AHCA/NCAL National Award Winners Named

NYSHFA Members to Receive National Quality and Volunteer of the Year Awards

The American Health Care Association/National Center for Assisted Living (AHCA/NCAL) has announced the 2011 National Quality Award and Volunteer of the Year Award recipients. Four NYSHFA member facilities have been selected to receive awards and will be recognized at the AHCA/NCAL 62nd Annual Convention, September 18-21 in Las Vegas, Nevada.

--- Bronze National Quality Award

The following facilities are recipients of the 2011 Bronze – Commitment to Quality National Quality Award for their outstanding performance in the health care profession:

- Lakeview Rehabilitation and Care Center, Middle Island, NY
- St. Johnsville Rehabilitation & Nursing Center, St. Johnsville, NY
- The Crossings Nursing & Rehabilitation Centre, Minoa, NY

The quality award highlights facilities across the nation that have demonstrated their intention to pursue a rigorous quality improvement system. Implemented by AHCA/NCAL in 1996, the National Quality Award Program is centered on the core values and criteria of the Baldrige Performance Excellence Program. The program assists providers of long term and post-acute care services in achieving their performance excellence goals. The program has three levels: Bronze, Silver, and Gold. Facilities begin the quality improvement process at the Bronze level, where they develop an organizational profile with essential performance elements such as vision and mission statements and an assessment of customers’ expectations. Bronze applicants must demonstrate their ability to implement a performance improvement system.

--- Volunteer of the Year Award

Maplewood Volunteers-in-Partnership, Inc., ElderWood Health Care at Maplewood, Cheektowaga, NY

Maplewood Volunteers-in-Partnership, Inc. (VIPs) is the recipient of the 2011 AHCA/NCAL Volunteer of the Year Award for the Group category. The award program seeks to recognize and honor those individuals and/or volunteer groups who have made special contributions of their time and talent to improve the quality of life of residents in nursing and assisted living facilities. VIPs, a volunteer group at ElderWood Health Care at Maplewood, was also NYSHFA’s Group Volunteer of the Year for 2011.

The VIPs have been volunteering at ElderWood Health Care at Maplewood for over 17 years. The group, which has more than 60 members, dedicates over 220 hours every week to volunteering at the facility. They work with the facility and its residents to host special holiday parties, cook meals, assist on day trips, deliver mail and birthday gifts, and assist with the daily operations of the facility.

“Our Members have demonstrated an unparalleled commitment to continuous quality improvement, and we commend their staff and volunteers for their dedication to providing the highest quality care and quality of life for patients and residents,” stated NYSHFA President & CEO Richard Herrick.

NYSHFA/NYSCAL wishes to congratulate all our New York winners!!!

IN THIS ISSUE:

- President’s Message
- Events & Dates
- Member Spotlight
- Clinical Quality & Operational Services
- 62nd Annual Convention & Trade Show in Review
- Technology Tips
- Foundation for Quality Care

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A Message from the President

DICK HERRICK, PRESIDENT AND CEO
rherrick@nyshfa.org

We continue to resolve the remaining glitches of the resolution of the 2009 – 2010 rates as well as the elimination of return on equity issue. Consensus on these issues at one time seemed highly unlikely, as the initial positions of the association parties were wildly diverse. With the broadly held understanding that our solution would be vastly better than no solution at all, and in facing a tight deadline, consensus was reached so that we might move forward to other issues. With a smaller group of association partners, a similar outcome was reached on the return of equity/return on equity issue for capital reimbursement for proprietary facilities.

We are also focusing on future Medicaid pricing which presents a similar if not greater diversity of positions. With the complexity of the issues and equally tight timeline it might seem impossible to reach consensus.

As before, we will diligently pursue the best interests of our members as directed by our Executive Committee and Board of Directors. At the same time, we are working with the NYS Department of Health to maintain the integrity and capacity of the system which is constantly being threatened by budget cutters as a result of the continuing weak economy.

NYSHFA has a significant number of members participating in this process as part of the Joint Association Task Force policy group and the various work groups appointed. Their contribution of time and effort is of significant value to the process and we are grateful for their commitment.

The process continues - proposals are reviewed, data analyzed and all of the participants’ positions considered. As significant as Medicaid issues are in Albany, we are equally concerned about the Federal issues for both Medicare and Medicaid that are being implemented and proposed as a result of Medicare recalibration, and all of the budget considerations revolving around the debt ceiling expansion.

The super committee which has been appointed must now come up with a cost reduction package before the end of this year that meets the criteria of that resolution. Together with the American Health Care Association we are monitoring those activities and will react appropriately.

The NYSHFA staff, together with your Executive Committee, review all of these issues as we react in this environment of continued uncertainty and the understandable anxiety that all of these issues create. You can be assured that we are acting with one overriding objective, that is, to act in the best interest of all of our members.
September 11 – 17
National Assisted Living Week

Sponsored by the National Center for Assisted Living (NCAL), National Assisted Living Week commemorates the staff and customers of our nation’s assisted living residences. This year’s theme is “Forever Proud”. For further information, visit www.ahcancal.org.

September 18 – 21
AHCA/NCAL 62nd Annual Convention & Expo
Mandalay Bay, Las Vegas, NV

For further information and to register, visit: http://www.ahcancal.org/events/ahca_convention/Pages/default.aspx.

September 26
30th Annual Foundation for Quality Care Health Care Open Golf Tournament

“Winning team to receive the Jack Murphy Memorial Trophy”

Van Patten Golf Club
Clifton Park, NY

Proceeds to benefit Ruth E. Stafford and James D. Durante Nursing Scholarships and other Foundation Programs. For more details and to register go to: http://www.nyshfa.org/events/HCOGolf2011/.

Support the Foundation as we celebrate our 10th Anniversary!

Foundation for Quality Care
10th Anniversary Raffle

GRAND PRIZE: $10,000

Second Prize: Apple iPad 2 • Third Prize: Amazon Kindle

Tickets cost $100 each, and no more than 500 tickets will be sold! 110 tickets must be sold to guarantee the prizes. Proceeds from this raffle will support the Foundation for Quality Care. Buy your tickets now for a chance to win one of these great prizes! The drawing will be held on November 15, 2011. For more information go to www.thefqc.org or contact Joanne O’Connor at (518) 462-4800 ext. 23.

SPECIAL THANKS TO LANE PRESS OF ALBANY FOR DONATING THE PRINTING OF THE RAFFLE TICKETS!
New Executive Committee for District 9

The Genesee Health Facilities Association (NYSHFA District 9) is pleased to announce their new executive committee:

President  James Bicker, Hornell Gardens
Vice President  Stephen Hamlin, Hamilton Manor and Latta Road Nursing Homes
Secretary  Karol Prayne, Auburn Nursing Home
Treasurer  Joseph Dilal, Aaron Manor Rehab. & Continuing Care Ctr

Congratulations to all!

NYSHFA Members Receive IPRO Awards

Marquis Care Center and White Oaks Nursing Home have been named recipients of the 2011 IPRO Quality Awards. The awards, given annually by IPRO, the Medicare Quality Improvement Organization (QIO) and Medicaid Review Agent for New York State, recognize providers and professionals who demonstrate a commitment to improving the quality of care provided to New York’s Medicare beneficiaries and Medicaid recipients. The awards were given during IPRO’s 27th Annual Meeting, June 7th at the LaGuardia Marriott Hotel.

Awards were given for accomplishments on a range of quality-related projects. Marquis Care Center in Glen Cove, NY received their award for their project, “Patient Safety – Eliminating the Use of Physical Restraints in Nursing Homes”. White Oaks Nursing Home in Woodbury, NY received their award for their “Patient-Centered Care/Beneficiary Protection” project.

“These awardees represent a broad cross section of New York State’s healthcare community,” says Clare B. Bradley MD, MPH, Senior Vice President and Chief Medical Officer, IPRO. “But what unites them is their commitment to quality. We applaud them for their achievements.”
Kings Harbor Multicare Center Receives Best Practices Award

Kings Harbor Multicare Center was proudly honored with the 2011 “Best Practices Award” in recognition of outstanding achievement in the promotion of patient safety by Physicians Reciprocal Insurance, the second largest medical malpractice insurer in New York State.

This award was for Kings Harbor’s accomplishment in decreasing falls in the elderly population. As a result of its efforts the facility experienced a marked decline, not only in the number of falls its residents experienced, but also an equal decrease in the number of fall related injuries. Resident safety was optimized utilizing a team approach which included individual investigation, care planning and the incorporation of modern technology.

Kings Harbor was able to reduce the percentage of falls in the facility by more than 45% over the course of seven years. The facility’s fall rate, although always below state and national averages, is now significantly well below both of these averages.

The development of a team approach was crucial to the success of the program. Both clinical and non-clinical departments were involved. This included input from housekeeping and engineering as well as from the nursing, medical, rehabilitation, social service and dietary departments. The individual caregiver’s input was integral to the incorporation of interventions.

This award highlights Kings Harbor’s commitment to excellence in patient care.

ElderWood Health Care at Lakewood Featured in Executive Guide

ElderWood Health Care at Lakewood has been featured in “The Executive Guide to Understanding and Implementing Baldrige in Healthcare: Evidence-based Excellence.” The book, authored by Glenn Bodinson and Kay Kendall, offers a breakthrough, exciting approach that can help facilities improve their healthcare business faster and more efficiently.

In the Executive Guide, Deborah Urbank, Administrator of ElderWood Health Care at Lakewood, describes how her facility utilized the Baldrige Criteria to win the prestigious AHCA Step III Quality Award in 2008.

The Executive Guide is intended to provide a fundamental introduction to a Healthcare Baldrige System for Achieving Performance Excellence for executives, personnel new to Baldrige or organizations interested in achieving Performance Excellence. The book describes an approach that has been distilled from an analysis of Baldrige healthcare recipients.

Shown are (L-R): Anita Glasser, RN; Maria Lazaro, RN; Hillary Rizzo, RN; Alice Massa, OTR; Morris Tenenbaum, CEO; and David Berkowitz, COO.
Influenza Season is Right Around the Corner

As we enjoy the final weeks of summer, we’re reminded that the 2011-2012 Influenza season is right around the corner and now is the time to begin preparing your facility’s immunization strategies. While we have historically seen a good immunization rate for residents, the immunization rate for health care workers (HCW) still remains low despite increased emphasis (under 40% or only one out of four!) Many studies have shown that increasing the vaccination rates of health care workers significantly decreases resident illness and death from influenza and its complications. While vaccination of the residents in health care facilities remains essential, it is even more important to vaccinate HCWs against influenza. The elderly are least likely to develop an adequate response to the vaccine and may still remain at a higher risk of contracting the disease than younger vaccinated persons. So, although an otherwise healthy unvaccinated HCW may experience only a mild case of the flu themselves, they expose those with lower levels of immunity to the disease which may result in complications that can be fatal.

Effective employee immunization programs should include education, awareness and dispelling the myths related to immunizations. Training materials can be found on the CDC and NYS Department of Health websites. Several of the state IPRO organizations have also posted toolkits to assist in developing strong employee and resident immunization programs.

However, the most effective strategy in increasing flu vaccination rates among HCWs is convenience! Having flu shots available in a convenient, easily accessible location sometimes means bringing the vaccine to people where they are (nursing units, offices, break rooms, meetings and common areas.) Best practices include providing flu shots on all shifts, seven days a week. Another important factor is to engage upper level management and administration in the process. Department heads, managers and supervisors can serve as advocates for vaccination and be responsible for insuring HCW flu vaccination is an infection control, patient safety and quality improvement initiative.

Consider the following to get your employee immunization rate up:

- Set a target and track the progress, keeping the employees informed.
- Consider incentives for HCWs to encourage immunization such as raffles, gift certificates, and lottery tickets.
- Create some friendly competition between units and departments with prizes.
- Organize a kick-off event as soon as vaccine is available and hold the event in a high traffic area. Demonstrate the facility’s commitment by arranging to have the CEO/Administrator, Medical Director, Resident Council President and “employee champion” give opening comments and stress the importance of this initiative from each one’s perspective.

For more information and training materials, visit the www.cdc.gov and www.health.state.ny/us websites.

For more information about Clinical, Quality and Operational Services, contact: Nancy Leveille at nleveille@nyshfa.org or Karen Morris at kmorris@nyshfa.org.
Over 450 members, associate members, vendors and their guests joined NYSHFA at the Saratoga Hilton and City Center in Saratoga Springs, NY this year. Here is a pictorial review of the events and activities that made this year’s Convention a memorable one.
Sunday Dinner

Members were welcomed to Saratoga on Sunday with a reception and buffet dinner where they had the opportunity to reunite with their NYSHFA colleagues. A special thanks to R.G. Psychological Services for their support of this event.
Fore!

Seventy-three golfers teed off this year on the Saratoga Spa State Park Course. Thanks to major sponsors Bonadio & Company and NYSHFA District #8; and also to our Tee Box sponsors: Dentserv, Genesee Health Facilities Association, and the Health Care Foundation of the Finger Lakes. NYSHFA would like to thank Jeff Rose of Health System Services for serving as the golf chairperson again this year.

Learning Can Be Fun, Too!

First-rate speakers at this year’s education sessions included: Key Note Speaker Chris Crowley; Dr. Robert Figlerski, R.G. Psychological Services; Marc Zimmet and Sheryl Rosenfield, Zimmet Healthcare Services Group; Bill Lutz, Optimum Solutions & Strategies; Barbara Speedling, Healthcare Compliance Group; Jackie Pappalardi, NYSDOH; Cornelius Murray, Esq., O’Connell & Aronowitz, P.C.; Steve Pacicco, SigmaCare; Caroline Rich, Four Seasons Nursing & Rehabilitation Center; Mark Kissinger, NYSDOH. NYSHFA staff provided members with all the latest information at the Policy Update/General Membership Meeting and representatives from the winning facilities of the Innovative Practice Awards presented sessions on their programs.
Award Winners Honored at Installation Banquet

The highlight of the Convention was the Awards Program/Installation Banquet. NYSHFA/NYSCAL bestowed awards on its James D. Durante and Ruth E. Stafford Nursing Scholarship Program; NYSCAL’s Employee of the Year, Volunteer of the Year and Scholarship Programs; and NYSHFA’s Employee Recognition, Innovative Practice, and Volunteer of the Year Awards Programs.

Congratulations to NYSHFA’s Officers, who were sworn in for 2011-2012.

Jo Burnett of Ashton Place received the Assisted Living Employee of the Year Award.

Sam and Judy Schrecengost of ElderWood Village at Rosewood received the Assisted Living Volunteer of the Year Award.

Diana Tyler (l) of ElderWood Assisted Living at Tioga received the NYSCAL Scholarship Award.

Margaret Coats (l) of The Avenue Nursing and Rehabilitation Centre received the James D. Durante RN Scholarship Award.

Gladys Waldman of White Oaks Nursing Home received the James D. Durante RN Scholarship Award.

Sherry Wheelock of St. Johnsville Rehabilitation & Nursing Center received the James D. Durante RN Scholarship Award.

Ashlea Barton of Smithtown Center for Rehab & Nursing Care received the Ruth E. Stafford LPN Scholarship Award.
Melissa Coccionitti of DeGraff Memorial Hospital SNF received the Ruth E. Stafford LPN Scholarship Award.

Kumudani Dev of The Mountain View Nursing & Rehab. Centre received the Ruth E. Stafford LPN Scholarship Award.

Shirley Haggett of The Country Manor Nursing and Rehabilitation Centre received the Licensed Practical Nurse of the Year Award.

Julie Hayes of ElderWood Health Care At Maplewood received the Registered Nurse of the Year Award.

Terri Cron of Elant at Fishkill received the Certified Nursing Assistant of the Year Award.

Pat Long of Elant at Fishkill received the Innovative Practice Award for “Discover the Person Within”.

Diana O’Connor of The Country Manor Nursing and Rehabilitation Centre received the Heart and Hands Award.

Deborah Urbank (l) and Ellen Rychlik (r) of ElderWood Health Care At Lakewood received the Innovative Practice Award for “Life Choices”.

8/11 NYSHFA/NYSCL News
Award Winners …

continued

Anna Bojarczuk-Foy (r) and Becky Fronckowiak (l) of ElderWood Health Care At Wedgewood received the Innovative Practice Award for “The Final Farewell”.

Brooke Daley (l) and Donna Balcolm (r) of The Stanton Nursing and Rehabilitation Centre received the Innovative Practice Award for “Operation Lights Out”.

Madison Donner of ElderWood Health Care At Lakewood received the Young Adult Volunteer of the Year Award.

Amy Banks of Crown Nursing & Rehabilitation Center received the Senior Adult Volunteer of the Year Award.

Deacon Bruce Daly of Nesconset Center for Nursing & Rehab. received the Spiritual Guidance Volunteer of the Year Award.

David Cantone of DeGraff Memorial Hospital SNF received the Adult Volunteer of the Year Award.

Sylvia Gargano, representing Maplewood Volunteers-In- Partnership of ElderWood Health Care At Maplewood received the Group Volunteer of the Year Award.
Monday Dinner at Vapor Night Club

Members enjoyed a buffet dinner and music by The Refrigerators at the Vapor Night Club. Special thanks to Century Health Capital for their continued support of this event.

Trade Show

Over 95 companies exhibited at this year’s Trade Show while members cashed in on some great prizes donated by exhibitors. Special thanks to Resident Shoppers Service for their continued support of this event. A complete list of vendors can be found on the back page of this insert.
Thanks, Thanks and Thanks Again

Special thanks to our Convention sponsors, advertisers and exhibitors for making our Convention a huge success. We couldn’t do it without you.

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- Zimmet Healthcare Services Group LLC
Technology Tips

Our Information Services department frequently responds to questions, from both members and fellow staff, related to information technology. We’ve put together a few of the lesser known tips, in hopes you will find something useful among them.

District Web Sites on the NYSHFA Buzz

District 5 is the first NYSHFA district to begin using the NYSHFA website to disseminate virtually all communications related to the district.

Currently all of the meeting minutes are posted from 2010 and 2011, including their most recent meeting on June 16th, 2011. Also, the dates, times and location are posted for the remainder of the 2011 district meeting calendar.

Mark Olsen notified his district (using the site to send an email) and summed up the steps for District 5 members to access the information. We’ve summarized Mark’s comments here.

Congratulations District 5 on taking the plunge!

Please follow these simple steps:

1. Go to: http://www.nyshfa.org/.
2. Click on the “Members” button on the left side of the screen and then log in. If you do not know your login information, or you don’t have a district listed on the page, please call Ellen Bagley at NYSHFA (518-462-4800 ext. 16) or Roy Aanonsen (518-462-4800 ext.18) and they will help you.
3. Then click on the “MEMBER BUZZ” button toward the bottom of the screen.
4. Click on “BUZZ COMMUNITIES”.
5. Then click on “Districts”.
6. Then click to open <your district> toward the right side of the screen.
7. You are now on the district webpage.
8. Under “District Documents” your district can list meeting minutes and other useful information including the annual discrimination ad. Click on any document to open and print.
9. Under “District Events” you can post the district meeting schedule and other events.
10. Under “District Members Directory” you will find a list of district members. If you click on any name it will display their contact information.

District EMAIL:

1. You can also email district members including “all members” from the “People and Groups” button on the left side of the screen.
2. Once you click on “People and Groups”, click on “Members” and that will open up a communication window. From there you can select “all members” or “individual members” using the check boxes to the left of the name.
3. Then click on “Actions” toward the top.
4. Then click on “email users”.
5. This will open up a new email message window and the members chosen will be pre-populated in the “To” field.
6. From there, you can write an email.

Would your district like a demo of the NYSHFA district site at your next district meeting? Contact Ellen Bagley at ebagley@nyshfa.org or 518-462-4800 ext.16 for information.
Art from the Heart Program Winners Selected

On behalf of the Foundation for Quality Care and the New York State Health Facilities Association/New York State Center for Assisted Living, we are pleased to announce that the artists have been selected for the 2012 Art from the Heart wall calendar.

We tasked our panel of independent jurors with the challenging assignment of choosing 13 pieces from 87 submissions, provided by nursing home and assisted living residents from across the state. We recognize and applaud all the inspiring artists for sharing their talents. The 13 selected pieces will be featured in the 2012 “Art from the Heart” wall calendar. In addition, we are seeking the opportunity to exhibit the selected pieces at museums and other venues as well.

Following are the names of the winners who will appear in the calendar:

<table>
<thead>
<tr>
<th>Artist</th>
<th>Location</th>
<th>District</th>
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<tbody>
<tr>
<td>Carl Champlin</td>
<td>Newark Manor Nursing Home</td>
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<tr>
<td>Frank Guerrero</td>
<td>Wingate at Beacon</td>
<td>04</td>
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<td>Dorothy Joyner</td>
<td>Four Seasons Nursing &amp; Rehab. Center</td>
<td>13</td>
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<tr>
<td>Ruth Maier</td>
<td>Elderwood Health Care at Maplewood</td>
<td>10</td>
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<td>Duan-Rong Mou</td>
<td>Flushing Manor Care Center INC.</td>
<td>12</td>
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<td>Cecelia Polanski</td>
<td>Smithtown Center for Rehab &amp; Nursing Care</td>
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<td>Randall Rhines</td>
<td>Deaconess Skilled Nursing Facility</td>
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<td>Marsha Shaberman</td>
<td>Tarrytown Hall Care Center</td>
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<tr>
<td>Mary Skrocki</td>
<td>Alpine Rehabilitation &amp; Nursing Center</td>
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<td>Florence Teichner</td>
<td>Kingsway Arms Nursing Center INC.</td>
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<td>Lorainne Valletutti</td>
<td>St. James Healthcare Center</td>
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<td>Leopold Villegas</td>
<td>DeWitt Rehabilitation and Nursing Center</td>
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<tr>
<td>John Zwolinski</td>
<td>The Dutch Manor Nursing and Rehabilitation Centre</td>
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This is the seventh year the Foundation and NYSHFA/NYSICAL has sponsored this program and we were overwhelmed with the wonderful response from our member facilities. As a result, we are exploring other opportunities to showcase a larger number of submitted pieces.

Special thanks to: Jill Foster Cozzy and Christopher Sanford of the New York State Museum and Jeffrey Wright-Sedam of the State University of New York at Albany Fine Arts Department who provided their time and expertise in selecting our winners.

The “Art from the Heart” Program was launched as a way to honor the vibrant contributions and creative spirit of residents like yours. Thanks to our members who participated in the contest and providing the chance for your residents to shine.

If you have any questions about the program, please contact Rick Patterson or Joanne O’Connor at the Foundation.
21 Administrators Complete Advanced Leadership Program

Twenty-one Administrators from skilled nursing facilities across New York State have completed the Foundation for Quality Care’s Advanced Leadership Program for Licensed Nursing Home Administrators (LNHA).

The Administrator Leadership Course was developed by the Foundation, a non-profit research and educational foundation affiliated with the New York State Health Facilities Association (NYSHFA). This new advanced program targets administrators who have completed the Foundation’s basic Nursing Home Administrator Leadership course and have several years of long term care experience. The LNHA competencies are used as the basic framework for the design of the curriculum, which have been built upon to enhance the skills and process methods administrators utilize to lead their teams. Experienced long term care facility administrators were consulted for their input on the course content and best practices in many leadership areas are shared during this course. “These real life experiences from experts in the field make the program applicable and realistic as one returns to their facility and plans implementation of learned skills and processes”, states Nancy Leveille, RN, MS, Senior Director of Member Operational Support Services for NYSHFA.

The training provides instruction on such topics as; managing change, strategic planning, creating an environment of continuous quality improvement and maximizing fiscal stability and potential. Other topics address the QIS Survey process, health care reform and enhancing staff teamwork.

“As the complexity of the residents entering skilled nursing facilities increases, effective leadership is essential to drive quality care,” said Richard S. Patterson, Jr., Executive Director of the Foundation. “This advanced program challenges the administrator to develop enhanced skills and systems in order to provide excellence in care delivery. Programs like these are a crucial investment in the future of New York State’s skilled nursing and rehabilitation facilities.”

The Long Term Care Leadership Institute is funded by a grant from the New York State Department of Health and Labor-Health Workforce Retraining Initiative (HWRI).

The 21 participants who have completed the Administrator Leadership Course are:

Chris Alexander, National Health Care Associates
Terence Klinetob, Lakeside/Beikirch Care Center Inc.
Ari Donowitz, Split Rock Rehabilitation & Health Care Center
Kathleen Roop, The Pines at Catskill Center
Darrell Sokol, Waterview Hills Rehabilitation & Nursing Center
Genevieve Sorensen, Schulman and Schachne Inst. for Nursing & Rehab.
Steve Share, Sky View Rehab. & HCC
Leonardo Vicente, HELP/PSI Inc.
Laurence LaDue, Putnam Ridge
David Lovelace, Firemen’s Home of the State of New York
Keith Powers, White Oaks Nursing Home
Shannon Cayea-Delker, Susquehanna Nursing & Rehabilitation Center LLC
Deborah Urbank, ElderWood Health Care At Lakewood
Gail Murray, Founders Pavilion
Brooke Daley, The Stanton Nursing and Rehabilitation Centre
Susan Sales, Helen & Michael Schaffer Extended Care Center
Mary Beth Costigan, The Crossings Nursing and Rehabilitation Centre
Joy Wood, Roscoe Regional Rehabilitation & RHCF
Dov Lebovic, Concourse Rehabilitation and Nursing Center
David Lamando, The Orchard Nursing and Rehabilitation Centre
John Prendergast, Mohawk Valley Health Care Center
Beat the Heat this Summer!

Choose Energy Plus®

Summer is here and the temperatures are rising. To help offset the cost of increased energy usage, NYSHFA has partnered with Energy Plus®, one of the fastest growing energy supply companies. Members can choose a customized electricity program which includes Cash Back on your electricity bills! By enrolling with Energy Plus®, you will be part of an exclusive electricity program that works with your local utility company so you can receive these added benefits while receiving the same reliable service.

When you choose Energy Plus as your electricity supplier for your business, you will receive a **$50 Activation Bonus** AND an automatic 3%-8% **Cash Back rebate** on your annual electricity supply charges. You can also enroll your home to receive a $25 Activation Bonus and annual Cash Back rebates of 2%.

Best of all there are no fees or long-term commitments. Your local utility will continue to read your meter, send your bill, and handle any emergencies. To be eligible you just need an address within the Energy Plus service area, which covers all of New York State, except areas covered by the Long Island Power Authority (LIPA).

To learn more about going green and earning Cash Back,

Looking for even more ways to lower your bill? Check out the tips below to beat the heat:

- Ceiling and other fans provide additional cooling and better circulation so you can raise the thermostat and cut down on air conditioning costs.
- Have a barbeque. Why cook in the kitchen when you can fire up the grill?
- Get an outdoor fresh scent. Line drying your clothes can save up to 5 percent of your energy!
- Turn off home or office electronics when not in use. Appliances and electronics are responsible for approximately 20 percent of an average household’s electric bill.
- Use the dishwasher. The dishwasher uses less water than washing dishes by hand! Less water and less work! Air-dry to save even more.
- Stay cool in the kitchen. Defrost foods completely before cooking and cover your pans. Try eating and drinking cold foods such as salads, fruits, sandwiches and refreshing smoothies.

Members will receive a Cash Back rebate check after every 12 billing cycles of service for active accounts. Active accounts are defined as those (i) that are billing more than $0 and (ii) for which Energy Plus has not received a request on behalf of the customer to discontinue (drop) their service. The Cash Back rebate will be 3-8% of the annual electricity supply charges per business account and 2% per residential account. A $50 Activation Bonus check for business accounts or a $25 Activation Bonus check for residential accounts will be mailed at the close of your 2nd billing cycle with Energy Plus.

The Energy Plus supply rate per kWh is variable and therefore subject to change during each billing cycle. Current and historical rates should not be taken as a guarantee of future rates and Energy Plus makes no warranty, express or implied, regarding specific savings.

Energy Plus reserves the right to modify or discontinue the program. This offer cannot be combined with other offers. Offer valid for all service areas in New York, excluding LIPA. Offer not valid for government entities.
Evercare uses nurse practitioners who coordinate with nursing home staff. Our nurse practitioners offer personalized, care coordination services to nursing home residents, and enhanced communication with the entire care team. Members get more benefits and services with Evercare than with Original Medicare.

Thanks to our nurse practitioners, Evercare is a leader in providing care coordination to the people who need it most.

Questions?
For more information, contact Evercare at:

☎ 1-877-386-0736
8 a.m. — 10 p.m. CST, Monday — Friday
8 a.m. — 5 p.m. CST, Saturday

🌐 www.EvercareNursingHomePlans.com

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