

CAHSA Connecting

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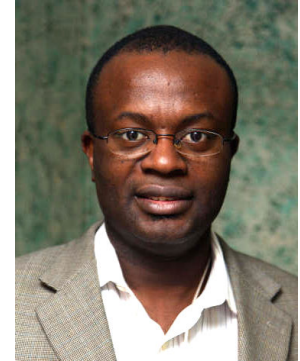
The Resource for Senior Housing and Care Professionals

Insights on Leadership

Each month we profile a CAHSA member to learn their Insights on Leadership. This month we spoke with Nosa Akpata, Facility Administrator, Forest Street Compassionate Care Center.

What was your first health care job and how did your career develop?

I was a consultant at a host of other jobs, including a role as the assistant administrator in a facility in Michigan. About four years ago I joined here as the nursing home administrator.



Nosa Akpata

What was the best career advice you ever received and how do you incorporate it into your leadership style?

To remember that every staff member has specific life circumstances. For example, years ago, I had a housekeeper who struggled with getting to work. She was a good worker and I knew she wanted to work, but it was hard for her to get there. I realized that it was her actual transportation that impeded her. I knew someone who had an older vehicle that she was able to acquire. Not only did that help her get to work, but she brought someone else to work as well. By helping with someone's challenges, making a little adjustment, thinking creatively, you can address their needs and make it work for everyone.

How would you define a successful leader?

A successful leader remembers to keep the organization's, the customers' and the staffs' needs in view at all times. You can't forget all the different people you are serving.

What kinds of skills or competencies are necessary to be an effective leader in the aging services industry?

Compassion and a keen eye for detail. I believe that compassion really matters. It's my job to keep everyone focused on the care of those entrusted to us. As humans, sometimes we forget to view things from another person's perspective. I also think that as caregivers we sometimes forget that someone in our care may need something beyond material goods or obvious things. They may really need someone to talk with.

How do leaders prepare for new challenges?

Continuing education for everyone. In our organization we have internal in-serve trainings twice a month, and we try to tap other resource organizations, like CAHSA, to help train our people.

From a leadership standpoint, what benefits do you see from being a member of CAHSA?

Again, continuing education. And that means more than just a class; it's interacting with peers, it's doing things, it's taking action.

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CAHSA is the Colorado affiliate of:



Assisted Living Federation of America

In late June, CAHSA's Board of Directors held their annual strategic planning retreat. At the retreat we reviewed our accomplishments of the past 12 months, member survey results, current market trends and projections for senior housing and aging services, association trends, and strategic efforts of our national partners, the American Association of Homes and Services for the Aging (AAHSA), the Assisted Living Federation of America (ALFA), and the National Adult Day Services Association (NADSA). Our goal is to identify key strategic areas of focus for our resources and coordinate, when appropriate, efforts with our national partners.

We identified the following key areas of focus for July 2010 through June 2011: implementation of HB 1053; collaborative partnerships with members and other agencies; member engagement; rebranding; and leadership development. Strategies were identified to implement these areas of focus and you will hear about them through our member communications and CAHSA Connect. Following is information on two of these areas of focus: HB 1053 implementation and rebranding.

With respect to HB 1053, this bill incorporates the public policy focus of two of our national partners. ALFA established core principles that we use to guide our efforts to shape public policy for resident centered assisted living practices. Section 2 of HB 1053 allows the Department of Health Care Policy & Financing (HCPF) to accept gifts, grants and donations to fund a study of a tiered rate payment system for alternative care facilities. The goal of the study is to identify if a different payment methodology will allow residents on the Medicaid HCBS waiver the choice to remain in the assisted living setting as their needs change and more assistance with activities of daily living is required. NADSA promotes regulatory and legislative strategies that promote flexibility for families to encourage individuals to attend adult day programs as an option to residential placement. Section 4 of HB 1053 directs HCPF to promulgate regulations to allow adult day programs to offer restricted environments so that clients who develop wandering behavior may continue to attend the adult day program and remain living in the community with their caregiver(s).

With respect to our focus on rebranding, many of our members think it's time to consider our image

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CAHSA *Connecting* is published quarterly by the Colorado Association of Homes and Services for the Aging (CAHSA), 1888 Sherman St., Suite 610, Denver, CO 80203.

CAHSA is a membership organization committed to promoting quality and dignity in the continuum of care through education and advocacy.

For information on membership, advertising rates and deadlines, please contact CAHSA at 303-837-8834 or visit our website at www.cahsa.org.

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5 Minutes with... A Business Partner

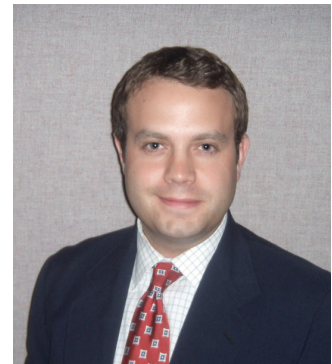
Matt Koenig, Facilities Services
Haynes Mechanical Systems

How long have you been a member of CAHSA?

I have been a member of CAHSA for just over one year.

Why did you become a member?

As a facilities services provider for the Frasier Meadows senior living community in Boulder, we were encouraged to join CAHSA by the previous CEO, Lynn O'Connor. She was able to see a need for our services in the senior living market and by joining CAHSA, Haynes Mechanical would gain exposure to other senior living communities.



Matt Koenig

What goods or services does your organization provide and what would you like members to know about this service/product?

Haynes Mechanical Systems provides outsourced facilities services for senior living and other commercial markets. We provide operational and financial strategies to positively impact bottom-line operating costs.

Owners and executive directors have traditionally faced the difficulties of providing their own in-house technical services. For many years there have been few alternatives to "doing it yourself." By outsourcing these services to Haynes Mechanical Systems, many communities are relieving themselves of the responsibility of handling these difficult issues:

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Get out there!

Have an idea for a *Get Out There* column?
Contact us at: cahsanews@pivotcomm.com.

As senior care providers, it's up to us to help our friends, families and others who may not work in our industry understand the needs of seniors. This fall, Colorado voters will decide whether to approve Amendments 60 and 61 and Proposition 101, a trio of ballot items designed to reduce taxes and limit the size of government. The measures would cut funding of public programs so drastically that schools, transportation and public safety – as well as senior programs and Medicare funding – would be severely affected. Like most groups that have done even a cursory study of these items, CAHSA opposes 60, 61 and 101. We know many of our members do, too. If you've been thinking of getting involved in the fight against these proposals, here are a few ideas to get you started:

Write a letter. Check out the opinion page of your local paper and find out where to send a letter. In a few hundred words, explain why you're passionate about the topic and why you oppose the ballot items. If you need help, ask a friend who's a good writer.

Speak at your town board or city council meeting. While voters, rather than local leaders, will have the final word on these three items, using the public speaking time at your local city council meeting will allow you to state your case before a politically active audience that watches the proceedings at home or in person.

Educate your friends and coworkers. Sometimes the best and most effective arguments we make are the ones we offer to our friends during a casual conversation. Have a chat with a friend or coworker about the ballot items and explain why you feel the way you feel about them.

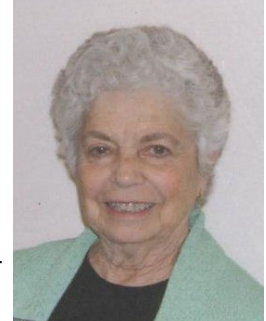
Of course, this advice isn't limited to 60, 61 or 101. Advocating for seniors is all about helping people understand why seniors deserve great care and what can change it.

Want to tell your Quality First story? Contact us at: info@cahsa.org and you could be featured in an upcoming issue of QF Corner.



QF Corner

Each month Ann Lane, chair of CAHSA's Quality First Task Force and executive director of Kentucky Circle Village, highlights examples of quality within CAHSA's membership. This month she reviews three winners of the Quality First Awards at CAHSA's 2010 Annual Convention and Exhibition.



Ann Lane

Frasier Meadows Assisted Living won a Leading-Edge Care and Services award for their "Putting the Care Back in the Conference" program.

In 2002, Frasier Meadows Assisted Living began the process of improving their care conferences to focus on each individual resident's wants and needs. Throughout the intervening years they have evolved the conferences to include administrator, activities, caregivers, family members and, most importantly, the resident.

During the meeting, which is repeated 30 days after admission and then at least once a year as necessary, the resident is encouraged to lead the discussion on housekeeping, dining, activities, friendships and socialization, medications, fears/concerns, likes/dislikes, informally review the care plan, update contact information, and discuss policy changes. They are asked for feedback on the environment and suggestions for improvement. Much care is taken to keep the discussions from feeling institutional or medically-focused; the resident chooses the time and place of the meeting and is provided open-ended questions to fuel discussion, rather than having a report-based meeting where the resident is left feeling "talked about."

These conferences increase communication, build relationships, prevent problems and keep all involved happy and hopefully healthy. It establishes rapport, which makes future communication even easier, supporting more effective and efficient care.

Total Longterm Care also won a Leading-Edge Care and Services prize for a program titled "Benefits of a Transportation Safety Specialist."

Total Longterm Care as a PACE provider serves over 1,450 participants in the Denver metro and Pueblo area with a fleet of 57 buses that transport participants to and from the day center, specialist and dialysis appointments.

In 2005, TLC found it difficult to hire drivers because one year of geriatric experience is required by CMS to be an employee of a PACE program. As a way to obtain a waiver for this requirement, TLC implemented the Transportation Safety Specialist position to provide geriatric education and safety training for all TLC drivers. This program allowed TLC to obtain a waiver from CMS and also create a transportation team that is not only professional, knowledgeable and ever-ready to face their daily challenges, but one that provides safe and reliable transportation. Another objective was the implementation of a universal education program for all new drivers, as well as an annual competency for all drivers. The implementation of the Safe Driver program incorporated financial incentives and a formal recognition program for the drivers.

Over the past several years TLC has seen a significant cost savings related to insurance premiums for TLC vehicles.

Covenant Village of Colorado won a Community Involvement award for their "Parish Nurse Program."

In January of 2009, Covenant Village of Colorado partnered with Arvada Presbyterian Church to implement a pilot Parish Nurse Program. They hired an R.N. for 20 hours a week to work with the pastoral team to visit parishioners that are in the hospital, a nursing home, on hospice care, or who are home-bound.

The program has also included two health fairs, monthly blood pressure/well clinic checks after all services, an "Until Help Arrives" training program and a "Five Wishes" class. All of the programs held by the parish nurse program are open to all parishioners and the greater community at large. Covenant Village of Colorado has also recently placed a second parish nurse at Bethany Lutheran Church.

CAHSA Next

CAHSA Next is planning several interesting activities for the fall. We'll be learning more about the legislative process and planning what CAHSA Next's goals will be over the next few years.

The CAHSA Next Planning Committee is having a retreat on Monday, Oct. 11. We will review our strategic plan from Fall 2008, see what we have done since then, review the CAHSA Board strategic priorities, decide how CAHSA Next can support the Board and discuss what is facing emerging leaders today. We will update our Value Proposition and Five Bold Steps for the Planning Committee to focus on in the future for CAHSA Next. We will also start discussing upcoming events and looking for additional members for the Planning Committee.

We have also planned a Legislative 101 event from 8:30 to 11:30 a.m. Tuesday, Oct. 26 at the Capitol. Senator Pat Steadman and CAHSA Lobbyist Fofi Mendez will give a presentation titled "Preparing the Next Generation of Advocates," followed by a tour of the Capitol. The cost is \$10. Participants learn how the legislative process works and how they can take part in the process. We've held similar events for the past two years and have seen a good turnout.

Jen Naber
CAHSA Next Champion

Executive Update, continued from Page 2

and perhaps a new name that more closely aligns with our membership and mission. You may have heard that our other national partner AAHSA will officially change its name to "LeadingAge." With the new name comes a new mission statement: "Expanding the world of possibilities for aging." The LeadingAge mission statement restates the AAHSA mission statement, and AAHSA believes the new name better reflects what members have done for many years and will continue to do in the years ahead—innovate and expand services and support for people as they age. It recognizes the work members do to design new programs for wellness, personal enrichment and intergenerational connections. It acknowledges adopting technology solutions and culture change. It encourages new types of community partnerships to redefine the traditional role of provider and consumer partnerships and better meet the needs of those wishing to age in place. It celebrates member engagement with research, policy making and leadership development. That sounds a lot like our CAHSA members, regardless of their national partner affiliation.

CAHSA currently shares the AAHSA name, reflecting our long-standing alliance with them as our first national partner. In addition to changing its name, AAHSA is redefining the partnership agreement with the state affiliates which will be renewed in 2011. It is expected that the amended alignment agreement will specify the benefits of brand alignment and some steps that we each agree to take together. This may include an expectation that we change our name to align with LeadingAge. The CAHSA board has had initial conversations about this possibility and the timing, which aligns with our own strategic focus to rebrand CAHSA.

Enjoy the fall bounty. We look forward to sharing updates about these exciting strategic initiatives as well as our other strategic areas of focus.

Aura Sandwich

President & CEO

Five Minutes With, Continued from Page 3

*A depleting pool of qualified personnel
Determining proper qualifications required to service increasingly complex technologies
Meeting ever changing governmental compliance requirements
Identifying and sourcing qualified training
Managing and motivating the technical staff*

At Haynes, we work with community managers to evaluate the current operation and customize solutions that improve conditions within the constraints of the current budget.

How is your organization different or unique from others who provide a similar service/product?

Haynes Mechanical Systems is a non-union and locally owned service provider. We have positioned our service-based organization to customize programs to the specific requirements of the customer. We have invested heavily in proven technology to bring the facilities department in communities up to optimal operating standards. We are proud of our reputation for quality that we have worked to maintain over the last 42 years.

How can people learn more about your service/product?

The best way for someone to learn about our services is to schedule a one-on-one meeting with a Haynes professional. It's no-cost and establishes a framework for Haynes to understand the unique challenges of each community.

How did you get into this business?

After earning my degree in business at Kansas University, I made my way back to Denver and used my network of friends and family to find my way to Haynes. As a relationship-oriented person, I like the fact that my position affords me the opportunity to meet a lot of people and build mutually beneficial relationships. Building long-term relationships is my favorite part of what I do.

*Thanks to the members who have already made contributions
to the implementation of HB1053!*

An invoice is included with this newsletter to facilitate your contribution.

**If you haven't signed up for the AAHSA Conference on
October 31-November 3, take a minute to go to the AAHSA website
and look over the fabulous selection of speakers and events.**

**You will come away from this meeting with new ideas,
new contacts and, most importantly, new friends!**



Happy Fall!

