

2020 Convention: Alternative Education Opportunities

A public health pandemic may have prevented us from meeting in-person during the 94th Annual Convention, but it will not prevent us from continuing to offer resources and training to all health care disciplines across the continuum of care. SDAHO's 2020 Annual Convention will not be taking place in-person; however, we have developed an education schedule during the months of August and September to supplement this training.

Facilities can register for this education package, a \$550 value, for \$350 per member facility. Non-member facilities are welcome to register for \$425 per facility. Registration will provide facility employees access to the live presentations, recordings from each session, handouts, connection information and continuing education credits for licensed nursing home administrators, social workers, and CPHQ participants.

A \$550.00 Value for only \$350.00

At-A-Glance

- **August 11** Regulatory High-Risk Areas for Hospitals with Nancy Ruzicka
- **August 13** The Little Things that Make the Biggest Difference with Mitch Reed (LNHA/SW)
- **August 18** Professional Boundaries with Lores Vlaminck (LNHA/SW)
- **August 20** The 21st Century Challenges of Health Equity with Dr. Kevin Ahmaad Jenkins (LNHA)
- **August 25** The Forgotten Element of Palliative Care - the Caregiver with Dr. Michael Deters (LNHA/SW)
- **August 27** Home Health: Surveys Will Be BACK! with Annette Lee (LNHA)
- **August 27** Hospice 2020 with Annette Lee (LNHA)
- **September 2** Intentional and Unintentional LGBTQ Health Care Discrimination with Greg Fosheim (LNHA/SW)
- **September 3** The New Healthcare Ecosystem with Tom Koulopoulos (LNHA)
- **September 9** CMS Regulatory Changes for General Acute and CAHs with Nancy Ruzicka
- **September 10** Will there be a doctor in the House? with Kurt Mosley (LNHA)
- **September 15** Medical Marijuana and CBD in Senior Living with Cory Kallheim and Sharon Caulfield (LNHA & SW)
- **September 22** Emerging News (And Noise) about AI, Digital Health and Innovation, Greg Fosheim (LNHA)
- **September 23** Leading in Whitewater with Todd Forkel (LNHA/SW)
- **September 30** A Positive Approach to Care (5 hours) with Shelly Edwards and Jack York (LNHA/SW)
- **Recording** Generative Thinking for Strategic Development and Planning with Sarah Pavelka (LNHA/SW/CPHQ)
- **Recording** Using Root Cause Analysis or Failure Mode and Effects Analysis for your Plan of Correction with Sarah Pavelka (LNHA/SW/CPHQ)
- **Recording** Home Health: What We Have Learned Thus Far in 2020 with Annette Lee (LNHA)

Benefits of Education Package:

- 18 educational sessions
- All facility staff can attend for one registration fee
- Continuing education credits
LNHA = 22.2 & SW = 14.4
- Secured participant portal that will include all session information
- Access to session recordings
- Various topics – leadership, regulatory, behavioral health, strategic planning, motivation, workplace issues

REGISTER [SDAHO.ORG/CONVENTION](https://sdaho.org/convention)

Interested in only a few webinars? Individual webinar registration is also available. Check out our events calendar!

sdaho.org/calendar

Schedule

August 11 | 1:00 - 2:00 PM CST

Regulatory High-Risk Areas for Hospitals, Nancy Ruzicka

Every year there is increasing risk for general acute and critical access hospitals (both accredited and non-accredited) to be found out of compliance with one or more Conditions of Participation during a routine survey or a complaint investigation. Which areas are of highest risk for Condition Level deficiencies? This session reviews the areas of Infection Control, Patient Rights, Physical Environment and EMTALA where deficiencies in high level disinfection, abuse, suicide/ligature risk are the most common causes of Condition Level Deficiencies. What do hospitals need to do to prevent these deficiencies?

August 13 | 11:00 AM - 12:00 PM CST | CE's: LNHA & SW (1.2)

The Little Things that Make the Biggest Difference, Mitch Reed

This presentation will be based on Mitch's book "Cardboard Confessionals". We discover the five most influential people in our lives and how they came to be. We discuss the little things in life and how taking advantage of those can make all the difference. The first step to helping those around us is to appreciate their strength and understand what they are going through.

August 18 | 11:00 AM - 12:00 PM CST | CE's: SW & LNHA (1.2)

Professional Boundaries, Lores Vlamincik

Defining professional boundaries provides a secure foundation for the professional's-patient therapeutic relationship by nurturing this sense of trust in the patient. Patients trust that staff will always act in their best interest. For educational purposes, think of a house of cards. Much like a house of cards, it is the professional's responsibility to build this foundation and keep it from falling. Crossing boundaries can be compared to removing a card from the bottom of the house of cards. One card might be okay, but too many and the house of cards, in this case the professional relationship, comes crumbling down. Join this webinar to visit the difference between a professional boundary crossing versus a boundary violation and review real scenarios that are pertinent to real experiences in community or facility settings.

August 20 | 12:00 - 1:00 PM CST | CE's: LNHA (1.2)

The 21st Century Challenges of Health Equity, Dr. Kevin Ahmaad Jenkins

From broken community partnerships to diminished funding, how do we overcome the 21st Century Challenges of Health Equity? This presentation motivates clinicians, researchers, and healthcare leaders to explore the role, recognition, and remediation of inequity in medicine. This presentation teaches healthcare providers and biomedical researchers how to clinically confront the deadly "isms" that prevent quality care and public wellness. In addition, Dr. Jenkins will be addressing the important issues of systemic racism and unconscious/implicit bias and the impact that they will have on delivering quality care to all.

August 25 | 11:00 AM - 12:00 PM CST | CE's: LNHA & SW (1.2)

The Forgotten Element of Palliative Care – the Caregiver, Michael Deters, MD

Caregivers are called on to take on superhuman tasks, but they are only individuals like us. They need help just as the patient does and that is our responsibility, in some ways their journey is even more difficult than the loved one who is the patient. Caregiving impacts the health of the caregiver; it changes lives, circles of friends and many relationships. All of this will be explored in detail as we look at the lives of caregivers and how we can help them cope.

August 27 | 12:00 - 1:00 PM CST | CE's: LNHA (1.2)

Home Health: Surveys Will Be BACK!, Annette Lee

We will take a look at the resumption of surveys, what this will look like, and how the infection control survey will differ from the past! We will review the top 10 citations nationally and in South Dakota, ensuring we understand the risk areas and will use a self-survey tool to ensure that you can avoid these risks and ensure safe care to your patients, as well as pass your survey with flying colors! We will take a section of the Conditions of Participation (COPs), discuss "real-life" applications, risks and how these practices may be altered during COVID.

August 27 | 1:30- 2:30 PM CST | CE's: LNHA (1.2)

Hospice 2020, Annette Lee

2020 has been a whirlwind, from developing our personal "new normal" to adapting to changes in our care delivery, including barriers to seeing patients in person, to waivers opening up rules and regulations. This session will focus on the center of care for patients, including how to ensure that hospice organizations are using flexibilities and meeting patients' needs with continued excellence. This session also will discuss the Hospice Payment Rule for 2021, the new CMS example of the updated election statement and the addendum to notify the patient with clarity about medicines and services that would not be covered by hospice.

September 2 | 11:00 - 11:30 AM CST | CE's: LNHA & SW (0.6)

Intentional and Unintentional LGBTQ Health Care Discrimination, Gregory Fosheim

In this presentation, Gregory will cover common LGBTQ terms and definitions as well as historical trends and statistics showing the impact that barriers to care cause the LGBTQ patient. He will also review conversion therapy ramifications, Section 1557 of the ACA pre- and post-Franciscan Alliance decision, electronic health records and coding for trans care and HIPAA requirements. Gregory will also discuss South Dakota bills criminalizing the provision of gender-affirming health care.

September 3 | 12:00 - 1:00 PM CST | CE's: LNHA (1.2)

The New Healthcare Ecosystem, Tom Koulopoulos

What the COVID-19 crisis has made abundantly clear is that the current healthcare ecosystem is ill-prepared to deal with the type of healthcare needs that will be typical of the 21st Century. With an aging global demographic that will put more than half of the world's population in the 60+ age group by 2060 the world's real healthcare crisis has barely begun. The challenge isn't advances in medicine, the threat of future pandemics, or our ability to develop new pharmaceuticals and therapies, but rather a healthcare ecosystem that pits payer against provider, forces gaming of the system, poorly orchestrated supply chains, and the enormous burden on providers to handle so many of the administrative aspects of healthcare. The best hope for healthcare is to rethink how to refocus every part of the healthcare ecosystem on what it is best at.

September 9 | 1:00 - 2:00 PM CST

CMS Regulatory Changes for General Acute and Critical Access Hospitals, Nancy Ruzicka

During the past year, there have been many changes in the Medicare Conditions of Participation for general acute and critical access hospitals. This session will cover recent changes to the Conditions of Infection Prevention and Antibiotic Stewardship, Discharge Planning and the Upcoming Changes in Quality Assessment and Performance Improvement. This session will also assist hospitals and CAHs in identifying resources to keep up to date on changes in regulations and interpretative guidelines.

September 10 | 10:00 - 11:00 AM CST | CE's: LNHA (1.2)

Will There Be a Doctor in the House? Kurt Mosley

The Covid-19 pandemic has profoundly altered the healthcare industry and virtually every other aspect of the economy and life in the United States. And yet, many of the underlying dynamics fundamental to healthcare remain. One of these is the time-honored fact that healthcare is provided by people, for people. The emergence of Covid-19 has not altered this fact, it has only made it more apparent.

In this presentation, executives with the nation's leading physician search and consulting firm review the emerging methods that hospitals, medical groups and other healthcare facilities are using to retain and recruit medical staff during the Covid-19 pandemic. The program includes original data from a physician survey conducted by Merritt Hawkins in collaboration with The Physicians Foundation that tracks how physicians are being affected by and are responding to Covid-19.

An engaging and instructive look at physician recruiting and retention during a unique time, Will There Be A Doctor in the House is a presentation likely to interest hospital CEOs, CFOs, medical directors, urgent care administrators, physicians, recruiters, medical liaison officers, trustees, and anyone else who follows today's evolving healthcare trends.

September 15 | 1:00 - 2:00 PM CST | CE's: LNHA & SW (1.2)

Medical Marijuana and CBD in Senior Living, Cory Kallheim & Sharon Caulfield

In this webinar we will explore the conflict between state and federal laws with medical marijuana and learn best practices if allowing medical marijuana and CBD use by residents or staff. We will also consider legal and practical differences between the use of medical and recreational marijuana and CBD products and identify best practices for mitigating risk if allowing medical marijuana or CBD use by residents or staff.

September 22 | 11:00 - 11:30 AM CST | CE's: LNHA (0.6)

Emerging News (And Noise) about AI, Digital Health and Innovation, Gregory Fosheim

The noise about the promise of artificial intelligence (AI), digital health and innovation in healthcare is deafening at times. In fact, today's clinical, financial and IT leaders would be hard pressed to devise a forward-looking strategy that did not at least consider the role of innovation and such initiatives and how it can translate to healthcare quality, cost reduction and population health management. Innovation can present questions related to challenges with accessing and deploying capital, reimbursement, financial distress, aging physicians, and repurposing of facilities. This presentation will address answers to some of the challenges and will focus on several different ways health care providers may provide innovation to their patients. Gregory will explore innovative opportunities, such as, cutting costs through alternative partnerships, telemedicine and engaging advanced practice providers, applying social determinants of health, drone delivery of medications, and how to use governance in innovation.

September 23 | 11:00 AM - 12:00 PM CST | CE's: LNHA & SW (1.2)

Leading in Whitewater, Todd Forkel

This presentation will illustrate how to lead effectively in these times of transformational change. Furthermore, it will show how to hardwire elements to keep employees engaged and aligned with your mission. By the end of this session, participants will learn the elements of building an environment of trust, apply skills to effectively communicate change, successfully demonstrate how to manage changes in operations, and identify how to manage self-care during these turbulent times.

September 30 | 9:00 AM - 2:00 PM CST | CE's: LNHA & SW (5.4)

A Positive Approach to Care, Shelly Edwards and Jack York

Senior Living From the Road: A 22,000-Mile Journey of Joy

Jack York, Co-Founder, It's Never 2 Late (iN2L). It's easy to look at senior living from a 30,000-foot perspective. Vendors, operators, policy makers, and the public at large can understandably get caught up in the macro issues that drive the "business" of senior living. But what about the street-level perspective? This session will walk attendees through a 22,000-mile journey throughout the U.S. to simply say "thank you" to senior living communities. What started as a journey of gratitude evolved into a series of life-changing conversations and relationships with the residents and staff of our senior living communities. Stories of hope, determination, faith, inspiration, romance, and possibility were shared by the greatest generation and the care professionals who lovingly serve them. The perspectives learned from these conversations provide insight on care delivery, improving relationships, and how we view aging. Most people pursue a career in senior living because of the personal joy felt interacting with the greatest generation. This session will remind you why you got into the field in the first place. Buckle up and enjoy the ride!

Normal vs. Not Normal Aging

Shelly Edwards, Teepa Snow's Positive Approach® to Care. Shelly will help participants understand and recognize the differences in "normal" and "not normal" aging. Participants will develop better observational skills to recognize and intervene effectively when behavioral challenges occur. She will discuss how to develop new skills related to approach, cueing, and the ability to connect with people affected by dementia. This session will emphasize the value of matching helping behaviors to the person's needs and retained abilities to promote a sense of control and self-direction.

Seeing Challenging Behaviors as Unmet Needs

Shelly Edwards, Teepa Snow's Positive Approach® to Care. This session is designed to help care partners better understand why the person they are trying to help may at times exhibit 'challenging behaviors.' It will focus on looking beyond the disease to recognize other possible factors that may be causing or contributing to the challenges. This session will also help participants develop better communication skills when working with people living with dementia by emphasizing the value of empathetic and supportive communication. The overall goal of the session is to reduce or minimize unproductive conversations and resistive behaviors by using effective verbal and physical skills.

Using Six Pieces of the Puzzle and Teepa Snow's GEMS™

Shelly Edwards, Teepa Snow's Positive Approach® to Care. In this session participants will be introduced to the 'Six Pieces of the Puzzle' that is used to help determine what contributing factors may be involved in learning and knowing more about the person in order to create effective care plans. This problem-solving approach will be presented to help participants reduce the intensity, frequency, or occurrence of challenges. We will also introduce Teepa Snow's GEMS™ dementia classification model to guide communication and effective engagement tools to better connect with the person living with dementia. The overall goal of the session is to reduce or minimize unproductive conversations and resistive behaviors by using effective verbal and physical skills.

Recordings

Generative Thinking for Strategic Development and Planning, Sarah Pavelka

At points in time you may feel that your organization is falling behind in innovation, strategy to meet challenges, lack creativity in new development, or just the need for more time for planning. During this session you will have the opportunity to share with fellow professionals about the future of post-acute care and how to plan for the future needs. Participants will take away some of the best techniques to put strategic activities on your on-going, "fun list", without the feeling like it is "just another thing to-do". | CE's: LNHA, SW, CPHQ (1.2)

Using Root Cause Analysis or Failure Mode and Effects Analysis for your Plan of Correction, Sarah Pavelka

Using Root Cause Analysis or Failure Mode and Effects Analysis (FMEA) are powerful tools that can assist with prevention and correction of errors that may appear in your organization. In this session, participants will learn simple techniques to uncover problem areas, deal with them effectively, and put tools in place to prevent future problems. These techniques can be documented in plans of correction and simply spread to your staff. | CE's: LNHA, SW, CPHQ (1.2)

Home Health: What We Have Learned so far in 2020, Annette Lee

This webinar will provide data and look back on what we have learned in the first half of the year related to PDGM. Certainly, this has not retained the focus we planned on, due to a world-wide pandemic, but this session will focus on current opportunities, risks of PDGM and the current OASIS data collection rules and instructions related to payment and discuss recent extensions and flexibilities related to OASIS documentation during COVID. | CE's: LNHA (1.2)

Continuing Education

SDAHO is approved as a provider for continuing education by the South Dakota Board of Social Work Examiners, 135 East Illinois, Suite 214, Spearfish, SD 57783, SDBSWE Approval Period: January 1, 2018 - December 31, 2020, Provider #1012. Social workers will receive up to 14.4 continuing education contact hours or .144 CEU's for this education.

SDAHO is the South Dakota affiliate of LeadingAge, an approved provider of continuing education in nursing home administration by the South Dakota Board of Nursing Facility Administrators. There are 22.2 contact hours available to nursing home administrators for participation in this education.

Sponsors

Thank you to our sponsors for helping us provide these educational opportunities at a reduced cost to health care facilities!



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Speakers

Sharon Caulfield

Sharon Caulfield established her health law practice in 1982 and retired from the full-time practice of law in 2019. She is now available for special projects such as policy initiatives, internal investigations, and compliance. Ms. Caulfield's professional experience has been to work with health care providers on governance, regulatory and billing compliance, corporate transactions, fraud and abuse strategic advice, government investigations, antitrust advice, employment matters and managed care contracting. In addition, a significant portion of Ms. Caulfield's activities have been in long term care and senior living ventures.

Michael Deters, MD

Dr. Deters is an internal medicine specialist and has been practicing for over 40 years. He started his career working in an internal medicine private practice where he spent over 30 years. During his career, Dr. Deters developed a respiratory therapy department and an outpatient diabetic educational program at the Unity Point Health - Allen Hospital in Waterloo, IA. In 2008, Dr. Deters served as the Medical Director for Cedar Valley Hospice in Waterloo, Iowa and today, he presently serves as the Assistant Medical Director at Cedar Valley Hospice.

Shelly Edwards

Business Development Coordinator Positive Approach® to Care (PAC), PAC Certified Trainer, Consultant, and Presenter, Shelly Edwards is an accomplished professional trainer and educator. She joined Teepa Snow's PAC team in 2018, after 4 years as a certified PAC Trainer. She has been a trainer of adults for more than 30 years, specializing in Alzheimer's and Dementia training since 2007, training professional caregivers, first responders and families alike. She has also been a trainer for Oregon Care Partners since its inception in 2014 providing classes about dementia, challenging behaviors, and communication skills for care partners of all types (including the developmental disabilities community). She relocated to the NW in November 2013 (after living all over the US). She holds a BA in History from Mount Union College and a Masters of Library Science from Kent State University.

Todd Forkel

Todd Forkel is the President and CEO of Avera St. Luke's in Aberdeen, SD. Todd has served in executive leadership roles in the past at the Mayo Clinic in Rochester MN as well as Innovis Health and Essentia Health in Fargo ND. Todd is a registered radiology technologist and has a degree in radiology sciences from Presentation College in Aberdeen, SD. In addition, Todd has an undergraduate degree in business management from Northern State University in Aberdeen, SD along with an MBA from the University of Mary in Bismarck, ND and a Master's of Science in Healthcare Administration from California Coast University. He is a green belt in Lean/Six Sigma and has also completed a leading change management set of courses through Cornell University.

Gregory Fosheim

Gregory Fosheim is an Associate at the law firm, McDermott Will & Emery, and advises healthcare and life sciences clients across a variety of corporate, transactional and regulatory compliance matters. Working with hospitals, physician practice groups, clinical research programs, pharmaceutical companies, device manufacturers and others, Gregory provides counsel on healthcare fraud and abuse risks, Medicare, Medicaid, and private payor billing, and clinical research and laboratory compliance in connection with federal grants, among other issues. Gregory also provides regulatory due diligence support on healthcare transactions and collaborations, helping his clients drive innovation and expand their businesses.

Kevin Ahmaad Jenkins

Dr. Kevin Ahmaad Jenkins is a dynamic speaker, author, scholar, a Postdoctoral Fellow at the University of Pennsylvania and a Core Investigator at the Center for Health Equity Research and Promotion (CHERP) at the Corporal Crescenzo VA Medical Center in Philadelphia. Jenkins is appointed within Division of General Internal Medicine and is an Associate Fellow within The Leonard Davis Institute of Health Economics. He is also the director of the Interpreting Attitudes toward Minorities in Medicine (I AM) Research Group.

Dr. Jenkins, who is two-time award winner national journalist examines the influence of race, racism, and psychosocial stress within medicine. Dr. Jenkins leads research studies that analyze how stress lethally interacts with vascular-based diseases (e.g., heart disease, chronic kidney disease, and diabetes) and Alzheimer's Disease in high-risk subgroups within the Black community. To best understand how racism makes people sick, Dr. Jenkins and his research team work with former professional football players, veterans, and people living with vascular-based diseases to create family-centered culturally sensitive and competent interventions.

Cory Kallheim

Cory Kallheim is the Vice President, Legal Affairs and Social Accountability and oversees all law-related issues affecting LeadingAge members, particularly but not exclusively in the areas of social accountability/tax exemption, fair housing/discrimination, disability law, professionally liability, compliance nonprofit governance issues and tort law. In addition, Cory oversees LeadingAge's legal committee activities.

Tom Koulopoulos

Tom Koulopoulos is chairman of the Boston-based global futures think tank Delphi Group, which was named one of the fastest growing private companies in the US by Inc. Magazine. Tom is also the author of eleven books, a frequent business commentator on MSNBC, a columnist for Inc.com, an adjunct professor at Boston University Graduate School of Management, an Executive in Residence at Bentley University, the past Executive Director of the Babson College Center for Business Innovation, and past Executive Director of the Dell Innovation Lab.



Annette Lee

Annette is a registered nurse practicing since 1990, with the majority of her nursing experience in public health care, and has a Master's in Health Care Administration. In 2000 she joined the home health intermediary Cahaba GBA where she became a Medical Review instructor, providing education to home health and hospice providers on Medicare reimbursement issues and effective documentation strategies. After nearly a decade working for the intermediary, she began Provider Insights, Inc. In the private sector, she was able to provide insights into Medicare regulations and how to make them work for agencies on a day-to-day basis to both increase quality and reduce risk. Most recently, CGS contracted Provider Insights, Inc to perform all of the MAC's clinical education for home health and hospice providers. Her broad experiences make her uniquely able to provide practical solutions to meet the requirements of the fiscal intermediary system and medical review within the "real world" environment of hospice and home health. She presents nationally on Hospice, LCDs, Home Health coverage, OASIS, PPS, medical review/appeals, documentation and coverage.

Kurt Mosley

Kurt Mosley serves as Vice President of Strategic Alliances for Merritt Hawkins, the nation's leading physician search and consulting firm, and a company of AMN Healthcare, the largest healthcare staffing organization in the United States. With over 20 years of health care industry experience, Mr. Mosley is one of the nation's leading authorities on the evolving healthcare system, particularly the way physician supply, demand, and access are changing. Mr. Mosley has been cited for his expertise in numerous publications, including USA Today, U.S. News & World Report, Modern Healthcare, Hospitals & Health Networks, HealthLeaders, Medical Economics and many others and has been heard on XM Radio's "Reach M.D." program. Mr. Mosley served on The Council on Physician and Nurse Supply, a group of health care experts based at the University of Pennsylvania dedicated to finding solutions to the shortage of nurses and physicians. Mr. Mosley served as Contributing Editor to Merritt Hawkins' highly regarded book "Will the Last Physician in America Please Turn off the Lights," and was an expert adviser to the Health Care Advisory Board's white paper "Transforming Primary Care." In addition, Mr. Mosley has keynoted healthcare staffing roundtables for the U.S. Army and for the American Society of Healthcare Journalists. A nationally noted speaker, Mr. Mosley has addressed over 90 healthcare professional organizations over the last two years reaching over 6,500 industry leaders.



Sarah Pavelka

Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ has over 20 years of experience leading and coaching in organizational performance and continuous improvement in business, industry, education, and healthcare. Sarah is the CEO/owner of Pavelka's Point Consulting, LLC; and the Program Director for the MHA degrees at Walden University.

Dr. Pavelka has professional and academic experiences as a 13-year faculty member for the Master's in Healthcare Administration program at Des Moines University and Improvement Faculty for the Iowa Healthcare Collaborative. Her previous professional experiences include the Quality Management Director at the Iowa Foundation for Medical Care, Director of Business and Industry Relations for Pella Regional Health Center, and clinical experience as the Director of the Occupational Therapy department for Pella Regional Health Center in Pella, Iowa.

Sarah holds degrees in Biology and Psychology from Luther College; an Occupational Therapy degree from Concordia University-Wisconsin; MHA from Des Moines University, and a Ph.D. from Walden University.

She is a Fellow for the National Association for Healthcare Quality (FNAHQ); a Certified Professional in Healthcare Quality (CPHQ); and has credentials in Occupational Therapy, Ergonomics, Lean, and Six Sigma Black Belt.

Mitch Reed

Mitch Reed is the School Superintendent in Florence SD. Mitch lives in Watertown with his wife Shari and daughters Kendall and Emmy. He has a strong passion for kids and building relationships with them. The project Cardboard Confessionals allowed him to build even stronger relationships with the students he worked with. Mitch learned a great deal about how past experiences and backgrounds play a role in everyday living. It also allowed him to look at his life and evaluate his priorities. The journey of sharing his message has been a great one, allowing him to meet many strong people along the way that deserve all the credit in the world. The first step to helping those in need is to understand what they are going through!



Nancy Ruzicka

Nancy Ruzicka has experience teaching and assisting hospitals and other healthcare facilities in understanding applicable Federal and State laws, rules, regulations and interpretative guidelines. Her experience also encompasses teaching all levels of healthcare staff in understanding compliance and HIPAA requirements. Nancy has been a frequent speaker for the Iowa Hospital Association on EMTALA and Conditions of Participation for hospitals and critical access hospitals.

Nancy's previous experiences include Director of Integrity & Compliance and Privacy Official at Mercy Medical Center, Des Moines; Director of Regulatory Compliance at UnityPoint Health and over twenty years of experience with Iowa Department of Inspections and Appeals. Nancy received her MJ in Health Law, MBA and BS in Pharmacy from Drake University, Des Moines. She is certified in Healthcare Compliance (CHC) and maintains her Iowa pharmacy license.

Lores Vlaminck

Lores Vlaminck is a provider of consulting, training and mentoring for hospice, assisted living, home health care and palliative care providers. "Lores has the heart of a teacher and her passion is to support others in their pursuit of excellence."

Through Lores Consulting, LLC, Lores draws on her 43 years of professional nursing experience to empower her client agency and facility providers to utilize their skills and expertise to reach their greatest potential. Her extensive nursing background includes clinical practice in cardiac and intensive care, clinic services as well as serving as a home care and hospice administrator/director for 19 years in greater Minnesota. Lores is an approved trainer for the ELNEC curriculum. She obtained both her BSN and Master's degrees at Bethel University, St. Paul, MN



Jack York

Jack York is co-founder of It's Never 2 Late (iN2L), a company dedicated to helping older adults realize the full benefits of adaptive technology. Originally, Jack did not envision iN2L as a business; the impetus for what became the company was a philanthropic idea - to donate computers to assisted living communities and nursing homes in Southern California. With a 15-year background in the Silicon Valley, he saw a vast potential in fostering these connections, but also saw that conventional technology was too difficult for virtually all residents to use in a meaningful way. As a result, in 1999, Jack retired as VP of Strategic Sales for Vishay Intertechnology and started what has become a successful gerontechnology company. He is a sought after national and international speaker on technology being used to create personalized experiences that engage and connect residents to their loved ones and the world specifically individuals with dementia.