

NDLTCA Fall Conference

September 21-24, 2026 | Holiday Inn | Fargo, ND

The Magic of Caring

Celebrating the Everyday Moments
That Matter Most | NDLTCA

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



North
Dakota
Long Term Care
ASSOCIATION

Serving the Full Continuum of Care

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

Emerging Leaders Program

Congratulations

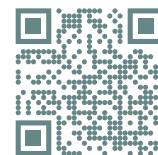
Madisyn Bargmann - Dakota Home Care
Pattee Bergh - Good Samaritan Society - Oakes
Julianna Buchholz - North Dakota Veterans Home
Darian Charvat - Maple View Memory Care - Bismarck
Belma Chpeljac - NDLTCA
Traie Dockter - Valley Senior Living
Chelsea Ertelt - SMP Health - St. Catherine North
Emily Esse - Bethany Retirement Living
Hanna Freichels - SMP Health - St. Catherine
Annie Hancock - SMP Health - Ave Maria
Nannette Hoeger - Valley Senior Living Columbia
Colby Jean - Knife River Care Center
Sarah Kadrmas - SMP Health - St. Raphael
Kassie Kleppe - Wentz Living Center
Liz Klose - SMP Health - Ave Maria
Gail Lewis - Lutheran Sunset Home

Kasey Livingston - Bethany Retirement Living
Kim McNally - SMP Health - Ave Maria
Brandi Mosser - SMP Health - St. Raphael
Margo Mumm - The Leach Home
Bre Neitzke - SMP Health - Ave Maria
Andrew Nelson - SMP Health - St. Raphael
Rochelle Nelson - Valley Senior Living
Erin Ortloff - Valley Senior Living
Mo Ouassou - St. Gerard's Community of Care
Molly Porter - Bethany Retirement Living
Robbie Sagvold - SMP Health - Maryhill
Stacy Sailer - Valley Senior Living
Lydia Saxberg - SMP Health - Ave Maria
Amy Trudeau - Dakota Alpha, HIT Inc
Jamie Unruh - Knife River Care Center
Hannah Wagemann - Fargo Elim Assisted Living



Shaping Senior Living Environments

EAPC offers comprehensive services to plan, design, and deliver exceptional senior living environments that support comfort, dignity, and quality of life.



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Thank you to our 2026 NDLTCA Sponsor Members



Welcome



A note from the NDLTCA Education Director...

Welcome to the Fall Conference: The Magic of Caring!

We're excited to have you join us for this year's conference. 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, activities, certified dietary managers, executive directors, nursing, 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 2026 Fall Conference: The Magic of Caring! 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 Sponsor Only 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. It's 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: Fall2026.

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.

Meal Functions

Your registration includes all meal functions. If you need a special diet due to medical reasons, please indicate so on your registration.

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!

The success of this year's Fall Conference would not have been possible without the dedication, time, and thoughtful planning of the 2026 Conference Committee. We extend our sincere appreciation to each committee member for their commitment and contributions to planning and organizing this important event.

We would also like to express our deepest gratitude to the facilities and organizations that supported these individuals by allowing them the time away from their daily responsibilities to participate in the planning process. Your support and partnership are greatly valued and play an essential role in making this Conference possible.

Committee Members:

Derek Andersen – *Gold Sponsor*, Essity/TENA, Krista Baytosh – *APND Rep.*, Knife River Care Canter, Brad Beecher – Knife River Care Center, Terry Bladow – St. Gerard's Community of Care, Wanda Cavett – ND Veterans Home, Lana Charvat – Maple View, Corinna DesRoches – *ND ANFP Rep.*, Minot Public Schools, Kelly Ekstrom – St. Gabriel's Community, Barb Fischer – Volunteer, Nannette Hoeger – *APND Rep.*, Valley Senior Living, Niki Joersz – Dakota Home Care, Rhonda Krueger – *NADONA Rep.*, Benedictine Living Community – Bismarck, Mary Vangerud Leraas – Good Samaritan Society – Arthur, Mike Medrud – *NDESA Rep.*, Renee Muhonen – *ACHCA/Rough Rider Chapter Rep.*, Fargo Elim, Lori Naze – *ND ANFP Rep.*, Trinity Health, Gary Schmidt – *Gold Sponsor*, Essity/TENA, Nettie Senger – Strasburg Care Center, Michelle Slaughter – Marian Manor HealthCare Center, Deb Strand – Volunteer, Reier Thompson – *PAC Chair Rep.*, Missouri Slope, Joan Tofte – Bethel Lutheran Nursing & Rehabilitation Center, Rod Topp – SMP Health – St. Raphael, Beth Urbanec – Park Ave Villa, Carissa Weibye – Bethel Lutheran Nursing & Rehabilitation Center.

Online Certificate of Attendance

This year's Certificate of Attendance (COA) will be available online following the conference for attendees to download. COA's can be found by scanning the QR code to the right or you can also find the link on the handout page. Select the 2026 Fall Conference from the list. 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.

Scan this code with your phone's camera for website



<https://mtsreport.com/ndltca/>

Evaluations

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 are available in the mobile app as well.

SESSION EVALUATION



Scan for each session you attend.
<https://www.surveymonkey.com/r/2GL7XB8>

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



<https://www.surveymonkey.com/r/5T7XRM9>

Download the Free Conference App

Go to your App store. Search for "Attendee Mobile" or scan QR code. Once you've found the app, tap either "get" or "install".

(After installing, a new icon will appear on the home screen)

Download the Attendee Mobile app from the app stores.

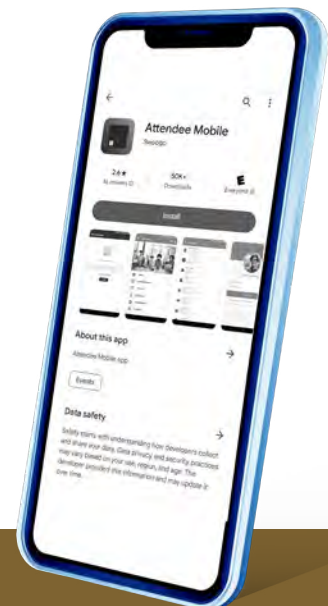


Search for your event, or scan this code:



OPEN

1. Open the "Attendee Mobile" app – search 2026 NDLTCA Fall Conference.
2. Login with the email address/password used for registration. If you do not have this, check with who registered you.



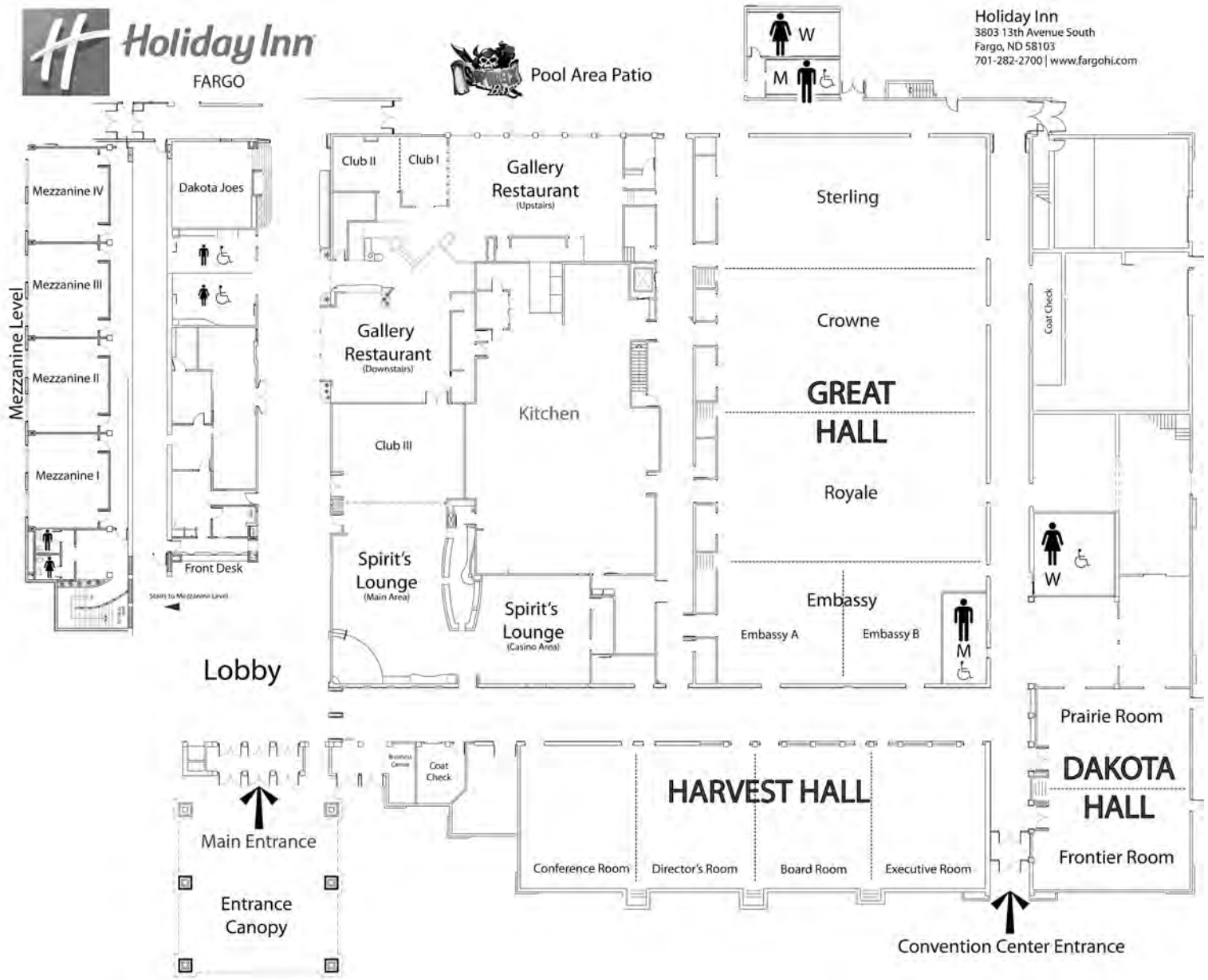
*Please allow notifications to be sent in case of any updates.

*If you have any questions, please reach out to Belma: belma@ndltca.org or 701-354-9775

The Magic of Caring

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Map



Featured Speakers



Peter Murphy Lewis

Opening Keynote – 6. People Worth Caring About: 100 Jobs, One Life-Changing Lesson

Tuesday, September 22, 10:30 am – 12:00 pm

Peter Murphy Lewis is the creator and director of *People Worth Caring About*, a documentary series streaming on Roku, Samsung TV, Apple TV, Amazon, and expanding to additional platforms worldwide. As a former CNA, he captures the authentic stories of caregivers, CNAs, nurses, and healthcare teams who bring their hearts into every single shift. Three seasons have already been filmed and released, with three more scheduled through the end of 2026 and additional projects continuing to build on that momentum. The series highlights dignity, human challenges, human connection, and caregiving while helping shift public perceptions and boost staff pride and resilience, with features and recognition from Axios. As a fractional CMO, Peter helps healthcare organizations turn powerful stories into measurable ROI through improved retention, recruiting, and sales. Drawing on his CNA experience and the project's national reach, he demonstrates why authentic storytelling strengthens workplace culture, improves staff retention, and shapes how the world views healthcare.



Tim Gabrielson

Closing Keynote – 33. Look for the Good: It Makes Today Better

Thursday, September 24, 10:45 am – 12:15 pm

Tim Gabrielson is a keynote speaker and entertainer known for blending clean comedy, visual demonstrations, and decades of professional stage experience into keynote experiences audiences genuinely enjoy and remember. After beginning his career performing multiple shows a day at a theme park, Tim eventually went on to perform on national stages and headlined his own show at the House of Blues in Mandalay Bay. Those years on stage shaped the pacing, timing, and audience awareness that define his work today. Through his keynote *Look for the Good: It Makes Today Better*, Tim helps teams understand how attention shapes communication, leadership presence, and workplace culture and how to stop one difficult moment from quietly influencing the rest of the day.

Help Us Celebrate 50 Years! 50 Years. One Legacy.

In 2027, NDLTCA will celebrate 50 years of the Association and the 50th Annual Convention!

As we plan this special milestone, we want to hear from you! Share your favorite NDLTCA or Convention memories — a memorable speaker, special colleague, funny story, important moment, favorite tradition, or anything that makes you think of NDLTCA.

Your stories and photos may be featured in our 50th Anniversary Memory video, timeline, or other celebration activities.

Share your memories: www.surveymonkey.com/r/FMJFC7K

Honoring Our Past • Celebrating Our Present • Shaping Our Future



Calendar of Events

www.ndltca.org/education

50th Annual Convention and Expo

May 4-7, 2027, Bismarck

Fall Conference

September 13-16, 2027 – Fargo

Summer Administrator's Conference

July 20-23, 2027, Walker, MN

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.

Recommended Audience: NDLTCA applies for continuing education for administrators, activities, certified dietary manager, nursing and social services. If we applied for continuing education for these disciplines they will be listed out specifically. Note the recommended audiences listed for each session and choose sessions for your specific discipline as that is how you will receive hours for continuing education. **NDLTCA did not apply for hours for Registered Dietitians**
AL = Assisted Living, BC = Basic Care, CH = Care at Home, NF = Nursing Facility



Monday, September 21

7:00 am – 7:00 pm: Registration OPEN (Atrium)

8:00 am – 5:00 pm: Emerging Leaders Full Day

Workshop (Dakota Hall) *Closed to Emerging Leaders Students

2:00 pm – 2:30 pm: NDLTCA Foundation Meeting
(Executive Room – Harvest Hall)

2:30 pm – 5:00 pm: NDLTCA Board Meeting
(Executive Room – Harvest Hall)

4:00 pm – 5:30 pm: LTCSWND Board Meeting
(Board Room – Harvest Hall)

5:00 pm – 7:00 pm: ND ANFP Board meeting
(Directors Room – Harvest Hall)

7:00 pm – 8:30 pm: Welcome Social
(Embassy A & B) Sponsored by: 

Tuesday, September 22

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. Navigating LSC Compliance in Long-Term Care Facilities

Presented by: Kenneth Daily

Room: Executive Room – Harvest Hall

Content: The Life Safety Code (LSC) requirements for long-term care facilities remain one of the most significant challenges for compliance teams. Understanding what's required can often feel overwhelming. If a LSC surveyor walked through your doors today, would you be ready? Are you fully aligned with the latest

Agenda

CMS guidelines? Do you know what the most common citations are—and how to avoid them? This session will provide an in-depth overview of the top 10 most frequently cited LSC violations, offering practical solutions for staying compliant. Attendees will also learn how to interpret and implement LSC requirements effectively, all while ensuring the safety of residents and staff. **Learning Objectives:** Discuss 2012 NFPA 101 Life Safety Code requirements for nursing homes and current priorities focused on by surveyors, discuss the NFPA 99 Health Care Code and its impact on nursing facilities, review the leading LSC deficiencies, recommend policies, standards and documentation for LSC survey success review, and examine proactive and practical solutions to achieve and maintain compliance
Recommended Audience: BC, NF: Administrators, Environmental Services

2. “Do We Really Have To . . . ?” -- Top 5 Employment Law Issues Seen in North Dakota

Presented by: Amy Oster and Logan Caldwell

Room: Embassy A & B

Content: This presentation will cover employment law basics in North Dakota, including wage and hour issues, hiring and termination, reasonable accommodations, and other important topics. It will also review employment law issues specific to long-term and at-home care providers.

Learning Objectives: To become familiar with common employment law issues facing long-term and at-home care providers in North Dakota, to recognize and act on common employment law questions before they become an issue, such as requests for reasonable accommodations and reports of discrimination, and to better understand wage and hour laws and requirements for employers.

Recommended Audience: AL, BC, CH, NF: Administrators, Executive Directors, Human Resources, Nursing, Office/Finance

3. Collaboration in Care: Residents, Families and Facilities

Presented by: Cyndi Siders

Room: Dakota Hall

Content: Collaboration and person-centered communication are the cornerstones of meaningful, interconnected relationships among residents, their families, and care providers. By fostering open dialogue, mutual trust, and genuine partnership, facilities can elevate both well-being and satisfaction with the care and services they provide. This session will explore the essential dimensions of effective collaboration, including communication pathways that ensure clarity and consistency, shared decision-making that empowers all voices, cultural awareness that honors

inclusivity, and conflict resolution that strengthens relationships and resilience. Participants will gain practical strategies to support a cultural transformation—shifting from a model of “care delivered” to one of “care shared.” This approach not only redefines the caregiving experience but also creates a more compassionate, collaborative environment where every individual feels valued and heard.

Learning Objectives: Describe the key principles of person-centered communication and collaboration including the impact on quality of care, identify effective communication strategies that promote consistency, active listening, and meaningful information sharing among residents, families, and care team members, and examine barriers to collaboration and discuss practical solutions that support stronger interdisciplinary teamwork and family engagement.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Executive Directors, Nursing, Social Services, Risk Management

4. Contract Nursing Home- Dept. of Veteran Affairs – **CANCELLED**

Presented by: Amanda Mosbrucker

Room: Board Room – Harvest Hall

Content: Learn eligibility, types of contracts listing of NH, what is covered on contract purpose of oversight visits oversight requirements claims/billing.

Learning Objectives: Determine eligibility for Veterans, differentiate between different contracts and how to become a contract NH, and understand what services are covered on contract.

Recommended Audience: NF: Administrator, Nursing, Office/Finance, Social Services

5. R.E.A.L. Leadership: Building Resilient Healthcare Teams for Everyday Excellence

Presented by: Yanick Hicks

Room: Sterling – Great Hall

Content: In today's healthcare environment, professionals face increasing demands, from staffing challenges to evolving patient needs—while striving to deliver high-quality, compassionate care. This session introduces the R.E.A.L. Leadership framework: Resilience, Emotional Intelligence, Accountability, and Listening as a practical approach to navigating complexity and strengthening teams. Participants will learn actionable strategies to manage stress, build trust and foster collaboration across disciplines. Applying these principles in everyday interactions can enhance team dynamics, improve patient outcomes, and create a ripple effect that elevates the overall care experience for both patients and staff.

Learning Objectives: Build resilience by applying practical strategies to adapt to change, overcome challenges, and stay focused in fast-paced healthcare settings, develop emotional intelligence to strengthen self-awareness, empathy, and communication across diverse teams and patient populations, and foster trust and accountability through active listening, clear communication, and collaborative problem-solving to enhance team effectiveness and care delivery.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

10:15 am– 10:30 am: Break

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

Opening Keynote

6. People Worth Caring About: 100 Jobs, One Life-Changing Lesson

Presented by: Peter Murphy Lewis

Room: Crowne/Royale – Great Hall

Content: The core presentation draws on Peter's journey through 100 different jobs, delivering a central message: embracing discomfort is a catalyst for growth, and the stories within our work matter far more than the tasks themselves. Delivered across seven national conventions in 2026 and expanding to more events nationwide, this keynote features vivid personal stories illustrating how we must become the narrators of our own journeys to create true social impact. While Peter learned this truth across a span of 100 different jobs, it became unavoidable when he trained and worked alongside caregivers for the People Worth Caring About documentary. He realized that the most meaningful work isn't about spreadsheets or titles—it's about fears faced, dignity preserved, and stories amplified. Blending laugh-out-loud failures with deeply moving insights from caregiving professionals, this keynote provides audiences with a simple, repeatable framework to turn ordinary workplace moments into contagious pride.

Learning Objectives: Recognize how reframing work through personal stories shifts focus from tasks to human impact, reducing burnout and building professional pride. Apply the “Before > After > Amplify” framework to identify and highlight hidden excellence in daily LTC operations for immediate use in team huddles or recruitment. Understand storytelling as a practical tool for improving workforce retention, attracting new talent (e.g., Gen Z), and enhancing public perception of caregiving, and leave with actionable steps: name one colleague's “invisible excellence” and prepare a short story to share, fostering connection and legacy-building in LTC.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

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

Lunch Meetings

12:00 pm – 2:00 pm:

NDLTCA Membership Meeting Lunch
(Conference/Directors – Harvest Hall)

LTCSWND Membership Meeting Lunch
(Mezzanine 3)

ND ANFP Membership Meeting Lunch
(Mezzanine 1 & 2)

General Session (60-minutes)

1:00 pm – 2:00 pm:

7. Keys to Highly Effective Communication

Presented by: Eric Collett

Room: Dakota Hall

Content: Many healthcare professionals have experienced the frustration of communicating with the residents or patients they serve, their family members, or staff members, and feeling that their message is not getting through. How do you tear down barriers to communication? What increases the likelihood that everyone can get on the same page? How can we reduce the likelihood of others hearing something other than what we intended? This insightful presentation will help you develop practical tools to improve communication in the kinds of situations healthcare professionals commonly encounter.

Learning Objectives: Learn the most important first step in every interaction, learn strategies to increase the likelihood that others feel heard, understood, and valued, learn how to identify when grief, anxiety, and other strong emotions are affecting the way your message is perceived, and learn a counter-intuitive strategy for re-centering conversations when strong emotions are derailing things.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

8. Resilience at Work

Presented by: Ryan Botner

Room: Embassy A & B

Content: In 2017, Ryan Botner was at the top of his game — a top-performing life insurance entrepreneur leading his company in sales and earning multiple top agent awards. But success on the outside hid a struggle within. When his world came crashing down, Ryan discovered the power of resilience, faith, and intentional living. Today, he helps others turn setbacks into comebacks and live with renewed clarity and purpose. Ryan is a top-rated and fastest growing motivational speaker, ranked #1 in the Midwest, according to TheBash.com. His message of faith, resilience, and intentional living inspires audiences to rise from their lowest moments and live with renewed clarity and purpose.

Learning Objectives: Learn 4 characteristics that top performers eliminate distractions, identify intentional life habits that create focus and purpose-driven momentum, and implement Ryan's Roadmap for transforming setbacks into extraordinary comebacks.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

2:00 pm – 2:30 pm: **Break**

Breakout Sessions (90-minutes)

2:30 pm – 4:00 pm:

9. Emergency Preparedness: Planning for the Unthinkable

Presented by: Kenneth Daily

Room: Executive/Board Room— Harvest Hall

Content: In a rapidly changing world, effective healthcare emergency management is essential to protect lives and ensure quick recovery from disasters—whether natural, human-made, or technological. A strong, coordinated plan that involves healthcare resources, government agencies, and industry partners helps facilities manage crises that could otherwise overwhelm their capabilities. Facilities should adopt an all-hazards Emergency Plan based on a thorough risk assessment. This ensures readiness for a wide range of emergencies, rather than focusing on individual threats. Life Safety and Emergency Preparedness Specialist Kenn Daily will provide insights into LATEST CMS requirements and the key components of a solid preparedness plan, including communication, resource management, training, and drills. Leadership plays a vital role in creating adaptable, multi-disciplinary response strategies. Their engagement is key to minimizing losses and speeding up recovery.

Learning Objectives: Discuss CMS' Survey & Certification Emergency Preparedness requirements for healthcare facilities, review the essential elements for nursing home disaster management, which include the All-Hazard approach to disaster mitigation, preparedness, response, and recovery, and review Nursing Home Incident Command System and the critical elements for nursing facilities to implement as part of a facility's comprehensive disaster management plan.

Recommended Audience: BC, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

10. Discovering the Science of Therapeutic Programming

Presented by: Eric Collett

Room: Dakota Hall

Content: One of the most challenging things teams working in long-term care must do is to support people with degenerative diseases of the brain who are constantly declining. The moving target of behavior shifts and functional changes can be difficult and discouraging. Over the last 15 years, much research has emerged that can help people with dementing illnesses function better and experience greater stability. This exciting presentation will equip participants with actionable, evidence-based things they can do to help the people they serve improve in measurable ways.

Learning Objectives: Learn how the latest dementia research is changing our understanding of dementing illnesses like Alzheimer's and Parkinson's, learn how metabolic factors affect cognitive function and how to use food therapeutically, learn the devices available to help, and learn non-pharmacological interventions that may help a resident function better physically and cognitively.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

11. Care at Home Networking

Presented by: Bev Unrath and Nikki Wegner

Room: Executive/Board Room – Harvest Hall

Content: Connect with fellow care-at-home providers to exchange insights and learn how peers are approaching today's challenges.

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

12. The New Hybrid Measure: Impacts on Antipsychotic Reporting and Compliance

Presented by: Sarah (Ragone) Wells

Room: Embassy A & B

Content: This training provides long-term care professionals with a comprehensive understanding of the revised Long-Stay Antipsychotic Quality Measure implemented by the Centers for Medicare & Medicaid Services (CMS) effective January 2026. The updated "hybrid" measure represents a significant shift from a Minimum Data Set (MDS)-only methodology to one that integrates MDS assessments with Medicare and Medicaid claims and Medicare Advantage encounter data to improve accuracy in identifying antipsychotic medication use. Participants will learn how the revised methodology affects quality reporting, Five-Star ratings, and public reporting on Care Compare, as well as why facilities may see increased antipsychotic rates due to enhanced detection rather than changes in prescribing practices. The program emphasizes interdisciplinary strategies to ensure accurate coding, documentation, and clinical decision-making. It also highlights best practices in psychotropic stewardship, including appropriate use, gradual dose reduction, and non-pharmacologic interventions, to support compliance and improve resident outcomes in alignment with CMS quality initiatives.

Learning Objectives: Explain the revised hybrid quality measure methodology; Describe how the updated Long-Stay Antipsychotic Quality Measure incorporates MDS data alongside claims and encounter data and identify key differences from the previous MDS-only approach, analyze the impact on facility quality outcomes and reporting; Interpret how the revised measure influences publicly reported quality metrics, including Care Compare and Five-Star ratings, and explain why reported antipsychotic rates may increase under the new methodology, identify documentation and coding practices that affect measure accuracy; Recognize the role of accurate MDS coding, diagnosis validation, and reconciliation with pharmacy and claims data in ensuring correct quality measure calculation and avoiding inappropriate exclusions, and apply strategies to optimize antipsychotic stewardship in long-term care; Implement evidence-based practices, including interdisciplinary review, non-pharmacologic interventions, and regulatory compliance strategies, to reduce inappropriate antipsychotic use while maintaining resident-centered care.

Recommended Audience: NF: Administrator, Health Information Management, Nursing, Social Services, Therapy

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

4:30 pm – 6:30 pm: Expo (Great Hall)

Wednesday, 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:

13. Home and Community Based Services (HCBS) 101

Presented by: Randi Wippler

Room: Executive/Board Room – Harvest Hall

Content: Introduction of "Aging in Place" VA Services, Identify Skilled Home Care Services Identify Personal Care Services and eligibility, Discussion of VA Authorization process, Explanation of VA Reauthorization process Hands-on activities "what would you do" Resources.

Learning Objectives: Learn 3 or more VA services that help vets age in place, identify skilled and personal care services offered in the home paid by the VA, and identify the VA authorization and reauthorization process

Recommended Audience: AL, BC, CH: Administrators, Nursing, Social Services, Therapy

14. Great Programming is a Team Sport

Presented by: Eric Collett

Room: Dakota Hall

Content: All Assisted Living, Basic Care and Skilled Nursing facilities are required to provide activities for residents, but many struggle to meet the needs of the many individuals they serve due to budget constraints, small activity staff, or other factors. Often, a closer look shows that the challenge is less about resources than about how resources are allocated. This eye-opening presentation will help participants understand how to leverage the power of the whole team and why it is critical to do so.

Learning Objectives: How to use activity programming as a tool to build staff engagement, cohesiveness, retention and camaraderie, how to evaluate your activity program to determine if it is meeting the needs of your residents and what to do to improve, learn creative ways to pay for more effective programming, and understand how great programming is both crucial for residents and a major driver to bottom-line financial success.

Recommended Audience: AL, BC, NF: Administrators, Activities, Nursing



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15. The Art of Charting: Practical Strategies for Defensive Documentation

Presented by: Cyndi Siders

Room: Crowne Room – Great Hall

Content: Clear, concise and clinically relevant documentation is the cornerstone of effective decision-making, regulatory compliance, and licensure accountability—for both individual care professionals and healthcare organizations. This presentation will highlight the critical role documentation plays in professional practice, outlining the foundations of defensible charting and strategies to overcome common documentation challenges. Participants will gain practical techniques to elevate documentation from a routine requirement into a professional tool that enhances communication, strengthens risk management, and reinforces clinical credibility.

Learning Objectives: Identify the essential components of defensible documentation, including accuracy, timeliness, objectivity, completeness and consistency, recognize common documentation risks that can compromise patient safety, increase liability exposure, and negatively impact organizational outcomes, and apply best-practice documentation strategies to clearly communicate clinical assessments, interventions, outcomes, and decision-making processes.

Recommended Audience: BC, NF: Administrators, Certified Dietary Managers, Dietary, Nursing, Registered Dietitians, Risk Management, Social Services, Therapy

16. Putting Cares in Your Care Planning (Sanitation Session)

Presented by: Barbara Thomsen

Room: Royale Room – Great Hall

Content: Are your care plans painting a true portrait of those they represent? Doing the right thing by documenting it and making it personalized to show all the interventions you do to make your residents dining experiences personalized? They are more than words, they drive both cares and reimbursement. How do you align with the CMS rules?

Learning Objectives: Gain knowledge of what regulations drives the Nutrition Care Plan, learn what dictates who needs a nutritional care plan, and learn how to personalize the dietary needs of the resident.

Recommended Audience: NF: Administrators, Certified Dietary Managers, Dietary, Nursing, Registered Dietitian

17. Interwoven Struggles with Solutions: The Complexities of Depression, Anxiety, Trauma, and Sleep

Presented by: Dr. Geri Wolff

Room: Sterling Room – Great Hall

Content: This presentation explores the powerful connection between emotional health, nervous system regulation, and restorative sleep. It examines how depression, anxiety, trauma, and sleep disturbances often overlap, creating cycles that impact daily functioning, relationships, work performance, physical health, and overall quality of life. Through a behavioral health and occupational therapy lens, participants will gain a deeper understanding of how stress and trauma affect the brain, body, routines, and ability to engage in meaningful activities. The presentation also highlights the role of sleep as a foundational component of mental and physical wellness.

Learning Objectives: Identify the interconnected relationship between depression, anxiety, trauma, and sleep disturbances and how they influence overall health and daily functioning, recognize common emotional, cognitive, physical, and behavioral signs associated with chronic stress, trauma responses, anxiety,

depression, and poor sleep quality, describe how the nervous system and stress response impact mood regulation, energy levels, concentration, routines, and restorative sleep, explain the role of behavioral health and occupational therapy in supporting mental wellness, healthy habits, coping skills, and participation in meaningful daily activities, apply practical, evidence-informed strategies to improve stress management, emotional regulation, sleep hygiene, and overall wellness in everyday life, and develop greater awareness of personal lifestyle patterns and identify small, sustainable changes that support resilience, recovery, and long-term well-being.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

18. LSC Networking

Moderated by: Mike Medrud: Guests: Karla Aldinger and Team

Room: Embassy A & B

Content: Join fellow administrators and environmental services professionals for an informal discussion focused on Life Safety Code and Emergency Operations. This interactive session provides an opportunity to ask questions, share experiences, discuss survey trends, and learn practical solutions from industry experts and peers.

Learning Objectives: Identify common Life Safety Code (LSC) and Emergency Operations compliance challenges and discuss practical approaches to addressing them and apply current Life Safety Code and Emergency Operations guidance to real-world scenarios through discussion with subject matter experts.

Recommended Audience: BC, NF: Administrators, Environmental Services

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

Breakout Sessions (90-minutes)

10:15 am – 11:45 am:

19. The Empowered Caregiver: Supporting Independence

Presented by: Joan Danks

Room: Dakota Hall

Content: This class focuses on helping the person living with dementia participate in daily activities, providing the right amount of support, and balancing safety and independence while managing expectations.

Learning Objectives: Explain the changes in independence that happen in people living with Alzheimer's and other dementias over the course of the disease, describe the four steps for helping with personal care activities, list tips to help make activities meaningful, identify ways to know what is the right amount of support to provide to a person living with dementia, and describe how dementia affects safety.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

20. SNF QRP: Focusing on the APU

Presented by: Megan Miller

Room: Executive/Board Room – Harvest Hall

Content: This session focuses on the APU threshold, how to keep your MDS data above 90%, review the NHSN requirements, and the new Data Validation requirements. Review compliance and reimbursement concerns from dashes on MDS. Review reports helpful to keeping in compliance with MDS data Quick glance at proposed rule and what we could see in QRP regulation changes.

Learning Objectives: Understand the impact dashes have on care planning, reimbursement, and MDS data, utilize tools to assist with identification of dashed items on MDS, and determine root cause dash use to prevent future use.

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

21. Mops to Motivation is Your Staff TEAM

CLEAN! (Sanitation Session)

Presented by: Barbara Thomsen

Room: Royale Room – Great Hall

Content: Clean is as clean does! How exactly do you get your team excited about keeping sanitation top-notch in your kitchens. Is there a secret recipe or juju you need to share? Come discover how to make to inspire cleaning!

Learning Objectives: Gain knowledge of the CMS sanitation requirements, gain knowledge of the FDA 2024 Food Code, and understand the importance of staff training.

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

22. Infection Prevention-Beyond the Basics

Presented by: Emily Perry and Faye Salzer

Room: Crowne Room – Great Hall

Content: Infection prevention programs play a critical role in protecting residents, staff, and visitors while supporting regulatory compliance and quality outcomes. This session will explore practical strategies to strengthen and enhance existing infection prevention (IP) programs. Participants will review key practices that can be incorporated into a basic IP program to improve quality improvement efforts. Through interactive case scenarios, attendees will apply infection prevention principles to real situations commonly encountered in healthcare settings. These exercises will help participants identify appropriate infection prevention practices, reinforce best-practice decision-making, and recognize opportunities to prevent healthcare-associated infections. The session will also introduce the North Dakota Antibiotic Tracking Program, highlighting how facilities can use antibiotic use data to support antimicrobial stewardship initiatives, identify prescribing trends, and inform quality improvement activities. Participants will gain an understanding of how antibiotic tracking can complement infection prevention efforts and contribute to safer resident care.

Learning Objectives: Attendees will be able to list 2 practices to add to a basic IP program for enhancement, will engage in scenarios to identify correct infection prevention practices and be introduced to use of the ND Antibiotic Tracking Program

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

Ethics Session (2 hours)

10:15 a.m. – 12:15 pm:

23. Ethical Considerations in Trauma-Informed Care (Ethics Session)

Presented by: Jennifer Schlinger

Room: Sterling Room – Great Hall

Content: This session on trauma-informed care, will provide a framework for understanding trauma, its impact, and ethical considerations essential to trauma-informed practice. Participants will gain foundational knowledge and awareness as well as a deeper understanding of trauma as we explore its diverse and various forms. Uncovering how the brain responds to trauma is essential for identifying effective interventions and support so we may make a difference in the lives of those impacted by trauma. This presentation will also explore factors known to promote resilience and well-being by examining practical self-care techniques to support both personal and professional sustainability.

Learning Objectives: Describe foundational concepts and various forms of trauma, recognize how trauma impacts the brain, list trauma-informed interventions, supports, and self-care strategies, and identify principles of trauma-informed care and ethical considerations that guide trauma-informed practice

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

Lunches

11:45 a.m. – 1:15 pm:

Participant Lunch (Pool Patio)

NADONA Membership Meeting Lunch

(Conference/Directors – Harvest Hall)

ACHCA/ND Roughrider Membership Meeting Lunch

(Embassy A & B)

APND Networking Lunch (Mezzanine 1 & 2)

Breakout Sessions (90-minutes)

1:15 pm– 2:45 pm:

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

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

Room: Executive/Board 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. Building Brain-Healthy Habits

Presented by: Joan Danks

Room: Dakota Hall

Content: Research shows there are everyday habits you can build today to help protect your memory and thinking as you get older – even reducing your risk of cognitive decline and possibly dementia. Join us to learn about healthy habits for your brain; the brain heart connection; why brain health is important at all ages, and how to build your personalized action plan for brain-healthy habits.

Learning Objectives: Explain how taking care of brain health is important now and throughout your life, recognize the actions and habits that can help protect and improve brain health, and make a plan to successfully use the tips we'll talk about to build more brain-healthy habits.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

26. Inside the Quality Award Program: What It Really Takes to Win Bronze, Silver, & Gold

Presented by: Ralph Peterson

Room: Crowne – Great Hall

Content: The AHCA/NCAL National Quality Award Program is much more than an application—it's a roadmap for building a stronger organization. Whether you're considering your first Bronze application or preparing for Silver or Gold, understanding the purpose behind the criteria can dramatically improve both your application and your organizational performance. In this interactive session, National Quality Award Master Examiner Ralph Peterson provides an insider's perspective on how the award process works, what examiners are really evaluating, and the common mistakes that keep organizations from advancing. Depending on attendee interest, the session will focus on the bronze, silver or gold criteria, with practical guidance that participants can immediately apply within their own organizations. Participants will leave with a clearer understanding of the Quality Award journey, realistic expectations for each award level, and practical strategies for preparing a stronger application.

Learning Objectives: Describe the purpose and structure of the AHCA/NCAL National Quality Award Program and distinguish the expectations for Bronze, Silver, and Gold, identify common challenges and successful strategies used by high-performing organizations when preparing a Quality Award application, and develop an action plan to begin or strengthen their organization's Quality Award journey using practical tools and proven best practices.

Recommended Audience: AL, BC, NF: Administrators, Executive Directors, Nursing

27. Infrastructure Failure Tabletop Exercises: Building Facility Resilience

Presented by: Duane Ell, Hunter Hubrig, Ben Snyder, Kim Sund and Dawn Lehrmann

Room: Sterling – Great Hall

Content: Healthcare facilities rely on critical infrastructure systems to maintain safe patient care and continuous operations. This interactive session will guide participants through three realistic tabletop exercises involving an electrical generator failure, HVAC system failure, and refrigerator/freezer failure. Working through each 30-minute scenario, participants will evaluate their facility's Emergency Operations Plans (EOPs), discuss operational challenges, identify response priorities, and explore available state resources. Facilitators from the North Dakota Health and Human Services Emergency Preparedness and Response Unit and Local Public Health Emergency Preparedness Coordinators will discuss how they can assist facilities before, during, and after these incidents. Participants will leave with practical tabletop exercise materials that can be taken back to their organizations and used to satisfy annual discussion-based exercise requirements while identifying opportunities for continuous improvement.

Learning Objectives: Assess their facility's Emergency Operations Plans (EOPs) for responding to electrical generator, HVAC, and refrigeration/freezer failures and identify opportunities for improvement, apply emergency management principles to maintain patient safety, protect critical assets, and sustain essential healthcare operations during infrastructure failures, incorporate the tabletop exercise scenarios into their facility's annual emergency preparedness program and identify how Local Public Health Emergency Preparedness Coordinators and ND HHS Emergency Preparedness and Response Unit can support planning, response and recovery efforts.

Recommended Audience: AL, BC, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

28. Nutritional Awareness: the Fridge and Pantry at Home

Presented by: Deborah Strand

Room: Royale – Great Hall

Content: Home Health agencies licensed in North Dakota have specific rules to follow. The purpose of Home Health is to help individuals live safely and independently in their own homes. One of the core home health agency responsibilities is Homemaking by assisting the client with meal preparation and grocery shopping. These responsibilities include following doctors' orders for special diets or general nutritional needs utilizing home setting food safety practices.

Learning Objectives: Identify and implement home setting food safety practices regarding: Clean, Separate, Cook, Chill. Apply home setting food selections for clients with specific recommendations for reduced sodium and diabetes. Encourage general good nutrition by incorporating high fiber/whole grains, incorporating small frequent meals, pre-cut produce and use of organizations providing nutritious meal assistance.

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

Special Event

4:00 pm – 6:00 pm:

People Worth Caring About Documentary Premiere

Location: Fargo Theater (314 Broadway N, Fargo)

Join us for the premiere of a powerful documentary filmed in North Dakota nursing homes that shines a light on the often-unseen work of long-term care caregivers. This moving film captures the quiet dignity, compassion, and commitment of the individuals who care for residents every day. Through authentic stories and real moments inside our facilities, the documentary highlights the human connections that define long-term care—the laughter, the challenges, the dedication, and the deep relationships formed between caregivers and those they serve. These are the faces and stories that stay with you long after the credits roll. This special screening honors the essential role caregivers play in the lives of residents, families, and communities.

Taste of Fargo Event

6:00 pm: Registration

Location: Fargo Theater (314 Broadway Ave N)

Please join us for the Taste of Fargo on Wednesday, September 23rd. We will have check in at the Fargo Theatre from 6:00-6:30pm. At 6:30pm we will break out into 4 groups and hit each of the featured locations where we will have a signature beverage and sample of food: Beer & Fish Company, Rosewild at Jaspers, Marge's Supper Club & Lucky Lounge, and The Toasted Frog all in walking distance in downtown Fargo. Get ready for great flavors, good company, and a fantastic night in Fargo! Registration to attend is \$70, please contact Stacy (stacy@ndltca.org) to get registered!

6:30 pm: Event Kicks Off

Thursday, September 24

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:

29. Proactive Risk Management in Senior Living: Falls, Skin Health, Changes in Condition, and Elopement

Presented by: Cyndi Siders

Room: Conference/Directors – Harvest Hall

Content: A small number of high-risk areas account for the majority of negative outcomes in senior living settings. This session outlines a proactive approach to recognizing, evaluating, and managing risks related to falls, skin integrity and pressure injuries, changes in resident condition, and elopement. Attendees will explore methods to improve early identification, foster stronger team communication, and apply effective interventions that enhance resident safety and care quality.

Learning Objectives: Identify the key risk factors associated with

falls, skin integrity and pressure injuries, changes in resident condition, and elopement in senior living settings, describe a systematic approach to assessing and prioritizing resident risks using evidence-based practices and organizational protocols, and examine targeted interventions designed to manage fall risk, reduce pressure injury risk, address changes in condition, and minimize elopement incidents.

Recommended Audience: AL, BC, CH, NF: Administrators, Nursing, Environmental, Social Services, Therapy, Risk Management

30. Construction Cost and RS Means Implications

Presented by: Alan Dostert, EAPC

Room: Executive/Board Room – Harvest Hall

Content: The presentation will partly recap the process/steps that were recently taken to adjust the square foot construction values used by the North Dakota Department of Health and Human Services (NDDHHS) for reimbursement purposes. The presentation will explain the RS Means methodology and how it has been applied by the NDDHHA. Discussion will also focus on historical/recent construction bids/costs to help establish expectations for facilities anticipating construction projects.

Learning Objectives: History used to establish costs, methodology in using RS Means as a tool, and managing expectations of potential costs when considering a building project.

Recommended Audience: NF: Administrators, Office/Finance

31. Supporting Aging Minds: Trauma-Informed Mental Health and De-Escalation Strategies

Presented by: Monica McConkey

Room: Sterling – Great Hall

Content: As our communities age, helping professionals are encountering more older adults living with depression, anxiety, grief, substance use, cognitive changes, and the impacts of lifelong trauma. This interactive session will explore how common mental health conditions and behavioral presentations can look different in older adults, including what is often missed or misattributed to “normal aging.” Participants will learn practical, trauma-informed approaches to de-escalating distress, agitation, and crisis that preserve dignity, safety, and choice. We will also address the emotional toll of this work, highlighting realistic self-care and boundary-setting strategies to reduce burnout and sustain effectiveness in caregiving and helping roles.

Learning Objectives: Identify at least three common mental health conditions and behavioral presentations in older adults, including how they may differ from younger populations. Apply at least two trauma-informed de-escalation strategies to support older adults experiencing distress, agitation, or crisis. Describe at least two practical self-care or boundary-setting strategies to reduce burnout and sustain effectiveness in helping roles.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

32. Healthier People Create Stronger Teams that Elevate Performance

Presented by: Heidi Appling

Room: Dakota Hall

Content: When we invest in our employees' individual health and wellness, we create a ripple effect that transforms lives, teams, and businesses. Healthier people create stronger teams that create better performance and outcomes. Many long-term care facilities are experiencing inconsistent productivity and focus, rising absenteeism, low morale and disengagement, burn out, and difficulty maintaining a healthy workplace culture. Many of these are not isolated people problems, but human health problems rooted in chronic stress, poor recovery, low energy, unhealthy habits, and unsustainable work patterns. Attendees will learn about 7 simple foundational pillars of health that can determine the quality of individual health and the health of a workplace culture. Small, consistent habits and targeted support in regard to these pillars can create lasting transformations and elevate a team's performance.

Learning Objectives: Learn how our individual health affects not only our own quality of life, but the quality of relationships and work that we are involved in, learn how these 7 foundational pillars of health greatly affect us as individuals and teams: Sleep, Hydration, Stress Modification, Nutrition, Exercise, Detoxification, and Supplements, and identify how small, consistent changes in our habits in regard to these pillars can improve quality of life, quality of relationships, and quality of workplace performance. Attendees will be given practical, achievable habit changes.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

10:30 am – 10:45 am: Break

10:45 am – 12:15 pm: Closing Keynote

Closing Keynote

33. Look for the Good: It Makes Today Better

Presented by: Tim Gabrielson

Room: Crowne/Royale – Great Hall

Content: Most bad days aren't caused by big problems — they're caused by one small moment we keep paying attention to. In this engaging keynote, Tim Gabrielson blends comedy, storytelling, and visual demonstrations to show how attention shapes experience and how emotional carryover spreads through teams. Audiences leave with practical tools to reset their focus, improve communication, and show up better for the people around them.

Learning Objectives: Recognize when a small moment is beginning to influence the tone of their day, ability to reset attention before frustration spreads through communication and decision-making, ability to show up more intentionally in conversations, meetings, and leadership moments, learn how to interrupt emotional carryover and respond more constructively under pressure, and learn simple shifts in focus to strengthen collaboration and team culture.

Recommended Audience: AL, BC, CH, NF: Administrators, Activities, Certified Dietary Manager, Chaplains, Dietary, Environmental, Executive Directors, Health Information Managers, Human Resources, Nursing, Office/Finance, Registered Dietitians, Social Services, All Disciplines

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People Worth Caring About

Documentary Premiere

Wednesday, September 23, 2026

At 4:00–6:00 p.m.

The Fargo Theatre | 314 Broadway N, Fargo, ND

Parking Provided At:

Roberts Commons Garage | 217 Roberts St. N, Fargo, ND

First two hours are free. Parking is free after 5:00 p.m.

Join us for the premiere of People Worth Caring About, a powerful documentary series that shines a light on the compassion, dedication, and purpose found in long term care every day.

This special North Dakota edition features four NDLTCA member facilities and shares authentic stories of residents, caregivers, families, and leaders whose lives reflect the heart of our profession. Through these stories, the documentary celebrates the people who make long term care more than a career—it is a calling.

Whether you work in nursing, administration, environmental services, dietary, therapy, activities, maintenance, or another role, this film is a tribute to the meaningful work taking place in our communities every day.

Enjoy popcorn and pop as you experience an inspiring evening of storytelling, reflection, and celebration with colleagues from across North Dakota.

Each conference registrant will receive one admission ticket, included in your conference packet. A limited number of additional tickets will be available for purchase. Please inquire at the registration desk for availability.

A special thank you to the seven North Dakota long term care communities that opened their doors and trusted us to share the incredible people, relationships, and stories within their walls:

- Bethany on University
- SMP Health – St. Aloisius
- Wentz Living Center
- Hatton Prairie Village
- Baptist Health & Rehab
- Valley Senior Living – Woodside Village
- St. Luke's Home

We are incredibly grateful to the residents, families, caregivers, and team members who welcomed us in and shared a piece of their lives with us.

And a special thank you to Peter Murphy Lewis, Valentina Essus, and the entire team at Strategic Pete and Colomba Films for helping us bring these stories to life with such care and authenticity.

Thank you for helping us show North Dakota the people worth caring about.

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Expo Information

2026 Fall Sponsor Expo

Great Hall – Tuesday, September 22 – 4:30-6:30 p.m.



❖ The Magic Match ❖

Discover the Magic Behind Our Sponsors

Can you make the match? Put your Expo knowledge to the test! Your mission is to visit our sponsor booths, meet the people behind the companies, and discover the products and services they provide.

How to Play:

1. Visit the sponsor booths throughout the Expo.
2. Learn what each sponsor offers.
3. Listen for a fun fact or service-related facts at each booth. You might discover something about a company's history, years in business, unique services, specialties, or something surprising you didn't know!
4. Match each sponsor with the correct company fact on the game sheet included in your participant packet.
5. Complete your matches and turn your sheet in at the NDLTCA Booth, where a staff member will check your answers for a chance to win!

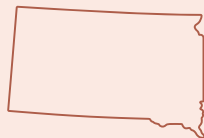
❖ **The more you explore, the more magic you discover!**

Note: The drawings for The Magic Match game will take place at 6:00 p.m.
You must be present to win!

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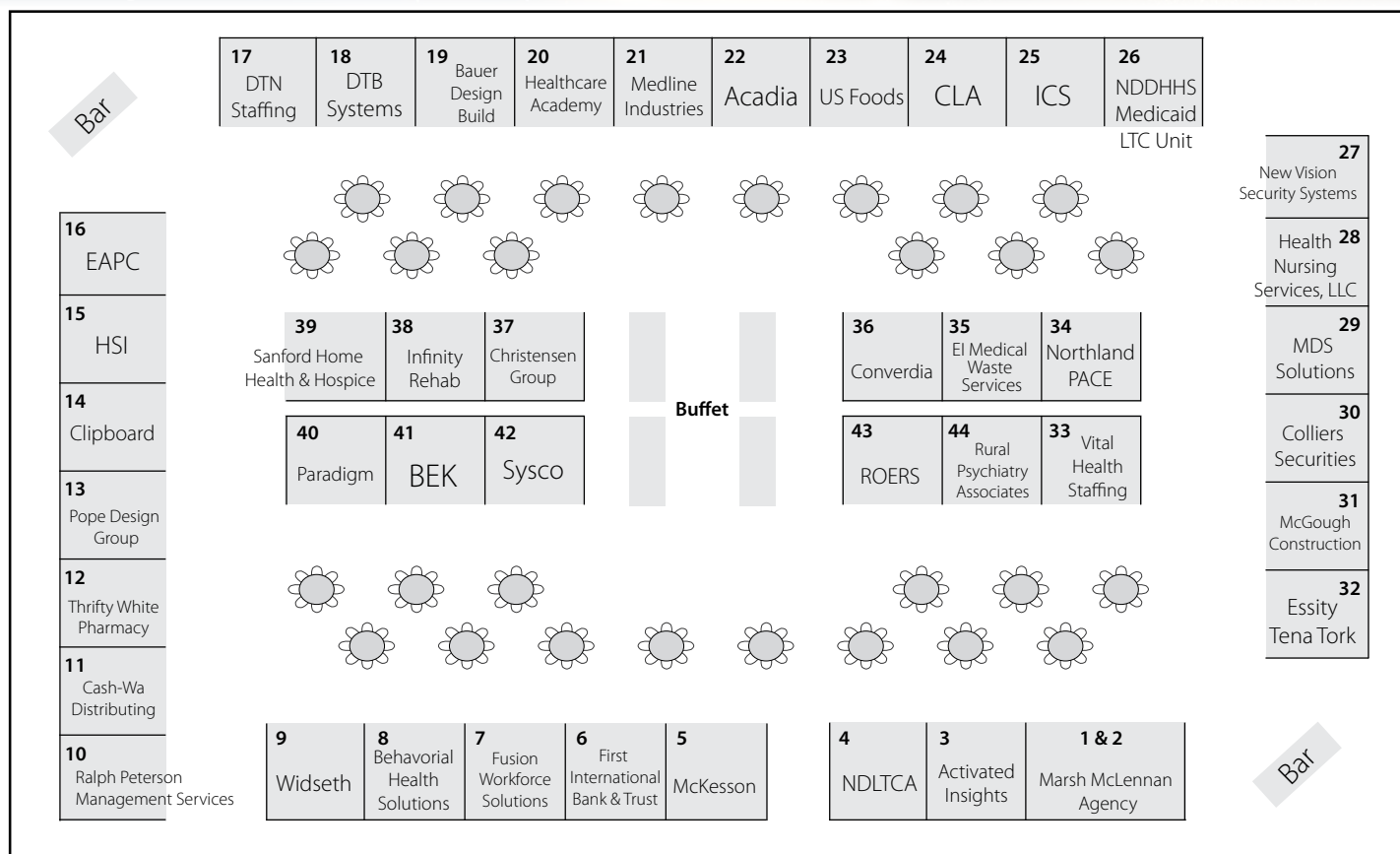
- ✓ Fast-track onboarding by 60%
- ✓ Save 95% of admin time
- ✓ Stay survey-ready, always



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Expo Layout



Expo Booth Directory

See page 22-27 for services and contact information.

NAME	Booth		
Acadia Pharmaceuticals	22	Industrial Contract Services	25
Activated Insights	3	Infinity Rehab	38
Bauer Design Build	19	Marsh McLennan Agency	1 & 2
Behavioral Health Solutions	8	McGough Construction	31
BEK	41	McKesson Medical Surgical	5
Cash-Wa Distributing	11	MDS Solutions	29
Christensen Group	37	Medline Industries	21
CLA	24	NDDHHS Medicaid LTC Unit	26
Clipboard	14	NDLTCA	4
Colliers Securities	30	New Vision Security LLC	27
Converdia Health Staffing	36	Northland PACE	34
DTB Systems	18	Paradigm	40
DTN Staffing	17	Pope Design Group	13
EAPC	16	Ralph Peterson Management Services	10
El Medical Waste Services	35	ROERS	43
Essity Tena Tork	32	Rural Psychiatry Associates	44
First International Bank & Trust	6	Sanford Home Health & Hospice	39
Fusion Workforce Solutions	7	Sysco North Dakota	42
Healthcare Academy	20	Thrifty White Pharmacy	12
Health Nursing Services LLC	28	US Foods	23
HSI	15	Vital Health Staffing	33
		Widseth	9

Booth 22



Acadia Pharmaceuticals

Chris Forney

12830 El Camino Real, Ste. 400, San Diego CA 92130

Phone: 701-412-7926

Email: christopher.forney@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 3

Activated Insights

India Spurling

4010 West Boy Scout Blvd, Tampa FL 33607

Phone: 877-309-5998

Email: sales@activatedinsights.com

Activated Insights helps long-term and post-acute care providers strengthen workforce performance, regulatory compliance, and care quality. Through recruitment, compliance-focused education and training, retention, and experience management tools, along with the industry's leading benchmarking and recognition programs, Activated Insights enables providers to reduce risk, improve satisfaction, lower turnover, and achieve operational excellence across senior living, post-acute and home-based care.



Booth 19

Bauer Design Build

Brian Stollenwerk

14030 21st Ave. N., Plymouth MN 55447

Phone: 763-972-0000

Email: brian.stollenwerk@bauerdb.com

Bauer Design Build is a Commercial General Contractor servicing a wide variety of projects from Senior Living, Multi-Family, Cleanroom, Healthcare, Manufacturing, Storage & Logistics, Retail, and Office. Whether the need is for construction renovation, new construction, land development, or feasibility studies of various buildings, we provide comprehensive insight and management services throughout the construction process with total project accountability.



Booth 8

Behavioral Health Solutions

Sarah Dirks

2200 Paseo Verde Pkwy., Ste. 190, Henderson NV 89052

Phone: 702-589-0886

Email: sarah.dirks@bhs.health

Behavioral Health Solutions is a leading provider of behavioral health services, education, and training for post-acute and senior care organizations. We partner with healthcare operators to strengthen behavioral health expertise through practical, evidence-based education, specialized training, and clinical support. Our programs are designed to equip staff with the knowledge and tools needed to better understand and manage complex behavioral health needs, improve resident outcomes, and support stronger, more confident care teams.

Booth 41



BEK Care Solutions

Darin Rohrich

923 E. Interstate Ave., Bismarck ND 58503

Phone: 701-475-1338

Email: darinr@bektel.coop

As hospitals and care facilities across the region grow to meet rising demand, BEK Communications Cooperative is helping lead the way with technology built for modern patient care. BEK Care Solutions, a specialized nurse call communication product line, is already in use in facilities throughout the Midwest. The suite strengthens connections between patients, families, and healthcare staff, improving response times, safety, and overall quality of care. It's a local, forward-thinking answer to a real-world challenge — proof that homegrown solutions can meet the demands of modern healthcare.



Booth 11

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4101 15th Ave. N., Fargo ND 58102

Phone: 701-281-4409

Email: dustin.frize@cashwa.com

At Cash-Wa Distribution, we are dedicated to supporting the health and wellness of our communities by providing reliable access to high-quality products, equipment, and services. Our comprehensive offerings include nutritional food and beverage solutions, patient care essentials, and operational supplies designed to meet the unique needs of hospitals, long-term care centers, clinics, and other healthcare facilities. With advanced technology systems, expansive temperature-controlled warehouse facilities, and a modern, company-owned transportation fleet, we ensure product integrity, on-time delivery, and exceptional service with every order. As one of Midwest's premier healthcare distributors, Cash-Wa takes pride in combining industry expertise, innovative logistics, and a customer-first approach to help healthcare providers deliver the best possible care.



Booth 37

Christensen Group Insurance

Nathan Kavolak

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Phone: 952-653-0123

Email: nkavolak@christensengroup.com

Founded in 1952 and 100% employee-owned, Christensen Group is the largest locally-owned, independent insurance and employee benefits agency in Minnesota. Our Senior Living Team is focused on connecting you to the solutions and expertise you need to effectively manage risk and protect your future. Our products include property and casualty insurance, employee benefits, and 401k.

Booth 24**CLA**

Tyler Swenson & Dan Deyle
220 S. 6th St., Ste. 300, Minneapolis MN 55402
Phone: 612-397-3278
Email: tyler.swenson@claconnect.com
or daniel.deyle@claconnect.com

CLA exists to create opportunities for our clients, our people, and our communities through our industry-focused wealth advisory, digital, audit, tax, consulting, and outsourcing services. CLA serves more than 3,200 senior living providers including nursing facilities, life plan communities and seniors' housing communities. CLAconnect.com Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor.

Booth 14**Clipboard**

Alex Royal
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Email: conferences@clipboardworks.com

Clipboard is the leading technology platform connecting healthcare facilities with qualified professionals nationwide. With over one million providers and over 300,000 shifts posted monthly, Clipboard drives operational efficiency, workforce continuity, and long-term portfolio performance by giving corporates the controls they need to check spend.

Booth 30**Colliers Securities**

Craig Theis & John Lundby
90 S. 7th St., Ste. 3300, Minneapolis MN 55402
Phone: 612-376-4000
Email: craig.theis@colliers.com or john.lundby@colliers.com

For more than 45 years, Colliers Securities has served municipalities in the upper Midwest. Our qualified professionals have a lengthy record of providing public finance banking services to North Dakota municipalities and consistently rank as one of the top providers of public finance services in the state.

Booth 36**Converdia Health Staffing**

Nikita Hunt
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Phone: 605-318-8430
Email: nikita@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 18**DTB Systems**

Stephanie Hill
13896 Neck Yoke Rd., Rapid City SD 57702
Phone: 763-406-7132
Email: shill@dtbssystems.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 17**DTN Staffing**

Patty Roth & Kari Simillion
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Phone: 701-667-2884
Email: pattyroth@dtnstaffing.com
or kari@dtnstaffing.com

Since 2007, DTN Staffing has remained dedicated to meeting the supplemental staffing needs of long-term care facilities, hospitals, assisted living communities, clinics and home care agencies. As a trusted professional staffing agency, we provide a broad range of highly qualified personnel, including RNs, LPNs, CMAs, housekeepers, cooks and other specialized roles, to more than 350 healthcare facilities. DTN Staffing is committed to transparency and integrity in all our partnerships. We offer straightforward staffing solutions with no overtime charges beyond 50 miles and no intermediaries, ensuring clear communication, cost efficiency, and dependable service every step of the way.

Booth 16**EAPC Architects Engineers**

Rachel Harris
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Email: rachel.harris@eapc.net

EAPC Architects Engineers began with a simple belief: that exceptional design begins with a vision. From our humble beginnings in Grand Forks, North Dakota, we've grown into a multidisciplinary powerhouse, driven by a passion for transforming ideas into reality. As populations live longer and retire earlier, the need for a safe, secure, and comfortable environment with access to amenities that support active living has never been greater. EAPC offers comprehensive services to plan, design, and deliver exceptional senior living environments that support comfort, dignity, and quality of life.

Booth 35



El Medical Waste Services

Patrick Askew

812 Old Hwy 15, Northwood ND 58267

Phone: 701-370-3706

Email: eiwasteservices@gmail.com

El 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 32



Essity/TENA/Tork

Gary Schmidt

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Phone: 701-809-5390

Email: gary.schmidt@essity.com

Essity is a leading global hygiene and health company that develops, produces and sells personal care and professional hygiene products and solutions. Our vision is dedicated to improving wellbeing through leading hygiene and health solutions. Hygiene and health are the essence of wellbeing. Better hygiene and health are necessities for better lives and our products and solutions play an essential role in improving wellbeing.

Booth 6



First International Bank and Trust

Kristine Melby

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Email: kmelby@fibt.com

First International Bank & Trust is a full-service, family-owned independent community bank built on the bond between our employees and customers. Founded in 1910 as Farmers State Bank, we served the small community of Arnegard, North Dakota and have since expanded to rural and urban communities across Arizona, Minnesota, North Dakota and South Dakota. First International Bank & Trust provides customized financial solutions to help organizations achieve their goals. From real estate and equipment financing to working capital and treasury management, FIBT's experienced commercial banking team is committed to supporting the financial strength and long term success.

Booth 7



Fusion Workforce Solutions

Nick Cemer

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Phone: 877-230-3885

Email: Nick.Cemer@Fusionmedstaff.com

Fusion Workforce Solutions leverages our advanced vendor management system (VMS) to source and manage facilities' short-term staffing needs under a single contract. As your managed service provider, we work as an extension of your team to eliminate staffing roadblocks and other internal organizational needs.

Booth 20



Healthcare Academy

Rob Suing

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Phone: 507-248-3310

Email: rsuing@healthcareacademy.com

Healthcare Academy is a leading provider of online education solutions for long-term and post-acute care facilities. Backed by superior live customer support and more than 30 years of experience, our comprehensive Learning Management System (LMS), eCompetencies® platform, and microlearning options is designed to build staff confidence, ensure regulatory compliance, and improve quality of care. In partnership with AHCA, Healthcare Academy delivers Knowledge Checks and eCompetencies® that align with industry standards, support facilities across the country with engaging training and real time competency testing that drives performance and better outcomes.

Booth 28



Health Nursing Services LLC

Alain Nende

3809 Amari Loop NW, Mandan ND 58554

Phone: 701-527-7873

Email: alain@staffinghns.com

We provide qualified Registered Nurses to support patient care, clinical operations, and facility staffing needs. We work to identify candidates who meet the qualifications and requirements applicable to the position and assignment. We match qualified healthcare professionals with facilities based on their skills, experience, availability, and the organization's staffing requirements.

Booth 15



HSI

Aaron Brennan

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Phone: 701-204-7118

Email: abrennan@ndha.org

HSI is the trusted operational backbone for healthcare organizations across the Dakotas. We bring clarity, structure, and expertise to healthcare supply chain operations, allowing organizations to focus on what matters most: delivering high quality care to patients and residents.

Booth 25**ICS****Chris Scheffer****2500 Mill Rd, Grand Forks ND 58203****Phone: 701-775-8480****Email: chris.scheffer@icsgf.us**

Industrial Contract Services is a full-service general contractor supporting senior living communities with safe, efficient, and resident-focused construction solutions. We understand the importance of minimizing disruption, maintaining clean work areas, and protecting resident comfort throughout every project. From pre-construction planning and budgeting to renovations, maintenance, accessibility upgrades, flooring, concrete, sitework, and specialty installations, ICS provides dependable coordination and quality workmanship from start to finish. Whether completing a small improvement, a new build, or a phased renovation, ICS is ready to help senior living providers create functional, welcoming, and well-maintained environments for residents, staff, and visitors.

Booth 38**Infinity Rehab****Alecia Arneson****8100 SW Nyberg St, Ste. 200, Tualatin OR 97062****Phone: 503-570-3665****Email: aarneson@infinityrehab.com**

Infinity Rehab is a leader in providing a full suite of therapy services for SNFs, home health, long-term care facilities, critical access and acute-care hospitals, ACOs, and telehealth administrators.

Booth 1 & 2**Marsh McLennan Agency****Jay LaDue & Matt Nagel****2701 S Columbia Rd, Grand Forks ND 58201****Phone: 701-775-3131****Email: Jay.LaDue@MarshMMA.com or Matt.Nagel@MarshMMA.com**

Marsh McLennan Agency (MMA) provides business insurance, employee health & benefits, retirement & wealth, and private client insurance solutions to organizations and individuals seeking limitless possibilities. With offices across the Dakotas, MMA combines the personalized service model of a local consultant with the global resources of the world's leading professional services firm, Marsh.

Booth 31**McGough Construction****Rich Slagle****630 1st Ave N, Ste. 8, Fargo ND 58102****Phone: 218-731-8282****Email: rich.slagle@mcgough.com**

McGough is the leading Construction Management firm in North Dakota and utilizes the Construction Manager at Risk format for most of its projects. We have offices in Fargo, Bismarck and Grand Forks.

Booth 5**McKesson****Burt Teske****4956 44th St S, Fargo ND 58104****Phone: 701-361-7025****Email: burt.teske@mckesson.com**

McKesson Medical-Surgical is a medical distributor offering medical supplies, healthcare solutions, distribution services, pharmaceutical services and clinical resources.

Booth 29**MDS Solutions****Stephanie Signore****1335 NW Broad St, Murfreesboro TN 37129****Phone: 888-362-8704****Email: info@mdssolutions.org**

MDS Solutions provides skilled nursing facilities and long-term care organizations with the tools, expertise, and strategies needed to accurately capture and optimize reimbursement, enhance overall quality performance and ensure compliance.

Booth 21**Medline****Matthew Jarolimek****Three Lakes Dr, Northfield IL 60093****Phone: 303-908-9287****Email: Mjarolimek@medline.com**

Medline Industries, we make healthcare run better. More than manufacturer and distributor, we focus on your business, helping you achieve your long-term goals. We help healthcare systems and facilities across the continuum activate the clinical and supply chain resources they need to deliver their best care. We help our partners reduce readmissions, care for the higher-acuity patients, gain referrals and provide cost-effective, high-quality care that aligns with your referral partners goals. Medline is your strategic partner uncovering insights and sharing expertise to help you build your business long-term. From easy-to-use tools to better manage your facility, to staff education and training, we help you reduce costs, increase quality outcomes and drive revenue.

Booth 26**NDDHHS-Medicaid Long Term Care Unit****Crystal Labatore****600 E Boulevard Ave, Dept 325, Bismarck ND 58505****Phone: 701-857-6934****Email: clabatore@nd.gov**

North Dakota Medicaid Long Term Care Eligibility Unit.

Booth 4

NDLTCA

Belma Chpeljac

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Phone: 701-222-0660

Email: belma@ndltca.org

NDLTCA is a professional and advocacy organization representing assisted living, basic care, nursing facilities, home care, home health, and hospice providers in North Dakota.



Booth 27

NewVision Security, LLC.

Bill Short

670 Main Ave W, West Fargo ND 58078

Phone: 701-222-8888

Email: Bill.short@newvisionnd.com

NewVision Security specializes in providing advanced security solutions tailored to the unique needs of our diverse client base. We combine industry expertise with state-of-the-art technologies to deliver reliable and effective security systems. NewVision Security offers, Fire, Video Surveillance, Access Control and Intrusion. Our comprehensive services range from initial consultation and installation to ongoing support and maintenance, ensuring our clients' peace of mind.



Booth 34

Northland PACE

Kelly Brekke

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Phone: 701-412-2081

Email: kbrekke@northlandhealth.com

At Northland PACE (Program of All-Inclusive Care for the Elderly), our mission is to promote independence through the coordination of all health services, allowing participants to continue living with dignity at home for as long as safely possible. We are dedicated to providing the highest level of care to seniors in our community.



Booth 40

Paradigm

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Email: asylvester@paradigmseniors.com

Paradigm Senior Services is a specialized revenue cycle management partner serving home care and senior services providers nationwide. We help agencies navigate complex Medicaid, VA, and managed care reimbursement through compliant billing, EVV expertise, and payer alignment strategies. By combining deep regulatory knowledge with operational best practices, Paradigm reduces denials, accelerates cash flow, and improves financial performance, thus allowing providers to focus on delivering high-quality care to the individuals and families they serve.

Booth 13

Pope Design Group

Ward Isaacson

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Phone: 651-642-9200

Email: wisaacson@popedesign.com

Pope Design Group is an architecture and interior design firm employing creative professionals whose passion is creating environments that enhance lives. Founded in 1974, our core values have been integral to the firm's DNA since its inception – we are passionate people, with an entrepreneurial spirit, working collaboratively, exceeding client expectations with a focus on excellence. We are a diverse team of highly trained and experienced professionals whose passion is to create working, living, healing, and learning environments that positively impact the experience of people and success of organizations who use them.

Booth 10

Ralph Peterson Management Services

Ralph Peterson

Email: ralph@ralphpeterson.com

Ralph Peterson is the founder of Ralph Peterson Management Services and one of the nation's leading Quality Award coaches. A National AHCA/NCAL Quality Award Master Examiner, Malcolm Baldrige consultant, keynote speaker, and author of the Inside the Quality Awards series, Ralph has helped hundreds of long-term care organizations successfully pursue Bronze, Silver, and Gold Quality Awards. His practical, engaging presentations translate the Quality Award criteria into real-world leadership and operational improvement strategies that organizations can immediately apply.



Booth 43

ROERS

James Roers

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Phone: 701-356-5050

Email: jim@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. Roers has a passion and experience for providing excellent long term care facilities throughout North Dakota. Visit our website for insight on the company's services, projects and community involvement.

Booth 44**Rural Psychiatry Associates****Kylie Walker****3674 S Washington St, Grand Forks ND 58201****Phone: 701-205-3000****Email: kylie.parson@ruralpsychiatryassociates.com**

Rural Psychiatry Associates is a mental health clinic located throughout Montana, North Dakota, Minnesota, South Dakota, Utah, Alaska and beyond. RPA is dedicated to providing comprehensive psychiatric solutions for individuals and organizations. Our dedicated multidisciplinary team of professionals are here to assist you with access to mental health services whether at home, in one of our offices or within healthcare facilities.

Booth 39**Sanford Home Health and Hospice****Heather Winkler****3223 32nd Ave S, Fargo ND 58103****Phone: 701-630-5684****Email: heather.winkler@sanfordhealth.org**

Hospice Care Including: Bereavement services, integrative therapies, pain and symptom management, respite care, spiritual and social support, volunteer services. Home Health Care Including: Skilled nursing and therapy services, wound care, catheter care and education, disease and/or symptom management, medication management and education, tube feeding care and education, pediatric care (dependent upon agency).

Booth 42**Sysco North Dakota****Jane Hansen****3225 12th Ave N, Fargo ND 58102****Phone: 701-640-5403****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 12**Thrifty White Pharmacy****Tim Peterson****6701 Evenstad Dr N, Maple Grove MN 55369****Phone: 612-360-9431****Email: tpeterson@thriftywhite.com**

Thrifty White Pharmacy provides comprehensive long-term care pharmacy services, expert consultant pharmacist support, and seamless eMAR integration to help healthcare communities improve medication management, enhance resident care, and simplify daily operations.

Booth 23**US Foods****Karsan McGillicuddy****4601 32nd Ave S, Grand Forks ND 58201****Phone: 701-240-1384****Email: karsan.mcgillicuddy@usfoods.com**

US Foods® is a leading foodservice distributor supporting Senior Living and Long-Term Care communities with quality products and expert solutions. Through US Foods VITALS®, operators gain end-to-end support to improve resident satisfaction, manage costs, address labor challenges, and strengthen dining performance.

Booth 33**Vital Health Staffing****Mark Kloster****4141 38th St S, Ste. 2-D, Fargo ND 58401****Phone: 701-356-1653****Email: mark@vitalhealthstaffing.us**

At Vital Health Staffing, we specialize in simplifying the job search for those pursuing CNA, CMA, LPN, and RN roles. Our innovative platform is tailored to the healthcare industry, making employment opportunities easy to navigate and accessible to all. By removing barriers and providing a seamless experience, we empower you to take control of your healthcare career. Discover the possibilities and explore the various avenues for advancement, all within our convenient, dedicated healthcare staffing platform.

Booth 9**Wideth****Brent Dammann****3590 S 42nd St, Grand Forks ND 58201****Phone: 701-765-8005****Email: brent.dammann@wideth.com**

Wideth 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. And we'll work alongside you as you explore the next steps for your facilities and services. Renovations, additions, new construction - Wideth 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.

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 AWARD

Benedictine Living Community-Dickinson – Dickinson, ND 2026
Bethany on 42nd Skilled Care – Fargo, ND 2023
Bethany on University – Fargo, ND 2023
Eventide Fargo – Fargo, ND 2024
Eventide Heartland Care Center – Devils Lake, ND 2026
Eventide Jamestown – Jamestown, ND 2026
Good Samaritan Society – Fargo – Fargo, ND 2025
Richardton Health Center – Richardton, ND 2026
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 AWARD

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
Bethel Lutheran Nursing & Rehab Center – Williston, ND 2026
Dakota Alpha – Mandan, ND 2023
Ecumen Evergreens of Fargo – Fargo, ND 2025
Elm Crest Manor – New Salem, ND 2026
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
Knife River Care Center – Beulah, ND 2026
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 2026
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



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For more information, contact Jay LaDue at 800.553.4291 or JLaDue@MarshMMA.com



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