

NDLTCA Fall Conference

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

Early Bird Deadline: September 1st

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 Chaplains Association
ND Environmental Services Association



**North
Dakota
Long Term Care
ASSOCIATION**

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Conference Information

Refund/Cancellation Policy

If a registrant cannot attend, an alternate registrant may attend in his/her place. Cancellations received more than 20 business days prior to September 18th will receive a full refund for the registration fee. Cancellations received 13-19 business days prior to September 18th will receive a refund of 75% of the registration fee. Cancellations received 6-12 business days prior to September 18th will receive a refund of 50% of the registration fee. Cancellations after this time/date will be charged the full registration fee. All cancellations must be made in writing and may be emailed to peggy@ndltca.org or belma@ndltca.org. Refunds, if applicable, will be issued after the conference.

Survey/Organization Related Disaster

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

Inclement Weather/Illness

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

Substitution Policy

No Badge Sharing Policy

If you register and then are unable to attend, you may send someone in your place at no additional charge. Substitutions must be submitted in writing prior to the first day of the Conference. After this date, all substitutions will be processed at on-site registration. Please email belma@ndltca.org the full name, facility, job title, telephone number and email address of the individual who will be replacing you, thereby authorizing the substitution to be made. **There will be no sharing of a Full Registration amongst staff.**

NDLTCA Code of Conduct Summary

The North Dakota Long Term Care Association (NDLTCA) is committed to ensuring a respectful, safe, and inclusive environment for all participants at NDLTCA events. Attendees, members, and staff are expected to treat others with respect, engage in professional dialogue, and follow venue rules.

Unacceptable behavior includes any form of harassment, discrimination, threats of violence, or disruptive actions. All participants must comply with the instructions of event moderators and NDLTCA staff. If you witness or experience inappropriate conduct, report it to NDLTCA staff immediately. In case of escalating situations, contact security or call 911.

Violations of this Code may result in immediate removal from the event, suspension of future participation, or termination of membership/registration without refund.

Conference Information

Continuing Education

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

Meal Functions

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

Special Accommodations

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

Conference Accommodations

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

Registration

Early bird pricing ends
September 1st!

Register Online at <https://ndltca.org/events/fall-conference-3/>

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

	NDLTCA Member BEFORE / AFTER	Non-Member BEFORE / AFTER
Full Registrant	\$375 / \$500	\$475 / \$600
Monday, Sept 21 <i>(Emerging Leaders Program Members Only)</i>	\$200	
Tuesday, Sept 22 Day Pass	\$225 / \$350	\$325 / \$450
Wednesday, Sept 23 Day Pass	\$225 / \$350	\$325 / \$450
Thursday, Sept 24 Day Pass	\$125 / \$250	\$225 / \$350

Student Registration Fees

Any student, intern or AIT	\$200
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Guest Registration Fees

Attending Expo	\$30
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If you pay via credit card, there's a 3.5% fee added. You have the option of paying by check and we will invoice you.

Featured Speakers



Peter Murphy Lewis

Opening Keynote – 7. 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 – 39. 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.

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

The Magic of Caring

Celebrating the Everyday Moments
That Matter Most | NDLTCA

Monday, September 21

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

8:00 am – 5:00 pm: Emerging Leaders Full Day Workshop (TBT) *Closed to Emerging Leaders Students

2:00 pm – 2:30 pm: NDLTCA Foundation Meeting (TBT)

2:30 pm – 5:00 pm: NDLTCA Board Meeting (TBT)

4:00 pm – 5:30 pm: LTCSWND Board Meeting (TBT)

5:00 pm – 7:00 pm: ND ANFP Board meeting (TBT)

7:00 pm – 8:30 pm: - Welcome Social (TBT)
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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: TBT

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 CMS guidelines? Do you know what the most common citations are—and how to avoid them? This session will provide an in-

Agenda

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: TBT

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: TBT

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

Presented by: Amanda Mosbrucker

Room: TBT

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: TBT

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: TBT

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 – (TBT)

LTCSWND Membership Meeting Lunch – (TBT)

ND ANFP Membership Meeting Lunch – (TBT)

General Session (60-minutes)

1:00 pm – 2:00 pm:

7. Keys to Highly Effective Communication

Presented by: Eric Collett

Room: TBT

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: TBT

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: TBT

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: TBT

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, Erica Cermak and Nikki Wegner

Room: TBT

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: TBT

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: TBT

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: TBT

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



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

Presented by: Cyndi Siders

Room: TBT

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: TBT

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: TBT

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: TBT

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: TBT

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: TBT

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: TBT

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: TBT

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: TBT

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 (TBT)

ACHCA/ND Roughrider Membership Meeting Lunch (TBT)

APND Networking Lunch (TBT)



Breakout Sessions (90-minutes)

1:15 pm– 2:45 pm:

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

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

Room: TBT

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

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

25. Building Brain-Healthy Habits

Presented by: Joan Danks

Room: TBT

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: TBT

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: TBT

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: TBT

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

4:00 pm – 6:00 pm:

Invisible Work: People Worth Caring About Documentary

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.

PAC Event - Taste of Fargo

6:00 pm: Registration

7:00 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: TBT

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: TBT

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: TBT

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

Early bird pricing ends
September 1st!

Register Online at

<https://ndltca.org/events/fall-conference-3/>



32. Healthier People Create Stronger Teams that Elevate Performance

Presented by: Heidi Appling

Room: TBT

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: TBT

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

The Magic of Caring

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