



# 2024 Annual WONL Conference



Wisconsin Organization of Nurse Leaders (WONL) Annual Conference  
September 18-20, 2024  
The Osthoff Resort  
Elkhart Lake, WI

## Who Should Attend

Nurse executives, nurse managers and anyone else with responsibility for leading nurses. You do not need to be a nurse or a member of WONL to attend this event.

# Conference Information

## Conference Cancellation Policy

Cancellations received in writing up to 15 business days prior to an event will be given a full refund. No refunds will be given for cancellations received less than 15 business days prior and day-of-program no-shows. Substitutions are accepted.

## Special Needs

In accordance with the Americans with Disabilities Act, the Wisconsin Organization of Nurse Leaders seeks to make this conference accessible to all. If you require any special accommodations or have any dietary restrictions or food allergies, please email your needs to WHA Education at [education@wha.org](mailto:education@wha.org).

## Lodging Information

The Osthoff Resort  
101 Osthoff Avenue  
Elkhart Lake, WI 53020

A block of rooms has been reserved. Attendees must secure their own hotel room reservation. Room rate is \$189/night and \$199/night (2 Bedroom Woodland Suite). Taxes and fees will be an extra charge. The cut-off date to reserve a hotel room under this block is August 28. After this date, the reduced room rate will not be available, and rooms can be reserved based upon the resort's availability.

To reserve a hotel room under this block, call 1-800-876-3399. Please reference the **WONL Conference**.

## Prize Drawings and Silent Auctions

The WONL Marketing and Communication Committee is sponsoring giveaways and a silent auction during the conference. Please remember to bring your hospital logo items for the giveaways and any non-logo items (valued at \$40 or more) to include in the silent auction. If you have questions about this, contact Annye Graff, WONL Marketing and Communication Chair, at [annye.graff@bellin.org](mailto:annye.graff@bellin.org).

## Continuing Nursing Education

This activity has been submitted to the Wisconsin Nurses Association for approval to award contact hours. The Wisconsin Nurses Association is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

## Registration Information

### 2024 Registration Options and Fees:

- WONL member, full convention: \$400 per person
- Non-member, full convention: \$450 per person
- Member student\*: \$350 per person  
(Including Masters and doctoral students)  
\*Proof of student status may be requested.

Online Registration ONLY

**REGISTER HERE**

### Planning Committee Members

- Lori Cardinal, MSN, RN
- Loraine Carley, BSN, RN-EFM
- Jen Drayton, MSH, RN, CENP
- Amy Hermes, MSN, BSN, RN
- Dennise Lavrenz, MBA, RN, CENP
- Heather Logslett, MSN, RN
- Pamela K. White, DNP, RN, NE-BC
- Ann Zenk, MHA, BSN, RN
- Leigh Ann S. Larson, BS

**Registration Deadline: September 11, 2024**



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### Additional Conference Information

Come help WONL celebrate 45 years of supporting nursing in Wisconsin!

#### The Osthoff Resort - Elkhart Lake, WI

The Osthoff Resort is a stunning AAA Four Diamond resort located on the shore of Elkhart Lake, WI. Come experience this premier resort and everything it has to offer. Click [here](#) to learn more.

#### Aspira Spa

Aspira Spa, the best spa in Wisconsin according to Spa of America, invites you to discover the power of nature. The spa's treatments are designed to balance your body, mind and spirit, using the gifts of the earth. Exclusive to WONL Conference attendees – Book a spa treatment and enjoy a **15% discount**. Please mention that you are with the WONL Conference to receive this discount. Click [here](#) to explore all the spa has to offer.

#### **The WONL Lounge**

Take a break from your conference table chair and spend a few minutes kicking back at the WONL Lounge. Generously provided by Wieland Health, please take advantage of relaxing in a comfy chair or couch located in the main conference room. Put your feet up and have some quality networking time with your friends and colleagues.

#### **Silent Auction**

As with year's past, there will be a silent auction at this year's conference. Put your bid in for some fabulous gifts including lottery tickets.

#### **Raffles**

In addition to the variety of raffle prizes that attendees have come to enjoy in the past, there are some additional rewards waiting for you.

- Get your conference raffle card filled in by our vendors for an opportunity to win a **\$250** gift certificate.
- Current WONL members: Enter to win a **\$250** gift certificate.
- New WONL members: Are you a non-WONL member who joined during the conference? You will be entered to win a **\$250** gift certificate.
- All conference attendees will also have the chance to win an Aspira Spa gift basket, valued at **\$150**.

***\*Raffles will be drawn starting at 11:30 a.m. on September 20. Must be present to win. Gift certificates have been generously donated by The Nash Group.***

#### **Register early and win \$!**

**Register by August 8** and be put in a drawing to win a **\$250** gift certificate donated by The Nash Group.

Also, register by August 8 and be put in a drawing to win two pre-season Packers tickets to the game on August 24 at noon vs. the Baltimore Ravens.

#### **Join us for a fun and exciting reception on the night of September 18**

Enjoy some food and conversation while sharing your nursing career stories and experiences. Feel free to wear an old uniform, name tag, hat, etc. to show your nursing pride. Do you have pictures of when you first started nursing? Or maybe some more recent photos? Please send to WONL Historian Leilani Mazzone at [LMazzone@childrenswi.org](mailto:LMazzone@childrenswi.org) to be included in a **45 years of nursing** PowerPoint that will be shown throughout the conference.

For all information on the conference, including registration, click [here](#). For questions, email [education@wha.org](mailto:education@wha.org).

# Agenda

## Wednesday, Sept. 18, 2024

- 1:00 - 3:00 pm **WONL Board Meeting**
- 4:00 - 7:00 pm Exhibitor Set-up
- 5:00 - 7:00 pm Conference Registration and Networking Reception

(Heavy appetizer food stations and cash bar)

## Thursday, Sept. 19, 2024

- 6:00 - 7:30 am Exhibitor Set-up (*continued*)
- 7:30 - 8:30 am Conference Registration Breakfast / Visit Exhibitors
- 8:30 - 8:45 am **Convention Welcome**  
*Dennise Lavrenz, MBA, WONL President*
- 8:45 - 10:15 am **Don't Pee in the Pool: Creating a Company Culture that People Want to Work In**

*Dennis McIntee, Keynote Speaker, Consultant and Author Leadership Development Group*

This keynote will encourage leaders to see themselves as lifeguards protecting their "pool" from harmful contaminants. Through real-life examples, the participants will relate, laugh, and be ready to blow the whistle on team members exhibiting behaviors that damage their company's culture. There is an easy, proven method for stopping gossip that results in attracting and retaining key team members maintaining your company culture.

- 10:15 - 10:45 am Break / Visit Exhibitors
- 10:45 - 11:45 pm **Wisconsin Legislative Update**

*Ann Zenk, Senior Vice President, Workforce and Clinical Practice, Wisconsin Hospital Association*

Hear up-to-date information on workforce trends and policy challenges facing Wisconsin hospitals, health systems and health care organizations. Attendees will come away with a better understanding of workforce, regulatory and legislative issues that impact nurses, nursing practice and nurse leaders, and recommendations to improve our state's health care workforce.

- 11:45 am - 1:00 pm Luncheon / Visit Exhibitors

### **Luncheon and WONL Annual Business Meeting (12:15-1:15 pm)**

- WONL Strategic Plan
- ANEW and WisPan Updates

### 1:00 - 2:00 pm **Supporting Nurses with AI and Technology Innovation**

*Indraroop Mohanti, Software Developer*  
*Kara Wynkoop, Informaticist*  
*Epic Systems*

We will explore how Generative AI and technology innovation can support nurses. We will delve into Epic's AI initiatives for nurses, discuss strategies to improve the nursing experience with Epic (including technology, organizational, and personalization approaches), and share our vision of a future where AI seamlessly enhances nursing practice and reduces administrative burden.

- 2:00 - 2:15 pm Break / Visit Exhibitors

### 2:15 - 3:15 pm **ED Boarding: Innovation for Throughput**

*Leanne Grangaard, Nurse Administrator*  
*Amanda Turauski, Emergency Department Nurse Manager*  
*Kelly McGinley, Nursing Support Services Nurse Manager*  
*Mayo Clinic Health System*

Emergency Department (ED) boarding is a critical issue faced by hospitals worldwide, leading to overcrowding and increased wait times. When a local hospital announced its recent closure, this team along with other leaders needed to find new and innovative ways to care for patients in the ED and throughout the hospital. This presentation explores the multifaceted challenges of ED boarding and showcases innovative strategies utilized to enhance throughput and improve patient outcomes.

- 3:15 - 3:30 pm Break / Visit Exhibitors

### 3:30 - 4:30pm **Ambulatory Redesign: Looking Boldly Forward**

*Heather Costley, MSN, RN, Nurse Administrator*  
*Jodi Wiechmann, MS, RN, Senior Nurse Administrator*  
*Jamie Mancl, MSN, RN, Nurse Administrator*  
*Mayo Clinic Health System*

In this presentation, the speakers will share how Mayo Clinic Health System Northwest Wisconsin, a multi-specialty clinic practice with 12 locations, transformed patient care to mitigate workforce shortages, optimized rooming support, and continued to enhance quality metrics while aiming to secure our future in healthcare under the current financial climate. The presentation will outline the tactics taken to redesign rooming support, explore scope of practice guidelines, and staff for the surgical, medical, and primary care practices

- 4:30 - 5:30 pm Visit Exhibitors

### 5:30 - 7:30 pm **Award Dinner with presentation of WONL Nurse Leader of the Year Award**

# Agenda (continued)

## Friday, Sept. 20, 2024

7:30 - 8:30 am Breakfast / Visit Exhibitors

8:30 - 9:15 am **Creating a Safe, Healing Environment for All: A Nursing Leadership Imperative**

*Mary Beth Kingston, PhD, RN, FAAN  
Executive Vice President, CNO, Advocate Health*

During this session, Mary Beth will discuss key factors that influenced her leadership journey and her work to address violence in healthcare settings. Violence in healthcare settings remains a top priority for nursing leaders as evidenced by the findings in the 2020-2024 AONL Longitudinal Nursing Leadership Insight Survey. We're continuing to learn more about successful strategies to prevent and mitigate violence and injury, including training, behavioral health emergency response teams (BERT), duress alarms and access management, but less attention has been focused on incorporating patient-centered approaches. Promising practices to create an environment that promotes healing and compassion for all will also be shared followed by time for Q &A.

9:15 - 10:00 am **Courageous Leadership**

*April Hanson, MSN, RN, Group President, Aya Healthcare*

In this interactive session, leaders will explore the role of adaptability in navigating the shifts happening all around us, learn how to push through the messy middle of change, and devise a personal action plan for growth personally and professionally.

10:00 - 10:15 am Break

10:15 - 11:30 am **The Complaint Free Workplace: How to Turn Complainers into Collaborators**

*Joshua Routh, Speaker, Performer, Author, Corporate Trainer and Talent Agency Owner*

In this engaging, inspiring, and humorous presentation, you'll discover how to recognize the motivation behind complaints and, most importantly, how to redirect these negative complaints into positive collaboration. It's vital that team members learn to recognize the hidden emotional need behind complaints and deal with them rather than being side-tracked and dragged down by all the griping.

11:30 am - 12:00 pm **Prize Drawings**

12:00 pm **Convention Closing**  
*Dennise Lavrenz, WONL President*

***THANK YOU to our conference sponsors and exhibitors!***

***We appreciate your support of nurse leadership in Wisconsin.***

For the most up to date list of sponsors and exhibitors, click [here](#).

## Sponsors

9/18 Networking Reception

**stryker**

Conference Refreshments

Qualivis

Keynote Presentation



45th WONL Anniversary Notebooks

**vizient**

Vendor Raffle



For a current list of sponsor opportunities, please contact the WHA Education department at [education@wha.org](mailto:education@wha.org).

## Exhibitors

The support of our exhibitors is greatly appreciated! Plan on seeing these organizations at the conference!

- Amergis Staffing
- Avant Healthcare Professionals
- Becton Dickinson (BD)
- CEC
- EasyShifts
- Grand Canyon University
- Herzing University
- Medical Staffing Solutions, Inc.
- Qualivis
- SpaceLabs
- Stryker Medical
- The Morel Company

If you would like to register to exhibit at the WONL conference, click [here](#).



# Featured Presenters



## **Dennis McIntee, Keynote Speaker, Consultant and Author**

Dennis travels across the world speaking at leadership summits, management training events and health care conferences. His three-decade career included stints in Africa, Poland, Germany and throughout greater Europe where he coached and consulted with growing leaders. Through his experience, Dennis developed a systematic approach to helping his clients reach their goals through coaching, speaking, courses, and teaching techniques that enact transformational change. Dennis is passionate about helping leaders create high-trust, high-performance cultures while becoming the best version of themselves they can be. Dennis is the author of several books including Drama Free Teams in Healthcare and The Power of Pursuit.

## **Ann Zenk, RN, MHA, Vice President of Workforce and Clinical Practice, Wisconsin Hospital Association**

Ann has served the Wisconsin Hospital Association as Vice President of Workforce and Clinical Practice since June 2017. As a member of WHA's Government Relations (GR) team, Ann acts as the lead staff person in the critical areas of workforce development and clinical practice. This position also functions within the GR advocacy team to educate and inform WHA staff and members about health care and hospital related issues. Prior to joining WHA, Ann's greater than 30+ years' experience in health care included patient care and leadership roles across hospitals, clinics, and long-term care--including nursing, quality improvement, risk management, and utilization review. Ann holds a Bachelor's degree in Nursing from Viterbo University and a Masters in Health Administration from Ohio University.



## **Indraroop Mohanti, Software Developer, Epic Systems**

Indraroop is a software developer with 16 years experience in the acute care space. He focuses on enhancing care delivery, clinical communication, and clinician experience.

## **Kara Wynkoop Hirz, Informaticist, Epic Systems**

Kara Wynkoop Hirz is a critical care nurse turned informaticist who has made it her mission to improve nurse well-being across the Epic community. Kara leverages her clinical background and Epic implementation and design experience to help nurse leaders build strategies to boost nurse happiness and efficiency through data-driven user-centered design. Kara is a Wisconsin transplant and mom of two terrific toddlers!



## **Leanne Grangaard, MSN, RN, Nurse Administrator, Mayo Clinic Health System**



Leanne Grangaard, MSN, RN, is a Nurse Administrator for Mayo Clinic Health System, Eau Claire. Ms. Grangaard has broad experience in leadership and change management in departments including Drug Diversion Prevention and Investigation, multiple Inpatient Departments, the Emergency Department and Urgent Care. Additionally, she has led implementation efforts of a COVID-19 Surge Unit and a recent Inpatient Overflow Unit. She has made many contributions to the organization and the profession of nursing, most recently through leading the Transformational Leadership component for the organization's journey to Magnet designation. Ms. Grangaard is recognized as a dynamic leader throughout the organization. She excels in creating collaborative work environments, being approachable and responsive, encouraging problem-solving and critical thinking skills, supporting her teams and those she mentors, effectively communicating, and leading with her heart. As a result, Ms. Grangaard was the recipient of the 2022 Daisy Nurse Leader Award.

## **Amanda Turauski, MSN, RN, Emergency Department Nurse Manager, Mayo Clinic Health System**

Amanda Turauski, MSN, RN, serves as the Nurse Manager of the Emergency Department at Mayo Clinic Health System in Eau Claire, Wisconsin. Her leadership experience spans both Emergency Medicine and surgical/procedural services. She has successfully guided her teams through various change management initiatives, including achieving Acute Stroke Ready status, COVID surge planning, electronic consent implementation, and the recent Forward Triage project. Ms. Turauski's leadership style emphasizes effective communication, staff well-being, and team engagement.



## **Kelly McGinley, MSN, RN, Nursing Support Services Nurse Manager, Mayo Clinic Health System**

Kelly McGinley, MSN, RN, is a Nurse Manager at Mayo Clinic Health System in Eau Claire, Wisconsin. Ms. McGinley supports the Nursing Support Services Department and has leadership experience in Inpatient Nursing and House Supervision. She has led her teams through a variety of change management initiatives related to improving patient throughput. Some of these initiatives include the implementation of the Discharge Unit and the Command Center, both of which are aimed at improving patient throughput and decreasing ED boarding. Ms. McGinley's leadership style is transformational, collaborative, and future oriented in vision. She is committed to supporting, developing, empowering, and engaging her team.

(continued on next page)

## Featured Presenters (continued)

### **Heather Costley, MSN, RN, Nurse Administrator, Community Internal Medicine, Pediatrics, Anticoagulation, Mayo Clinic Health System**

Heather Costley, MSN RN started working for Mayo Clinic health system-in northwest Wisconsin in 1998 as a registered nurse. Throughout her career she has been able to support many ambulatory practices, spending most of her career in obstetrics clinics. She has been able to support several ambulatory initiatives including COVID vaccine management and most recently ambulatory redesign. Currently, Ms. Costley supports the pediatric internal medicine and anticoagulation practices across Mayo Clinic health system and is working to help colleagues understand the dynamic process of change management.

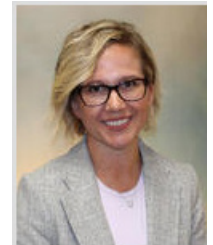


### **Jodi Wiechmann, MSN, RN, Senior Nurse Administrator-Primary Care and Population Health, Mayo Clinic Health System**

Jodi Wiechmann, MS, RN has worked for Mayo Clinic Health System-Northwest Wisconsin since 2000. Ms. Wiechmann was the nurse manager for the Cardiology Clinic for many years which included managing the Cath Lab, Interventional Radiology, Stress Lab, and Cardiovascular Surgery. Ms. Wiechmann support multi-state COVID nurse care during the pandemic. Ms. Wiechmann is the Senior Nurse Administrator for Primary Care across Mayo Clinic Health System. She has been instrumental in leading several initiatives to support staff working at the top of their scope and optimizing nurse driven quality care initiatives.

### **Jamie Mancl, MSN, RN, Nurse Administrator, Nursing Resources Division, Mayo Clinic Health System**

Jamie Mancl, MSN, RN began her career at Mayo Clinic Health System Northwest Wisconsin in 2008 as a nurse intern and progressed to leadership roles that spanned across hospital, procedural and clinic practices. Ms Mancl earned a certificate in data analytics and lead MCHS – Northwest Wisconsin in optimizing staffing for the inpatient, procedural and ambulatory practices through the development of position controls and application of workload analytics. She currently supports Mayo Clinic as a Nurse Administrator for workforce optimization with an emphasis on data transparency, nursing resource utilization and nursing financials.



### **Mary Beth Kingston, PhD, RN, FAAN, Executive Vice President, CNO, Advocate Health**



Mary Beth is the Executive Vice President and Chief Nursing Officer (CNO) at Advocate Health headquartered in Charlotte, NC, and was appointed to this role following the combination of Atrium Health and Advocate Aurora Health. She previously held roles as CNO for Advocate Aurora Health and Aurora Health where she served as a member of the executive leadership team and was responsible for nursing practice and standards, as well as patient experience. Mary Beth served on the board of trustees of the American Hospital Association where she chaired the Hospitals Against Violence Advisory Board. She currently serves on the boards of Providence Saint Joseph's Health and Main Line Health. Prior board experience includes the American Organization of Nurse Executives, now AONL, where she was President in 2019. She was a Robert Wood Johnson Executive Nurse Fellow (2009-2012) and was listed in Modern Healthcare's 50 Most Influential Clinical Executives in 2021, 2023 and 2024. Mary Beth was inducted as a fellow in the American Academy of Nursing in 2020. She earned

a bachelor's degree in nursing at West Chester University, a master's degree in nursing at the University of Pennsylvania and PhD in health policy at the University of Sciences in Philadelphia.

### **April Hanson, MSN, RN, Group President, Aya Healthcare**

As Group President of Aya Healthcare, April led the company to an unprecedented 27x revenue growth over six years, culminating in \$11B in annual revenue in 2022. A Top 100 Workforce Leader, TEDx Speaker, Serial Entrepreneur, Nurse, and Recognized Business and Personal Growth Expert, April has been featured in the New York Times, The Washington Post, Forbes' 40 Under 40, CBS, CNBC, and many others. April motivates leaders and teams to infuse adaptability into their core, driving growth, innovation, and change. Her Growth Game Plan™ keynote and framework helps individuals thrive in the chaos of change and become personal agents of growth.



### **Joshua Routh, Speaker, Performer, Author, Corporate Trainer, and Talent Agency Owner**

Joshua Routh is an internationally known speaker, performer, author, corporate trainer, and owner of one of the largest variety talent agencies in America, Circus Kaput. He is an experienced speaker and facilitator who focuses on the topic of Connection and Creating A Complaint Free World. He has conducted workshops for corporations such as Edward Jones, Wells Fargo, and Google. As an entertainer, he has worked in a wide array of venues; TV commercials, comedy clubs, circus, theater, the Smithsonian and for Ripley's Believe It Or Not! Most recently, he was seen onstage at TEDx St. Louis, shared the stage with comedian and actor TJ Miller, and authored a book titled Mind Blowing Presentations. In his free time, Joshua Routh enjoys writing, cuddling with his rescue dogs and shopping for flamboyantly designed dress shirts.