit and through the use of telemedicine. Rural Psychiatry Associates treats all patients, children, adolescents, adults and geriatrics.

Booth 36 & 37**Sanford Health/Good Samaritan Society**

Heather Winkler
 910 18th St NW, Mandan, ND 58554
 Phone: 701-323-8400
 Email: heather.winkler@sanfordhealth.org
<https://www.sanfordhealth.org/locations/sanford-home-health-fargo>

Booth 34 & 35**Sysco North Dakota**

Jane Hansen
 3225 12th Ave N, Fargo, ND 58102
 Phone: 701-293-8900
 Email: jane.hansen@sysco.com
 Sysco is the leader in the food service industry. They ship food and non-food products to a customer base of restaurants, hotels, schools, and healthcare facilities. Sysco North Dakota currently employs 180 associates in various locations throughout our 153,000 square miles covering North Dakota, northwest Minnesota and northern South Dakota. Sysco North Dakota is proud to be part of helping our local communities thrive with one goal in mind – to be our customers' most trusted and valued business partner.

Booth 15**Thrifty White Pharmacy****Tim Peterson**

6701 Evenstad Drive, Suite 100, Maple Grove, MN 55369

Phone: 612-360-9431

Email: tpeterson@thriftywhite.com

Thrifty White Pharmacy provides long term care pharmacy services to all levels of care. These include skilled nursing care, basic care, assisted living care and memory care. These services include medication packaging systems, prescription delivery, infusion services and pharmacy consulting. We also provide medication therapy management services and comprehensive medication reviews for assisted living and basic care residents. Thrifty White also has the capability to interface with a number of long term care software systems such as Point Click Care, Eldermark, Extended Care Pro, (ECP), Matrix Care and many more. We also provide a portal at no charge to re-order medications and check on the status of them to save nursing time as well as a solution for medication destruction. Being Employee owned assures you the best in customer service!

Booth 21**US Foods****Karsan McGillicuddy**

4601 32nd Ave S, Grand Forks, ND 58201

Phone: 701-240-1384

Email: karsan.mcgillicuddy@usfoods.com

US Foods is one of Americas great food companies and a leading foodservice distributor, partnering with approximately 300,000 restaurants and foodservice operators to help their businesses succeed. With nearly 25,000 employees and more than 70 locations, we provide our customers with a broad and innovative food offering and a comprehensive suite of e-commerce, technology and business solutions. Be sure to check out US Foods Vitals program, which are solutions for Healthcare Foodservice. Driven by industry experts, our unmatched assortment of industry-leading solutions provide you access to the latest trends, technology, and operational expertise to provide end-to-end solutions for both acute care and senior living facilities in key areas such as patient/resident satisfaction, cost management, labor staffing, and retail performance. US Foods can help your operation accomplish its goals.

Creating Long-Term Value

Through Facility Maintenance Plans,
Space Planning, and Budgeting

**CONTACT:****Brent Dammann AIA** (ND, MN)

Director of Architecture, Vice President

Brent.Dammann@Widseth.com

701.765.8005

WIDSETH Widseth.com/Senior-Living**Booth 2****Vital Health Staffing****Mark Kloster**

4141 38th St S Ste 2-D, Fargo, ND 58401

Phone: 701-356-1653

Email: landry@vitalhealthstaffing.us

Vital Health Staffing, founded in 2021, is your premier healthcare staffing agency in the Midwest. We foster a positive and inclusive work environment, prioritizing honesty and hard work while exceeding customer expectations. Our passionate team is dedicated to making a difference in medical staffing, valuing collaboration and continuous improvement.

We offer competitive salaries, comprehensive benefits, and growth opportunities. Our skilled professionals are carefully matched to client needs, and our dedicated staff undergoes thorough training to tackle diverse patient care challenges. With a focus on trust and respect, we deliver exceptional healthcare services to nursing homes, assisted living facilities, and hospitals.

Booth 26**Widseth****Brent Dammann**

3535 South 31st Street Suite 203, Grand Forks, ND 58201

Phone: 701-756-8005

Email: Brent.Dammann@widseth.com

Widseth strives to help you offer nurturing, thoughtful, quality care and services to your clients. You deserve facilities that support your mission. Our architects and engineers stay on top of the latest trends and research in facilities for senior living and care. We'll work alongside you as you explore the next steps for your facilities and services.

Renovations, additions, new construction - Widseth has guided non-profit, private, and public care providers through the planning, design, and construction process. We are well-versed in the industry's issues, trends in construction technology, and, of course, the requisite state and local building codes.

Booth 16**ZulaFly****Stephanie Andersen**

3362 Washington St S, Fargo, ND 58104

Phone: 701-541-5786

Email: stephanie.andersen@zulafly.com

ZulaFly is an industry-leading software and enterprise platform solution that provides Workflow, Resident Wander, Locating & Wireless Alerting, Asset Management, Environmental Monitoring, Staff Safety & Locating, Staff Rounding and Mobility throughout a single facility or across multiple campuses in a cloud-hosted environment. Real-time and historical reports are available, along with a robust rules engine that can notify anyone, anywhere of any event. ZulaFly creates numerous advantages in workflow and efficiency for professionals throughout Senior Living.

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Quality Awards



How the program works

The AHCA/NCAL National Quality Awards Program is a progressive program that is based on the Baldrige Criteria for Performance Excellence. This nationally recognized approach to performance excellence focuses on systems-based quality improvement to create sustained levels of performance over time in the areas of leadership, strategic planning, customer and workforce, operations, and knowledge management. Participants move through progressive award levels— Bronze – Commitment to Quality, Silver – Achievement in Quality, and Gold – Excellence in Quality, each requiring a more detailed demonstration of superior performance. Providers are nationally recognized for achieving each award level, eventually joining the ranks of the best in long term care. Visit the National Quality Award website to learn more about the program. National Quality Award Program (<https://www.ahcancal.org/Quality/National-Quality-Award-Program/Pages/default.aspx>)

National Quality Award Facilities

SILVER

Bethany on 42nd Skilled Care – Fargo, ND 2023
Bethany on University – Fargo, ND 2023
Eventide Fargo – Fargo, ND 2024
Good Samaritan Society – Fargo – Fargo, ND 2025
Sheyenne Crossings Care Center/TCU – West Fargo, ND 2025
SMP Health – Ave Maria – Jamestown, ND 2025
SMP Health – St. Aloisius – Harvey, ND 2025
SMP Health – St. Catherine North – Fargo, ND 2025
SMP Health – St. Catherine South – Fargo, ND 2025
SMP Health – St. Raphael – Valley City, ND 2025
Strasburg Care Center – Strasburg, ND 2024
Tufte Manor – Grand Forks, ND 2024
Valley Senior Living on Columbia – Grand Forks, ND 2024
Woodside Village – Grand Forks, ND 2024

BRONZE

Aneta Parkview Health Center – Aneta, ND 2024
Ashley Medical Center & Nursing Home – Ashley, ND 2024
Baptist Health & Rehab – Bismarck, ND 2024
Benedictine Living Community – Bismarck – Bismarck, ND 2024
Benedictine Living Community – Ellendale – Ellendale, ND 2024
Benedictine Living Community – Garrison – Garrison, ND 2024
Benedictine Living Community of LaMoure, St. Rose –
LaMoure, ND 2024
Benedictine Living Community/St. Catherines – Wahpeton, ND
2024
Benedictine Living Community – Dickinson – Dickinson, ND
2025
Bethany Gables – Fargo, ND 2024
Bethany Towers – Fargo, ND 2023
Dakota Alpha – Mandan, ND 2023
Ecumen Evergreens of Fargo – Fargo, ND 2025
Eventide Heartland Care Center – Devils Lake, ND 2025
Eventide Jamestown – Jamestown, ND 2023
Fargo Elim – Fargo, ND 2025
Golden Acres Manor – Carrington, ND 2025
Good Samaritan Society – Arthur – Arthur, ND 2024
Good Samaritan Society - Lakota – Lakota, ND 2024
Good Samaritan Society - Miller Pointe – Mandan, ND 2024
Good Samaritan Society - Oakes – Oakes, ND 2024
Good Samaritan Society - Park River – Park River, ND 2024
Griggs County Care Center – Cooperstown, ND 2024
Hatton Prairie Village – Hatton, ND 2025
Hill Top Home of Comfort – Killdeer, ND 2024
Lutheran Home of the Good Shepherd – New Rockford, ND
2024
Marian Manor HealthCare Center – Glen Ullin, ND 2023
Missouri Slope Washington Campus – Bismarck, ND 2024
Northwood Deaconess Health Center – Northwood, ND 2024
Parkside Lutheran Home – Lisbon, ND 2024
Pembilier Nursing Center – Walhalla, ND 2024
Richardton Health Center – Richardton, ND 2023
Sanford Health Hillsboro Care Center – Hillsboro, ND 2023
St Luke's Home – Dickinson, ND 2023
St. Gerard's Community of Care – Hankinson, ND 2023
Trinity Homes – Minot, ND 2023
Wedgewood Manor – Cavalier, ND 2024
Wentz Living Center – Napoleon, ND 2024
Wheatland Terrace – Grand Forks, ND 2024
Wishek Living Center – Wishek, ND 2025