



**South Dakota**  
Association of Healthcare Organizations

# Post-Acute Partners in Care Conference

April 8-9, 2025 | Sioux Falls, SD

*Embracing the seasons of  
change in long-term care for  
25 years!*

# SCHEDULE AT-A-GLANCE

**Tuesday, April 8**

**11:00am**

Registration Opens

**12:00 - 1:00pm**

Lunch & Opening Keynote: From Overwhelmed to Overflowing

**1:15 - 2:15pm Breakout Sessions:**

- Employee Accountability: How to Effectively Address Problem Behaviors and Attitudes
- Decision-Making Capacity: A Team Approach to Quality Care
- Enabling Skilled Nursing and Assisted Living Operations to Thrive in Value-Based Partnerships
- A Comprehensive Overview of Updated Infection Control and NHSN Requirements for Long-Term Care

**2:30 - 3:30pm Breakout Sessions:**

- South Dakota Department of Health Emergency Preparedness Planning
- Charting the Course: Key Changes for SNF Medical Directors in 2025
- The International Workforce Journey: Lessons, Challenges, and Insights
- Medicare Advantage Strategies for Post-Acute Care

**3:45 - 4:45pm Breakout Sessions:**

- Regulatory Insights from the South Dakota Department of Health
- When Communication isn't Right, Go Left!
- State Strategies to Revitalize the Long-Term Care Workforce

**4:45 - 6:00pm**

Vendor Social and Art Show

**Wednesday, April 9**

**8:00 - 9:00am Breakout Sessions:**

- The Data Doesn't Lie: The Truth About the Current State of Employee Well-Being
- Managing Distress and Disruptive Behaviors in Dementia - Part One: Understanding, Expectations, and Communication
- Assisted Living Centers – Changes and Trends
- The QRP Penalty: Just a Little Off the Top

**9:15 - 10:15am Breakout Sessions:**

- Authentic Leadership
- Managing Distress and Disruptive Behaviors in Dementia - Part Two: Problem Solving, Pleasant Events, and Self-Care
- The Changing Landscape of Medicare: Home Health and Hospice
- A Pie Eating Contest: Why Care Plans Get Messy

**10:30 - 11:00am**

Awards

**11:00am - 12:00pm**

Closing Keynote: For Every Season: Lessons to Live by

**CE's available**

There are up to 8.4 contact hours available to nursing home administrators and social workers at this conference.

# Keynote Speakers



## Del Gilbert

**Opening Keynote:  
From Overwhelmed to Overflowing**

Del Gilbert is the founder of Accelerating Excellence. He equips people and organizations to thrive in the marketplace and beyond. Del has held numerous leadership positions, including Director of Organizational Excellence and Chief Learning Officer at St. Joseph Hospital in New Hampshire. Del hosts a popular podcast, "Accelerating Excellence with Del Gilbert" and is the author of "The 7 Senses of Employee Engagement: How to Be the Best Boss Your Employees Ever Had."



## Rev. Dr. Greg Wilcox

**Closing Keynote:  
For Every Season: Lessons to Live By**

Rev. Dr. Greg Wilcox served five years as a parish pastor in Northern Minnesota, followed by 32 years with The Evangelical Lutheran Good Samaritan Society—first as Director of Spiritual Ministry and then as V.P. for Mission Integration. After retiring from Good Samaritan he has served with the E.L.C.A. as an interim parish pastor in Minnesota and Wisconsin. He graduated from Augustana College in Sioux Falls and went on to get his Masters of Divinity and his Doctor of Ministry from Luther Seminary in St. Paul, MN.

# EMBRACING THE SEASONS OF CHANGE

## Registration

To register click the button to the right or visit [sdaho.org](http://sdaho.org). If you need assistance with registration, please contact the SDAHO office at 605-361-2281 or email [info@sdaho.org](mailto:info@sdaho.org).



Registration includes education sessions, vendor social, lunches and snacks, and continuing education hours for nursing home administrators and social workers.

Member	\$200
Member Facility Package	5 for \$500
Non-Member	\$375

## Venue

Sioux Falls Convention Center  
1101 N. West Ave  
Sioux Falls, SD 57104

## Lodging

A block of rooms are reserved at the Sheraton Sioux Falls (605-331-0100). The room block closes March 18.

**BOOK NOW**

## Cancellation/Refund policy

Policies regarding refunding of registration fees for the SDAHO Post-Acute Partners in Care Conference are 1) Full Refund if cancellation is received 2 weeks (March 25 or earlier) prior to SDAHO Post-Acute Partners in Care Conference; 2) NO REFUND if cancellation is received less than 2 weeks prior (March 26 or later) to the SDAHO Post-Acute Partners in Care Conference; 4) NO REFUND for “No-Shows.” Exceptions to this policy may be made in unusual circumstances at the discretion of the SDAHO President.

## Continuing 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 up to 8.4 contact hours available to nursing home administrators at this conference.

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, Provider #1000. Social workers will receive up to 8.4 continuing education contact hours at this education.

# SCHEDULE

CE's: Nursing Home Administrator (NHA), Social Worker (SW)

Tuesday, April 8

**11:00am**

Registration Opens

**12:00 - 1:00pm**

Lunch & Opening Keynote

**From Overwhelmed to Overflowing** | *Del Gilbert* | In this inspiring opening session, you'll discover the keys to living a life of flourishing. Learn how adopting a Growth Mindset can empower you to embrace challenges and unlock your full potential. Explore the power of the Abundance Mindset to cultivate generosity and see opportunities instead of limitations. Gain practical tools for increasing your resilience by choosing to respond thoughtfully, rather than react impulsively, to life's events. This session will leave you equipped and motivated to thrive in both your personal and professional life. *CE: NHA, SW*

**1:15 - 2:15pm**

Breakout Sessions:

**Employee Accountability: How to Effectively Address Problem Behaviors and Attitudes** | *Del Gilbert, Accelerating Excellence* | One person can't make a team, but one person can break a team. Poor performers have a negative effect on an organization's work culture and reputation. Using Del's D-I-R-E-C-T Model of Corrective Feedback, you will learn a step-by-step approach to handling difficult conversations with competence and confidence. *CE: NHA, SW*

**Decision-Making Capacity: A Team Approach to Quality Care** |

*Kristi C. Wall, PsyD, ABPP, Sioux Falls Veteran's Health Administration* | This session will provide a comprehensive overview of the key elements involved in assessing medical decision-making capacity (DMC) and offer practical guidance on conducting a high-quality DMC assessment. Attendees will explore the four essential components of DMC and learn how to properly assess each one. The session will also highlight the important role that care teams play in supporting individuals DMC and promoting effective, accurate assessments. *CE: NHA, SW*

**Enabling Skilled Nursing and Assisted Living Operations to Thrive in Value-Based Partnerships** | *Samantha Vosloo & Ian Strand, PointClickCare* | As the healthcare landscape shifts towards value-based care, skilled nursing and assisted living operators are increasingly seeking strategic partnerships with risk-bearing entities to enhance clinical capabilities, improve outcomes, and unlock financial opportunities. This presentation explores how operators can align with Medicare Advantage plans, ACOs, and other risk-sharing models to elevate care delivery while capturing shared savings.

We will discuss how integrating advanced care management tools, AI-driven risk stratification, and real-time data exchange can enhance clinical decision-making, reduce avoidable hospitalizations, and optimize reimbursement. Additionally, we will showcase how gainsharing arrangements incentivize better patient outcomes and drive financial sustainability for post-acute operators.

**A Comprehensive Overview of Updated Infection Control and NHSN Requirements for Long-Term Care** | *Jess Danko, MS, RRT, LTC-CIP. & Lori Hintz, RN, CADDCT, South Dakota Foundation for Medical Care* | On February 24, 2025, significant updates to the Long-Term Care Surveyor Guidance (Appendix PP) and the State Operations Manual (SOM) came into effect. This session will provide a detailed overview of the infection control-related revisions, along with an examination of NHSN reporting requirements for F884 compliance and the SNF Quality Reporting Program. Attendees will gain practical tips and access to valuable resources to better understand and implement these updates effectively. *CE: NHA, SW*

**2:30 - 3:30pm**

Breakout Sessions:

**South Dakota Department of Health Emergency Preparedness Planning** | *Lesley-Ann G. Pont, South Dakota Department of Health, Office of Public Health Preparedness and Response* | This session will introduce key aspects of healthcare preparedness and response planning, focusing on collaboration with the South Dakota Healthcare Coalition, Local Emergency Preparedness Committees (LEPCs), and the South Dakota Department of Health's Office of Public Health Preparedness and Response. Topics will include surge response, transportation coordination, cybersecurity assessments, extended downtime planning, and patient movement strategies. The session will also provide an overview of these plans and upcoming exercises, encouraging long-term care facility participation. By the end of the session, participants will have a clear understanding of key preparedness plans, stakeholders, future exercises, and their role in enhancing emergency readiness within long-term care facilities. *CE: NHA, SW*

**Charting the Course: Key Changes for SNF Medical Directors in 2025** | *Dr. Victoria Walker, Avel eCare and Dr. Joseph Rees, Avera Health* | This session will equip SNF leaders with the essential knowledge and strategies needed to effectively navigate the evolving regulatory landscape in 2025 and beyond. Participants will gain an in-depth understanding of the latest updates to Surveyor Guidance and expectations for medical directors, explore proven compliance strategies, and learn how to address and correct unprofessional practices to maintain high-quality care standards. *CE: NHA, SW*

# SCHEDULE

CE's: Nursing Home Administrator (NHA), Social Worker (SW)

Tuesday, April 8

**2:30 - 3:30pm**

**Breakout Sessions continued:**

**The International Workforce Journey: Lessons, Challenges, and Insights** | *Sarah Blenner, Monument Health; Robin Thompson, Avera McKennan Hospital and University Health Center; Laura Stok, RN, Sanford Health* | In this session, panelists will delve into the challenges and opportunities of recruiting and retaining international healthcare professionals in South Dakota, where staffing shortages continue to impact the healthcare sector. While international professionals offer a promising solution, effectively onboarding and integrating them requires navigating a range of complex considerations. The discussion will feature experts from South Dakota's three major healthcare systems that have successfully implemented international workforce programs. Panelists will share key insights, real-world experiences, and solutions that have helped build and sustain successful international workforce initiatives in the state. *CE: NHA, SW*

**Medicare Advantage Strategies for Post-Acute Care** | *Teri Jacobs, Avera Health; Nate Ovenden, Sanford Health Plan; Tim Rave, SDAHO (moderator)* | Join us for a panel discussion, where healthcare leaders will share their expertise on navigating the complexities of Medicare Advantage plans. This session will dive deep into key topics such as contracting, operational challenges, and health plan strategies specific to post-acute care settings. Hear from industry experts as they discuss the tough decisions surrounding the acceptance of various Medicare Advantage plans, and gain actionable insights on optimizing care delivery, reimbursement strategies, and long-term sustainability. *CE: NHA, SW*

**3:45 - 4:45pm**

**Breakout Sessions:**

**Regulatory Insights from the South Dakota Department of Health** | *Diana Weiland, RN, Cassie Deffenbaugh, RN; Jennifer Maeschen, RN, South Dakota Department of Health* | Join the South Dakota Department of Health Office of Health Facilities Licensure and Certification for an informative session on recent nursing home surveys and regulatory updates. Cassie Deffenbaugh, Diana Weiland, and Jen Maeschen will offer valuable insights and recommendations, covering the most common deficiencies cited in surveys, top complaints against providers, and the latest regulatory guidance. They will also share effective tips and best practices for avoiding frequently cited deficiencies and enhancing care and safety for those served. This session will provide participants with the opportunity to engage directly with the panelists and ask questions, gaining expert advice from the SDDOH advisors. *CE: NHA, SW*

**When Communication Isn't Right, Go Left!** | *Gwen Maag, RN, BC, Avera Education and Staffing Solutions* | Communication is a process of understanding and sharing information with someone. To communicate well is to understand and be understood. Therapeutic communication is especially important in any healthcare role. Having strong communication skills helps us in every stage of life – both in and out of work. Learning about specific communication strategies can boost your ability to respond positively in even the most challenging situations. *CE: NHA, SW*

**State Strategies to Revitalize the Long-Term Care Workforce** | *Sean Slone, Council of State Governments* | Since 2022, the Council of State Governments (CSG), supported by The Commonwealth Fund, has led projects to address the long-term care workforce crisis. Focusing on strategies such as increasing compensation, enhancing training, expanding the workforce pipeline, and supporting family caregivers, CSG identified effective state-level solutions. In this session, Senior Policy Analyst Sean Slone will share key findings from these projects, including policy examples from states like Hawaii and Pennsylvania. He will discuss how addressing the workforce crisis requires coordinated action across all levels of government and diverse stakeholders. *CE: NHA, SW*

**4:45 - 6:00pm**

**Exhibitor Social & Art Show**

Explore inspiring art projects and cast your vote on your favorites. Connect with industry problem solvers, enjoy delicious appetizers and refreshing beverages, and win exciting prizes. It's the perfect opportunity to network and have some fun!

# SCHEDULE

CE's: Nursing Home Administrator (NHA), Social Worker (SW)

Wednesday, April 9

**8:00 - 9:00am**

**Breakout Sessions:**

**The Data Doesn't Lie: The Truth About the Current State of Employee Well-being** | *Jean Hartnett, Radical Sabbatical* | Leaders across the long-term continuum share the same challenge of retaining employees. This presentation will provide ground-breaking research and a unique perspective not often considered when managing, leading and retaining team members. Participants will gain an understanding of the prevalence of trauma among the workforce, the impact of the COVID-19 pandemic on physical and mental health and challenges associated with social determinants of health. Armed with this data, leaders will leave the session with a fresh perspective on what employees face in their everyday lives and what leaders can do to support them in their organizations. *CE: NHA, SW*

**Managing Distress and Disruptive Behaviors in Dementias - Part One: Understanding, Expectations, and Communication** | *Dr. Rachel McClure, Jacqueline Hambrick, Kim Morgan, & Kristin Reiffenberger, Sioux Falls Veterans Affairs Health Care System* | Caring for a patient or loved one with dementia is complex and has unique challenges. With the goal of assisting caregivers with management of distress and disruptive behaviors, this session will be aimed towards helping attendees improve their understanding of dementia related changes and declines, develop realistic expectations, and increase effective verbal and non-verbal communication skills to optimize interactions. *CE: NHA, SW*

**Assisted Living Centers – Changes and Trends** | *Shelly Walstead, RN, South Dakota Department of Health* | Staying up-to-date with the rapidly evolving landscape of assisted living regulations can be a challenge. Join Shelly Walstead, RN and Public Health Advisor, as she provides valuable insights into recent regulatory updates and shares key observations from health facility surveyors during licensure and complaint surveys. *CE: NHA, SW*

**The QRP Penalty: Just a Little Off the Top** | *Jessie McGill, RN, BSN, RAC-MT, RAC-MTA, American Association of Post-Acute Care Nursing* | A little off the top, like an unfortunate haircut, can be more detrimental after stepping back and looking at the full impact. The Quality Reporting Programs (QRP) for skilled nursing facilities and home health agencies require the reporting of specific data elements to maintain compliance. If providers fail to report the required information, they are faced with just a little cut off the top, a 2 percent cut to their Medicare annual payment update (APU). While this cut may seem small, it can result in a substantial loss to providers' reimbursement. Join AAPACN Sr. Curriculum Development Specialist, Jessie McGill, RN, BSN, RAC-MT, RAC-MTA, to discuss strategies to achieve compliance with the QRP and establish systems for quality improvement in the QRP measures. *CE: NHA, SW*

**9:15 - 10:15pm**

**Breakout Sessions:**

**Authentic Leadership** | *Julie Thorson, Friendship Haven* | Join us for an inspiring and energetic one hour breakout session that will ignite your journey towards discovering your authentic leadership style. In this dynamic presentation, we will explore the power of authenticity in leadership and how it can transform not only your professional life but also those around you. This session will give you the opportunity to learn more about yourself and who you are as a leader and who you want to be, because when you lead authentically, you'll inspire others to do the same! *CE: NHA, SW*

**Managing Distress and Disruptive Behaviors in Dementias - Part Two: Problem Solving, Pleasant Events, and Self-Care** | *Dr. Rachel McClure, Jacqueline Hambrick, Kim Morgan, & Kristin Reiffenberger, Sioux Falls Veterans Affairs Health Care System* | Caring for a patient or loved one with dementia presents unique challenges that require thoughtful strategies. This session will provide caregivers with practical tools to manage distress and disruptive behaviors while promoting overall well-being. Attendees will learn to: apply the ABC model to problem-solve challenging behaviors, incorporate pleasant events to improve quality of life, and prioritize self-care to maintain personal well-being and prevent caregiver burnout. *CE: NHA, SW*

**The Changing Landscape of Medicare: Home Health and Hospice** | *Katy Barnett, LeadingAge* | In recent years, care in the home has been championed at every level of government but both home health and hospice have faced backlash for higher costs, bad actors, and industry-wide consolidation. In this session, Katy Barnett will share an update on Medicare payment and regulatory policies that shape the ability of Medicare providers to care for older adults in their homes. She will the massive regulatory changes coming to the Medicare home health and hospice programs in 2025 and how to effectively prepare. She will also brief participants on federal regulatory advocacy efforts related to benefit reform, program integrity, and payment. *CE: NHA, SW*

**A Pie Eating Contest: Why Care Plans Get Messy** | *Jessie McGill, RN, BSN, RAC-MT, RAC-MTA, American Association of Post-Acute Care Nursing* | Pie anyone? It seems like an easy question, with an easier response (yes, please!), but it really is not that simple. People may enter an apple pie eating contest, but when offered a cheddar cheese apple pie, they may hesitate to even try it. Care planning resident preferences and social determinants of health can get just as messy as a pie eating contest—unless the facility has good systems in place. Join AAPACN Sr. Curriculum Development Specialist, Jessie McGill, RN, BSN, RAC-MT, RAC-MTA, as she serves up some best practices for incorporating preferences, values, culture, and social determinants of health into the resident care plans. *CE: NHA, SW*

# SCHEDULE

CE's: Nursing Home Administrator (NHA), Social Worker (SW)

Wednesday, April 9

**10:30 - 11:00am**

**Excellence in Long-Term Care Awards Ceremony**

Our first post-acute awards will recognize the accomplishments and achievements of professionals that excel in long-term care.

**10:30 - 11:00am**

**Closing Keynote**

**For Every Season: Lessons to Live By** | *Rev. Dr. Greg Wilcox* |

As we conclude this year's conference, we invite you to reflect on the theme of "Embracing the Seasons" through the lens of healthcare—an ever-evolving journey that shapes and enhances our lives, regardless of the season we're in. In this powerful closing keynote, we will explore four transformative life lessons that resonate deeply with our work and our shared humanity:

- **The Power of One:** While life doesn't always present the circumstances we desire, how we respond to them gives us the power to shape our experiences and influence the world around us.
- **Guerillas of Grace:** Healthcare is both a noble and complex calling, where moments of deep fulfillment coexist with frustration. Yet, each day offers opportunities for gift-giving, enriching our work and easing the challenges we face.
- **Humor and Hope:** In the midst of walking with others through the hardships of illness, aging, and loss, humor becomes a beacon of hope—like sunshine breaking through a cloudy sky.
- **Belonging:** The power of community, friendship, and faith provides the strength we need to navigate life's seasons with courage and resilience, both personally and professionally.

This keynote will inspire us to reflect on these profound lessons and carry them forward as we continue our important work in healthcare. *CE: NHA, SW*

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# SPEAKERS

- **Cassie Deffenbaugh, RN**, Administrator for the Office of Licensure and Certificate, SD Dept. of Health
- **Del Gilbert**, Accelerating Excellence
- **Diana Weiland, RN**, Public Health Advisor for LTC, SD Department of Health
- **Rev. Dr. Greg Wilcox**
- **Gwen Maag, RN, BC**, Avera Education and Staffing Solutions
- **Ian Strand**, PointClickCare
- **Jacqueline Hambrick**, Doctoral Candidate Psychologist, MA - Sioux Falls Veterans Affairs Medical Center
- **Jean Hartnett**, Founder and CEO, Radical Sabbatical
- **Jennifer Maeschen, RN**, Assistant Administrator for the Office of Licensure and Certificate, SD Dept. of Health
- **Jess Danko, MS, RRT, LTC-CIP**, Program Director, South Dakota Foundation for Medical Care
- **Jessie McGill, RN, BSN, RAC-MT, RAC-MTA**, Sr. Curriculum Development Specialist, American Association of Post-Acute Care Nursing
- **Dr. Joseph Rees**, Avera Health
- **Julie Thorson**, President/CEO, Friendship Haven
- **Katy Barnett**, Director, Home Care and Hospice Operations and Policy, LeadingAge
- **Kim Morgan**, MSW, CSW-PIP, Sioux Falls Veterans Affairs Medical Center
- **Kristi C. Wall, PsyD, ABPP**, Board Certified Clinical Neuropsychologist, Sioux Falls Veteran's Health Administration
- **Kristin Reiffenberger, BSN, RN**, Sioux Falls Veterans Affairs Medical Center
- **Laura Stok, RN**, Clinical Educator, Sanford Health
- **Lesley-Ann G. Pont**, South Dakota Department of Health, Office of Public Health Preparedness and Response
- **Lori Hintz, RN, CADDCT**, Quality Improvement Advisor, South Dakota Foundation for Medical Care
- **Nate Ovenden**, Director of Medicare Programs, Sanford Health Plan
- **Dr. Rachel McClure, PhD**, Sioux Falls Veterans Affairs Medical Center
- **Robin Thompson, RN**, Director of Clinical Advancement, Avera McKennan Hospital and University Health Center
- **Samantha Vosloo**, PointClickCare
- **Sarah Blenner**, Director of Talent, Monument Health
- **Sean Slone**, Senior Policy Analyst, Council of State Governments
- **Shelly Walstead, RN**, Public Health Advisor, South Dakota Department of Health
- **Teri Jacobs**, Director of Provider Contracting and ACO Operations, Avera Health
- **Tim Rave**, President/CEO, SDAHO
- **Dr. Victoria Walker**, Senior Care Medical Director and Clinical Officer, Avel eCare



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