



## **Summer 2025 Newsletter**

### **Best Practices, Education, Strategies & Training**

#### **About Us**

The American College of Health Care Administrators values and seeks to advance and promote diverse and inclusive participation within the organization regardless of gender, race, ethnicity, religion, age, sexual orientation, gender identity and expression, national origin, or disability. Guided by these values, the organization strongly encourages and embraces participation of diverse individuals as it leads health care administrators in the Long-Term Care industry to achieve excellence through education, information, and dialogue.

The BEST Committee Mission has two primary goals focused on Member Engagement and Program Development. The American College of Health Care Administrators affirms its dedication to supporting the core values, principles, and goals of diversity and inclusion in its leadership and operations.

#### **BEST Business Reviews**

A business review is essential for understanding outcomes or forecasting metrics tied to a strategic plan. For health care administrators, a business review should include a variety of analyses over a specific timeframe—monthly, quarterly, biannual, or annual. Ultimately, business reviews matter for social credibility and patient satisfaction related to quality of care.

Imagine pitching your business to a bank for a loan, being vetted by a health care risk management or insurance company or aiming to join a hospital partnership. Always reflect on the quality of services delivered to customers, patients, hospitals, and stakeholders—for an overall excellent experience.

**Below is a Snapshot of Key Points in Evaluating Your Business in Long-Term Care:**

- Background/History of Facility
- Awards & Recognitions
- Stakeholders



- Safety & Technology
- Star & Quality Rankings
- 3-Year FY Revenue & Expense Analysis
- Admissions & Marketing
- Clinical Programs
- Special Events & Current Initiatives
- Forecasted Initiatives
- Questions & Answers

## BEST Storytelling (Technology)

The BEST Committee stands for Best Practices, Education, Strategies, and Training within ACHCA. The “BEST Voices in Long-Term Care Settings” project is dedicated to collecting and sharing stories that highlight how technology impacts quality of care in long-term care (LTC) facilities.

This project was launched because LTC settings serve a growing aging population, yet gaps in technology implementation persist and often directly affect the quality of care. By showcasing real-life BEST narratives, the project seeks to inspire systemic change and promote adoption of best practices across LTC facilities.

## The BEST Storytelling Collection

Stories will be collected from LTC facilities in diverse settings. The project focuses on events from the past 1–3 years to illustrate how BEST technology practices have evolved and impacted care delivery.

### BEST Storytelling Collection Form

Title

Reporter

When the BEST story happened	
Where the BEST story happened	
What is the BEST story about	
Who tells the BEST story	
The impact of the BEST story	



## Publication of BEST Stories

Based on the BEST Storytelling Collection Form, the BEST Committee will publish periodic BEST stories as newsletters distributed to the ACHCA community, social media, and LTC settings.

### BEST Story 1

#### Virtual Reality Brings New Perspective to Dementia Care at Kingsland Walk Senior Living

**March 2025 – University City, MO** — Kingsland Walk Senior Living partnered with Southern Illinois University (SIU) to pilot a virtual reality (VR) training program changing the way caregivers understand and respond to residents with dementia.

The training took place at Kingsland Walk, located at 868 Kingsland Ave, home to 55 residents supported by 40 full-time and part-time staff members. In March 2025, 12 staff members participated in an immersive session using VR headsets to experience *A Walk-Through Dementia*, a video simulation designed to mirror the cognitive and sensory experiences of individuals living with dementia.

Led by Dr. Xiaoli Li from SIU and supported by Kendall Brune from Kingsland Walk, the project aimed to bridge the empathy gap in dementia care by allowing caregivers to “see through the eyes” of those they serve.

“The progressive nature of dementia makes caregiving incredibly complex,” said Dr. Li. “Virtual reality offers a unique way to build empathy and understanding, far beyond what traditional training methods can provide.”

#### Key feedback from participants included:

- **Engagement:** Staff found VR training highly realistic and immersive.
- **Empathy:** Many reported increased patience and emotional connection with residents.
- **Behavioral Impact:** Observations revealed improved communication and caregiving strategies.
- **Training Effectiveness:** Despite minor issues, most caregivers agreed VR was more effective than conventional tools.



- **Challenges:** A few participants noted physical discomfort, such as dizziness and navigation difficulties.

“This experience has truly transformed the way our team approaches dementia care,” said Kendall Brune. “We’ve seen real improvements in staff attitudes and behaviors, which ultimately benefits our residents.”

The collaboration between SIU and Kingsland Walk represents a promising step toward integrating innovative technologies into LTC settings. As demand grows for high-quality dementia care, projects like this highlight VR’s potential to enhance caregiver education and resident well-being.

## BEST Survey Preparedness Resource

Survey readiness takes more than a checklist. Facilities need to identify risks early, train their teams, and ensure documentation aligns with regulatory expectations. SMK Medical’s resource provides practical tools for self-auditing, coaching, and reducing the likelihood of citations. What’s the risk? Your campus reputation-!

BEST Practices coming Fall 2025-!

[Click here to access the resource](#)

## BEST Committee Leads

- **Dr. Angela Perry (CT)** – angelacodew@gmail.com (Co-Chair / Board Liaison)
- **Dr. Kendall Brune (MO)** – Kendall@anthem-care.com (Co-Chair)

## Committee Members

- Dr. Xiaoli Li - AIT (IL) – xiaoli.li@siu.edu
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**ACHCA members — please feel free to contact any of the committee members for questions on how to GET INVOLVED!**