



## Save the Dates

**Summer Leadership Conference**  
 August 2-6, 2010  
 Southampton, Bermuda

**Winter Marketplace**  
 December 10-12, 2010  
 Las Vegas, NV

**New England Alliance Fall Conference**  
 September 15-17, 2010  
 Portland, ME

**Annual Convocation and Exposition**  
 April 29 - May 3, 2011  
 New Orleans, LA

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## From the Chair

### *Dear Colleagues in the Most Honorable Profession,*

Thank you for the confidence you have placed in me to help lead our association. It is indeed a privilege I do not take lightly and am humbled by the opportunity. The College has afforded me many opportunities to grow both personally and professionally. It has taken a raw recruit some 20 years ago with only a snippet of knowledge and passion and honed me into a professional leader with an enthusiasm to serve during these challenging times in our profession.



Another year in senior health and housing, and like so many others, one filled with a myriad of changes in our profession and our association. We have seen the preliminary results of the recently passed state budgets and their effect on the Medicaid reimbursement. The Medicare program, although left largely intact right now, is being prepped for a major overhaul the end of this year, which undoubtedly will affect us all in one way or another. It is in times like this that I continue to look for the positives in these changes by remembering the smiles on my residents' faces, the thank yous received from grateful family members, the satisfaction on the faces of my staff as they continue to make the little differences in the lives of so many that depend on us. It is so important to hone your personal and professional skills while looking past the ever mounting pressures and constraints on our financial resources. We need to continue to do the right things for our residents. In economically difficult times, such as what we are experiencing now, your professional association can have the most value for you, bringing you up to the minute quality education programs, networking opportunities, and the support of those that share your passion. It is the time to reach out to each other through phone calls, emails, peer-to-peer network and attendance at state, district and national meetings. It is not the time to bury your head in the sand, hide in your facilities and mope about the good old days or the difficult times ahead. It is you that must shine the light, stir the fire and help maintain the passion for your co-workers. It is you who must beam the positive dimensions of our profession for those who will follow in our footsteps. It is you who must model the dedication to doing the right things amidst the most daunting challenges we face ahead. This is the message I shared at our May Convocation in Philadelphia and more recently at the Emerging Leaders Summit for Long Term Care Administrators held in Washington, D.C., an event that was co-sponsored by our own Academy of Long Term Care Leadership and Development, NAB, George Washington University, and The University of Wisconsin Eau Claire. More than 40 young emerging leaders in our profession caught the fire. Let's help them carry the torch. May your heart continue to guide the same way it guided you into your first facility and this vocational direction. Please don't ever forget that you have friends and a network of peers that stand ready to support you and offer guidance. I have been fortunate to meet these types of individuals over the years. Thank you for being there for me. Because of you, I want and continue to give to this outstanding association. I love this vocation. I thank God everyday that I love what I do. My hope is that you do too.

Sincerely,

Timothy C. Dressman, CNHA, CALA, FACHCA  
 Chair, ACHCA Board of Directors

# President's Message



## *Dear Colleagues,*

This past month ACHCA's Academy of Long Term Care Leadership and Development, along with the NAB, George Washington University and the University of Wisconsin Eau Claire, co-sponsored the first National Emerging Leadership Summit (NELS) for Long Term Care Administrators in the heart of Washington DC.

For four days, 40 emerging leaders from the long term care and aging services settings convened to learn about the best leadership practices and trends while meeting with legislators, industry professionals, and representatives from LTC provider and professional associations. The Summit concluded with a lively day of discussion that focused on the sponsors listening to the participant's ideas for leading the next generation of LTC professional administrators. We listened to the voice of these emerging leaders as they shared ideas about the future of long term care and aging services leadership.

A white paper will be published as a result of this NELS, but key highlights can help focus our attention at both the national and chapter levels on what is important to this next generation of leaders. These emerging leaders identified goals for their generation to engage and engender loyalty and commitment to our profession.

### What we heard:

- Change the image of long term care leadership. Address issues of esteem for long term care administrators
- Address barriers to entry to practice, including state licensure reciprocity/recognition. Identify best AIT practices to promote acceptance of entry to practice standards for LTC administration across the states.
- Strengthen the culture of the importance of belonging to the professional association. ACHCA is the voice of the LTC and aging services administrator and should be the "Holy Grail" for training, networking, and professional development.

◊Redesign the ACHCA web site to promote positive recruitment and employment opportunities.

◊Increase awareness of professional certification and Fellow status to help raise professionalism and commitment to the profession.

◊Embrace social networking and maximize opportunity to showcase the positive components of the LTC and aging services administrator profession.

◊Engage students early in their formation.

- Align with provider associations, legislators, and other influencers in LTC to share leadership white papers while documenting and unifying the voice of emerging leaders in LTC.
- Work with community leaders beyond the LTC setting to cross pollinate ideas about LTC services and the LTC administrator profession. LTC leaders must be an active voice in their communities and eradicate negative stigmas.
- Embrace the local media to promote positive PR and prestige. Promote positive data on resident experience and quality improvement.
- Promote LTC at universities, high schools, other facilities and the community at large to demystify LTC and aging services while creating interest in the profession.
- Continue the emerging leadership summit to sustain the momentum of connecting with the next generation of leaders.

ACHCA is the membership association for long term care and aging services leaders. It is our responsibility to reflect on the ideas and recommendations of our emerging leaders and to create action plans to implement their recommendations. We eagerly await the final white paper that will give credence to this emerging generation's recommendation. Thank you for all you do to promote a positive image of LTC.

Marianna Kern Grachek CNHA, CALA, FACHCA  
President & CEO



# Featured Article

## *The Power of Everyday Mentoring* By Chip R. Bell



Mentor...the word conjures up an image of a seasoned corporate sage conversing with a naive, still “wet behind the ears” young recruit. The conversation would likely be laced with informal rules, closely guarded secrets, and “I remember back in ‘67...” stories of daredevil heroics and too-close-to-call tactics. Mentoring has had an almost heady, academic sound, solely reserved for workers in white collars whose father’s advised, “Go get to know ‘ol Charlie.”

But, what is mentoring, really? A mentor is simply someone who helps someone else learn something important. It has nothing to do with a mentoring program or rank or level in the organization. Peers mentor peers. Mentors are learning coaches...sensitive, trusted advisors.

Organizations cannot afford to rely on mentoring programs as the tool to equip people with all the competence they need. Mentoring has to be an everyday event performed by people with the skills to facilitate growth. In the words of consultant Arie De Geus, “Your ability to learn faster than your competition is your only sustainable competitive advantage.” Every professional (leader and non leader) must become a mentor.

### **Creating a Partnership for Learning**

Mentoring from a partnership perspective is fundamentally different from the classical “I’m the guru; you’re the greenhorn” orientation. Mentoring from a partnership perspective means “We are fellow travelers on this journey toward wisdom.” Stated differently, the greatest gift a mentor can give his or her protégé is to position that protégé as his or her mentor. However, a learning partnership does not happen. It must be created. And, the mentor must take the lead in crafting it.

The main event of mentoring entails giving learning gifts...advice, feedback, focus and support. However, such learning gifts may not be readily seen by the protégé as a desired present. Gifts, no matter how generously bestowed, may not always be received with glee. Recall the last time someone said to you: “Let me GIVE you some advice” or “I need to GIVE you a little feedback.” You probably did more resisting than rejoicing! Protégés are no different.

Smart mentors create a readiness for the main event of mentoring. Protégés are more likely to experience the benevolence of gifts if they are delivered in a relationship of safety, advocacy and equality. Mentoring from a partnership perspective entails four stages...1) *leveling the learning field*, 2) *fostering acceptance and safety*, 3) *giving learning gifts* and, 4) *bolstering self-direction and independence*. The first two stages are aimed at creating a readiness for the main event...gifting. The final stage is all about weaning the protégé from any dependence on the learning coach.

### **Stage 1: Leveling the Learning Field**

The first challenge a learning coach faces is to help the protégé experience the relationship as a true partnership. Leveling the learning field means stripping the relationship of any nuances of mentor power and command. It requires creating a rapport or kinship and removing the mask of supremacy.

The word “rapport” comes from its French derivation which literally means “a bringing back” or “connection renewed.” The success of a mentoring relationship can absolutely hang on the early mentor-protégé encounters; good starts impact good growth. The tone created in the first meeting can decide if the relationship will be fruitful or fraught with fear and anxiety. Quality learning will not occur until the shield has been lowered enough for the learner to take risks in front of the mentor. Rapport-building expedites shield-lowering.

Rapport begins with the sounds and sights of openness and authenticity. Any normal person approaching a potentially anxious encounter, will raise her or his antennae high in search of any clues which would give an early warning regarding the road ahead. Will this situation embarrass me? Will this person take advantage of me? Will I be able to be effective with this encounter? Is there harm awaiting me?

Given this pioneering search for signals by the protégé, it is crucial the mentor be quick to transmit responses with a welcoming tone and feel. Open posture (e.g., no crossed arms), warm and enthusiastic reception, eye contact, removal of physical barriers, and personalized greetings are all gestures communicating an attempt to cultivate a level playing field. Mentors who rely on the artifacts of power (peering over an imposing desk, making the protégé do all the approaching, tight and closed body language, a reserved manner or facial expressions which telegraph distance) make grave errors in crafting early ease important to relationship-building.

### **Stage 2: Fostering Acceptance and Safety**

Great mentors who are effective at fostering acceptance avoid testing tones, judgmental gestures and parental positions. Great mentors show acceptance through focused and dramatic listening.

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# Featured Article

## (Continued)

When listening is their goal, they make it THE priority. They do not let ANYTHING distract. A wise leader said “There are no individuals at work more important to your success than your associates...not your boss, not your customers, not your vendors.”

When your protégé needs you to listen, pretend you just got a gift of five minutes with your greatest hero...for me it is Abraham Lincoln. What a great concept! Think about it! If you could have five minutes...and ONLY five minutes...with Moses, Mozart or Mother Teresa, would you let a call from your boss, your customer, or ANYONE, eat up part of that precious time? Treat your protégé with the same focus and priority.

Listening done well is complete absorption. Watch Larry King on CNN? His success as a superb interviewer lies not in his questions, but in his terrific listening skills. He zips right past the interviewee’s words, sentences and paragraphs to get to their message, intent, and meaning. The mission of listening is to be so crystal clear on the other person’s message that it becomes “copy and paste” execution command from one brain’s computer screen to another’s.

Protégés feel the relationship is safe when mentors demonstrate receptivity and validation of their feelings. The goal is empathetic identification. The “I am the same as you” gesture promotes kinship and closeness vital to trust. Empathy is different than sympathy. The word sympathy comes from a Greek word that means “shared suffering.” Relationship strength is not spawned by “misery loves company.” Strength comes through the “I have been there as well” type identification.

Mentors do not just listen, they listen dramatically. They demonstrate through their words and actions that the words of their protégés are valued and important. When people feel heard, they feel valued. Feeling valued, they are more likely take risks and experiment. Only through trying new steps do they grow and learn. The bottom is this...if your goal is to be a great mentor, start by using your noise management skills to help you fully use your talents as a great listener.

### **Stage 3: Giving Learning Gifts: Advice and Feedback**

Leveling the learning field and fostering acceptance and safety are the stages that lay the groundwork for the main event: giving learning gifts. Great mentors give many gifts...support, focus, courage, affirmation. But, two crucial learning gifts are advice and feedback. We will look briefly at each, starting with advice.

Begin your advice-giving by letting the protégé know the focus or intent of your mentoring. It sounds like this: “George, I wanted to

talk with you about the fact that your last quarter call rate was up, but your sales were down 20%.” For advice-giving to work it is vital you be very specific and clear in your statement. Make certain the protégé is as anxious to improve or learn as you are to see him or her improve or learn. Ask permission to give advice. This is the most important step! It can sound like: “I have some ideas on how you might improve if that would be helpful to you.” The goal is to communicate in a way that minimizes the protégé feeling controlled. State your advice in the first person singular. Phrases like “you *ought to*” quickly raise listener resistance! Keep your advice in the first person singular--“what **I’ve** found helpful” or “what worked for **me**”. The protégé will hear such advice without the internal noise of resistance.

As advice is about adding information; feedback is about filling a blind spot. And, the “blindness” factor makes protégé feedback a tricky gift! As the issue with advice is potential resistance, the issue with feedback is potential resentment. How does a mentor bestow a gift that by its basic nature reminds the protégé of his or her inability to see it? How do you fill a perceptual gap and have the recipient focus on the gift, not the gap?

The mentor’s goal is to assist the protégé’s receptivity for feedback by creating a climate of identification. Seek comments which have an “I’m like you...that is, not perfect or flawless” kind of message. This need not be a major production or overdone, just a sentence or two.

State the rationale for your feedback. This is not a plea for subtlety or diplomacy as much as a petition for creating a readiness for gap filling. Help the protégé gain a clear sense of why the feedback is being given. Assume you are giving YOU the feedback. We know that we more accurately hear feedback delivered in a fashion which is sensitive and unambiguous. However, there is another key dimension to effective feedback-giving. It should possess the utmost integrity. This means it is straight and honest. Frankness is not about cruelty; it is about insuring the receiver does not walk away wondering, “What did he or she NOT tell me, that I needed to hear.” Think of your goal this way: How would you deliver the feedback if you were giving YOU the feedback? Take your cue from your own preferences.

### **Stage 4: Bolstering Self-Direction and Independence**

Effective mentoring relationships are rich, engaging and intimate. As such, ending them is not without emotion. No matter how hard we may try, there is a bitter-sweet dimension. However, healthy mentoring relationship craft separation as a tool for growth.

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# Featured Article

(Continued)

Effective adjournment of the present mentoring relationship paves the way for effective inauguration of the next mentoring relationship.

Celebrate the relationship with fanfare and stories. Celebration need not be a big party with band and banner. Celebration can be as simple as a special meal together, a drink after work. The point of celebration is that it be an event associated with the closure of the mentoring relationship. The rite of passage is a powerful symbol in gaining closure and moving on to the next learning plateau. Celebration should include compliments and stories. Make the celebration woven with laughter and joy. Your protégé now needs your blessing far more than your brilliance; your well wishing more than your warnings. Avoid the temptation to lay out one last caution. Your kindest contribution will be a solid send off rendered with confidence, compassion and consideration. Lace your final meeting or two with opportunities to remember, reflect and refocus. Let your recall questions bridge the discussion toward the future.

As rapport building was crucial to a successful beginning of a mentoring relationship, adjournment is equally important. Letting go is rarely comfortable, but is always necessary to enable the protégé to flourish and continue to grow out of the shadow of a mentor...to become a self-directed learner. In the final analysis the upper end of growing is "grown" which implies closure and culmination. Mark the moment by managing adjournment as a visible expression of achievement and happiness.

There is an expression in golf of "playing over your head." It means that a golfer is playing at an unexplained level of excellence in which serendipity and the extraordinary seem the momentary norm. Effective mentoring is a relationship of a learning coach and protégé who seek to honor their alliance by "learning over their heads." Such an occurrence is practiced at its most harmonious level when the two operate as a partnership.

*Chip R. Bell is renowned keynote speaker and the author of the internationally best-selling book, **Managers as Mentors: Building Partnerships for Learning**. He can be reached at [www.chipbell.com](http://www.chipbell.com).*

*Chip R. Bell manages the Dallas office of The Chip Bell Group. He is the author or co-author of sixteen books including the international best-selling book **Managers As Mentors: Building Partnerships for Learning, 2<sup>nd</sup> Edition** (SF: Berrett-Koehler Publishers, 2002).*



**Summer Leadership Conference**  
**August 2-6, 2010**  
**Fairmont Southampton Princess Hotel - Bermuda**

**Earn 15 CEUs**  
For more information or to register, visit [www.achca.org](http://www.achca.org)



**17th Annual Winter Marketplace**  
**December 10-12, 2010**  
**Bally's Las Vegas**

**Earn 15 CEUs/CNEs**  
Registration now open. Online registration coming soon.  
Visit [www.achca.org](http://www.achca.org) for more information.

# Advancing Excellence in America's Nursing Homes Campaign



Phase 2 of the Campaign is in full swing and many new resources are now available to help you with your Campaign efforts!

The Campaign believes that stabilizing the workforce in the nursing home is an important first step in quality improvement. A stable work force also contributes to happier residents and staff. Two new and very important tools were added to the Resources section — a [Staff Turnover Calculator](#) and

[Consistent Assignment Tool](#). Use these tools to collect your data, set a target, and monitor your progress for Goals 1 and 2, Minimizing Staff Turnover and Increasing Use of Consistent Assignment.

Two new resources are also available for consumers — a [Consumer Tip Sheet](#) and a [Consumer Guide](#). There are other resources on how to choose a nursing home, but not much information available about what to do after your family member or friend is in the nursing home. The Consumer Tip Sheet helps consumers understand the ongoing care process in the nursing home and identifies areas to ensure the best care for loved ones. Additionally, the one-of-a-kind Consumer Guide helps consumers, families, and friends learn about the Campaign goals and how nursing homes use the goals. It also helps consumers ask the right questions in the right way to get the right information.

[Newsletters](#) are another great resource on the website. These come out every 4 – 6 weeks and include a variety of articles for providers, staff, and consumers. Finally, the campaign has a new slogan: **Making Nursing Homes a Better Place to Live, Work and Visit!** Let's work together to make this goal a reality!

The Mission of the Advancing Excellence in America's Nursing Homes Campaign is to help nursing homes achieve excellence in the quality of care and quality of life for the more than 1.5 million residents of America's nursing homes. It's not too late to join the Campaign! If you have not registered yet, all you need is your Medicare/Medicaid provider number. [Click here](#) to have the website walk you through the registration process.

## Ready For A Ca\$h Explosion? Thousands of Dollars In Tax Credits Are Waiting For You!

**T**ens of thousands of dollars in tax credits are just waiting to be claimed by your healthcare facility and your employees. A new national tax-credit service, available exclusively through NES, will put cash in your hands!

**No Risk!  
No Upfront Cost!**



**Did you know . . .** that your healthcare facility is entitled to tax credits for hiring entry-level employees? Billions of dollars go unclaimed each year.

Through business development tax credit programs, we can bring tens of thousands of dollars to your healthcare facility, including: hospitals, nursing homes, and assisted living facilities.

We also can put money directly into the hands of your employees through the IRS Earned Income Credit Laws.

In most cases, you are able to increase a qualifying employee's take home pay by as much as \$142 per month, with no cost to you.



Healthcare facilities can receive up to \$240,000 per year or more!

**Call Howard Labow at  
800-966-6637  
Labow1nes@aol.com**

# Highlights from Convocation 2010

The 44th Annual Convocation and Exposition, hosted in Philadelphia, Pennsylvania May 14-18, 2010, was an enormous success. The educational sessions were phenomenal, the Academy "FUN" Raiser was a good time for all, and the camaraderie was refreshing and beneficial.

ACHCA would like to extend a special thank you to all of our vendors, conference committee members, and Michael Hotz, CNHA, FACHCA, our 2010 conference chair, for all of your hard work and diligence to make this event possible.



Immediate Past Chair, Stephen Esdale, CNHA, FACHCA swears in Chairman of the Board Timothy Dressman, CNHA, CALA, FACHCA at the Convocation Awards banquet May 17, 2010.

Joanne L. Smikle entertained while educating conference participants during her breakout session *Catch 'Em & Keep 'Em: Keys to Customer & Family Loyalty*.



## Call for Speakers

The College is accepting speaker proposals for Winter Marketplace 2010 (December 10-12, 2010) in Las Vegas, NV and Convocation 2011 (April 29 - May 3, 2011) in New Orleans, LA. **The Winter Marketplace** submission deadline has been extended to **July 10, 2010** and the Convocation submission deadline is September 15, 2010. [Click here](#) to access the speaker form!

The photos from Convocation are available from our online photo gallery. To view or download photos, please [click here](#). Select the 44th Annual Convocation and Exposition: May 14-18, 2010 Album; you will then be able to choose from several albums.

**A BIG thank you to Michael Hotz for sorting and categorizing the photos!**



# More from Convocation

## *From the Convocation Chair* *Michael Hotz, CNHA, FACHCA*

It is hard to describe our convocation in just a few words because it is such a diverse experience. We attend Convocation for various reasons. However, we all gain from the networking and camaraderie, education and learning, peer recognition, looking at what our vendors offer in the way of products and services, just plain fun, and professional renewal. For hundreds of members, this year accomplished all that and more.

Chip Bell, our plenary speaker, was amazing. Eva Goldfarb and Tim Gard were entertaining and informative. The Chapter Development meeting was productive. We were able to learn from some very successful chapters and be inspired by the efforts to grow chapters. I always enjoy the communal meals. The peer recognition is a unique experience of Convocation. From the Certified Administrator and Fellow Luncheon to the closing Awards banquet, many of us had the honor of being recognized for our accomplishments. We said farewell to our outgoing chair Steve Esdale, CNHA, FACHCA and welcomed in our new chair Timothy Dressman, CNHA, CALA, FACHA.

We enjoyed a new type of exhibit in our vendor hall. Five students participated in the inaugural poster sessions based on research during their collegiate studies into long term care. After sharing with them, we got to visit with our favorite sponsors, supporters and vendors. They showcased some new products and offered some special deals. We are grateful for all our vendors do for us and I am pleased to say that most picked up some new business.

Our annual "FUN" raiser was true to its word. For the benefit of the Academy, administrators, vendors partners, and guests took some risks and some showed some serious talent. The only way to truly appreciate this is to attend the next event in New Orleans.

I do know that I left Philly feeling refreshed and renewed. I hope you have reserved the end of April 2011 to join us in New Orleans. This promises to be a wonderful town for getting together with friends, old and new. I hope to see you all there.



Chip Bell, author of the bestselling book *Managers as Mentors: Creating Partnerships for Learning*, shared his knowledge of the mentoring process during the Certified and Fellow Luncheon on May 15, 2010, where all newly certified administrators and fellows were honored.



Fun was had by all at the 2010 Academy "FUN" Raiser, held at the Field House on May 16, 2010.



# Long-Term and Post-Acute Care HIT Summit Highlights

The Long-Term and Post Acute Care Health Information Technology Summit (LTPAC HIT) was held June 7-8, 2010 in Baltimore, MD. This summit is where industry leaders and stakeholders from post-acute and long-term care organizations convene to discuss the importance and impact of HIT in long-term care (LTC) settings. **ACHCA was a strategic partner** for the 2010 summit and key developments from the summit are included below.

**1. The LTPAC HIT Roadmap for 2010 -2012 is released** - The 2010–2012 LTPAC Health IT Road Map is the third Road Map published by the Collaborative to provide guidance to provider organizations, policy-makers, vendors, payers, and other stakeholders. The Collaborative has provided the Roadmap in two forms:

[2010 - 2012 Roadmap for LTPAC Health IT](#)  
[2010-2012 Roadmap for LTPAC Health IT Executive Summary Only](#)  
[Click here](#) to review the previously published Roadmaps.

**2. The Certification Commission for Health Information Technology (CCHIT) is set to Launch LTPAC Certification Program in July** - It is the role of the Long Term And Post Acute Care Work Group to ensure that Electronic Health Records (EHR) technology used across the spectrum of care settings addresses the health IT requirements of longitudinal care by developing criteria and test scripts that meets the needs of patients and supports the transition between care settings. A certification program is set to launch in July to ensure that vendors are meeting these requirements. The certification program will offer

- A checklist of minimum functional criteria for EHRs
- A testing process to verify EHR systems against the criteria
- Comprehensive certification
- Meaningful use objectives and quality measures

[Click here](#) to learn more about certification requirements or CCHIT.



**3. Toolkits are Available for Implementing a Comprehensive HIT or EHR System** – The Centers of Aging Services Technologies (CAST) has partnered with Aging Services of Minnesota to create HIT toolkits. The new toolkits should help adopt HIT in a variety of long-term care settings. The [Nursing Home Toolkit](#) is specifically designed for facilities offering skilled care and the [Home Health/Assisted Living Toolkit](#) is aimed at organizations that provide care in the home.

To access detailed conference presentations, please visit the [LTPAC HIT Summit webpage](#), and use the following login information (Username: LTPAC; Password: LTPAC2010).

## Recertification is Available Online

ACHCA-certified administrators may renew their CNHA, CALA and/or CAS credentials online. Simply visit the ACHCA website by [clicking here](#), complete the online application, submit payment, and fax a copy of your CE documentation to 866-874-1585.

If you have questions about your re-certification status, please contact Janet Spence at [jspence@achca.org](mailto:jspence@achca.org) or 202-470-5672. If you have questions about the technical aspects of online re-certification, please contact Michelle Berry at [michelle@achca.org](mailto:michelle@achca.org) or 202-380-1999.



## NOW OPEN: ACHCA Online Bookstore

Purchase your books through Amazon's ACHCA Online Bookstore and a portion of the proceeds are received by ACHCA. [Click here](#) to visit the ACHCA Online Bookstore.

# Chapter & Member News

## Chapter News

**ACHCA and the Florida Chapter** are co-sponsors for Best Care Practices in the Geriatrics Continuum 2010 that will be held October 28-31, 2010 at Disney's Swan & Dolphin Hotel in Lake Buena Vista, Florida. For more information regarding this conference, [click here](#).

**New England Alliance of ACHCA Chapters** will hold their fall conference on September 15 -17, 2010 at The Portland Regency Hotel & Spa in Portland, Maine.

Congratulations to the **New Hampshire Chapter** on the launch of their website. [Click here](#) to view the site.

### Trade Show Displays Available from National!

Attention All ACHCA Chapters: National has two booths available for your external relations needs. Choose from the 10x10 model or a 48" x 48" table top banner stand. Contact Becky Reisinger at [breisinger@achca.org](mailto:breisinger@achca.org) for more information and availability.

## Member News

On June 11, 2010 **Keith Knapp**, CNHA, FACHCA was elected as secretary for the NAB. Congratulations Keith!

## In Memoriam

ACHCA is saddened to report the passing of the following members in the past year:

Barbara N. Trimble (Ohio)  
Alan DeBlasio (Connecticut)  
Christopher Corte (Connecticut)  
David Pistrutto (Connecticut)  
Joseph Almond (Virginia)  
Stephen Bocskocsky (Pennsylvania)  
Pearl K. Barnes (Washington)



## Donations

**All gifts, memorials, and tributes received by ACHCA are gratefully acknowledged.** They honor the individual in a special way and enable ACHCA to fulfill its mission. This issue acknowledges donations received between March 1 and May 31, 2010. Donations received after May 2010 will be acknowledged in a subsequent issue of Continuum. [Click here](#) for information about supporting The College.

Sue Anagnostou  
James Berg  
Walter Collins  
Sarah Dereniuk  
Scott Edens  
Daniel Farley  
W. Bruce Glass  
Angus Green

Mary Hill-Leech  
Susan Hurst  
Sonja Johnson  
Laura More  
Sue Reamer  
Kenneth Reynolds  
Brian Robare  
Allan Swartz

## Book Reviews & Article Submissions

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

Book review forms are available and are quick and easy to complete. If you are interested in becoming a book reviewer, email [news@acgca.org](mailto:news@acgca.org).

For questions about article submissions or to submit an article, email [news@achca.org](mailto:news@achca.org). All articles are reviewed by our Editorial Review Panel for inclusion in our newsletter.

*Please note: reviews and articles may be edited for length to fit available space.*

### Share Your News

New job? On the move? Chapter Event?  
Share news with your peers in both ACHCA  
eNews and *LTC Continuum*!  
Submit news items to [news@achca.org](mailto:news@achca.org).

# Member Updates

## ***Newly Elected Board Members***

Timothy Dressman, CNHA, CALA, FACHCA  
*Chairman of the Board*

Christian Shelton, Esq. CALA, FACHCA  
*Vice Chairman of the Board*

Erane Allen, CNHA, FACHCA  
*Director At-Large*

Michael Hotz, CNHA, FACHCA  
*Director At-Large*

Bina Hribik-Portello, CNHA, FACHCA  
*District 5 Director*

Douglas Olson, PhD, FACHCA  
*Academic Director*

## ***2010 – 2011 Committee Chairs***

Walter Collins, FACHCA  
*Academy of Long Term Care Leadership and Development*

Bill Bogdanovich, CNHA, CALA, CAS, FACHCA  
*Membership, Chapter & District Development*

Christian Mason, CNHA, CALA, FACHCA  
*Assisted Living Sub Committee*

Richard Gamache, CNHA, FACHCA  
*Awards Sub Committee*

Caitlin Casey  
*Student Chapter Development*

Judith Passerini, CAS, FACHCA  
*Bylaws Committee*

Molly Savard, FACHCA  
*Education Committee*

Lonnie Bisbano, CNHA, FACHCA  
*Convocation Committee*

Dan Suer, FACHCA  
*Exhibitor/Sponsorship Sub Committee*

Tony Restaino, FACHCA  
*Gold Sub Committee*

Allan Swartz, FACHCA  
*Vendor Advisory Panel*

Sue Anagnostou, CNHA, CALA, FACHCA  
*Finance Committee*

Stephen Esdale, CNHA, FACHCA  
*Nominating Committee*

Sharon Colling, CNHA, CALA, FACHCA  
*Professional Advancement Committee*

Roberto Muniz, FACHCA  
*Cultural Diversity Sub Committee*

## ***New Certified Administrators (April 2 - July 1, 2010)***

Sharon Bixler, CNHA  
Mary Ellen Dunham, CALA  
Sharon G. Inoue, CNHA  
Selina M. Stewart, CNHA  
Raymond E. Thompson, CNHA

## ***New Fellows (April 2 - July 1, 2010)***

Sharon Bixler, CNHA, FACHCA  
Nancy Foster, CNHA, FACHCA  
Kimberly Herron, FACHCA  
Velma Jean Morris, FACHCA  
Kathleen A. Pajor, FACHCA  
Alan Rosenblut, FACHCA

## ***Have you been a Full member for the last two continuous years?***

If so, ACHCA Fellowship is a gift you can give yourself that reflects your commitment to your chosen career. The designation of FACHCA signifies the highest level of achievement within The College. Obtaining this level of achievement in your profession is your opportunity to tout your hard work in long term care and to demonstrate your continued commitment to staff, residents, and community. Once you have advanced to FACHCA status, it is a designation that you keep for life as long as you maintain your ACHCA membership.

For more information, please contact Karen Reynolds at (202) 536.5120 ext. 5674 or [kreynolds@achca.org](mailto:kreynolds@achca.org). [Click here](#) for the Advancement to Fellow Application.

## ***Update Your Contact Information***

Are you receiving eNews and hard copy information from ACHCA? If not, we don't have your current contact information. Email [membership@achca.org](mailto:membership@achca.org) or call (202) 536-5120 with your current contact information so that we may update our records!



# New Members

## *ACHCA Welcomes the Following New Members (March - May 2010)*

Thomas Accomando – Easthampton, MA  
Dahlia Allen-Ankle – Meridan, CT  
Aldo Ancheta – Ooltewah, TN  
Todd Armstrong – Ooltewah, TN  
Ryan Bailes – Houston, TX  
Diana Bailey – Harbor Springs, MI  
Cheryl Bell – Burke, VA  
Aileen Berlucchi – Lancaster, PA  
Mark Berman – West Roxbury, MA  
Kelly Bojorquez – Surprise, AZ  
Richard Boyd San Miguel – Loma Linda, CA  
Agnes Braxton – Sharon Hill, PA  
Jamie Brendle – Hayesville, NC  
Stephanie Brown – Midlothian, VA  
Jordan Bucar – N.Canton, OH  
James Butler – Belleville, MI  
John Caron – East Haddam, CT  
Keith Chambery – Webster, NY  
Clifton Cinquemani Schaller – Covington, WA  
Elissa Clark – Oak Hill, VA  
Errol Clarke – Collegedale, TN  
Min Cole – Covina, CA  
Veronica Coyle – Philadelphia, PA  
Constance Crosley –Myers – New Haven, CT  
Tom De Oro – Ooltewah, TN  
Sarah Dereniuk – Marina del Rey, CA  
Robert DeVito – New York, NY  
Dolores Diehl – Glendale, CA  
Zalman Drew – Lakewood, NJ  
Gary Driscoll – Danbury, CT  
Mary Ellen Dunham – Manchester, VT  
Jon Dunker – Brookfield, IL  
Caryn Edelbach – Hawthorne, NJ  
Rebecca Elkins – Burlington, MA  
William Epstein – Clifton, NJ  
Tony Farinella – Miramar, FL  
Zev Farkas – Brooklyn, NY  
Dayasha Fordham – Mt. Morrid, MI  
Jennifer Fuller – Las Vegas, NV  
Maria Gallagher – Hampton Falls, NH  
Holly Gibson – Phoenix, AZ  
Cora Gilbert – New London, OH  
Adam Goldstein – Elmsford, NY  
Michael Gore – Milton, WV  
Ashley Goulet – Ooltewah, TN  
Sandi Hall – Beachwood, OH  
Helen Hampton – El Dorado, AZ  
Jason Harris – Seekonk, MA  
Nick Harshfield – Louisville, KY

Vicki Hartway – Sierra Vista, AZ  
Cassie Hauber – Long Bottom, OH  
Judith Haywood – Nashua, NH  
Keith Henchey – Coxsackie, NY  
Michael Herald – Belle, WV  
Charles Hess – Dayton, TN  
Christa Houser – Youngstown, OH  
Sharilyn Hunsaker – Tooele, UT  
Sharon Inoue – Santa Fe, NM  
Buffy Itomitsu – Roswell, NM  
Holly Jeffers – Clio, GA  
Sheila Jones – Stonewood, WV  
Mary Kalman – West Caldwell, NJ  
Rachele Kelly – Brookpark, OH  
Ellisha Landingham – Painesville, OH  
Cindy Landry – Frenchville, ME  
Daniel Larouche – Northhampton, MA  
Barbara Lee – Branford, CT  
Michael Lipnicki  
Cynthia Lovetro – Rochester, NY  
Trudy Lowe – Centre, AL  
Donald Lynch – Monroe, NJ  
Diane Macsweeney – Woodbury, CT  
Janet Mahoney – Sparta, NJ  
Patrelle Ebony Major – Chattanooga, TN  
Ari Markenson – White Plains, NY  
Anthony Marmo – Troy, NY  
Christopher Masterson – Cranford, NJ  
Emily Maynard – Benton, TN  
Julie McCumbers – Glenville, WV  
Brittney McKinley – Athens, OH  
Philip Mehl – Margaretville, NY  
Martha Meng – New Haven, CT  
Carole Menzel – Ridgefield, NJ  
Ellen Miller – Spokane, WA  
John Moore – Bishopville, SC  
Karen Morin – Coventry, RI  
Jackie Moyer – Fairfax, VA  
Marian Muhwanga – Grand Rapids, MI  
Matthew Murray – New Cumberland, WV  
Laura Nelson – Avon, CT  
Haley Niebes – Medina, OH  
April Olum – Wilsonville, OR  
Mark Partyka – Blandford, MA  
Don Perry – Fallbrook, CA  
Vitaly Polikoff – Rye, NY  
Kellie Pugh – Clarks Hill, SC  
Lois Quinlan – Milford, DE  
Jo Reynolds, Summerville, GA

Jamie Riano – Ringgold, GA  
Kenneth Robbins – Muskegon, MI  
Latoya Roberts – Darling, MS  
Stephen Ronai – New Haven, CT  
Kevin Ryan – Providence, RI  
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Nicole Serluco – Red Bank, NJ  
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Colleen Smith – Peace Dale, RI  
Maria Snyder – Millfield, OH  
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### *Membership Renewal*

Have you renewed your membership lately? If not, you may want to check your membership expiration date. Most members' renewal dates are between July and November. Renew today to avoid a lapse in your membership. [Click here](#) to renew now. If you are unsure about your renewal date, please email [membership@achca.org](mailto:membership@achca.org).

# Featured Affinity Partners

For long-term care facilities and administrators of these facilities, navigating today's increasingly complex operating environment can be very difficult. ACHCA understands this and has established the **ACHCA Affinity Partnership Program**.

The **ACHCA Affinity Partnership Program** offers a menu of insurance and employee benefits products and services available to members through leading insurance professionals at **Arthur J. Gallagher Risk Management Services, Inc.** and **Gallagher Benefit Services, Inc.**, subsidiaries of **Arthur J. Gallagher & Co.**

Through group buying power, members are getting solid coverage, superior customer service, state-of-the-art risk management services and more competitive pricing for themselves and their facilities. Under the arrangement, ACHCA will receive a percentage of policy sales. Now, members will be contributing to the financial health of ACHCA, without it affecting the quality and performance of the insurance and employee benefits product and services.

For more information, [click here](#) to visit Arthur J. Gallagher's Affinity Partner webpage.



**Care2Learn** delivers an easy-to-use, fully-hosted online university solution for long-term health-care compliance training and education. Each online university comes branded with your organization's logo and colors, and is fully-stocked with courses from the most extensive online course library in the post-acute care industry.

The **Care2Learn** library features more than 2,700 hours of online courses, featuring the industry's largest in-service selection and courses accredited by more than 50 state and national organizations. **Care2Learn** is an ANCC Accredited Organization.

ACHCA members can receive a 10% discount on ALL Care2Learn courses.

For more information, [click here](#) to visit Care2Learn's Affinity Partner webpage.

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