

Registration Brochure



Welcome to the 2023 LeadingAge Colorado Annual Conference and Exhibition

Schedule of Events

Monday, May 15

- | | |
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| 1:00 – 5:00 p.m. | Registration Open |
| 2:00 – 3:15 p.m. | Leadership Keynote: Driving Innovation from Within |
| 3:45 – 5:00 p.m. | Leadership Power Sessions |
| 5:00 – 6:00 p.m. | Welcome Reception |

Tuesday, May 16

- | | |
|-------------------------|--|
| 7:15 – 8:15 a.m. | Breakfast and Registration Opens |
| 8:15 – 9:30 a.m. | 'Brief but Spectacular' Opening General Session featuring exhibitor highlights |
| 10:00 a.m. – 12:00 p.m. | Education Sessions |
| 12:00 – 1:30 p.m. | Networking Lunch |
| 1:30 – 3:30 p.m. | Education Sessions |
| 3:30 – 6:00 p.m. | Exhibit Hall with Reception and Collaboration Café |

Wednesday, May 17

- | | |
|--------------------|---|
| 7:30 – 8:30 a.m. | Breakfast and Registration Opens |
| 8:30 – 10:00 a.m. | Wake-Up Call Session: Fostering Leadership with Black, Indigenous and People of Color (BIPOC) Employees |
| 10:15 – 11:45 a.m. | The Ultimate Not-To-Be Missed Making It Happen: Lessons in Change Leadership Closing Session' |

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Monday, May 15th

Registration Open

1:00 – 5:00 p.m.
Cascade foyer

Leadership Keynote

2:00 – 3:15 p.m.
Zermatt Ballroom

Driving Innovation from Within: Harness the Power of The Entrepreneurial Mindset, Drive Growth, Jumpstart Transformation, And Become the Organization of The Future

Dr. Kaihan Krippendorff - Strategy, Growth, And Transformation Expert, Keynote Speaker, Author, And Futurist

“Innovation” brings to mind the maverick entrepreneur who quits their job, at unimaginable odds, to build a business on their own. But this entrepreneurial story is a myth. As a successful entrepreneur, author, consultant and CEO, Kaihan Krippendorff argues that intrapreneurs – employees who incubate new businesses within organizations – have had a far greater impact on the world. Drawing on five years of in-depth research of hundreds of successful innovators, as well as insights from thought leaders, C-suite leaders, and front-line employees, Kaihan shares exclusive insights from his next book, *The Employee Innovator: Driving Innovation from Within*. Kaihan unveils the most common innovation barriers and shares specific tools, frameworks and techniques used by successful innovators to manage and unlock the value of employees’ ideas to drive corporate innovation levels and deliver bottom-line results. Attendees will leave feeling inspired and empowered with the actionable next steps for testing and scaling ideas that generate value and growth.

Leadership Power Sessions

3:45 – 5:00 p.m.

Outthinker Strategy Power Session

Cascade EF

Dr. Kaihan Krippendorff - Strategy, Growth, And Transformation Expert, Keynote Speaker, Author, And Futurist

The Outthinker Strategy Power Session is a unique opportunity for senior executives to take part in an intimate, candid, and forward-looking conversation with peer professionals and our keynote speaker, Kaihan Krippendorff, one of the top innovation thought leaders in the world. This networking session offers first-hand experience-based insights and perspectives to help solve your most complex organizational challenges. You will walk away with concepts and ideas that have the potential to accelerate your success and impact your organization.

Outthinker Strategy Power Session is intended for SVP, EVP, President, and C-level strategy executives.

Leadership Development Café

Zermatt Ballroom

The Leadership Development Café will feature provider and business members for informal, roundtable discussions on leadership development. Based on the World Café model, this forum will feature innovative ideas your peers have successfully launched in their organizations. The forum will feature five rounds and you will select the idea you want to explore in each round. Each discussion leader will spend 10 minutes discussing what the idea/program is, how it works, and what the outcome is. Attendees will have five minutes to ask questions of the discussion leader. Every 15 minutes attendees will move to another table to explore another new idea. Attend this power session and walk away with new leadership development ideas you can launch in your own organization.

Welcome Reception

Zen Garden (Gore foyer weather back-up)

5:00 – 6:00 p.m.

Join us at our Welcome Reception! Catch up with friends, sample hors d'oeuvres, network, and have fun!

Tuesday, May 16

Breakfast and Registration Opens

7:15-8:15 a.m.

Cascade Foyer

Opening General Session

8:15 – 9:30 a.m.

Zermatt Ballroom

Brief but Spectacular

“Brief But Spectacular” is an Emmy-nominated interview series that airs weekly on PBS NewsHour. These short-form interviews present an in-depth look at a variety of compelling guests and ideas while putting personal faces on complex issues, providing a window into the human condition. The intent of the interviews is to elicit empathy from the viewer by presenting original voices on universal subjects and inviting the audience to walk in someone else’s shoes. Join us for LeadingAge Colorado’s take on “Brief but Spectacular” as senior living and aging services professionals give passionate takes on topics that inspire them, while exhibitors offer a glimpse of their innovative products and services at the exhibit hall showcase reception later today.

Education Sessions

10:00 – 11:00 a.m.

101 – A Critical Conversation – Is it really burnout?

Bette McNee and Scott Robey, Graham Company

Gore AB

In this session, attendees will review up-to-date research on the psychological impact of the pandemic beyond burnout. This research gives leaders insight into how to best combat a disengaged culture. By considering the in-depth causes of job fatigue, senior living and aging services providers can work to better support employees and, by extension, create better care for residents and clients. This informative session directly addresses how to approach the real crisis behind burnout in our field. Attendees will learn about real-life solutions that can help your staff heal and cope, which in turn will directly impact the quality of resident and client care.

102 – Pioneering Smart Assistant Technology in Senior Living and Care

Melissa Santistevan, The Gardens at St Elizabeth; Katherine Wells, Serenity

Gore CD

A common myth when a loved one moves into senior living is that everything is handled. The best communities help educate and prepare prospective residents and their families about additional services available that they may want or need as their journey unfolds, creating convenience and true connected care across all providers. Learn how The Gardens at St Elizabeth and Serenity are revolutionizing what it means to communicate across the senior care ecosystem as well as with families, using simple secure communication and smart display, voice-enabled technology.

103 – Unique Employment Issues in Senior Living and Care: Connecting with Regulators, Innovating to Meet Staffing Minimums, Leading the Industry

Peggy Kozal and Margaret Boehmer, Gordon & Rees

Cascade EF

This session will cover employment issues unique to senior living and care beginning with a brief overview of changes in the long-term care industry, including the impact of the COVID-19 pandemic and the impact of an aging workforce. This program will focus on five key areas of employment issues: (1) minimum staffing levels, (2) CAPS checks for agency staffing, (3) employment issues in surveys and citations, (4) current trends in employment litigation, and (5) terminating staff effectively. Attend this session to learn how to minimize the impacts of these issues; improve survey results and prevent citations related to staffing issues; learn how to limit the impact of these issues pre-litigation and during litigation; and how to effectively terminate staff in a manner that decreases the likelihood of subsequent whistleblower or other employment claims.

11:15 a.m. – 12:00 p.m.

201 – Building the Future of Healthcare: Beyond the Shift

Matt Bransfield, ConnectRN

Gore AB

Learn about the ever-present challenges riddling the healthcare system and the importance of improving the holistic wellbeing of healthcare's most vital resource, the nurse. This session will explore tactics for providing radical flexibility, including offering nurses opportunities in diverse clinical areas and work settings, offering flexibility in scheduling so they can achieve balance with their education and family responsibilities, and incentivizing experienced clinicians who left the bedside recently to re-enter the workforce on their own terms.

202 – How to Create a Strategic and Innovative Technology Roadmap for Your Community

Amber Bardon, Parasol Alliance

Gore CD

As senior living and aging services continue to evolve, so does the technology needed to support and enhance the client and employee experience. These gaps in technology have escalated the awareness for providers to have a proactive technology roadmap and budget. In this session, learn how to build a customized technology assessment and roadmap for your organization based on decades of experience and real-life learnings from senior living and aging services technology experts. In addition, learn how to evaluate, plan, budget, and execute baseline and innovative technology needs at your communities. There is no shortage of new and innovative technologies to consider in the ever-changing world of senior living. Ensuring your team has the right resources and strategy to achieve your business goals is crucial.

203 – Navigating the Assisted Living Survey Process: Avoiding Costly Pitfalls

Sara Wright, Assisted Living Consultants of Denver

Cascade EF

In this session, attendees will learn about the components of an assisted living community's survey results, including the timeframe and process of results posted by CDPHE. . Learn how and why promptly addressing the corrective measures after a survey can mitigate the possibility of CDPHE imposing costly intermediate conditions on your community. . We will discuss how to write an acceptable Plan of Correction (POC) as well as an opportunity to maximize your level of preparedness for your next survey. By reviewing recent survey trends and addressing industry developments, this session can aid in prioritizing opportunities for improvement. We will also discuss how to analyze your community's Quality Management Program (QMP) and will review the expectations of the QMP process.

Networking Lunch

12:00 – 1:30 p.m.

Zermatt Ballroom, Cascade Foyer or Zen Garden

Grab a boxed lunch and mingle and network with other attendees during lunch.

Education Sessions

1:30 – 2:30 p.m.

301 – Growing the Workforce Pipeline Through Student Opportunities

**Dr Amy Dore, DHA, Kris Geerken, MHA, Jackie Schwartz, Jessica Flores-Faisal, and Nikia Tucker
Metropolitan State University Denver**

Gore AB

Staffing shortages are not a new phenomenon. However, the COVID-19 pandemic fundamentally changed the traditional landscape of direct care workers and those providing administrative and management support. The workforce pool is rapidly changing and stronger recruitment pipelines, improved job quality, and a range of workforce interventions are critically needed. Our goal is to address workforce shortages through community connections and creative ways to increase interest in promoting the senior living and aging services profession. This session will bring together current students, faculty, and community leaders (audience attendees) for a collaborative session to learn how to leverage students as incoming talent.

302 – Transitioning into the Next Generative Active Adult & Independent Living Paradigm

**Christian Fussy, Hord Coplan Macht; Camille Burke, GSI (A Transforming Age Company); Kay Ugwuoke,
Hord Coplan Macht; Matt Schuler, Scopos**

Gore CD

Active adult communities, introduced over 50 years ago, are now poised for a paradigm shift. Today's active adults are demanding more unique, service-rich, and wellness-centered experiences. Communities are highly diverse both in the people they serve and the staff who care for them. Residents are from different religions, cultures, nationalities, and lifestyles. This session will illustrate how to

become a leader in active living design and operation. We will draw knowledge from case studies and best practices of existing active living communities and augment them with the introduction of NEXT GEN programming approaches for integration into design and operations. Our multi-disciplinary panel includes architects, interior designers, and operational experts that are passionately evolving their own business models to lead the industry and introduce strategies to meet and exceed boomer generation expectations.

303 – Disclosure: Having the Difficult Conversation Following an Adverse Event

Rhonda DeMeno, WTW; Mandy Hampton, The Ridge Senior Living; Joan Porcaro, WTW

Cascade EF

Medical mishaps and errors, preventable or otherwise, are a reality of everyday care and services provided to our residents and clients. Disclosing information about a problematic event has benefits to both the resident, the organization, and the care team. While the open approach may feel counterintuitive to executive directors, nurses and other associates, studies have shown that residents and their families want timely communication to understand what happened and why it happened.. Studies have also shown that when a good flow of communication follows an adverse event the resident and family may be less likely to pursue litigation. The disclosure process will be outlined in this presentation highlighting best practice for such a discussion.

2:45 – 3:30 p.m.

401 – Culture and Ethics Collide – Creating an Ethical Company Culture

Joyce Lamilla, Ben E. Keith Company

Gore AB

What kind of culture is needed at your organization to be sure employees feel empowered to speak up if they see problems? We will examine companies making headlines to see what went wrong and learn how creating and sustaining a strong ethical culture is fundamental to creating an organization that supports people making good ethical decisions. We will also discuss how ethical company culture influences behavior and business performance while delving into how creating an ethical company culture increases employee job satisfaction, reduces employee burnout, decreases illegal activity, improves organizational performance, value, and innovativeness.

402 – Case Studies in Cybersecurity Breaches and Lessons Learned the Hard Way

Randy Romes, CLA (CliftonLarsonAllen, LLP)

Gore CD

This session will analyze case studies of cybersecurity breaches or business continuity situations that had significant impact on businesses. We will explore lessons learned as a result of supply chain software vulnerabilities and examples of Ransomware attacks that occurred with significant impact on IT/cyber operations. Attendees will gain an up to date understanding of the current threat landscape through the analysis of the case studies and examples from our penetration testing, incident response, and forensic practice. Through examination of the case studies, we will explore strategies to mitigate the risks related to these types of situations and attacks and discuss the elements and structure of incident response plans.

403 – Make it Matter! How to Infuse Purpose into Activities

Tia Saucedo, Seniors' Resource Center - Adult Day Program

Cascade EF

It is time to move beyond jargon and instead create meaningful, purpose driven activities that matter. Older adults and those living with Dementia crave the opportunity to engage in activities in which they can take pride. When given purpose, activities can bring back feelings and emotions lost, specifically confidence, pride, value, and self-worth. This presentation will focus on real life examples and specific things you can do to infuse meaning and purpose into anything.

Exhibit Hall Networking Reception

3:30 – 6:00 p.m.

Cascade Ballroom

Join your colleagues for drinks and hors d'oeuvres in the exhibit hall. During this time, you can connect with exhibitors and learn about exciting products and solutions for your organization.

Remember to drop your business card at the exhibitors' tables for the chance to win a door prize.

Wednesday

Breakfast

7:30-8:30 a.m.

Cascade Foyer

Wake-Up Call Session: Fostering Leadership with Black, Indigenous and People of Color (BIPOC) Employees

Marisol Solarte-Erlacher, MA, LPC, Marisol Solarte-Erlacher.com and Vennita Jenkins, MBA, Senior Housing Options

8:30 – 10:00 a.m.

Cascade EF

As we continue to struggle with staffing issues across the spectrum of care, our industry can gain an advantage when we become more inclusive and diverse in leadership. Diversity and inclusion in the workplace are good for business. It leads to increased revenue; reduced costs; greater innovation; and improved employee engagement, productivity, and commitment. This power session will delve into the unique challenges and barriers faced by BIPOC employees and explore practical solutions for promoting them into leadership positions. Don't miss this opportunity to gain valuable knowledge and tools to promote BIPOC employees into leadership positions in senior living and aging services.

Making it Happen: Lessons in Change Leadership Closing Session
Jill Vitale-Aussem, Christian Living Communities

10:15 – 11:45 a.m.

Cascade EF

In this post-pandemic era, we know that that we must continue to evolve and transform our organizations. But change is hard! So hard, in fact, that 70percent of change efforts fail. When transforming our organizations, it's critical that we understand the challenges that we'll face. This session explores the dynamics of effective change leadership and provides participants with tools and the self-awareness necessary to successfully navigate change. Participants will explore topics such as: technical vs. adaptive challenges, the phases of competence, the theory of diffusion of innovation and being our best in times of stress.

Health and Safety

The health and safety of our participants and the people who they serve is our top priority. We encourage all attendees not to attend if they are feeling unwell. We also encourage all attendees to test for COVID-19 prior to attending our conference and to not attend if they test positive.

Anti-Trust Statement

LeadingAge Colorado wants to remind all conference attendees that it has adopted an Anti-Trust Compliance Policy Statement. Attendees can find a copy at the registration desk, and it is also on the conference app. This provides our members, conference attendees, directors, officers, employees, and staff with basic guidelines surrounding the anti-trust laws, including but not limited to the following: do not discuss any prices, including salaries, with other attendees; do not discuss any competitive business information with competitors; and do not discuss any exclusive dealings or other similar arrangements with your competitors.

Photography

Photographs will be taken at the LeadingAge Colorado 2023 Annual Conference. By registering for this event, you agree to allow LeadingAge Colorado to use your photo in any LeadingAge Colorado-related publication, promotion, or website.