

Continuum

July 2016 | Volume 14, Issue 2



ACHCA
American College of
Health Care Administrators

Save the Date

23rd Annual Winter Marketplace

December 9 - 11, 2016
Rio Las Vegas Hotel and Casino
Las Vegas, Nevada

Long Term Care Administrator's Week

March 12 - 18, 2017

51st Annual Convocation & Exposition

April 2 - 5, 2017
Hyatt Regency St. Louis
at the Arch | St. Louis, Missouri

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Dear Members:

I am humbled and honored to be the Chair of ACHCA. Thank you for the confidence you have placed in me to help lead our association at this particular time. I am excited to be working with our new CEO, Cecilia Sepp, and the 2016-2017 Board of Directors as we set the course for our future.

I believe the American College of Health Care Administrators is at a pivotal and exciting time in its history. The College has a strong foundation from which to embark into the future. We are stable financially, after many years of uncertainty. We have a stable (though small), active, and committed membership. We have strong, open connections with other Aging Services organizations. We have exemplary education programs, the certification program, the mentoring program, and several other initiatives that we are working on. At the same time, however, we have several challenges to overcome to insure a bright future. Your board will be meeting in July for strategic planning to address these very challenges and insure our continued success.

One of our primary focuses continues to be membership growth. There are 12,000 - 13,000 nursing homes in the U.S., and countless Assisted Living Facilities, all of which have administrators who we represent (whether they recognize it or not) as the professional association of the administrator, yet we have a membership that has been "stuck" at around 2,400 for the last several years. The math just doesn't add up!

So, first, I am continuing the **Chair's Challenge**, started by Past Chair Michael Hotz, to award a new Apple iPad to the member who attends Convocation 2017 in St. Louis and recruits the most new members during the year. Membership forms have a space to name whoever has referred the new member, just remind them to put in your name.

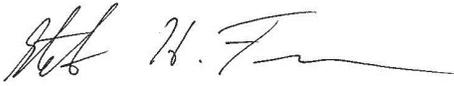
Additionally, I would like to encourage every member "to each one, reach one." If every member takes the time to reach out to a fellow colleague and share the benefits of membership and encourage them to join the College, we will see our membership climb to new levels. All you have to do is share the personal value that you gain from your own College membership – whether it be the strong professional network, peer-to-peer, education conferences, mentoring initiative, the new AIT Preceptor Training Program, advanced credentials such as certification and/or Fellow, or any of the myriad of reasons we chose in deciding to become members. Membership in the College should be viewed as the standard of our profession, just like "joining the bar, as an attorney," as stated by Past Chair, Tim Dressman, several years ago.

As a member of the College, I have been afforded many opportunities to grow both personally and professionally. Through the professional network, education, challenges of achieving advanced credentials, and giving me opportunities to serve, the College has shaped and developed me into a professional leader with a passion to serve and grow our profession! This is why I choose to be a member of ACHCA: what is your story to share with colleagues as we "each one, reach one?"



Who knows, maybe we could grow to 3,500 members (or more?) by the 2017 Winter Marketplace... wouldn't that be something!

As your Chair, I am committed to act on the behalf of the greater good of ACHCA and to ensure the continued success of our organization and the professional development of our members.



Steve Fromm, CNHA, FACHCA
Chair, ACHCA Board of Directors

The First Six Months

On behalf of ACHCA, I am pleased to present these highlights to the membership of where we are in the first half of 2016.

While there have been a few bumps along the way, the year so far has gone well. ACHCA continues to build its relationships within the long term care community, find more effective ways to run operations, identify improved and different services to serve members locally, and prepares for strategic planning activity in late July 2016.



All actions are geared to provide the best membership experience possible as we serve those in the long term care profession across their career arc.

A New President & CEO Kicks off the Year

The current President & CEO was hired on December 4, 2015, and began her tenure on January 4, 2016. During the first two weeks of January, Sharon Colling, Interim CEO, led an onboarding period in which the CEO was introduced to the staff, organizational operations, Board activities, Committee structure, and initial communication with our partner organizations.

The current CEO stepped fully into the role on January 15, 2016. These are highlights of the year so far under the new administration.

Internal Operations

One of the first directives from the Board was to review internal operations and to find ways to streamline for efficiencies that lead to more effective performance, and thus, improved member service. With that in mind, the following changes have been made:

- A New Office Space: Previously, ACHCA had a mail stop for correspondence, but no "real" office space. Mail was collected at the mail stop and sometimes it took up to 2 months for the mail to get to the appropriate staff. This situation was re-evaluated along with other office support needs, and in March 2016, ACHCA contracted with Carr Workplaces in Washington, DC, to secure an office space. This service also provides us with a Receptionist, meeting space, and administrative support as needed. For the same fee as the mail stop, we have a DC address in the heart of the business district and administrative help as needed.

23rd Annual Winter Marketplace December 9-11, 2016 | Rio Las Vegas



Registration
Opening
Soon!



- Member discounts - registration opens July 2016
- Special room rate at Rio All-Suite Hotel & Casino
- Earn continuing education credit, connect with you enjoy fabulous Las Vegas
- Return of the Expert Witness Certificate Program as a track - "Litigation Preparation in the Post-Acute World: A Certificate Program"
- Relax and recharge in the exotic, festive and fun atmosphere of the Rio, an ultimate off-Strip experience
- Exhibit and sponsorship opportunities available



Stay tuned for more information at www.achca.org



- **Technology Migration:** Over the years, ACHCA had accumulated a number of technology services and software packages that didn't necessarily talk to each other. This type of system requires more resources (time, money, energy) and doesn't always provide strong return on investment (ROI). After researching options that fit ACHCA's size and budget, the organization moved to an integrated system called MemberClicks, a system that was designed specifically for smaller associations. It is an excellent choice for a specialty professional society like ACHCA as it provides an integrated database, website, online payment option, and tiered online community platform. The work on this migration began in mid-March and concluded June 30, 2016 – our target date! Staff worked very hard to make this happen and again demonstrated their strength as a team.

- **ACHCA Connect Community:** While ACHCA will say good bye to Higher Logic and the current online community, it is still available through the summer. Members can access this platform until September 10.

Staff

As of June 1, 2016, a staff reorganization was conducted that included promoting staff, recognizing the level of work they were already doing, and rewarding hard work with pay increases. Two staff members left the team during the first six months of the year, and we are taking the opportunity to review the needs of our members and what type of staff we should have to best serve long term care professionals.

External Partnerships

The President & CEO has been meeting and talking with leaders of other long term care associations to find ways to partner and thus advance the area of long term care. Activities include our work with NAB on the AIT Preceptor Program (launching in the fall) and our co-sponsorship of the annual National Emerging Leadership Summit (NELS). ACHCA and NAB continue to identify opportunities to work together.

ACHCA has a good relationship with American Health Care Association (AHCA) and is working with them to find ways to partner in the future. We currently cross-market our programming and will continue to share information about each other's member services.

ACHCA continues its strong support of the Advancing Excellence in Long Term Care Collaborative (AELTCC). The ACHCA President & CEO will assume the ACHCA board seat later this summer, and will participate in AELTCC's strategic planning meeting in August.

Medcom is a company that offers education and information regarding long term care issues via DVDs and online courses. ACHCA and Medcom negotiated a joint marketing agreement that will provide additional online education options for our members as well as a wide range of products. This agreement is in place so watch for updates about the discounts available to you as an ACHCA member. Medcom courses also provide CE credit.

ACHCA on the Road

The President & CEO had the opportunity to visit one District and several Chapters earlier this year. Each Chapter was an excellent host and the CEO was included in some way at each meeting:

- Georgia Chapter Annual Meeting in conjunction with the Georgia Health Care Association (GHCA) House of Delegates meeting in Atlanta, GA
- District 3 Meeting in Rising Sun, IN (this district includes Indiana, Kentucky, Michigan, Ohio, and West Virginia)
- New Jersey Chapter Meeting in Edison, NJ
- Connecticut Chapter Meeting in Wallingford, CT
- New York Chapter Meeting in Callicoon, NY

Additionally, the ACHCA CEO was invited to attend and participate in the following conferences:

- May 9-12, 2016: Argentum Annual Conference in Denver, CO
- June 8-10, 2016: NAB/NCERS Meeting in Cleveland, OH
- June 21-23, 2016: NELS Conference in Washington, DC

2016 Winter Marketplace Track

ACHCA is pleased to announce the return of the former Expert Witness Certificate Program, but with a refined content that better serves the long term care professional. Now known as **"Litigation Preparation in the Post-Acute World: A Certificate Program"** this program was approved as the Winter Marketplace track for this year.

Group Membership Rate

There is quite a buzz about the [Group Membership Rate](#) and inquiries are growing. ACHCA launched the beta test in early summer and the "official" launch is October 1. This information is on the website now, and we will build an online form by end of July. Organizations can sign up using this option now, so if you are interested, please check out the website and let us know how we can help you make this option work for your organization. We will work with each group to sort out the status of individuals who wish to participate but are already members. This rate is for everyone, and ACHCA believes this will be an excellent addition to our member options.

President & CEO Message *Continued*

Networking Hubs and Special Interest Groups (SIGs): For our members in locations without an ACHCA Chapter, we introduced Networking Hubs! Designed to provide local networking without the requirements of a formal Chapter, Networking Hubs bring together ACHCA members to discuss career growth, issues of the day, and provide camaraderie. ACHCA is working with members in Long Beach, CA, to establish our first Hub – if you're interested in a Hub please contact us.

But maybe you are looking for more targeted networking with professionals in a specific area of long term care. In that case, we now offer Special Interest Groups (SIGs) that revolve around expertise or practice specific topics. Our first one is underway with those members in the Pharmaceutical area. Please contact us if you are interested in starting a SIG.

In Closing

ACHCA is excited about what the rest of 2016 will bring as we continue to take steps to provide the best possible member experience. As we look ahead, ACHCA will bring on new staff, conduct a strategic planning session, expand its webinar program, and in the fall will introduce a new scholarship fund to support attendance at the annual Convocation.

We look forward to continue serving you, the leaders in long term care. If you have suggestions, comments, or questions, please feel free to contact me directly.



Cecilia Sepp, CAE, President & CEO, ACHCA

Email: csepp@achca.org

Office: 202-536-5120

“Despite all the technology, enormous increase in the complexity of the operation, and the acuity of those we serve, at the end of the day, we're here because we want to make a difference in people's lives. A trial lawyer making millions for himself will never know that feeling, even on his big yacht.”

-Bob Siebel

A Very Personal Look at the First 50 Years of Long Term Care

by Robert V. Siebel, CNHA, FACHCA

Bob Siebel is the President and CEO of Carriage Healthcare Companies, Inc. Bob has accomplished a lot in this role, but his journey started over 45 years ago as a Nursing Home Administrator. At this same time, healthcare was being influenced by the beginnings of Medicare, Medicaid and all the regulations that came with them. Over the years, Siebel has always wanted to positively impact both residents and staff. He has conducted many seminars, served on numerous boards and has been the National President for the American College of Health Care Administration.

A Very Personal Look at the First 50 Years of Long Term Care, shares Bob's personal journey and how he dealt with the ever changing healthcare requirements, constant regulation modification and explains how he balanced a caring integrity with a financially focused business. Carriage Healthcare Companies, Inc. started in Bob's basement, where he got all the support and encouragement imaginable from his wife. It has grown into a business that has 22 licensed facilities operating in three states.

Bob's journey isn't over yet.

"I highly recommend that it be read by members of ACHCA and by other groups as well. As a matter of fact, it should be required reading for administrators-in-training."

-Helen Louise Stout
FACHCA

*Copies of the book are
available for purchase
on Amazon.com*

Proceeds of book sales benefit the ACHCA Richard Thorpe Fellowship Fund, which supports the continuing development of long term care leaders through the ACHCA Mentoring Program.

6 Strategies For Improved Work Life Balance

Why can't we master the work life balance?

The answer is simple...

We can't EVER master the work life balance because, life always changes. But we CAN learn strategies to help us IMPROVE our work life balance.

Just when I think I have a well-oiled machine humming along perfectly, my youngest wants to add another activity. Sound familiar. It just seems like it's always something that changes to mess with our plans doesn't it?

Sometimes I get a hair-brained idea that I want to stretch myself with my website niches and add another one. Making a living online works but only if you show up and do the work. Sure, there are the passive income aspects of the internet lifestyle that flow but an online entrepreneur needs to constantly educate and grow.

For your own work-life balance you can see better than anyone if you have a balanced life or not. Constantly striving to pursue a balance in life between work and family is crucial. We need to make time for those who matter in our life AND we must make a living, how ever we do it.

Would you like to get more out of your life? Would you like to improve your work life balance? It's never too late to make a new choice or reverse a choice that you may have made that doesn't work well with your goal of finding balance in life.

I am a student. I have not mastered the work life balance and I don't have a magic wand... Dang it! Wouldn't that be awesome?! What I can offer you here are the techniques, tips and advice to help you improve that which isn't working for you in your own life. A better balance between work, family and life commitments can be a reality!

Are you ready to learn some strategies to improve your work life balance?

Let's get to it...

Action Step 1: Identify your top three core values. I'll give you an example; For myself my number one core value is family followed by, health, then fitness. In that order... Now your assignment is to grab your life journal or a piece of paper and write down what your core values are.

~In this way we will be able to pin-point our focus.

Action Step 2: Identify your priorities in your day. Let's face it; cramming in everything that you want to do and need to do in one day is impossible, right? So write down your top five priorities.

~Now you can take your top three core values and inter-mingle them to your priorities.

Action Step 3: Create two calendars, one for your family and life commitments and one for work. For some people the work schedule is a no-brainer, it's simply Monday through Friday 9-5. What you may want to add to it are your project deadlines. It really helps getting down on paper to help you stay organized. With the family and life calendar, adding all of the kids dentist appointments, school activities and days you want to take for yourself will be so helpful in being more organized. These calendars are full of your goals which help you block time out for ALL of your priorities.

~Just like any new system, it will take a bit of time to set it up but do it because this really helps. A LOT!

Action Step 4: Create a work-life balance constitution. This is your written commitment that states you will have boundaries and stay true to your core values. It keeps you accountable. Now that just about everyone has a smartphone, it's easy, really easy to work around the clock. In this way, many people feel that they don't have time to go to the gym or play ball with the kids. We actually do, instead we are making unconscious decisions to continue working day and night.

~"I commit to the work boundaries set and never cross them so that I can give myself 100% to my other areas of life!"

Action Step 5: Work and the problems or stresses that are associated with work often take a hold of us in the manifestation of physical pain, anxiety, or emotional outbursts. Which one do you gravitate towards when faced with stress?

Leave work at work! I know, I say it like it's simple. Even though bad habits like bringing work home with us are tough to break, each of us MUST learn how to do it. When you're home with your family, you need to be WITH your family, body and soul - *not just in the same room as them.*

You have the greatest power in the entire animal kingdom within you... *Choice!* Yes, you can simply choose to do it. Choose to be in whatever room and moment you move into, instead of the one you left at work. Choose to be wholly present.

6 Strategies For Improved Work Life Balance *Continued*

If you work away from home, I recommend sitting quietly and closing your eyes for a moment as you step into your car to go back home. **Take a breath. Breathe in this new moment, and exhale work.**

Now put a vision of a lovely, happy, warm scene of "home" in your head. Feel it. Embrace the warmth, comfort and joy of home. Think about how you can greet your family with love and enthusiasm.

Next, say to yourself (preferably aloud), "I CHOOSE to leave all of my stress and worries of work behind me. I am no longer at work. I am here." Now, it's safe to drive home.

The stress of the traffic is another issue. You can choose to have a happy commute home. Has traffic nearly slowed to a standstill? Take advantage of this time and use it effectively.

You can plan ahead to have an audiobook ready for you to turn on, you can try some new music you've never heard before, you can play an audio for learning phrases of another language, or you could simply use the silence for meditation and visualization. This time spent sitting in solitude doesn't sound so boring and stressful anymore!

~Walk through the door of your house refreshed and ready to experience the joys and love of "home".

Action Step 6: Take it easy on yourself. Get some extra help in your life. There are times when life just gets a little *too* hectic. It's critical that you understand and agree that you are not an island.

I remember the decades where my ex-husband didn't lend a hand with the family life, and I was way in over my head. This is a common scenario that can easily occur to anyone, especially when you're a single parent!

If you are fortunate to have the funds to get some extra help in the home or pay for a night away, then do it. If you have the family connections to help take your child to the park once in a while, do it.

However, if you do not have the resources such as these, you need to learn to let a few things go. Maybe you simply don't vacuum for a few days... *Let it go.*

The house might get a little dusty, but you have bigger fish to fry. Anyone who judges you for willingly accepting your humanity and limits is too petty to be worth keeping, anyway. Most likely, they're wishing that they could feel so free!

There is no shame in asking for help. There *is* shame, however, in working yourself into the grave and becoming a stressed out, anxious mess!

~Remove the superwomen or superman cape and get a sidekick help you out every now and then. Breathe. Take some yoga. Relax with meditation and locate the resources that help you create a balanced life.

Achieving the work life balance that creates flow in your life is obtainable but it *IS* a process. You CAN achieve a fulfilling, balanced life at home with your family and in your career or business. Never giving up on the journey of your own fearless pursuits takes commitment and **passion for life.**



Sharon Koenig is the founder of FearlessPursuits.com and a life coach, entrepreneur, writer, blogger and single parent of three kids. She currently lives in Oregon while pursuing journey of **fearless living and creating passion for life so that she can leave this world as a legend and feel satisfied that she led an epic life!**

Reprinted with permission from "6 Strategies For Improved Work Life Balance," by Sharon Koenig, CPLC, May 17, 2016, FearlessPursuits.com.



ADVANCING EXCELLENCE IN AMERICA'S NURSING HOMES

How is your QAPI Program doing?

What if....

What if a family came to your nursing home and told you that they had been online and looked at your nursing home results on Nursing Home Compare. They ask you why your rate "Percentage of long-stay residents whose ability to move independently worsened." They tell you that the national average is 18%, but your rate is 35%. *What would you say?*

The Quality Measures (QMs) are becoming more and more important as consumers and family members want more and more information before placing a loved one. Questions like the above are not unusual. If a family member doesn't ask it, a surveyor might! In this case, the nursing home is clearly different from other nursing homes. And, there are many reasons that could explain the variation. A high (or low) QM does not mean a nursing home is inadequate or poorer in quality than another. What it does mean is that it is different! *What is important is that the nursing home staff are aware of the difference and that they can explain it.*

A good answer in this example would be "Yes, we know it is high. We took a look at all of our residents to figure out why the rate was higher. Our physical therapist had a family emergency and was absent for a period of time. She is back now and the numbers are much better. Nursing Home Compare will post the new numbers soon. What is most important is that we now have a Plan B if this ever happens again. We will use the physical therapy services of a neighboring nursing home to make sure this does not happen again. We also initiated daily exercise programs that our other staff can manage to keep our residents moving and mobile. Let me show you...."

This nursing home had in fact conducted a Performance Improvement Project using the Advancing Excellence Tools for Mobility. The AE website www.nhqualitycampaign.org has an excellent tool to measure mobility and also many resources to improve it!

Book Reviews & Article Submissions



ACHCA is looking for **book reviewers** and **authors** to contribute reviews and leadership articles for the *Continuum* newsletter.

Book review forms are available and are quick and easy to complete. If you are interested in becoming a book reviewer or having an article published in *Continuum*, please contact Becky Reisinger at breisinger@achca.org for guidelines and information.

51st Annual
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April 1-5, 2017
Hyatt Regency St. Louis at the Arch

Registration Opens Winter 2016

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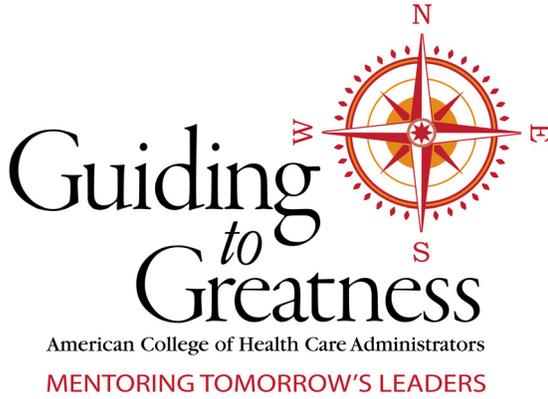
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Mentoring Program Update



Mentoring at its basic level is simply the act of helping another less experienced person learn. Mentoring is part of the leadership role that has learning as its primary outcome.

Turnover for the young, inexperienced long-term care administrator is far too high and it is the goal of the College to improve upon this important facet of becoming a successful long-term care administrator. Health care organizations endeavor to attract and retain skilled young administrators entering the field, so an effective Mentoring Program is important to our industry.

As the Chair of our National Mentoring Program, I am excited as we unroll this program into certain chapters such as Ohio, Indiana, Georgia, Connecticut, New Jersey, Arizona, West Virginia and soon, other chapters to follow. Mentors working with protégés/mentees to be successful is not only worthwhile for our industry as a whole, but is also very heartwarming to the two individuals involved, the mentor and the mentee.

All of us in the field for several years can recall with thanks the individuals in our lives who were instrumental in helping us become successful in this challenging field. Through my company, I have been privileged to have helped numerous young men and women to start their careers in our organization who are now successful long-term care administrators. Helping a young protégé/mentee takes patience and perseverance at times as it cannot be rushed or strong-armed with force by the mentor. Successful mentoring partnerships are filled with understanding like two dancers performing in sync.

I like to use the example that "mother birds don't just hatch eggs and depart from the nest" - they act as mentors in preparing the young birds from the security of the nest to the ultimate departure of flying away. Effective mentoring relationships are engaging, rich, productive, and worthwhile and perhaps all of us can take a lesson from the mother birds with their mentoring success.

Questions related to getting involved and participating in this program with us can be directed to mentoring@achca.org. Additional information about the Mentoring Program can also be found by [clicking here](#).

James L. Farley, CNHA, FACHCA
Chair, Mentoring Program

Thank You to Our Donors

All gifts received by ACHCA are gratefully acknowledged and enable ACHCA to fulfill its mission. This issue acknowledges donations received between January and April, 2016. Donations received after April will be acknowledged in a subsequent issue of *Continuum*.

Alfredo Alvarado, FACHCA
Cydney Bare, CNHA, FACHCA
Richard Bates
Michael Cicchese, FACHCA
Sharon Colling, CNHA, CALA, FACHCA
Kenneth Daniel, CNHA, FACHCA
Elizabeth DaRosa
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David Rhodes
Robert Siebel, CNHA, FACHCA
Susan Strutner
Timothy Sullivan, FACHCA
Allan Swartz, FACHCA
Shelly Szarek-Skodny
Susan Vinal

Thank You!

Are you looking for a competitive edge as a LTC professional?

Then ACHCA's Professional Certification is for you!

The **CNHA (Certified Nursing Home Administrator)** and **CALA (Certified Assisted Living Administrator)** credential demonstrates your mastery of knowledge, skills, and values consistent with the high standards of management necessary to provide quality care to residents, families, and communities. It assures employers of your competency on the job to improve organizational performance and enhances your distinction within the growing and competitive LTC marketplace.



The CNHA and CALA credentials provide...

- National Recognition & Endorsement - identifies leaders who are performing at an advanced level of skill and knowledge.
- Commitment to the Public - reflects a commitment to residents, families, and staff.
- Enhancement of the Profession - promotes quality in the profession and improves the public image of administrators.
- Personal Satisfaction and a Sense of Achievement - allows experienced and practicing administrators to validate their knowledge, skill, and abilities.
- Employer Recognition - certification is considered a plus on a résumé. Some employers encourage their administrators to become professionally certified and others look for Certification as a condition of hire.

Get on the Fast Track

The following states recognize ACHCA's CNHA program which in many cases "fast tracks" administrator eligibility for licensure in that state:

- * Alabama
- * Alaska
- * Arizona
- * Arkansas
- * Illinois
- * Iowa
- * Kentucky
- * Maine
- * Massachusetts
- * Minnesota
- * Montana
- * Nevada
- * New York
- * North Dakota
- * Ohio
- * Rhode Island
- * South Carolina
- * Tennessee
- * Washington
- * West Virginia

Licensing rules and requirements vary by state. Check with your state licensing board for your state's reciprocity and/or endorsement requirements.

Whether you want to advance your career potential or add value in your current position, [ACHCA's Professional Certification](#) will help you demonstrate your professional credibility.



Member News

Kudos to **Bill Bogdanovich, CNHA, CALA, CAS, FACHCA**, President & CEO of Broad Reach/Liberty Commons, and his staff on joining the ranks of Five Star rated skilled nursing and rehabilitation facilities as determined by the CMS!

Philip DuBois, CNHA, FACHCA will be developing and teaching online courses in Long Term Care Administration as an Adjunct Faculty member at Concordia University Irvine.

Michael Hotz, CNHA, FACHCA is on the move! Our immediate past chair has accepted a new position as Administrator of Northern Manhattan Rehabilitation and Nursing Center in New York.

Congratulations to **Philip Jean, CNHA, FACHCA**, Director At-Large, on his new role as Associate Executive Director at Linden Ponds (Erickson Living).

Past Chair, **Keith Knapp, PhD, CNHA, FACHCA**, shared baby pictures of his newest granddaughter, Addison, at Convocation in Philadelphia. Congratulations, Keith!

Congratulations to **Matt Lessard, CNHA, FACHCA** of Maine who was recently appointed as District 1 Director on the ACHCA Board to serve the remainder of the term that was vacated due to officer elections.

Douglas Olson, PhD, FACHCA, former ACHCA Board Academic Director, has been awarded a sabbatical from the UW-Eau Claire and UW System for the 2016-17 academic year. The focus of the sabbatical will be on developing a national strategy for advancing and expanding strong, robust university based education programs for senior care administration across the country. Best of luck, Doug!

Congratulations to **Samantha Paider** for receiving the 2016 Distinguished Student Award from the University of Wisconsin-Eau Claire Center for Health Administration and Aging Services Excellence (CHAASE)!

Bill Watson, FACHCA (Indiana), Director of Legislative Affairs and Mentorship, gave a TED talk on the ACHCA Mentorship Program at the Idea Accelerator at LeadingAge Indiana Spring Convention in May.

Share Your News: New job? Won an award? Need get well wishes? Share news with your peers in eNews and *Continuum*. Email news to achcamarketing@achca.org.

Advancement to Fellow

Congratulations to the following members who became an ACHCA Fellow in April-May 2016.

- Daniel Kelly, FACHCA
- Matthew Lessard, CNHA, FACHCA
- Holly Harmon, FACHCA

Why Become an ACHCA Fellow?

Obtaining and maintaining the FACHCA credential sets you apart from your peers!

It is a designation for serving in ACHCA leadership positions such as a mentor in the mentoring program or an officer of the Board of Directors. Our nationally recognized Fellow status indicates your professional achievement and continuous adherence to the ethical and professional standards of ACHCA. It's a step in your career that confirms your dedication to the post-acute and aging services community. [Learn more today!](#)

New Members

ACHCA Welcomes the Following New Members March 1 – May 1, 2016

Hershy Alter - Lakewood, NJ
Vera Anderson - Hampton, VA
Nathaniel P. Ashton - Bethel Park, PA
Donna K. Ballard - Amary, MS
Jeff Barton - Lakeville, MA
Jennifer Bear - Lebanon, PA
Alexi Bornemann - Neenah, WI
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Can Residents Still Have a Purpose?



Submitted by Denise Boudreau-Scott

Written by Allison McAllister Duda, Denise B. Scott, LLC staff member

The power of purpose. It gives us strength to handle difficult changes. It gives us a reason to get out of bed in the morning. Viktor Frankl once wrote, "He who has a why to live for can bear almost any how."

What makes a resident want to get out of bed in the morning? What purpose do they have? Unfortunately too often in long term care and senior living, we wait on people hand and foot. We worry about serving people through fantastic customer service instead of supporting them in what is most important: living with a purpose.

Well one of our clients, The Parker at McCarrick Rehabilitation and Skilled Nursing Home in Somerset, NJ knows how to support their residents.

A few weeks ago I had the privilege of attending the one year anniversary celebration of their "Living with a Purpose Club." In March of 2015, McCarrick created this club with just eight members. Now the club has 15 proud members who "desire to make a difference in the lives of others in their community and abroad."

Welcomed by staff and residents, I took a seat and found a touching program for the ceremony that read:

"Despite their own personal challenges residents gave their time and talents selflessly and purposefully."

For the next hour I listened to the moving ways that these members had fulfilled their commitment to global volunteerism. I felt inspired; I felt proud; and I felt determined that the work we do at Denise B. Scott makes a difference.

Best of all I recognized that the members of this club are truly living with a purpose!

Erica Rattray St. Jean, Director of Social Services, and co-founder of the club, is a passionate leader who recognizes the importance of person-centered care. Erica (standing) and the club, pictured above, were responsible for raising money for two different US based charities and club members were able to personally present checks directly to the associations.

This same group of spirited people held fundraising parties while promoting cultural awareness from other countries. They created beautiful candle holders which they sold to raise money to send clothes and school supplies to a school in Kenya.

This beautiful one-year anniversary celebration also included music, a slide show, testimonials, and a reading of a thank you letter from the school in Kenya.

One member shared, "As we sit here in our wheelchairs, we are raising money for those less fortunate than us. We have the ability to help others."

Perhaps my favorite part of the day was when one member read a poem written by Edward Everett Hale.

This same poem was proudly displayed in the dining room for all to see. Kudos to the "Living with a Purpose Club" for all the hard work they do! What can you do to support residents living with a purpose? How can you honor choices and recognize that it's a natural desire to want to help others?

**ACHCA is in search
of great stories!**

Sharing our stories will give members the opportunity to share their joys, challenges, and inspirations so that others may be inspired and motivated in their professional journey. Please submit your story to Becky Reisinger at breisinger@achca.org.

This club was established using three guiding principles:

- Purposeful
- Selflessness
- Determination

By focusing on these principles members committed to honoring their self-worth, showing compassion for others, offering a helping hand whenever possible, and making sure that they did not leave any member behind.

The patients, residents and staff surrounding you are full of ideas. What can do to ensure that those ideas are being encouraged and supported? Remember, it only takes one to do something. Will you be that one?

Allison Duda, MBA is a strategic leader who enhances the standard of service excellence. With more than a decade of marketing, management and customer service experience, Allison is committed to making a difference and influencing change to improve the patient, resident and staff experience. Allison can be reached at Allison@denisebscott.com.



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Jeff Hoffman: An Administrator, a Leader, and a Friend

By Mitch Teller, FACHCA, and Eric Kalt, FACHCA

We'd like to take this opportunity to reach out to you, our fellow ACHCA members, to introduce a very dear friend and colleague, Jeff Hoffman, a New York Chapter ACHCA member and past chapter president, who is in the midst of a serious health crisis: End Stage Renal Disease (ESRD).

Unfortunately, Jeff was diagnosed with kidney disease in 2010. He has been under the direct care of a nephrologist since that time, but his condition has worsened to the point that he was hospitalized last year in kidney failure. Since that time, Jeff was placed on hemodialysis and undergoes treatment four times per week utilizing Home Hemo dialysis in his home. For a time, Jeff had to leave his job as a Long Term Care Administrator due to the time constraints, stress levels, and after effects of dialysis treatment. Recently, Jeff has gone back to work on a very limited, part-time basis.

For those of us who have the privilege to know Jeff, we have found that he is a decent, caring, dedicated, loyal, and professional individual, always placing his family, residents, and staff's needs before his own. A true example of Jeff's selflessness is a recent humanitarian aid effort that he helped organize and participate in for the citizens of Haiti. In 2014, Jeff was part of a team of healthcare professionals and Church volunteers that traveled to Haiti to provide healthcare and other medical related services for victims of the earthquake that struck the country in 2011. Over 700 Haitians, including men, women, and children received needed medical care.

As a professional Administrator, Jeff has earned an excellent reputation amongst his colleagues and peers. The facilities he has been employed by have all performed extremely well, both with quality of care and financially, under his leadership. Jeff has been a devoted member of ACHCA for many years and has been very involved in the New York Chapter leadership, including being a Past President. Despite his health, he made a point of renewing his ACHCA Certification.



Jeff is currently registered as a potential recipient on the kidney donation list, seeking a compatible donor. On Jeff's behalf, we are asking the members of ACHCA if you or someone you may know may be a willing donor, please contact the following organization for more information:

RENEWAL Please reference (R 1046) when contacting Renewal by phone or email. (718)431-9831, r1046@Renewal.org. Renewal website is www.renewal.org. All inquiries to Renewal are strictly confidential and without any obligation. Renewal can put you in touch with other people who have donated a kidney and are happy to share their experiences. All medical costs are covered by the recipient's insurance. Ancillary costs such as travel expenses and lodging, loss of wages (with limitation), may be covered by Renewal.

We all chose our profession because we have a passion for helping others in need. Please help our colleague and friend, Jeff Hoffman, in any way you can, whether it's helping locate a donor, sharing his story, or educating others about organ donation.

Thank you for your consideration.



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