



canpfa

2008 Year in Review

The Connecticut Association of Not-for-profit Providers For the Aging

Greetings from the President and Chair

Dear CANPFA Members:

2008 was indeed a historic and memorable year and it is with guarded optimism that we look to the New Year with the hope for real change and a renewed commitment to the care of our elderly and chronically ill.

As we move into 2009, we as a membership are uniquely positioned to continue achieving our common goal of achieving excellence in all that we do. No doubt there will be challenges, as these are very difficult times. We are facing fiscal challenges and long term care policy initiatives that are working to reshape our communities and refocus our services - but CANPFA members are poised to meet these challenges, as strong, dynamic organizations representing the full continuum of aging services.

Preparing for the future, the CANPFA Board is working to develop long range public policy positions that will assist members through the necessary transitions and guide our policy makers toward appropriate decision making. In these times of challenge, comes opportunity. CANPFA members will again be leaders in this time of transition to a balanced system of care.

On behalf of the CANPFA staff and CANPFA's Board, we want to thank you for your continued support of the association and we pledge our commitment to do our best to provide you with the tools, resources, education and advocacy that will help you succeed in fulfilling your respective missions. Our goal is to provide you with premier membership services that are responsive, helpful and timely.

Best wishes for a happy and healthy New Year to you, your families and your communities.

David Bordonaro
CANPFA Chair
President and CEO of McLean

Mag Morelli,
CANPFA President



A happy group from Seabury Retirement Community gather for a picture at CANPFA's 48th Annual Meeting. CEO and Executive Vice President **John Mobley** (pictured back right) was honored with the *Distinguished Service Award*.



Hebrew Health Care attendees are "wowed" by the program offerings and sponsors of CANPFA's 48th annual meeting.



CANPFA Award Honoree Irving Moy of the Department of Public Health accepts his award from Molly Savard, Awards Committee Chair, David Bordonaro, CANPFA Chair and Mag Morelli, CANPFA President at the 48th Annual Meeting. (Pictured from left to right—David Bordonaro, Mag Morelli, Irving Moy and Molly Savard)

2008 CANPFA Review

CANPFA's Educational Programs

2008 marked a very successful year in education for CANPFA and its members. Six major programs of interest were offered with exceptional attendance at each. CANPFA "signature" annual programs continued to draw large crowds and rave reviews, including the sixth **Annual Seminar with the Department of Public Health on Nursing Home Survey and Certification**, the second annual **Senior Living and Wellness Conference** which focused on the physical and fiscal fitness of senior living communities and our annual **MDS** programming. A very well received **Executive Leadership Forum** on social accountability was held and drew a crowd of top leadership staff from across the continuum. In addition to these popular programs, CANPFA was pleased to offer a **Wage and Hour Law** program in association with our education partner, the Workers Compensation Trust as well as numerous member-only, complimentary programs and CEU luncheons; **Money Follows the Person**, the **Long Term Care Ombudsman Scope of Services** and the **MI/MR Show** – all in addition to our regular council meetings. CANPFA thanks the many guest speakers involved in our numerous educational offerings throughout 2008!



Barbara Cass, Public Health Services Manager addresses the crowd at CANPFA's Annual Seminar with DPH on Nursing Home Survey and Certification in December 2008.



Louise Leito of Hebrew Health Care talks with DPH Branch Chief, Wendy Furniss during a break at the Annual DPH Seminar.



Linda S. Schwartz, Commissioner of Veterans' Affairs for the State of Connecticut (middle) provided the keynote address at CANPFA's 19th Annual EXPO.

EXPO's Continuing Expansion

CANPFA's **Annual Conference and EXPO** had yet another record breaking year in 2008 with excellent attendance, more vendors than ever and a waiting list for booth space in the sold out Exhibit Hall! Our great day began with CANPFA's **Annual Employee of the Year Award** ceremony, followed by Linda S. Schwartz, RN, DrPH, FAAN, Major, USAF (Ret.) Commissioner of Veterans' Affairs for the State of Connecticut provided the morning keynote address, "**Live Your Story: Sharing Lifetimes through the Eyes of our Veterans.**" Commissioner Schwartz shared her recollections and inspiration from the veterans living in our communities. The larger than ever EXPO crowd visited with nearly 100 vendors, learning about and sampling the diverse selection of products and services they offer before selecting from 10 diverse educational program offerings in the afternoon. The widely successful day culminated with the annual grand prize raffle drawing and special closing reception. CANPFA thanks the many sponsors, vendors, guest speakers, and volunteers who made EXPO 2008 a success!

Medical Director Programs

CANPFA continued to work closely with the *Connecticut Medical Director's Association* in 2008. This partnership is to increase the educational and networking opportunities for physicians working with our members. We assisted in organizing two well-attended educational programs on their behalf addressing topics of interest to physicians, nurses and nursing home administrators.



48th Annual Meeting

CANPFA's Annual Meeting was a huge success in October 2008. Our keynote speaker, The Honorable Joseph D. Courtney of the Second Congressional District of Connecticut, and special guest speaker, Larry Minnix, President and CEO of AAHSA, both addressed the current long term care challenges and provided their insight on preparing for the future. Our agenda also included the installation of newly elected officers and directors to the 2008-2009 Board of Directors. CANPFA thanked **David Bordonaro**, President of McLean who continues to serve as the Board of Directors Chair, and **Stephen McPherson**, President and CEO of Masonicare who continues to serve as Vice Chair and now as a Delegate to the AASHA House of Delegates. CANPFA welcomed:

- ◆ **Patricia Walden**, Vice President, Central Connecticut Senior Health Services as Treasurer
- ◆ **James Malloy**, Administrator and CEO, Odd Fellows Home of Connecticut as Secretary
- ◆ **Patricia Morse**, President, Connecticut Baptist Homes as Director
- ◆ **Mary Windt**, Executive Director, The Marvin/Under One Roof as Director
- ◆ **Peter Belval**, Administrator, Sharon Health Care Center as Director
- ◆ **Gregory Gravel**, President, Whitney Center, Inc. as Director

CANPFA also thanked **Gregory Gravel** of the Whitney Center Inc. for his years of service as Treasurer, **Denise Scott** of Bishop Wicke Health Center, **Jim Malloy** of Odd Fellows Home of Connecticut and **Alan Green** of New Samaritan Corporation for their service as Directors and **Mary Windt**, of The Marvin/Under One Roof, for her service on the AAHSA House of Delegates.



Newly elected directors to the CANPFA Board of Directors, step forward for their installation presented by Maureen Weaver of Wiggin and Dana.

Four Special CANPFA Members Honored

We were proud to present CANPFA's Annual Awards to four outstanding individuals in 2008. A special element of the Annual Meeting agenda is the awards ceremony, where CANPFA honored **Teresa Wells**, Administrator of The Mary Wade Home with the *Humanitarian Award*; **John Mobley**, CEO and Executive Vice President of Seabury Community with the *Distinguished Service Award*; **State Senator Jonathan Harris** with the *Legislator of the Year Award*; and **Irving Moy**, Public Health Services Manager of Connecticut's Department of Public Health was recognized with CANPFA's *Rick Wallace Award of Merit*.



Teresa Wells, Administrator of The Mary Wade Home is pictured making her acceptance speech at CANPFA's 48th Annual Meeting after receiving CANPFA's Humanitarian Award.

Working Together

Adult Day Association

CANPFA was pleased to continue to provide management support for the *Connecticut Association of Adult Day Centers*, an arrangement that has been working successfully for the past decade.

Smart Moves Initiative

The *Smart Moves* initiative was collaboratively developed by CANPFA, the Connecticut Hospital Association (CHA), the Connecticut Nurses Association, Connecticut Association of Home Care and Hospice, and Connecticut Association of Health Care Facilities to advance the concepts of safe patient handling for direct care staff. The second annual *Smart Moves* conference was held in February 2008 at CHA and featured CANPFA member **Kelly Smith Papa** of the Alzheimer's Resource Center as a breakout session instructor.

2008 Legislative Review

Advocating on behalf of our members is a priority for CANPFA. Whether it was at the state Capitol or within the state agencies, CANPFA's staff and consultants continued our strong advocacy efforts in 2008. Through the strength and integrity of our membership, we had a strong voice on the issues that meant the most in long term care.

CANPFA's team of well-respected consultants: legal counsel **Maureen Weaver** of *Wiggin and Dana*; contract lobbyist **Keith Stover and his staff** of *Robinson & Cole* and financial consultant **Ron Durie** from *Blum Shapiro* provided their considerable expertise and positioned us well as we worked to achieve our goals in 2008 and 2009 and beyond.

Legislative Session Highlights

The 2008 Connecticut Legislative Session was strongly influenced by the *Hartford Courant's* front page exposé of one particular skilled nursing home chain in the state. This nursing home story produced several legislative initiatives to increase nursing home oversight and staffing minimums. While the story overshadowed most of the session, the economic downturn became more and more evident as the session progressed and the shrinking state surplus finally took precedent. As a result, the Governor and the Legislature agreed not to open up the two year state budget that had been voted into place in the previous session. This was extremely disappointing because the skilled nursing facility and home and community based provider rates were not scheduled for an increase at the midterm of that budget and without the Legislature opening up the budget, we were unable to amend it to provide for increases in FY 2008-2009.

Despite this disappointment, there was a groundswell of support to reinstate the housing tax abatement funds for 2008, but for just one year. This is an issue that affects several CANPFA housing members and there needs to be a permanent restoration of those funds.

The session ended without a nursing home staffing or financial oversight bill being passed. An unfunded staffing bill was called late on Wednesday night in the House, but time was running out and when the Republican members began to filibuster on the bill, the House leadership pulled the bill from the floor before a vote – thus defeating it for this session. In the meantime, drafts of a comprehensive financial over-

sight bill were being negotiated between the Administration and the Legislature. However, no agreement was reached by the midnight deadline and therefore the bill died. We anticipate both issues will be back in the 2009 session.

Special Sessions Deal with Deficit

The Legislature had to deal with a growing state deficit by calling additional special sessions throughout the year. The state will face even tougher times ahead with deficit projections for the next two fiscal years predicted to be \$2.6 billion and \$3.3 billion. CANPFA is prepared for the 2009 session because never before has strong statewide advocacy been so important.

Grassroots in Action for 2009!

In these difficult budgetary times and in the even more difficult times ahead, grassroots communication from our members will be extremely important throughout 2009. That is why CANPFA has put into place additional resources and consultation services to further develop our grassroots advocacy to make it even more strategically effective.

Summary of Legislation Passed by in the Session

A complete summary of the legislation passed during the 2008 session prepared by *Wiggin and Dana* is posted on the CANPFA website at www.canpfa.org.



CANPFA members with Congressman Christopher Shays in his office on Capitol Hill in April 2008.



CANPFA's 2008 Photo Gallery



Membership Matters

New Members

In 2008, CANPFA welcomed 8 new Business Affiliate Members:

- ◆ **Compass Staffing**
- ◆ **Dermarite Industries**
- ◆ **LarsonAllen LLP**
- ◆ **New Life Management**
- ◆ **Stonebridge Medical**
- ◆ **Unidine Corporation**
- ◆ **Ziegler Capital Markets Group**
- ◆ **6N Systems**

Welcome to the CANPFA community!

Council Activity

In an effort to provide continuous improvement of our educational and networking opportunities for all levels of management, CANPFA continued to organize council meetings for the *Directors of Nursing Council*, the *Marketing Council* and the *Directors of Social Work Council*. The *Engineering Council* continued to run informative monthly meetings at member sites and our administrator and director of nursing *listservs* continued to provide helpful networking assistance. Interested in joining a council or listserv? Contact us at canpfa@canpfa.org.

Representation of Member Interests

In an ongoing effort to represent the interests of our membership, CANPFA staff and consultants participated in numerous Work Groups and Task Forces around the state with several different organizations and state agencies. CANPFA represented member interests on a variety of topics such as Residential Care Home Regulations, Assisted Living Regulations, Hydration and Nutrition Issues, Resident Fear of Retaliation Concerns, Safe Patient Handling, Pressure Ulcer Prevention and Treatment, Medicaid Hospice Regulations and Oral Health, among others.

Annual Salary & Benefit Survey

CANPFA offered its Long Term Care Salary and Benefits Salary with a stand-alone Executive Compensation Survey online in 2008. The new online format was successful according to respondents and CANPFA will continue to take this approach in 2009. The surveys were conducted in collaboration with *Flath & Associates*. These annual surveys are open to all CANPFA members and we encourage your participation in 2009!

Quality Corner

Quality First

Quality First is the aging-services field's national quality improvement initiative. It is a philosophy of quality and a framework for earning the public's trust in our field. *Quality First* is the way in which AAHSA, CANPFA and its members accept responsibility for assuring that the people they serve receive quality care and services. *Quality First* makes providers directly accountable for excellence and distinguishes AAHSA members as not-for-profit aging-services providers.



CANPFA continued to support the *Quality First* initiative throughout 2008 and has a renewed sense of commitment and endorsement for 2009. Remember that *Quality First* applies to all of CANPFA's provider members: adult day services, home health, community services, senior housing, assisted living residences, continuing care retirement communities and nursing homes. **Currently, 62% of CANPFA members have signed the Quality First Covenant.** Find out more information and download the Quality First Covenant at www.aahsa.org.

Advancing Excellence Campaign in CT

CANPFA continued to participate and endorse the *Advancing Excellence in America's Nursing Homes Campaign* in Connecticut. The AAHSA-endorsed national program to promote quality nursing home care, in collaboration with *Qualidigm*, the *Connecticut Culture Change Coalition*, *Connecticut Association of Health Care Facilities*, the *Long Term Care Ombudsman's Office* and the *Department of Public Health*, among others, reinvigorated efforts to improve the quality of care and quality of life for those living in America's nursing homes. *Advancing Excellence* builds on, complements and strengthens the work of existing quality initiatives including *Quality First* and the culture change movement. It's not too late to get involved! Register your facility's commitment to quality and obtain quality improvement resources at www.nhqualitycampaign.org

Culture Change

CANPFA continued participation on the steering committee of the *Connecticut Culture Change Coalition* (CTCCC). The CTCCC is a grassroots organization founded by nursing homes and other stakeholders including CANPFA, *Qualidigm*, *Department of Public Health*, *Connecticut Association of Health Care Facilities* and the *Long Term Care Ombudsman Program* to facilitate the transformation of nurs-

ing homes in Connecticut from a medical model to a person-centered care model. Interested in getting involved in 2009? Find out more information at www.connecticutculturechange.com.

Partnering for Quality

CANPFA continues to be called upon by the *Department of Public Health (DPH)* as a collaborative partner! In 2008 CANPFA once again partnered with DPH and others to plan and endorse a COOP planning program. CANPFA partnered with *DPH*, the *Connecticut Association of Home Care and Hospice*, *Connecticut Association of Health Care Facilities* and the *ESRD Network* to jointly plan a major program on **Continuity of Operations Planning for Pandemic Influenza**. The conference focused on implementing specific strategies and procedures, across settings, in the event of a public health crisis. A CD of the day's presentations, tools and all planning materials was offered to attendees. To obtain a copy of the CD, please contact Barbara Yard at DPH via email, Barbara.yard@ct.gov or by phone, 860-509-7446.

Pressure Ulcer Collaborative Project

CANPFA continued its collaborative partnership with *Qualidigm* as leaders of the collaborative pressure ulcer project on behalf of the *Department of Public Health's Quality of Health Care Continuum of Care Subcommittee*. The *Connecticut Hospital Association*, *Connecticut Association of Home Care and Hospice* and *Connecticut Association of Health Care Facilities* are also partnering with CANPFA on this **Pressure Ulcer Collaborative Pilot Project** aimed at coordinating the prevention, care and treatment of pressure ulcers throughout the continuum. The project is scheduled to kick off in early 2009.

Collaborative Efforts

CANPFA staff, lobbyists and consultants continued collaborative efforts in 2008 with many organizations in aging services and related fields on issues such as legislation, education and regulation. These other organizations included:

- ◆ Alzheimer's Association, Connecticut Chapter
- ◆ Capital Workforce Partners
- ◆ Connecticut Alliance for Long Term Care
- ◆ Connecticut Assisted Living Association
- ◆ Connecticut Association of Adult Day Care Ctrs
- ◆ Connecticut Association of Health Care Facilities
- ◆ Connecticut Association of Home Care & Hospice
- ◆ Connecticut Coalition to Improve End-of-Life Care

- ◆ Connecticut Culture Change Coalition
- ◆ Connecticut Hospital Association
- ◆ Connecticut Nurses Association
- ◆ Department of Economic & Community Development
- ◆ Department of Public Health
- ◆ Department of Social Services
- ◆ Long Term Care Advisory Council
- ◆ Long Term Care Ombudsman Program
- ◆ Qualidigm

CANPFA looks forward to another collaborative year with these organizations and many more in 2009!

CANPFA Staff

CANPFA welcomes a new staff member!

- ◆ **Michelle M. Pandolfi** joined the CANPFA staff in September of 2008. Michelle formerly of Qualidigm joins the staff as Vice President of Member Services.
- ◆ Please use the updated CANPFA staff directory below for all of your CANPFA needs.

2009 CANPFA STAFF DIRECTORY

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CANPFA's 2008-2009 BOARD OF DIRECTORS

Officers

Chair: David Bordonaro, McLean

Vice Chair: Stephen McPherson, Masonicare

Treasurer: Patricia Walden, Central Connecticut Senior Health Services

Secretary: James Malloy, The Odd Fellows Home of Connecticut

Immediate Past Chair: Patrick Gilland, Church Homes



**Members of CANPFA's 2007-2008
Board of Directors**

Directors

Andrew Banoff, The Jewish Home for the Elderly

Peter Bevel, Sharon Health Care Center

William Fiocchetta, Mercy Community Health

Bonnie Gauthier, Hebrew Health Care, Inc.

Beth Goldstein, Jewish Home for the Aged

Greg Gravel, Whitney Center, Inc.

Lynn Iverson, St. Joseph Living Center

Patricia Morse, Connecticut Baptist Homes

Mary Windt, Under One Roof/The Marvin



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