

# REACHING for the TOP

**UHCA**

UTAH HEALTH CARE  
ASSOCIATION

**UCAL**

UTAH CENTER FOR  
ASSISTED LIVING

**2023 Spring Conference**

**April 11-12, 2023**

**UT** UTAH TECH  
UNIVERSITY™

# Schedule at a Glance

**Tuesday**  
**April 11**

**7:00-8:00am**

Check In & Registration  
Continental Breakfast Served

**8:00-9:30am (1.8 ceu)**

Opening Keynote  
Gardner Center

**9:40-11:00am (1.6 ceu)**

**SNF/ALF Session**  
Gardner Center  
**ICF/IID Session**  
Conference Room D

**11:15- 12:15pm (1.2 ceu)**

Combined Session  
Gardner Center

**12:15-2:15pm (1 ceu)**

Executive Showcase  
Lunch Served

**2:15-3:15pm (1.2 ceu)**

Combined Session  
Gardner Center

**3:15-4:45pm (1.8 ceu)**

**SNF Session/ICF/IID**  
Gardner Center  
**ALF Session**  
Conference Room D

**(8.6 CEUs offered for Tuesday)**

**Wednesday**  
**April 12**

**7:30-8:30am**

Check In  
Continental Breakfast Served

**8:30-10:00am (1.8 ceu)**

Closing Keynote

**10:00-11:30am (1.8 ceu)**

UHCA Membership Meeting

**11:30- 12:30pm (1.2 ceu)**

Medicaid & Quality  
Incentive Updates

**(4.8 CEUs available for  
Wednesday)**

**(13.4 CEUs available for entire  
conference)**

# Spring

## SURVEY WEB-SERIES

**\$50/Facility**  
for all webinars  
**REGISTER TODAY!**

**17**  
MAY

10:00AM - 11:00AM  
**ALF/ICF Survey How To- Kristi Grimes,  
DHHS Survey Manager**

**24**  
MAY

10:00AM - 11:00AM  
**Survey 101 - Janine Lehman, RN, RAC-CT,  
LNC., Proactive LTC Consulting**

**31**  
MAY

10:00AM - 11:00AM  
**SNF Survey How To: SNF Survey Team**



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# Tuesday, April 11

## 7:00-8:00am

Check In & Registration  
Continental Breakfast Served

## 8:00-9:30am (1.8 ceu)

**Combined Session | Gardner Center**

### Opening Keynote

#### Three Keys to Retaining a Vibrant and Engaged Workforce

For most healthcare leaders, recruiting and retaining an outstanding workforce is the biggest challenge they currently face. With massive shifts in employee expectations, competition for talent, and the continually unpredictable nature of an industry highly affected by the Covid-19 pandemic, healthcare leaders are struggling with burnout and frustration. This timely and impactful presentation will provide attendees with three key insights for navigating the current challenges.

**Eric Collett, CEO, A Mind For All Seasons, LLC**

## 9:40-11:00am (1.6 ceu)

**SNF/ALF Session | Gardner Center**

### Census: Generating Leads the Right Way

The ability to grow a census has become a qualifying characteristic of outstanding leaders in our industry. Becoming bed-locked does not have to remain a distant dream from the past; achieving 100% occupancy is obtainable in this day in age. We will discuss tried and true principles of growing and maintaining a solid census and will collaborate to share best practices shared among our outstanding leaders. We'll share steps you can start taking tomorrow to grow your census. 100% occupancy is within your reach!

**Bryan McNeil, Leadership Development, Cascadia Healthcare**

**ICF/IID Session | Conference Room D**

**9:40-10:25: Kristi Grimes Survey Updates**

**10:25-11:00am: ICF/IID Business Meeting**

Join this session to hear the new Survey Updates and trends from DHHS and to discuss new business issues within the ICF/IID Facilities.

**Kristi Grimes, DHHS, Survey Manager**

**Karen Root, Mesa Vista, UHCA|UCAL Board**

## 11:15- 12:15pm(1.2 ceu)

**Combined Session | Gardner Center**

### Cyber Security Risk is a Business Risk

Confidence in your cybersecurity team and defenses comes from a robust testing program. Join us to discuss the importance of technical testing, employee social engineering testing, and tabletop testing scenarios.

**Kyle Hendrickson, Cyber Security Specialist, Eide Bailly**

# Tuesday, April 11

## 12:15-2:15pm (1 ceu)

### Executive Showcase | Lunch Served

Join us for a delicious lunch and take the chance to talk with your 2023 Associate Business Members to learn about new products and services.

## 2:15-3:15pm (1.2 ceu)

### Combined Session | Gardner Center

#### Mastering the Art of Conflict Resolution

Conflict in life and business is inevitable. What if, instead of getting that deep pit in your stomach every time a “tough conversation” needed to be had you showed up in a confident and authentic way. What if your staff, your team, your customers, your vendors all knew that conflict with you ends up being a way to come together and not driving you apart? Join us to develop those skills to master Conflict Resolution.

**Steve Cutler, Motivational Speaker, EVOLVE**

## 3:15-4:45pm (1.8 ceu)

### SNF & ICF/IID | Gardner Center

#### Survey Updates

Join us to hear updates and important information from UDOH for SNFs  
**Greg Bateman, LTC Survey Manager, DHHS**

### ALF | Conference Room D

#### 3:15-3:45pm: Survey Updates

Assisted Living Facilities will receive updates from the UDOH Licensing & Certification Division.

#### 3:45-4:45 pm: The Vital 5 Pillars of Effective Dementia Care

Most people know that good communication lies at the heart of effective dementia care, but many struggle to know how to make sense of the many techniques and strategies out there. The VITAL 5 Pillars cuts through the clutter of possibilities by focusing on the five over-arching principles that good dementia care techniques derive from. When family and professional care partners understand the VITAL 5 Pillars they are empowered to assess and understand challenging behavior and choose approaches that are truly individualized and person-centered.

**Eric Collett, CEO, A Mind for All Seasons, LLC**

**(8.6 CEUs offered for Tuesday)**

# Wednesday, April 12

## **7:30-8:30am**

Check In & Registration  
Continental Breakfast Served

## **8:30-10:00 am (1.8 ceu)**

**Combined Session | Gardner Center**

**Closing Keynote**

**Influence Without Authority: Get Yes! To Your Request!**

There are thousands of tactics that professionals use to influence us, The majority fall into six basic categories. Join us to learn how to persuade people to get a Yes to your every request; immediately apply a 6-Step Influence Without Authority Model; discover the benefits of using their influence first and their real authority last; increase their health, wealth and happiness by reducing the frustrations associated with influencing; add Proven tips, tools and tactics to their influence tool kit and discover the six most common mistakes when attempting to influence others.

**Ed Tate, Motivational Speaker, Ed Tate and Associates, LLC**

## **10:00-11:30am (1.8 ceu)**

**SNF/ALF Session | Gardner Center**

**UHCA|UCAL Membership Meeting**

Come represent your facility and hear important updates about the Utah Health Care Association.

**Allison Spangler, President + CEO, Utah Health Care Association**

**Kelly Snowball, Utah Health Care Association Board Chair**

**Brian Gross, Utah Health Care Association Secretary Treasurer**

## **11:15- 12:15pm(1.2 ceu)**

**Combined Session | Gardner Center**

**Medicaid & Quality Incentive Updates**

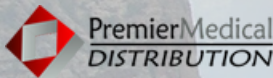
Join this session to hear updates about the Medicaid program and the Quality Incentive Program.

**Trent Brown, Nursing Facility Quality Improvement Program Manager**

**John Curless, Utah Department of Health**

# Thank You to Our Sponsors

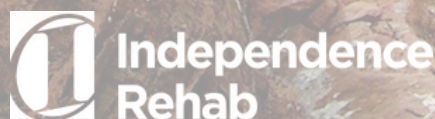
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