



Volume 9, Issue 3

November 2009

CANPFA Inducts New Board President at 49th Annual Meeting

CANPFA members gathered at the Tunxis Plantation Country Club in Farmington on October 13th in celebration of CANPFA's 49th Annual Meeting and Luncheon. CANPFA's annual meeting is always a special event and this year was no exception. It was a wonderful day as CANPFA members looked back over the past year's accomplishments, successes and challenges. It was a day to celebrate the CANPFA community and to honor special members of that community.

This year's 49th annual meeting highlighted our "Changing Lives" theme and featured special guest speaker Diane Smith, an

award winning author and local media personality.

CANPFA's annual board election and installation ceremony was also held and included the traditional passing of the gavel from Chair David Bordonaro to the newly elected Chair of the Board, Stephen McPherson.

CANPFA's annual awards ceremony recognized three outstanding individuals for their humanity, merit, and distinguished service.

Nancy K. Wright, Chief Operating Officer of **McLean** was 2009's **Distinguished Service Award** recipient. This award is presented to an



Stephen McPherson, CEO & President of Masonicare

individual whose dedicated leadership, outstanding service and personal commitment over the years has furthered the goals of CANPFA and enhanced the quality of life for the elderly we serve.

Burton P. Johnson, Executive Director of **Covenant Village of Cromwell** was recognized with the **2009 Humanitarian Award**. The Humanitarian award is presented to an individual whose personal integrity, decency and contributions to the elderly best exemplify the ideals of our member organizations and their missions, and who serves as a



2009 CANPFA Annual Award Winners Nancy Wright, Burton Johnson and Gregory Gravel.

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Advocacy Alerts:

State Budget Crisis Updates and Advocacy Messages can be found at www.canpfa.org.

Federal Health Care Reform Updates at www.aahsa.org.

CAST Makes HIT Adoption Tools Available to All

AAHSA's Center for Aging Services Technologies (CAST) are pleased to inform you of new tools now available



to support you in adopting health information technology (HIT) in a variety of long-term care settings. As you know, with the passage of the

"HITECH Act" included in the American Recovery and Reinvestment Act (ARRA) earlier this year, HIT adoption for all health care providers, including long-term care, has taken on renewed urgency. It will no doubt play a major role in transforming how we provide health care in America, and it's starting now.

Aging Services of Minnesota, an AAHSA state affiliate, funded the development of two HIT toolkits for providers. AAHSA is pleased to join forces with them to make these tools available to all members. One toolkit is specifically designed for nursing homes and the other is aimed at organizations providing care in the home such as home health agencies, private duty nursing services, home-based hospices, and assisted living. The toolkits were developed in part-

nership with Stratis Health, Minnesota's quality improvement organization, and are available to members at no cost.

Both toolkits include materials on issues from assessment of HIT attitudes to interoperability, as well as webinars, such as a "Vision and Strategic Plan for HIT Webinar." They supply tools, tested in each corresponding care environment, to help providers plan and make informed choices in adopting technology.

The HIT toolkits can be used to implement comprehensive HIT or EHR systems, to make decisions about individual applications or to overhaul existing systems. While the toolkit developers strongly recommend that providers pursue an overall organizational strategy, which is aptly supported through the many tools, the toolkits allow each organization to construct its own timeline and roadmap based on the applications, technology, and operational activities being undertaken.

The toolkits consist of seven stages, categorized into three main sections. Descriptions of the individual tools are available on the Web pages for each section:

- **Section 1. Adopt: Assess - Plan - Select**

- **Section 2. Utilize: Implement - Effective Use**

- **Section 3. Exchange: Readiness - Interoperate**

These toolkits (access by clicking on the name) are updated regularly to reflect new tools, best practices, and user suggestions.

[Nursing Home Toolkit](#)

[Home Health/ Assisted Living Toolkit](#)

CAST hopes the extensive work that has been done in developing these timely and important resources will help you get on the HIT highway and on the path to more efficient, cost-effective and higher quality care. A special hands-on educational session has been scheduled at AAHSA's Future of Aging Services Conference in Washington, D.C., in February 2010, to help introduce the tools and answer your questions. Aging Services of Minnesota, with the support of AAHSA, also plans to hold Webinars and audio conferences to help providers maximize the benefits of these tools. In the meantime, please familiarize yourself with the tools at the above web links. You can begin using them at any time.

Another Postponement for Red Flag Rules

The Federal Trade Commission (FTC) again extended the enforcement deadline for the "red flags" rule until **June 1, 2010**. Enforcement was scheduled to begin on Nov. 1. The move follows the U.S. House of Representatives' approval last month of legislation that would exclude small businesses, including health care pro-

viders, with 20 or fewer employees from having to comply with the rule. Other businesses could petition the FTC for an exclusion on a case-by-case basis. The bill still needs to be considered by the Senate. To learn more, click [here](#):

[Read Full Article](#)



June 1, 2010: The New Red Flag Rules Deadline

Who Are Your “Friends” on Facebook?

Communicating on social networks with employees can spell disaster. According to an article in the *National Law Journal*, bosses who accept friend invitations from subordinates and reciprocate are delving too deeply into the personal lives of their employees. Social networking between bosses and underlings increases exposures to claims of harassment, discrimination or wrongful termination. In addition, the article notes that if a manager is only friends with a select group of subordinates, feelings are likely to be hurt.

Michael Schmidt, an attorney with Cozen O’Conner, writes in the *Journal*, “The intention may not be a bad one,” but “it’s the unintentional consequences” they need to be concerned about. Schmidt notes that the more managers know about employees’

personal lives, information that is readily available on social networking sites, the greater the risk that an employee may claim a subsequent action by the boss was related to information seen on the sites.

Shanti Atkins, an attorney and president of ELT Inc., a workplace compliance training company, said that managers are required to report any problematic behavior at work that employees admit to on the sites. For example, if an employee reports having used alcohol or drugs on the job, the manager has a responsibility to follow up on the behavior.



Legal Experts Warn: Don’t ‘Friend’ Subordinates

Instituting a policy against interacting on social networking sites between bosses and subordinates on social networking sites may get little or no argument from anyone. According to a recent Office Team survey, 48 percent of executives don’t want to be “friended” by their employees, and 47 percent of workers don’t want to be connected to their bosses on social networking sites.

Article from *Workplace HR & Safety*
<http://www.workplacemagazine.com/ezinestory/HR/2009/Nov/11032009article1.htm>

CANPFA Design Challenge 2010

Who Decides? We all do. The future of aging services is up to all of us—providers and consumers alike. CANPFA has partnered with contract furniture company Real Integrated Systems and the interior design



CANPFA Design Challenge! The CANPFA Design Challenge is a collaborative ser-

vice-learning project between UNH senior interior design students and members of CANPFA. Participation in this project allows students to gain valuable life experience as designers and CANPFA members the opportunity to imagine the potential redesign of specific areas of your facility. Have you ever wondered what their facility would look like redesigned? Do you daydream about your design wish list? For eighteen CANPFA members, their dreams may come true. They have volunteered their space and time to the eighteen UNH students to see where their collaborations and dreams can take them. On-site visits and initial consultations have already begun. The CANPFA Design Challenge will be a year long

“A business absolutely devoted to service will have only one worry about profits. They will be embarrassingly large.”

—Henry Ford (1863–1947); inventor and businessman

(two semesters) project culminating at EXPO 2010. All projects will be on display at EXPO with a presentation of the top three projects. **Mark your calendars now for EXPO, May 12, 2010.**

Missed your opportunity to participate this year? Let us know! We are taking names of those interested for next year’s project—CANPFA Design Challenge 2011!

Housing News

HUD Unveils Redesigned Website

For those who thought HUD.gov would always be one technology step behind the rest, think again: Meet the U.S. Department of Housing and Urban Development (HUD), version 2.0.

The site includes a blog, links to [YouTube](#), [Twitter](#), [Facebook](#), and [Flickr](#) photo streams. Users can also now watch live Webcasts on Windows Media rather than having to download RealPlayer.

The home page has the look and feel of other agency Websites that have been revamped since President Barack Obama took office. It features a scrolling set of highlighted items at the top and a set of "I Want To" links, designed to anticipate the public's main needs when they visit, such as "[I Want to] Apply for a Grant" or "[I Want to] Find Rental Assistance."

Featured News, Blog, and In Focus spotlight other home page-accessible content, including HUD Secretary Shaun Donovan's recent speeches. Four "Learn More" boxes constitute

the right-hand home navigation, taking users to the aforementioned HUD Recovery Act page, to the Federal Housing Administration, or to other pages.

The top-level navigation consists of a series of broad categories that, when hovered over, display numerous links. This makes it very easy to find information by state, by program office, or by topic area. The “state” area appears to present quite a bit of potential—click on Wyoming, and you come to a “HUD in Wyoming” page with local highlights—although clearly officials are still building out the resources on these pages.

Previously, it was hard to locate HUD program offices; navigation overall was difficult. This new system—which may take getting used to—is refined, intuitive, and aesthetically pleasing, and even allows users to increase the text font size by three times by clicking on the letter “A’s” in the upper right-hand corner of the pages.



DECD Unveils New State Housing Plan Draft

The Connecticut Department of Economic and Community Development is seeking public comment on the draft 2010-2015 Long Range Housing Plan. Comments are due by December 15, 2009.

A copy of the plan can will be published soon on the DECD website at <http://www.ct.gov/ecd/cwp/view.asp?a=1096&q=446926>.

HCBS News

CANPFA Members Concerned about New HCBS Co-Pays

The recently enacted state budget contains a section that imposes a 15% co-payment on services that are covered through the state funded portion of the Connecticut Home Care Program for the Elderly. This 15% co-payment is causing many home care program clients to reconsider the services they are receiving and it is feared that it will discourage others from seeking needed services. There

is great concern that the potential result of delaying these needed community based services could be devastating to many vulnerable elderly in this state. CANPFA has posted an advocacy message on the CANPFA website to help members, their clients and other concerned individuals contact their state legislators to let them know of their concerns. Go to www.canpfa.org to send a message!

HCBS Development Report

AAHSA's HCBS Development Cabinet has released its final report, entitled, "In the Place They Call Home: Expanding Consumer Choice Through Home and Community-Based Services." The report is full of recommendations on how to create, improve, and expand HCBS in your organizations. To read the full report, please click [here](#).



Nursing Home News

Advancing Excellence's Second Phase

The three-year-old Advancing Excellence in America's Nursing Homes Campaign (AE) is moving to a new phase this month with the launching of new and revised goals and an improved resourceful website www.nhqualitycampaign.org to provide nursing home leaders with new resources and other materials to help advance your quality improvement activities. Because AE is starting a new phase, nursing homes that have been with the Campaign since the beginning will need to re-enroll by updating your facility profile, deciding if you want to choose new goals or stay with those you currently have and set targets. **Nursing homes that re-enroll by January 31, 2010 will receive a special recognition and designation as an *Advancing Excellence Charter Member*, a badge of honor to show that you've been with the Campaign since the beginning and are continuing your commitment to quality**

improvement. AE is also looking to sign up new members to the campaign. Experience has shown the value of the campaign to providers.

Why join? Nearly half of the nation's nursing homes joined the Campaign during its first phase and the results have been very promising. Campaign participants that chose to focus on reducing use of physical restraints, reducing the prevalence of pressure ulcers, and controlling symptoms of pain, improved at a significantly faster rate than other nursing homes. There are tangible benefits for homes as well: improving staff retention and maintaining staff stability saves money, improves efficiency as well as outcomes and contributes to better relationships between residents and their caregivers.

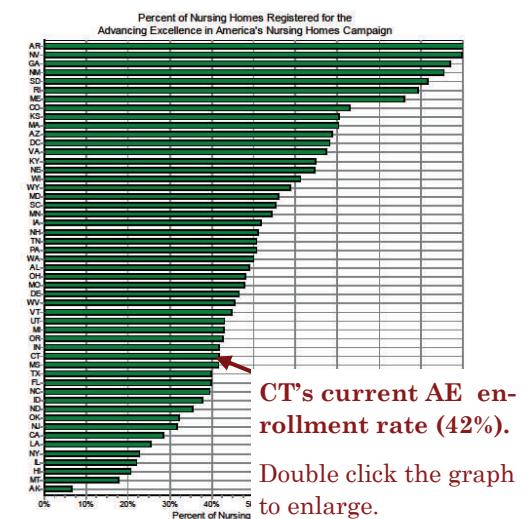
On January 1, 2010, AE will start a new phase of the Campaign. Two new goals were added for selection: Advance Care Planning and Measuring Staff Satisfaction. AE has also revised several of the existing goals, to make it

easier for you to measure and track your progress. AE also updated the website's many resources, including a new best practice - CNA Fact Sheets - to help nursing homes more effectively engage certified nursing assistants in quality improvement activities. More hands-on tools will shortly be added.

Both new and existing participants will benefit from being part of the "new" Advancing Excellence Campaign, which neither duplicates nor conflicts with existing QI requirements or other QI initiatives. Check out the new and improved website www.nhqualitycampaign.org and explore what the Campaign has to offer.

If you have any questions about AE, especially how it relates to your Quality First efforts, please contact the AE Campaign staff at quality@aahsa.org.

Advancing Excellence in America's Nursing Homes
National Nursing Home Quality Campaign - www.nhqualitycampaign.org
10/22/2009



*Denominator is the latest available count of Medicare and/or Medicaid certified nursing homes, updated quarterly. Numerator is all registered participants (Medicare and/or Medicaid certified and non-certified nursing homes), updated daily.

STAR Reports Get a New Home

Many of you access your Setting Targets-Achieving Results (STAR) time trended reports via the STAR website www.nhqistar.org. STAR has now joined the Advancing Excellence Campaign! All your reports are now located on the Advancing Excellence in America's Nursing Homes Campaign website www.nhqualitycampaign.org. This partnership allows you to access your publicly reported data, Campaign goals and other quality resources all

in one convenient location. A brief and helpful tutorial is available to familiarize yourself with the reports' new locations on the AE website. Access the tutorial at <http://www.nhqualitycampaign.org/files/demo/AdvExCCampaignDemoNHViewProgress.swf>

Member News

The Marvin Wins Prestigious Housing Award

2009 marks the 14th year for the MetLife Foundation Awards for Excellence in Affordable Housing, managed by Enterprise Community Partners. MetLife Foundation and Enterprise award only four winners, who receive \$50,000 each to sustain their work. This year's awards program focused on best practices in providing affordable housing for seniors, with a special focus on green, sustainable development. Many excellent properties were submitted for consideration; winning properties encompass the best in senior services and program offerings, green retrofits, and comprehensive new construction green design and operations.

The Marvin/Under One Roof in Nor-

walk is pleased to be one of this year's four winners. All winners were announced via webinar on Wednesday, November 4, 2009. The webinar announced the winners, provided an overview of each winner's development, and discussed some of the challenges and secrets of success for developing this important housing.



Executive Director Mary R. Windt and the staff of The Marvin/Under One Roof

Congratulations to The Marvin/Under One Roof!

"When the world says, 'Give up,' hope whispers, 'Try it one more time.'" - unknown

Luther Ridge Opens Art Gallery

An awareness of the talent within Luther Ridge at Middletown, a desire to continually contribute to the quality of life for our residents and a beautiful space in our building all led to Luther Ridge at Middletown's art gallery.

Recognizing the value and worth of such a project, the friends of Luther Ridge have supported the endeavor by generously providing the funding to create an art gallery.

A committee comprised of staff, residents and a community member was formed to oversee the gallery's development and operation. Soon the gal-

lery began taking shape with exciting ideas pouring in from all who learned of the project.

The result of these collective efforts is here today, as Luther Ridge at Middletown hosted its second exhibit on September 16, 2009, titled *Three Women in Watercolor* and featured the work of three members of the Middletown Art Guild.

The gallery, open to the public, will showcase rotating exhibits linked with related activities to be enjoyed by residents, staff, visitors and the community at large, providing the opportunity to support and cultivate culture



Luther Ridge Art Gallery

Member News

Whitney Center Named Business of the Year

On Wednesday, October 28, 2009. **Whitney Center** was named Business of the Year by the Hamden Chamber of Commerce. Whitney Center's President and CEO, **Gregory Gravel** sits on CANPFA's board of directors and chairs CANPFA's education committee. **Congratulations Whitney Center!**



AAHSA Honored by Masonic Community

Stephen McPherson, President and CEO of **Masonicare** in Wallingford presented AAHSA CEO Larry Minnix with a Service Award in honor of AAHSA's strong relationship with the Masonic community, at AAHSA's annual meeting this November in Chicago. For more pictures of the AAHSA annual meeting, go to www.aahsa.org.



"Extend to each person, no matter how trivial the contact, all the care and kindness and understanding and love that you can muster, and do it with no thought of any reward. Your life will never be the same again."

—Og Mandino (1923-1996); essayist, psychologist

Daily Dose of National Headlines

Are You Getting Daily Clips? AAHSA's Daily Clips provide headlines about aging services to your email box each morning. If you are not receiving Daily Clips, or haven't

seen them in a while, please email Lauren Shaham lshaham@aahsa.org to be added to the distribution list. Daily Clips is open to all AAHSA members so please promote its avail-

ability in your newsletters and staff announcements.



Member News

Gauthier Elected AAHSA Secretary

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

—John Quincy Adams
(1825-1829); 6th US President



Bonnie Gauthier, President and CEO of Hebrew Health Care, Inc. was elected and inducted to the office of Secretary of AAHSA at AAHSA's annual meeting in Chicago. Ms. Gauthier had previously served as a director on the AAHSA Board of Directors.

The Board of Directors is responsible for the governance of AAHSA, providing strategic direction, fiduciary oversight, and development of policies. The board consists of twenty-one members, including the officers, eighteen of which are elected by the House of Delegates and three are appointed by the board. Officers serve a one year term that is renewable for a second term.

CANPFA Board of Directors 2009-2010



Board and Membership Meetings held at 9:30am on the 2nd Tuesday of the month at CANPFA and are open to the membership.





One Pearl's online jewelry store offers beautiful pearl jewelry for gift ideas and special occasions: bridal jewelry, wedding jewelry, bridesmaid jewelry, anniversary and graduation gifts, and more. Our cultured freshwater pearls come in a variety of colors and styles, ensuring elegance and versatility.

One Pearl is "Making Giving Fashionable." Our mission is to sell beautiful jewelry and donate 100% of our profits to help improve the lives of children. We support the work of several nonprofits that benefit children's health and education, including [Cambodian Living Arts](#), [Saving Teens in](#)

[Crisis Collaborative](#), and Watkinson School's [Global Studies Program](#). Each purchase helps make a difference. Learn more about One Pearl's charitable giving and see its jewelry collection at <http://www.onepearl.com>. CANPFA thanks One Pearl for generously donating to our 49th Annual Meeting and Luncheon.

Advertisement

Pressure Ulcer Alert Stamp Usage Goes Statewide

Have you seen this stamp on your intra-agency communications or your W-10?



Then your patient is at risk or has a pressure ulcer!

This pressure ulcer alert stamp was created by the Milford Pressure Ulcer Collaborative, of which CANPFA Chairs. The Collaborative is part of the Continuum of Care Subcommittee to the Connecticut Department of Public Health Quality and Healthcare Advisory Committee. It was created to increase communication (and timely communication) across the settings (hospital, nursing home and home care) regarding patients' skin integrity.

The Milford Pressure Ulcer Collabora-

tive began using this stamp in April 2009. The Department of Public Health was so pleased with the idea that they offered a free stamp to all facilities that attended the October 1st Partnering for Quality conference aimed at pressure ulcer awareness and prevention.

If you would like to order stamps, please contact Charlie at [Minuteman Press of Middletown Press](#) Phone: 860-347-5700, Fax: (860) 347-3685, E-mail: charlie@mmpct.com.

Aging Services and Consumers: What You Need to Know

The changing dynamics between consumers and providers means that CANPFA and AAHSA members should adopt a different approach to the good work they do. That's why AAHSA has created a Consumer Cabinet on the Future Needs of Consumers developed resources that address this issue and include ideas and insights for facing it head on. These include the [cabinet's report](#), an

[executive summary](#) of the report and a corresponding [PowerPoint presentation](#) for meetings with staff and board members. They feature the information you need today to start preparing your organization for tomorrow. But that's not all. AAHSA's [blog](#) now features a weekly "Consumer Focus" column written by AAHSA's own Ka-

tie Sloan. It's an outlet where consumers can tell us what they think it will take to achieve the kind of healthy, independent, and fulfilling old age that we all want. Email [Katie Sloan](#) at AAHSA for more information or call her at (202) 508-9472.



MDS 3.0 Released!

The final draft version of the Minimum Data Set (MDS) 3.0 has been released by the Centers for Medicare and Medicaid Services (CMS). CMS posted the final draft version to its website late on October 29, 2009.

MDS 3.0 has been designed to improve the reliability, accuracy, and usefulness of the MDS, to include the resident in the assessment process, and to use standard protocols used in other settings. These improvements have profound implications for nursing home and non-critical access hospital swing beds (SBs) care and public policy. Enhanced accuracy supports the primary legislative intent that MDS be a tool to improve clinical assessment and supports the credibility of programs that rely on MDS.

The new assessment instrument will affect the following applications: Resource Utilization Groups (RUGs) used in the Skilled Nursing Facility Prospective Payment System and in some state Medicaid payment sys-

tems, Resident Assessment Protocols used for care planning and Quality Indicators and Quality Measures used for quality improvement activities.

The following files are now available under the Downloads section of the CMS MDS 3.0 [website](#):

- **MDS 3.0 Item Subsets (V1.00)** - This zip file contains printable documents with the required subset of data items for each MDS 3.0 assessment and tracking document (e.g. admission, quarterly, annual, significant change, discharge, entry, etc.)
- **MDS 3.0 Item Matrix (V1.00)** - This document identifies the items required for each type of assessment along with how the item is used (e.g. QMs, QIs, CATs, RUG-IV, or RUG-III).

Please Note: The data specification file published on October 29 contained an outdated file. An updated zip file labeled "Data Technical Files V1.01 November 2009" has been posted and contains the fol-

lowing MDS 3.0 technical specification information:

- **MDS 3.0 Data Submission Specifications (V1.00)** - Detailed data submission specifications for MDS 3.0.
- **RUG-IV SAS Package (V.100)** - Thoroughly tested SAS code for RUG-IV classification with documentation and test data.
- **RUG-III MDS 3.0 Mapping Specifications (V1.00)** - This document presents logic that can be used to produce RUG-III classifications using assessment items contained on MDS 3.0.
- **MDS 3.0 CATs Specifications (V1.00)** - For each Care Area, this document provides Care Area Trigger (CAT) specifications for the MDS 3.0 items used in triggering the Care Area, the conditions for triggering, and Visual Basic code for triggering. The CATs are replacing the MDS 2.0 Resident Assessment Protocols RAPs.

Continued on page 11

Medicare QI Clearinghouse Posts New Resources

The following resources have been posted recently to the QualityNet/ MedQIC website. All resources are free.

Pressure Ulcer Communication Tool: The SAINT form, "Skin Alteration Intervention Nursing Team," is a pressure ulcer communication tool. This form is used for pressure ulcer documentation that includes staging definitions and devices used to relieve pressure.

<https://www.qualitynet.org/dcs/ContentServer?c=MQTools&pagename=Medqic%2FMQTools%2FToolTemplate&cid=1228750183963>

Wheelchair Rodeo: Reducing Falls and Pressure Ulcers Related to Seating (tool):

<https://www.qualitynet.org/dcs/ContentServer?c=MQTools&pagename=Medqic%2FMQTools%2FToolTemplate&cid=1228750018211&parentName=Category>

Pressure Ulcer Prevention: Football Contest: Pressure Ulcer Prevention "All Star" Football Game is an exercise to use with front line staff to encourage and reward pressure ulcer prevention in a nursing home.

<https://www.qualitynet.org/dcs/ContentServer?c=MQTools&pagename=Medqic%2FMQTools%2FToolTemplate&cid=1228750386243&parentName=Category>

Share Your Tools!

All providers are encouraged to share their tools are resources by posting them to MedQIC. If interested, please contact CANPFA at canpfa@canpfa.org



MDS 3.0 Released! (Cont.)

- **MDS 3.0 RAI Manual** The publishing of the MDS 3.0 RAI Manual has been delayed. It is anticipated that chapters 1, 2, 3, 5, and 6 will be published in November. Chapter 4 (Care Area Assessments (CAAs)) & Appendix C (CAA resources) will be posted in December. When published the manual will include: Description and instructions for types of assessments and tracking documents, each MDS 3.0 item, the Care Area Assessment, submission and correction of MDS 3.0 records, Skilled Nursing Facility and Swing Bed Prospective Payment System (SNF PPS) policy for the MDS 3.0, and the RUG-IV classification system.

MDS 3.0 Training

CANPFA will be providing you all the necessary training for MDS 3.0! Our first program was offered on **Thursday, November 19th** and was largely successful. Those in attendance realized the amount of planning and level of operation details that is necessary to properly implement MDS 3.0 in October 2010. Don't worry if you missed it, CANPFA will be offering accelerated sessions as well as a full MDS 3.0 Basics two day course throughout 2010. Watch your email and the CANPFA website for further details following just after the new year!



CANPFA wishes you



Happy Holidays!

The Annual *Holiday Fest Member Social Hour* will be held on Tuesday, December 8, 2009 at 9:30 am to be immediately followed by the December Board and Membership Meeting at the CANPFA Office in Berlin

DNS Council Goes to the Skin Care Fair

CANPFA's Director of Nursing Council held its quarterly meeting on September 24th.



The skin integrity in-service, the "Skin Care Fair" was featured. The highly interactive program offers contextual learning for non-licensed staff—especially designed for CNAs, but a perfect learning tool for social workers, dietary staff and all other non-direct care workers. The ready-made package was made available compliments of Qualidigm, Connecticut's Quality Improvement Organization. Attendees laughed and learned as the train the trainer program was presented, and left the program with a CD stocked full of all the materials needed to replicate the program in their own buildings—including the PowerPoint, speakers notes and in-service flyer templates. To receive a CD, contact Qualidigm's Doreen Ostapchuk at dostapchuk@qualidigm.org or 860-613-3699.

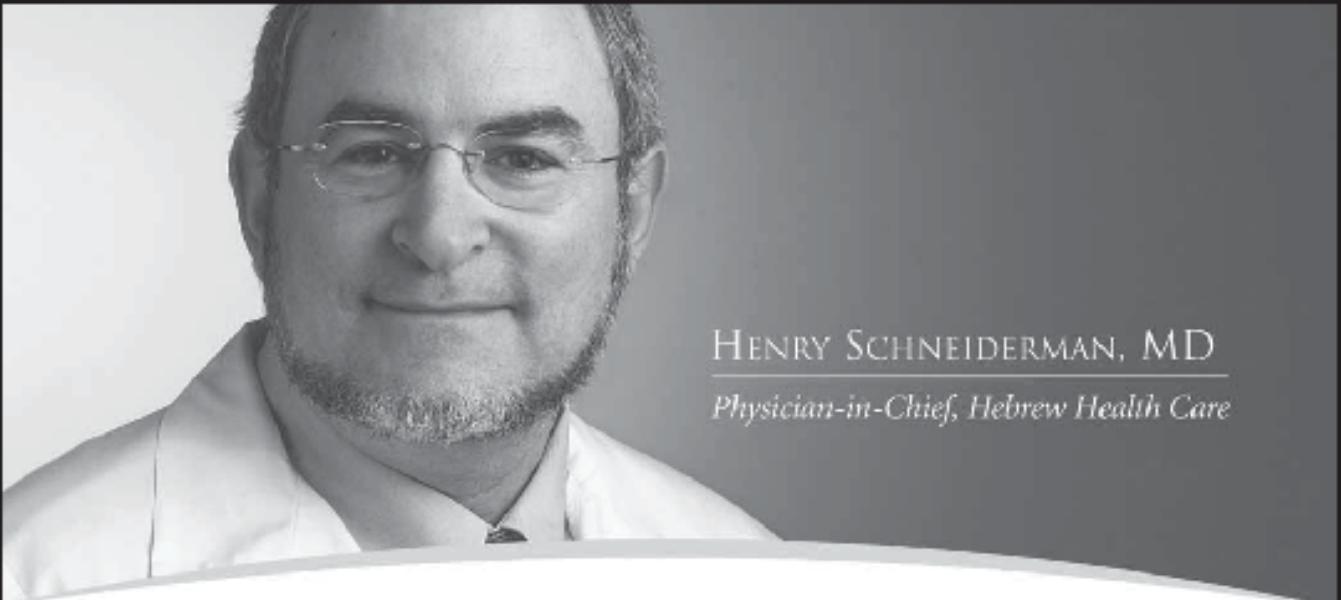
Social Work Council

CANPFA's Social Work council is a great opportunity to meet peers, exchange ideas and learn from others. At the last social work council meeting, held on September 25th, the social workers discussed inservicing responsibilities and new and exciting ways to deliver annual in-services. Some are enlisting the help of other departments and educating staff through fun skits! Others are leading discussion groups and question and answer periods.

"Residents' Rights Jeopardy"

As a group, ideas were shared for creating an electronic in-service game of "Residents' Rights Jeopardy." CANPFA will create the "game" in PowerPoint and it will be available to all of our members. However, we need your help creating questions and answers! Send in your "answers" in the form of a question to canpfa@canpfa.org. Some examples: "Would you please open this card and read it to me. My arthritis is acting up and I can't find my glasses." What is: the resident's right to receive un-opened mail and request help.

CANPFA hopes to have enough questions to create an entire game (and maybe a second version too)!



HENRY SCHNEIDERMAN, MD

Physician-in-Chief, Hebrew Health Care

At Hebrew Health Care we're getting better with age.

For more than 100 years, Hebrew Health Care has been a leader in caring for seniors. We offer so much more than our highly regarded skilled nursing program. Our services include outpatient rehabilitation, home health care, adult day centers, hospice, and even a hospital for seniors experiencing flare-ups in their chronic conditions. Whatever geriatric health services you need, Hebrew Health Care can help.

Hebrew Health Care means Senior Health Care.



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for health, for life

1 Abrahms Boulevard, West Hartford, CT 06117 ph: 860-523-3800
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A member of the Hebrew Health Care family. Hebrew Health Care is non-sectarian in all of its programs.

Annual Meeting (cont. from cover)

constant inspiration to us all.

The final award of the day was awarded to CANPFA Board of Directors member and CANPFA Education Committee



49th Annual Meeting Keynote
Speaker Diane Smith regaled the audience with stories of men and women “changing lives” in CT

Chair, **Gregory B. Gravel**, President and CEO of the **Whitney Center, Inc.** Greg was recognized with the 2009 **Rick Wallace Award of Merit**. This award is presented to an individual who has performed outstanding service for CANPFA or on behalf of its members. This award is for an individual whose service, project work, committee work or public policy effort during the past year is worthy of special recognition.

Keynote speaker and Connecticut's own **Diane Smith** regaled the audience with examples and profiles



of Connecticut men and women who are making a difference and “changing lives” - many through simple ideas and acts of heroism.

An Emmy award winning TV journalist, Diane produces programs for Connecticut Public TV, based on her very popular series “Positively Connecticut”. Positively Connecticut searches out the inspiring, warm, funny, and sometimes downright strange stories that give Connecticut its character. We were honored to have her share her wonderful experiences with the CANPFA community, all of whom make a difference and “change lives” of thousands of Connecticut residents annually.

CANPFA’s annual meeting is most importantly the stage for our induction ceremony, where the newest members of our board of directors and the AAHSA House of Delegates are sworn in. **Maureen Weaver**, Partner of **Wiggin and Dana** and CANPFA’s legal counsel officiated the induction ceremony (see photos on pages 7 and 13 for a full list of directors and

An advertisement for Ovation Benefits. The top half features a woman and a man smiling. The text reads: "A NEW GENERATION OF HEALTH PLANS HAS ARRIVED, and Ovation Benefits is actively shaping its evolution. From the start, we have been developing and implementing Consumer Driven Health Plans, bringing sustained cost savings to organizations across the country." Below this, it says: "WORKING TOWARD BETTER BENEFITS Ovation Benefits provides consultation, implementation, and management that lead to better benefits at a lower cost." At the bottom, it says: "Learn more at www.ovationbenefits.com or call Jennifer Cerrito at 860.470.0320."

CANPFA Calendar

CANPFA Annual Survey and Certification Seminar

December 3, 2009 at *Masonicare at Ashlar Village, Wallingford*

- 8:30 am CANPFA Annual Survey and Certification Seminar
- 1:00 pm Root Cause Analysis 101: Creating a Plan of Correction that Works
- 1:00 pm Winning Strategies for Deficiency Challenges

CANPFA Board and Membership Meeting

December 8, 2009 at the *CANPFA Office, Berlin*

- 9:30 am Annual Holiday Fest Member Social Hour followed immediately by the CANPFA Board and Membership Meeting

Go to www.canpfa.org for details and directions.

delegates).

This year's election and induction ceremony featured the swearing in of new board chair, **Stephen McPherson**, President and CEO of **Masonicare**. CANPFA is pleased to welcome and congratulate Steve as our new board chair!

CANPFA generously thanks **David Bordonaro**, President of **McLean**, for his service to the board as chair from 2007 to 2009 and welcomes him into his new role on the CANPFA board as immediate past chair.

The CANPFA community also showed their gratitude to both men for their leadership and service via their own "changing lives" photographs. These photos were displayed throughout the luncheon as digital art (see right).

Thank you to our sponsors! CANPFA owes thanks to the many organiza-

tions whose generosity helped to support the annual meeting. Thank you to our major sponsors: **Omnicare of Connecticut**, **Worker's Compensation Trust** and **Health-Trac** as well as the our gift sponsor, **Ovation Benefits**. CANPFA's prize drawing would not have been successful without the generosity of **Tunxis Plantation Country Club**, **Partners Pharmacy**, **One Pearl** and **Omnicare of Connecticut**.

A great day was had by all who attended CANPFA's 49th annual meeting and luncheon! Make sure you save the date for next year's event October 12, 2010 as it will be a very special "golden" 50th Annual Meeting!

CANPFA has already begun planning for our 50th Anniversary Celebration. If you are interested in serv-

ing on our Golden Anniversary Planning Task Force, please contact Mag Morelli, CANPFA President, at mmorelli@canpfa.org!

