



**New Mexico Health Care Association/
New Mexico Center for Assisted Living
*Proudly Presents***

**2021 Convention and Exposition
August 18-20, 2021
Embassy Suites - Albuquerque**

**ROAD TO
RECOVERY**

Wednesday

August 18, 2021

8:30 am-10:00 am

**Committee
Meetings**

10:00-11:30

**Board of Directors
Meeting**

11:00 am

**Registration Desk
Opens**

12:00-2:00 pm

**Opening Ceremony

Awards Luncheon**

2:15-3:45 pm

**Concurrent
Breakout Sessions**

3:45-4:00 pm

**Cold Beverage
Break**

4:00-5:30 pm

**Concurrent
Breakout Sessions**

5:30-7:00 pm

**NMHCA/NMCAL
Membership Mixer
and Exposition
Grand Opening
Hors d'oeuvres &
Cash Bar**

Your chance to win \$300

Thursday

August 19, 2021

7:30 - 9:00 am

**Coffee and Rolls in
the Exhibit Hall**

7:30 - 9:00 am

**NMHCA
Membership
Meeting Breakfast -
Members Only**

9:00-10:30 am

General Session

10:45 am -12:15 pm

General Session

12:15-2:00 pm

**Lunch in the
Exhibit Hall**

**Announcement of
Prize Winners!**

2:00-3:30 pm

**Concurrent
Breakout Sessions**

3:45-5:15 pm

**Concurrent
Breakout Sessions**

5:30 pm

**Meet & Greet in
Hotel Lounge**

Friday

August 20, 2021

7:00 - 8:30 am

**Regulatory/Clinical
Committee Meeting**

8:00-8:30 am

**Coffee and Rolls in
the Foyer**

8:30-10:00 am

**Concurrent
Breakout Sessions**

10:00-10:30 am

Break on Your Own

10:30am-12:00 pm

**Concurrent
Breakout Sessions**

12:00-1:30 pm

**Assisted Living
Task Force Meeting**



CONTINUING EDUCATION CREDIT

NMHCA is applying for continuing education credit for the professional disciplines listed below. The total possible continuing education contact hours that may be earned for attendance at the entire convention are **12.00 hours**.

- ACT = Activity Directors
- NHA = Nursing Home Administrators
- NRS = Nurses
- SS = Social Workers

The New Mexico Health Care Association (NMHCA) is recognized by the NM Nursing Home Administrators' Board as a provider of continuing education. NMHCA is the approval granting body for continuing education for Activity Directors qualified through the NMHCA 36 or 40-Hour Basic Course for Activity Directors. NMHCA is also recognized by the NM Board of Nursing as a health care organization able to offer continuing education for nurses. Nurses must submit all appropriate paperwork regarding NMHCA courses directly to the NM Board of Nursing for re-licensure. The NM Board of Nursing may require a letter of justification explaining the applicability of the workshop/conference to the practice of nursing at the time of re-licensure.

TRACKING YOUR CE HOURS

NMHCA uses an app to scan all individuals into the sessions and will issue a certificate a few weeks after the event.

Attendees are required to scan in to obtain continuing education credit. In order to be scanned in, you must arrive on time for the workshop and you must attend the entire session. Please do not ask to scan in if you arrive more than 10 minutes late. Your scan can also be deleted if you leave early OR if you are absent for more than 10 minutes of the session. Breaks have been built into the overall schedule to allow adequate time for phone calls, etc. No attendee will be permitted to request verification scans on behalf of another individual.

The Best of The Best

The Best of the Best awards luncheon will be held on Wednesday, August 18, 2021 as part of the opening of the Convention, beginning at 12:00 pm. Each year, the very best of the best in long-term care are recognized for "going the extra mile" in resident care. Whether it is the nursing assistant for outstanding care or the dietary support staff member for always making the resident smile, it is these individuals who help make our facilities shine. This year's awards program luncheon is included in your convention pricing.

REGISTRATION INFORMATION

Register one or register twenty – the choice is up to you but the more staff you bring, the more you save! Bring up to four attendees for one low price and you can add additional staff for an even lower rate! Don't forget about the special 1-Day registration for your front-line caregivers! NMHCA/NMCAL makes it easy to ensure your staff stays up-to-date on the latest in long-term care. This low registration fee includes all of your convention activities including admission into all educational sessions, a copy of the Convention Handout Book, admission to the Exposition, the Exposition Grand Opening Celebration, Lunch in the Exhibit Hall, Coffee and Rolls in the Exhibits, and food/beverages during selected breaks.

Please see the Convention & Exposition Registration Form for pricing information. Convention registrants will receive a confirmation letter from NMHCA/NMCAL within 10 working days of sending in the registration materials. You may contact NMHCA at 505-880-1088.

Early-Bird Registration Deadline is August 1, 2021

Fax Registration form to 505-880-1157

Or Mail to

**4600A Montgomery Blvd NE, Ste. 205,
Albuquerque, NM 87109**

On-Site registration at the Embassy Suites will begin at 11:00 am on Wednesday, August 18, 2021.

SPECIAL EVENTS IN THE EXPO HALL

Wednesday, August 18, 2021

5:30 - 7:00 pm Expo Grand Opening

Thursday, August 19, 2021

7:30 - 9:00 am Coffee and Rolls in the Exhibit Hall

Thursday, August 19, 2021

12:15 – 2:00 pm Lunch in the Exhibit Hall

Don't Miss These Golden Opportunities!

Convention & Exposition attendees may be eligible for a **\$300 cash prize** just for visiting with the vendors! There will be a contest beginning at the Exposition Grand Opening on August 18, 2021. The \$300 cash prize will be drawn on August 19, 2021 at approximately 1:30 pm. In addition to the grand prize, NMHCA/NMCAL will be giving away numerous other prizes. Exhibitors may have giveaways as well!

Don't Miss Out! You Must Be Present to Win!

MHCA/NMCAL Convention & Exposition name badges **must** be worn in order to enter the Exhibit Hall!



GENERAL CONVENTION INFORMATION

- For your own personal comfort, please bring a sweater or jacket with you to the conference. Adjusting temperature in a meeting room takes time and is almost impossible to change immediately. Dressing in layers will help ensure that you will be neither too hot nor too cold.
- Please turn off all cellular phones, beepers, etc. during education & business sessions to prevent distracting speakers and/or other participants.
- You will receive an evaluation form for each session you attend. Please take a moment to fill it out and turn it in. Your input is essential for the continuing improvement of NMHCA's educational programs.
- Smoking is not permitted inside the event venues.



NMHCA/NMCAL's Board of Directors invites you to our annual Convention and Exposition, The Road to Recovery, at the Embassy Suites in Albuquerque.

This year's education offers innovative ideas to continue to improve the quality of life and quality of care for New Mexico's frail elderly as well as opportunities for staff to learn how to avoid and recover from burnout. Everyone's a winner!



The 2021 Convention and Exposition features excellent educational opportunities for everyone involved in long-term care from nursing facilities to assisted living to ICFs/IID to our individual associate members! This year you will find an education track for administrators, managers, nurses, activity personnel, social services and dietary staff. Don't forget the exhibitors! From the Exposition Grand Opening to Lunch with the Exhibitors, a wonderful time awaits all. And who can forget the Best of the Best Awards? Join us in celebrating our 20 nominees and award winners!



Written notice of cancellations received in the NMHCA/NMCAL office by July 31, 2021, will be refunded in full minus a \$50 processing fee. Cancellations received between July 31, 2021, and August 10, 2021, will be refunded 50% of the registration fees due/paid. No refunds will be given after August 10, 2021.

Anyone wishing to attend educational and exposition events must be registered for the convention. All members may attend the membership meeting on Thursday, August 19, 2021, or purchase a ticket to attend the Best of the Best Awards Luncheon on Wednesday, August 18, 2021, without registering for the full convention. Exhibit-only tickets* may be purchased at the registration desk. The number of attendees must be guaranteed in advance, so it is recommended you pre-purchase your tickets using the convention registration form. Tickets for Lunch in the Exhibits and/or the Awards luncheon may also be purchased at the NMHCA/NMCAL Convention Registration Desk on a space available basis. All unregistered guests should check in at the registration desk for a temporary badge unless you are only attending the membership meeting where no badge is necessary.



MEMBERSHIP MEETING

The Association's General Membership Meeting is scheduled for Thursday, August 19, 2021, from 7:30 am-9:00 am at the Isleta Resort and Casino. A special registration form will be sent to all member facilities. The administrator (or a representative) from each NMHCA member facility is **strongly encouraged** to attend as the agenda will include the election of the 2021-2022 Board of Directors. ***Members only please!***

Wednesday, August 18, 2021



Wednesday, August 18, 2021

2:15-3:45 p.m.



Resident and Family Engagement

Audience: All Disciplines

Your community is more than just the physical walls of the facility. It's the residents who call it home; it's the family members who put their trust in you and your team; it's the employees who strive to put others before themselves. And keeping everyone connected is more important now than ever before.

Join us for a 90-minute interactive session to discuss engagement and communication with residents, their family, and your staff. During this time, we'll discuss current practices, key challenges, and new technologies designed to help address your biggest communication challenges.

Presenter: Freddie Peyert

Sponsored by: Quiltt



Value-Based Purchasing - 101

Audience: NHA, NRS, SW

For new staff, join Maria in this VBP 101 class to learn more about how your facility benefits from value-based purchasing and improvement on specific quality measures.

Presenter: Maria Arellano



OSHA: What's New on The Road

Audience: All Disciplines

Melissa Barker will join us to discuss the more recent NM OSHA requirements for reporting as well as the Temporary Emergency Standards from the Federal OSHA Department. This is one session you don't want to miss.

Presenter: Melissa Barker



Failures: Are These Actually the Key to Success

Audience: All Disciplines

Thomas Edison once said, "I have not failed 10,000 times—I've successfully found 10,000 ways that will not work."

Chef Landry is more than a chef, he's someone that understands that sometimes failures can help propel you to success. Join him for a wonderful session that will help you reflect on how you can turn 'failures' into successes.

Presenter: Chef Reynold Landry



Workplace Wellness

Audience: All Disciplines

Join Bonnie in this informative session on navigating depression today and moving forward.

Presenter : Joyce Lamilla, M.Ed, RD, LD, FAND

Sponsored by Ben E. Keith



Wednesday, August 18, 2021

4:00-5:30 p.m.



Handling Tough Situations in the Nursing Facility with the Medicaid Quality Improvement and Hospitalization Avoidance (MQIHA) ECHO

Audience: NHA, NRS, SW

The typical day in a nursing facility can be chaotic and full of challenges. Have you ever wished for a forum to share your facility's day to day struggles, hear about fellow nursing facilities' struggles, discuss problem-solving strategies, and collaborate with experts about nursing facility best practices? The ECHO platform, through an All Teach All Learn model, allows for exactly this type of interface.

This interactive educational session will provide you a glimpse into ECHO, with the opportunity to join forces with experts, as well as your peers, to tackle tough situations in the nursing facility including transitions of care, addressing vaccine hesitancy, and supporting staff well-being/resiliency. You will learn from experts, as well as contribute to, best practices for bi-directional transitions of care for residents to and from the emergency department, hospital, and the community. You will also interact with experts and fellow participants, in a case-based approach, to address vaccine hesitancy among staff and residents and promote staff well-being and resiliency.

This session offers you first-hand insight into collaboration as the key to success.

Presenters: Eva Angeli, MD, FACP and Krystle D. Apodaca, DNP, FHM

Sponsored by Project Echo



Advanced Value-Based Purchasing

Audience: NHA, NRS, SW

Join Donald and Maria for this advanced session on Value-based Purchasing to understand how you can maximize your success under VBP.

Presenter: Donald Wilson and Maria Arellano



Developing Engaging In-Room and Self-Directed Activity Programs

Audience: All Disciplines

This interactive session addresses the topic of developing appropriate in-room and self-directed activities for individuals/residents. Participants will be given the opportunity to identify challenges that arise in creating activity programs within senior living communities. Additionally, participants will develop solutions and strategies for developing appropriate activities to address the needs of those residents who require or request in-room and self-directed activities. The hands-on round table discussion format will empower and inspire individuals to go back to their facilities to create new and exciting activity programs.

Presenter: Gail Tate



Center of the Plate Design

Audience: All Disciplines

Ever seen the tv program that show Chefs creating such artistic and creative plates that make your eyes dance and your mouth water? Well "Center of the Plate Design" will give you simple but effective tips and skills that will help change any ordinary boring dish into a well-designed work of art that will increase consumption and raise satisfaction.

- What is Center of the plate Design?
- 10 rules to center of the plate design
- Attention to detail
- What is quadrant style plating?
- Types of advanced plating techniques

Presenter: Chef Landry



TBD

Audience: All Disciplines

Presenter: Bonnie Zeiler, LPN

Wednesday, August 18, 2021

5:30 pm to 7:00 pm

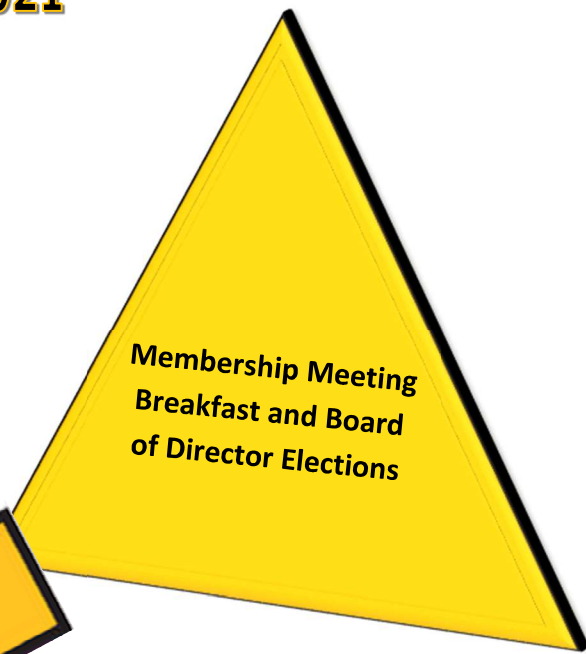
***Stop on Pit Row, fuel up, and see the
available services for your journey to
quality!***

COCKTAILS AND APPETIZERS SERVED

Your team is the most important element in bringing quality. We invite you to explore the exhibit hall and engage in face-to-face contact with the service providers who can make you and your organization more successful



Thursday, August 19, 2021
7:30 am to 9:00 am



Breakfast with the Exhibitors

Thursday, August 19, 2021

9:00 am to 10:30 am



Beyond Burnout - Why overwhelm
is a serious threat to your team and
the bottom line and what you can
do to prevent it

Samantha Jones

Thursday, August 19, 2021

10:45 am to 12:15 pm



Coaching - An Underutilized Tool in
the Post Acute Care Employee
Engagement Toolbox

Samantha Jones

Thursday, August 19, 2021

2:00 pm – 3:30 am



How Covid Changed Infection Control

Audience: All Disciplines

The COVID-19 pandemic threw Infection Preventionists and Infection Prevention and Control practices in the long-term care environment into the spotlight. Throughout this pandemic, IPs have demonstrated adaptation and virulence, staying abreast of the everchanging guidelines and regulations. As we are beginning to move out of the pandemic we have changed some of our practices because of knowledge and skills learned. During this training session we will review and discuss changes in the role of the IP, changes in surveillance activities, and changes in personal protective equipment use in our long-term care world.

Presenter: Bonnie Chutz



AHCA/NCAL Quality Awards (How to Document Your Quality Journey)

Audience: All Disciplines

The AHCA/NCAL National Quality Award Program is a rigorous three-level process that evaluates long term care organizations capabilities against nationally recognized standards for excellence, making it one of the most comprehensive and cost-effective performance assessments available to long term and post-acute care providers.

Each progressive award levels— Bronze – Commitment to Quality, Silver - Achievement in Quality, and Gold – Excellence in Quality, requires a more detailed demonstration of superior performance. Providers are nationally recognized for achieving each award level and eventually join the ranks of the best in long term care. Join the journey and join Jennifer to learn to document your journey.

Presenter: Jennifer Svoboda



Medicaid HNF Reimbursement

Audience: NHA, NRS, SW

At the end of this session, you will learn how to identify, track, document to get HNF approvals. Knowing how to present your HNF package to the MCO will gain your approvals.

Presenter: Deborah Plog



“Principles of a Zero Deficiency Survey”

Audience: All Disciplines

This presentation is targeted to every Dietary Manager who is sick and tired of not having control over their survey but, needs to take control back over their survey outcome. It will show every Dietary manager how to create a Wow factor in your kitchen that no surveyor can deny. You will also learn proven skills and strategies that will prepare you for your next survey and empower you and your staff to over-come the impossible and make a zero-deficiency probable.

Presenter: Chef Reynold Landry



Discharge Planning: How to Ensure Safe Discharges

Audience: All Disciplines

Cindy will join us to discuss discharge planning.

Presenter: Cindy Brown

Thursday, August 19, 2021

3:45 am – 5:15 pm



What's Next

Audience: All Disciplines

Resiliency is a word we hear often, but Pat and Shannon are here to discuss what it is and how to get there.

Presenter: Patricia Whitacre, RN, and Shannon Cupka



Infection Control In Assisted Living Where do we go from here?

Audience: All Disciplines

We managed Infection Control before 2020, with Influenza and Norovirus being the top two infections reported out of ALF in all 50 states. Would you approach an infection in a resident differently now than you would have two years ago?

Presenter: Jennifer Svoboda



Board of Nursing Home Administrators

Audience: NHA, NRS

Members of the Board of Nursing Home Administrators will join us to talk about plans and help address your issues

Presenters: Jo Greene, Board Chair



Malnutrition and Weight

Audience: All Disciplines

Imagine this: State is in your building and they look at your weights and immediately see major problems with your weight logs and all you can think of are all of the tags you are about to receive. Yikes! No worries; this presentation will train every Dietary Manager how to recognize, prioritize and minimize future triggers and be pro-active with your weights before they even get to a triggering stage.

Presenter: Chef Reynold Landry

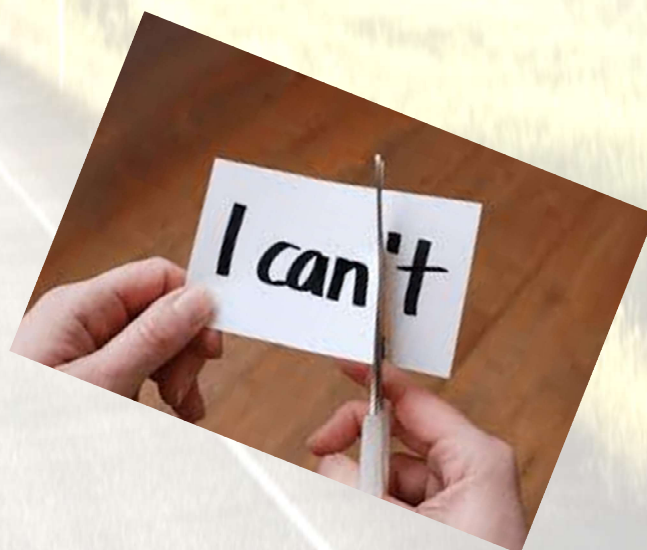


Supporting Staff when Residents Don't Reach Goals

Audience: All Disciplines

Residents won't always meet the goals they want, and your staff can sometimes be the most affected. Join Cindy to discuss how you can support your staff as they navigate the grief and disappointment.

Presenter: Cindy Brown



Friday, August 20, 2021

8:30 am – 10:00 am



New Mexico Division of Health Improvement: Nursing Facility Update

Audience: All Attendees

Join the NM DHI to learn more about the struggles and successes NM faced throughout the last year.

Presenters: Christopher Burmeister, Maurella Sooh, and more!



Depression: How to Navigate the Road to Recovery

Audience: All Disciplines

Join Bonnie in this informative session on navigating depression today and moving forward.

Presenter: Bonnie Zeiler, LPN

10:30 am – 12:00 pm



New Mexico Division of Health Improvement: Assisted Living Facility Update

Audience: All Attendees

Join the NM DHI to learn more about the struggles and successes NM faced throughout the last year.

Presenters: Christopher Burmeister, Maurella Sooh, and more!



CMP Funds: A How To

Audience: All Attendees

Join Tracy Alter in this discussion of Civil Monetary Penalty fund requests and tips to write a successful request.

Presenters: Tracy Alter



Tracy Alter

Tracy holds a BBA in marketing and advertising from Georgia Southern University. She joined the New Mexico Health Care Association in October of 2002 as the Director of Education and Public Relations, where she worked with the Education and Convention Committee to develop and plan education conferences, events, and workshops throughout the year. Over the years, Tracy's responsibilities have grown to include a myriad of other duties including working on grassroots efforts, member service, web and IT support, fundraising, and grant writing. Tracy produces most NMHCA communications, including the weekly Bulletin for members. Other areas of responsibility include member liaison for Assisted Living members, the Education and Convention Committee advisory group, the Public Affairs Committee, Emergency Preparedness, and Associate Business members.

Eva Angeli, MD, FACP

Dr. Angeli is an Assistant Professor in the Division of Hospital Medicine and practices as an Academic Hospitalist at the University of New Mexico. She currently serves as the Medical Co-Director of the Medicaid Quality Improvement and Hospitalization Avoidance (MQIHA) ECHO. She also serves as Council Member and Chair of the Chapter Meeting Committee for the NM Chapter of American College of Physicians. Previously she worked as a Community Hospitalist at Presbyterian Hospital in Albuquerque, NM. Her academic interests include geriatric medicine and safer inter-facility transfers of care.

Krystle D. Apodaca, DNP, FHM is an Assistant Professor in the Division of Hospital Medicine and practices as an Academic Nurse Practitioner Hospitalist at the University of New Mexico. She currently serves as the Medical Co-Director of the Medicaid Quality

Improvement and Hospitalization Avoidance (MQIHA) ECHO. She also serves as the Co-Director of the UNM Advanced Practice Provider Hospital Medicine Fellowship and is the Immediate Past President for the NM Chapter of the Society of Hospital Medicine. Her interests include medical education, quality improvement, harm reduction, and transitions of care.

Maria Arellano, MS, RN, RAC-CT (for Sessions 1 and 2)

With over 35 years' experience as a registered nurse in the post-acute industry, Maria Arellano currently serves as a Senior HealthCare Specialist for PointRight, Inc., a post-acute analytics company. Maria has served in a variety of roles directly in or supporting the long-term post-acute care sector including staff development, director of nursing and corporate consultant where she demonstrated regulatory excellence and exemplary quality outcomes. She participated on CMS Technical Expert Panels as well as various committees and advisory boards throughout her career focusing on quality improvement which fuels her passion for transforming data into knowledge and actionable insights that lead to quality outcomes. Maria has undergraduate degrees in business administration and her graduate degree in nursing informatics from the University of Colorado.

Melissa Barker

Melissa J. Barker is a Compliance Assistance Specialist with the New Mexico Occupational Health and Safety Bureau (NM OHSB). Ms. Barker began her career in occupational health and safety as a summer intern with the Bureau, leading to a permanent position as a Health and Safety Compliance Officer. After leaving the Bureau for the private sector, she returned more than seven years ago to serve in her current role of working cooperatively with industry to improve the health and safety of NM workers. Ms. Barker has over 15 years of experience in occupational health and safety. In

addition to her experience as an OSHA Compliance Officer, Compliance Assistance Specialist, and the State's Voluntary Protection Program Coordinator, she has served in various roles in the private sector including operations management, safety management and safety engineering.

Cindy Brown

A graduate of the University of Tennessee School Of Social Work, Cindy Brown specializes in dementia care and has worked in nursing homes, assisted living, and adult day care. Currently she is with Home Instead Senior Care as a Community Care Manager working with families, clients, and dementia education. Offering her experience and knowledge to others who are passionate about caring for people with dementia is one of her favorite activities.

Christopher Burmeister, MS, MFT

Chris Burmeister is Director for the NM Department of Health, Division of Health Improvement.

Shannon Cupka

Shannon Cupka joined HealthInsight New Mexico in February, 2017, as the Project Manager for the Nursing Home Initiative, after nearly a decade with the New Mexico Long Term Care Ombudsman Program. As an Ombudsman, Shannon worked with providers and industry partners in her capacity as Education and Outreach Manager and, more recently, Interim State Ombudsman. She has a master's in counseling psychology from Rutgers University and more than nineteen years of experience with geriatric and behavioral health populations as a direct care provider, clinician, consultant, and trainer.

Bonnie Chustz, MSN Ed, RN, CIC, WCC

Bonnie Chustz is the Senior Manager for Infection Prevention and Control for Genesis HealthCare.

Samantha Jones

Samantha Jones, Regional Senior Care Operator and Executive Coach, brings over 18 years of experience leading teams to positive outcomes in the complex and constantly evolving world of post-acute care leading teams in Skilled Nursing and Rehab Facilities, Assisted

Living/Memory Care, Independent Living, Home Health and Hospice. Her extensive leadership experience and background as a licensed professional clinical counselor give her the expertise to manage teams with vision and decisiveness. Samantha has always been passionate about helping individuals and businesses maximize their potential. With a foundation as a clinical counselor with a Master's Degree in Clinical Counseling, Samantha has seamlessly transitioned from healthcare administration to leadership roles and executive coaching. By applying the proven counseling principle of listening first to understand her clients' needs and goals, Samantha is able to help executives and teams achieve measurable success.

Joyce Lamilla, M.Ed, RD, LD, FAND

Joyce is the Director Business Development & Nutrition Services, Health & Nutrition Services for Ben E Keith Company/Food Division-General Office.

Chef Reynold J. Landry

Having earned over 100 culinary competitive medals in Louisiana and Mississippi, Chef Landry's career has spanned more than 30 years in the food service industry. He is presently an independent consultant and owner of Advanced Dietary Consulting Service but prior to March 2019, he over saw 11 facilities with a combined Annual budget of over 4 million dollars in Louisiana and Arkansas and also consulted with homes in Texas and Florida. Along with his nutritional consultations, he provides state compliance and survey readiness, advance budgeting and inventory strategies, center of the plate design concepts, comprehensive charting solutions, and restaurant-style culture change.

Freddie Peyerl, PhD, MBA

Freddie Peyerl is the CEO and co-founder of Quiltt, the easiest way for residents, their families, and your staff to stay connected, engaged, and informed. Quiltt is a senior-care specific communication platform developed by Alpine Media Technology which was founded in 2014 to provide guest communication solutions to various industries. Prior to Quiltt, Freddie was a Partner at a healthcare management consulting firm for 15 years where he worked closely with pharmaceutical, medical device, and diagnostic companies. He holds a Ph.D. in Virology from Harvard Medical School where he studied

HIV vaccine development and the evolution of host immune responses. He received his Master of Business Administration from the University of Colorado and attended New Mexico Tech where he earned a B.S. in Biology, graduating magna cum laude. In his spare time, he volunteers with the National Sports Center for the Disabled where he teaches children and adults with disabilities to ski.

Deborah Plog RN DNS-C

Deborah has been in LTC for 41 years from CNA to Regional. Her love and passion for the elderly are what make her successful. Providing good clinical care crosses over to great clinical outcomes and revenue for the care we provide.

Gail L. Tate, MA, CTRS, ACC

Gail is a Recreational Therapist, holds a Master's degree in Recreation Administration and owns Total Recreation Concepts, LLC. She provides consultation services with an emphasis on training/education to organizations and agencies that serve individuals who are elderly, have developmental delays and physical impairments. Gail is a nationally certified activities consultant, is a member of ANMAP, ABWA and has served on the education committees of NMHCA, Alzheimer's Association-NM Chapter and the board of ANMAP. Her personal leisure time interests include; RVing, camping, hiking, golfing, kayaking, reading and she is an avid woodworker/wood turner.

Maurella Sooh

Maurella Sooh is the Bureau Chief for District Operations, NM Division of Health Improvement, NM Department of Health.

Jennifer Svoboda, MHA

Jennifer is the Director of Standards for Avamere Family of Companies. She has been in the field of LTC for over 25 years first as a social worker in skilled settings then as an Executive Director at an assisted living. For the past 6 years, she has been working on systems, standards and quality measures. She has been a NCAL Future Leader, is currently the State Leader for Oregon, sits on several committees at both AHCA and NCAL and has been a Senior Examiner for the AHCA/NCAL

Quality Awards for the past 5 years. She resides in Portland, Oregon along with her 2 teenagers and 2 cats.

Patricia Whitacre, RN

Pat Whitacre joined the New Mexico Health Care Association in 2015, bringing with her an extensive and diversified background in long-term care. For the last 18 years as a Registered Nurse, Pat has served as a Director of Nursing in skilled nursing and assisted living facilities in New Mexico. Additionally, she has served as a corporate and regional nurse overseeing national clinical operations, performing quality service reviews. She is consistently challenging and encouraging facilities to provide the best quality of care and the best quality of life for all residents. Pat is responsible for the research and development of quality initiatives and quality measure training. She is also responsible for oversight and coordination for CMA I and II classes, which she thoroughly enjoys as teaching is one of her passions. She is the primary staff liaison for the NMHCA Regulatory/Clinical committee, addressing facility quality, surveys, and state/federal regulations. She is actively involved in clinical and regulatory oversight issues in conjunction with the New Mexico Department of Health Improvement and engaged with the Board of Nursing Medication Aide Advisory Committee.

Donald Wilson

Donald is the Center Executive Director for The Village at Northrise in Las Cruces.

Bonnie Zeiler, LPN

Bonnie has been a nurse for 20 years. She is a Certified Dementia Practitioner and has worked at The Village at Northrise for 10 years as the Director of Alzheimer's Services. Bonnie was awarded the National Nurse of the Year Award in 2015 from National Council for Assisted Living and NM Best of the Best Nurse Manager in 2012 from NM Health Care Association. In addition, Bonnie led her Walk to END Alzheimer's Team 3 out of the last 4 years to being the highest fundraising campus for all of Genesis Health Care, which has over 500 campuses nationwide. Bonnie is the nurse and director for the 24-bed memory care assisted living at The Village at Northrise.