

Spring/Summer 2017

LTC today

A publication of the Illinois Health Care Association

WORKING TOGETHER FOR SUCCESS

Inside:

Medina Nursing Home Angels

Wound Care Technology

Meet Geri Manikin

Preferred Vendor Program



How Healthy is Your Environment?

It's never too early for a check-up.
Contact Smithereen Pest Management Services



Smithereen Pest Management Services

Your Partner for a Healthy Environment

1-800-336-3500

www.smithereen.com

- Integrated Pest Management (IPM)
- Rodent Proofing
- Spiders, Wasps, Bees and Fly Control
- Ant Control
- Bird Abatement
- Wildlife Service
- Mosquito Service
- Bed Bug Service
- Wood Destroying Insect Services
- Attic Insulation
- Accutrak Monitoring System®
- Quality Assurance and Executive Summaries
- Consulting and Staff Training
- Proactive Customized Programs
- A program that "prevents", rather than reacts
- Local, State and Federal required documentation
- Electronic Documentation

Green TreeTM PHARMACY

www.GreenTreePharm.com



- 25+ Years of Serving Seniors
- Certified Geriatric Pharmacists
- Robotic, State-of-the-Art Technology
- Multiple Packaging Options (Strip Packs & Blister Cards)



- QuickMar eMARS
- 24-Hour Support; Survey Preparation



- Infusion Services
- Psychotropic dose reduction & monitoring
- Drug interaction knowledge specific to seniors
- Risk/Benefit analysis of potentially inappropriate medications
- The latest in industry regulations and developments

800.913.8174



**MNS is the nation's leading
independent expert in managed
care within the skilled nursing
environment.**

What can MNS do for you?

For 20 years, Management and Network Services has helped thousands of skilled nursing facilities work with managed care organizations to efficiently and effectively provide post-acute care to managed care patients.

- Contracting & Credentialing
- Education & Marketing
- Expert Care Coordination
- Claims & Billing
- Network Development
- Information Systems & Reporting

Our Nurses are available 24 hours/day, 7 days/week, 365 days/year!



MAKING MANAGED CARE MANAGEABLE

Phone: 800-949-2159 • mnsnetwork.com • Fax: 800-949-2551

contents

LTC Today ■ Spring/Summer 2017

in this issue



FROM THE ASSOCIATION 5

THE MEDINA NURSING HOME ANGELS 6

Because of an idea crafted by a thankful resident, the staff at Medina Nursing Center in Durand, IL, knows they are appreciated and just how much their dedication matters.

BY ASHLEY CALDWELL, MA

IHCA ILLINOIS LEADERS PROGRAM 8

Introducing the class of 2017: The Illinois Leaders Program helps prepare participants to take on vital roles within their organizations, IHCA and the profession.

IMPROVING WOUND CARE THROUGH TECHNOLOGY 12

Technology-enabled Wound Management Systems automate the assessment and documentation process of wound care.

BY JAMISON FERAMISCO, MD AND JAYME B. SMITH, RN, SMO

LTCNA OFFERS NURSES INTERACTIVE TRAINING OPTION 14

Simulation mannequin provides an opportunity for nursing professionals to refine their skills right in their long term care centers.

BY ASHLEY CALDWELL, MA

HANCOCK COUNTY SENIOR SERVICES UNVEILS SLF EXPANSION 16

Hickory Grove, in high demand since its opening, adds more than 20,000 square feet of living space for its residents.

BY ASHLEY CALDWELL, MA

IHCA'S PREFERRED VENDOR PROGRAM 17

Exclusive program offers benefits to members and vendor companies alike.

INDEX OF ADVERTISERS/ADVERTISER.COM 18

Read LTC Today online at
www.naylornetwork.com/ihc-nxt

QUALITY:

THE ULTIMATE FRONTIER



67TH ANNUAL CONVENTION & EXPO

SEPTEMBER 11-14, 2017

PEORIA, IL

SAVE THE DATE

From the Association



Illinois Health Care Association
1029 South Fourth Street
Springfield, IL 62703
Phone: (217) 528-6455
Fax: (217) 528-0452
Website: www.ihca.com

Board of Directors

President

John Vrba

Vice President

Rhonda Luther

Secretary

Tom Annarella

Treasurer

Sam Thompson

Immediate Past President

Holgeir Oksnevad

Nursing Facility Independent

Owner Vice President

Scott Stout

Nursing Facility Multi-Facility

Vice President

Greg Wilson

Nursing Facility Non-Proprietary

Vice President

Gerry Harman

ID/DD Representative

Michael Bibb

ID/DD Representative

Ron Messner

Assisted Living Vice President

Brian Perry

Associate/Individual

Vice President

Andrew Cutler

LTCNA Representative

Stephanie Green

Executive Director

David Voepel

Editor, *LTC Today*

Ashley Caldwell

Published by



5950 NW First Place
Gainesville, FL 32607
Phone: (800) 369-6220
Fax: (352) 332-1252
Website: www.naylor.com

Publisher

Jack Eller

Editor

Leslee Masters

Project Manager

SaraCatherine Goodwin

Publication Director

Ashley Benton

Advertising Sales

Tony Chicarello

Beth Palmer

Scott Pauquette

Marketing & Research

Austin Dunn

Layout and Design

Amit Kumar Singh

©2017 Naylor, LLC

All rights reserved. The contents of this publication may not be reproduced by any means, in whole or in part, without the written consent of the publisher.

PUBLISHED APRIL 2017
IHC-B0117 • 9701

Welcome to the Spring/Summer 2017 Issue of *LTC Today*! By the time you are reading this, we will be nearing the halfway mark of another year – another year of financial and political upheaval in Illinois, another year of keeping up with the changes in our profession and another year of helping providers navigate the often bumpy road that lies ahead.

We're also headed toward the end of IHCA President John Vrba's last few months in office. We at IHCA would like to thank him for his vision, his passion and his dedication to the association and the long term care profession. His strong leadership stands on the shoulders of those who came before him, and soon it will be others who stand on his shoulders to continue to make IHCA a better association.

Strong leadership is important. To that end, IHCA formed the Illinois Leaders Program in late 2015. With the second class graduating this fall, the program is helping to groom the long term care leaders of tomorrow. Turn to page 8 to find out about the Class of 2017.

Having a well-trained and competent nursing staff is also a key ingredient to providing top quality care. The Long Term Care Nurses Association (LTCNA) holds as a major focus of their organization the education and preparation of long term care nurses. In 2016 they expanded their educational offerings beyond the seminars and web seminars held in conjunction with IHCA and purchased a simulation mannequin, Geri Manikin, to begin offering competency training for nursing staff in their facilities. To learn more about this new endeavor, turn to page 14.

Wound care has been, and will continue to be, a hot topic in our profession, and a major concern for direct caregivers and long term care residents as well. It is also an area of care that is constantly evolving as new technologies and practices arise. To find out about what's new in wound care technology, check out the article on page 12, provided by the team at WoundRounds.

In addition to strong leadership, a well-trained staff and best care practices, staff morale is mission critical to helping a long term care center run smoothly. Recognizing the accomplishments and hard work of the individuals who are on the front line taking care of our residents each day makes a difference. The Resident Council at Medina Nursing Center recognized the importance of letting the center's staff know that their work was appreciated and created the Medina Nursing Home Angels program. Check out page 6 to learn more about this unique recognition program.

Also in this issue you'll find information about Hancock County Senior Services' recent expansion as well as IHCA's Preferred Vendor Program. Please check this out, as these folks may be able to help you in your objectives. As always, we hope you will enjoy the issue. If you have any topics you would like to see covered in this publication, or any of our IHCA publications, please let us know.

Sincerely,



Dave Voepel
IHCA Executive Director



John Vrba
Outgoing President

P.S. *from outgoing president, John Vrba:* I just want to note that I had no part in writing the nice things said about me in the letter above! But, I do want to take a moment to say thank you to the IHCA staff, board and membership and that I have truly enjoyed serving as your president. It has been a privilege and my honor!

The Medina Nursing Home Angels

“Being told you’re appreciated is one of the simplest yet incredibly uplifting things you can ever hear.”

– Unknown

Resident Organized Program Recognizes Facility Staff

BY ASHLEY CALDWELL, MA

There’s no denying that we all want to feel valued and appreciated in life – it’s a basic human need. Unfortunately, it is a need that often goes unmet. Health care professionals spend their careers, hours upon hours of their time, caring for others. In long term care centers, staff members work each day to provide care for some of the most vulnerable among us – the elderly, the sick or injured or the intellectually and developmentally disabled. They get to know them; they bond with them. They dedicate themselves to making sure that their residents are getting the best care possible. This hard work and dedication can often go unnoticed.



Holgeir and Karen Oksevad, owners of Medina Nursing Center and the first ever Medina Nursing Home Angels, were presented with angel t-shirts at the 2016 Family Picnic. Pictured with them are Bob McWilliams, resident council president, Tammy Wallace, social service director and several other Medina Angels.

A program introduced at Medina Nursing Center in Durand, IL, was put in place to make sure that the center staff knew how much they were appreciated – thanks to the brainstorm of one resident who wanted to give back.

Robert McWilliams was living with his wife in an independent living apartment on the Medina Nursing Center campus when she became ill and needed to move to the skilled nursing center for care. Because his wife was his sole caregiver, McWilliams went with her. When his wife passed away, he remained at Medina where he felt at home and the center’s staff could help him through the difficult times. “He felt very much like the people who work here were his angels and came to his rescue when everything in his world fell apart,” explained Tammy Wallace, social service director at Medina.

As McWilliams settled more fully into the center, he joined the Resident Council and began trying to find a way to give back to those who cared for him. What he came up with was the Medina Nursing Home Angels program. The program, which has been a great success since its inception at the beginning of 2016, puts a unique spin on

a staff recognition program because it was created by and is run by residents throughout the year. McWilliams, along with other Resident Council members, came up with the concept, helped design a logo and more. T-shirts with the logo are available for staff members to purchase to support the program.

"We try to support our residents and implement their ideas when we can," said Wallace. "This program has really empowered them to say 'This is our home and this is something we want to do for the people who work here.'"

Each month, a new Medina Nursing Home Angel is chosen. A ballot box and information about the program are kept at each of the nurse's stations in the center. Ballots are provided, and anyone who comes in to the facility can vote – residents, guests, family members and even staff can take part. The only requirement for the program is that the person nominated must be a member of the Medina Nursing Center staff.

At the end of the month the ballots are counted by the Resident Council and the angel is announced. Winners receive an angel pin to wear on their name badge and their bio is posted on a special bulletin board along with a photo. To the staff members who are chosen, this special recognition means a great deal. In turn, they each write a message to express how they feel about being chosen.

"I was very overwhelmed," said CNA Mabel Faulkner, who was chosen as a Medina Nursing Home Angel last summer. "I didn't expect it. It was an emotional thing. I always try to go in there and give my 100 percent, to do the best I can for everybody there. It was so incredibly kind of them to honor me and I appreciate that so much."

Because of the success of its first year, the staff and residents have opted to continue the program.

"We feel that this program is special because it was started by and is run by

Nursing Home Angels

We take many things for granted,
such as those who help me get
out of bed in the morning,
Those who help me get dressed.
Those who give me my medicine,
fix my food and serve my meals.
They help me to the bathroom and
help me get in bed at night.
When I press my call light, the
ones who come to my side and
Ask what they can do for me.
You are the "Nursing Home Angels"
You are my heroes.

~Robert McWilliams

the residents," stated Wallace. "They're the ones who keep it going and keep people voting. They're excited about it and they get others excited about it. To have residents and patients who feel so strongly about those who care for them says a lot about Medina Nursing Center's staff." ■

Pest Control
A.G.A.D.
[As Good As Dead]
Certified No. 051-011328

Cliff Duple

122 W St Charles Rd, 1 B Villa Park, IL 60181
cliff@agadpest.com • www.agadpest.com
[630] 834-2423 • Fax: [630] 834-2411

The Prestige Group SELLs
Assisted Living Facilities ♦ Personal Care Homes
Skilled Nursing ♦ Behavioral Health ♦ Memory Care
800.866.5876
Richard Natow, Pres.
Jim Baranello, VP Joe Shallow, VP
www.PrestigeGroupSeniorHousing.com

**Get the attention you deserve
from your LTC pharmacy.**

Why not talk to
a pharmacy that
thinks what YOU
want matters?

Accredited and open 24/7

800-447-7108
forumpharmacy.com

Forum
EXTENDED CARE SERVICES
Often copied. Never equaled.

IHCA Illinois Leaders Program

Meet the Class of 2017!

At the end of last year, the Illinois Health Care Association (IHCA) welcomed a new class of long term care professionals into its Illinois Leaders Program. Modeled after the AHCA/NCAL Future Leaders program, the Illinois program was launched at the end of 2015 to help prepare participants to take on vital roles within their organizations, the association and the profession overall. During the year-long program, class members participate in educational sessions and meetings designed to help them hone their leadership skills and professional knowledge to aid them in their current and future endeavors. The class of 2017 kicked off its journey with a two-day event held in November that included sessions on a number of important topics and gave participants the jump start they needed to delve into the materials for the rest of the year.

"We have a great group of future long term care leaders in this new class," said the program chair, Tom Annarella. "I look forward to working with them throughout this year and beyond."

Introducing the Class of 2017

Emily Dykstra | Administrator | Regency Care of Sterling | Sterling, IL

Having spent a decade working in health care, Emily Dykstra has amassed a wealth of knowledge, both in the hospital sector and in long term care. Throughout her career she has proven herself to be focused on learning as well as leading.

After becoming an RN in 2007, Dykstra went on to receive her bachelors in nursing in 2009 and a Master of Business Administration (MBA) with a focus in Healthcare Administration in 2011. As a long term care administrator, she is able to put her education and experience to

good use to ensure that the residents in her center are receiving the best care possible.

Being a leader is important to Dykstra. She believes that leadership is about having a vision that you are passionate about and being able to pass that vision on to others and get them excited about it. For the past three years Dykstra has been serving as the administrator at Regency Care of Sterling. She signed up to be a part of the Illinois Leaders program in order to continue her education and to learn to be an effective mentor for other leaders in long term care.

"Leaders are the ones who use their leadership skills to make a difference in the fast world of long term care," said Dykstra. "I want to make a difference in long term care."

Amber Girard | Director | Imboden Creek Gardens | Decatur, IL

Amber Girard joined the Imboden Creek team in 2011 as the social service director at Imboden

Creek Living Center. In this role Girard became a strong advocate for her residents. She grew as a professional and as a leader within the facility. When the position of director of Imboden Creek Gardens became available two years ago, Girard was an obvious fit.

Girard had no idea when she started in long term care that it would be her life's work. Now, more than five years later, she continues to grow and move forward, while holding onto those key qualities that have gotten her where she is today.

"She exemplified leadership within her role as social services director," stated Rhonda Luther, Imboden's chief operating officer. "Despite her young age, she exuded compassion and leadership to the staff, residents and families."

Girard is looking forward to what the Illinois Leaders program can offer. "My passion is advocating for the residents and families of Imboden Creek with an expectation that we can create a positive impact for our community in regard to caring for the elderly," she stated. "I have staff, residents and family members that I have grown to cherish like they are my own family, and they are counting on me to grow and to continue to learn what a true leader is."

Alisha Heyen | Administrator | Carlinville Rehabilitation and Health Care Center | Carlinville, IL

Alisha Heyen may be in the early stages of her career in long term care, but she has already settled in for the long haul. She joined the staff of Carlinville Rehabilitation and



Class of 2017: Back row from left: Leia Morrison, Lynn Lenz, Whitney Oberlink, Tam Wagner, Amber Girard and Jamie Patton Sears. Front row from left: Ashlie Schmitz, Alisha Heyen, Emily Dykstra and Jessica Stayton.

Health Care Center in the summer of 2014 as the admissions and marketing coordinator. "Through this position I knew I wanted to be involved in skilled nursing care for the rest of my career," she stated.

Less than 18 months later Heyen became the center's administrator. In this new role, she works each day to make her facility not only a place that residents want to call home, but where staff members want to work as well. She is on the floor every day, checking in with staff and residents to make sure that their needs and concerns are being addressed. "The residents and staff drive me to go above and beyond every day," said Heyen.

Taking part in the leaders program, Heyen believes, will help her as she moves forward in her career. Not only will she be able to learn new skills and enhance the abilities she already possesses, she will be able to broaden her knowledge of long term care and connect with more individuals in her chosen field. "This program will help me expand my professional network," she stated, "and open me up to new ideas that may help me and my own facility."

Lynn Lenz | Manager | Liberty Village of Geneseo | Geneseo, IL

After enjoying a career as an educator for a number of years, molding the minds of small children, Lynn Lenz decided it was time for a change. She considered a number of

options, but eventually she landed on long term care – and she hasn't looked back. "I fell in love with it immediately," said Lenz.

In the years since joining the long term care profession, Lenz has really put down roots. Her energetic, goal-oriented personality has been a major asset as she has moved forward in her new field. In 2013, Lenz took a position as manager at Liberty Village of Geneseo in Geneseo, IL.

"Lynn is highly respected by her co-workers for her willingness to help anytime she can," stated Darcee Fanning, LTC Support Services, a part of RFMS. "She has real leadership potential."

Building on that potential, Lenz entered the Administrator in Training program at Liberty Village of Princeton, another campus within the RFMS Corporation, adding running a skilled nursing facility to her already impressive repertoire. The Illinois Leaders Program will offer Lenz another opportunity to hone her leadership and management skills, while expanding her knowledge of the long term care profession overall.

"People say you should love your job," said Lenz. "I can honestly say that I do."

Leia Morrison | Executive Director | Hancock County Senior Services | Carthage, IL

Leia Morrison has been working in health care for nearly 20 years,

with more than half of that spent specializing in senior care. As a long term care professional, she has been focused on providing quality care and acting as an advocate for the elderly.

"I have a strong passion for our elders," explained Morrison, "and believe that it is my duty to ensure that we create the best options possible for those who took care of us."

Since accepting the position of executive director of Hancock County Senior Services (HCSS) four years ago, Morrison has let her passion and commitment to the elderly population drive her. She has become involved with both the IHCA Assisted Living Constituency Committee and the Supportive Living Cabinet for the State of Illinois through Leading Age and is also working to complete her MBA. She has helped HCSS grow as well by being an integral member of the team responsible for the construction of the community's memory care homes, the first of their kind in Illinois, and the expansion of their Supportive Living Facility. She hopes to further expand her leadership skills by completing the Illinois Leaders Program.

"Individuals, even in high level positions, aren't always leaders," said Morrison. "I feel these programs are important to help shape these individuals and give them the tools they need."

Whitney Oberlink | Administrator | Coulterville Rehabilitation & Health Care Center | Coulterville, IL

For the past 15 years, Whitney Oberlink has dedicated himself to long term care, working in both the ID/DD and skilled nursing sectors. His diverse background has given him a broad knowledge base to draw from and his desire to help others has fueled his determination and dedication throughout his career. "There is never a dull moment or a boring day," he stated.

As an administrator, Oberlink strives to not only keep up with the fast-paced and ever-evolving world of long term care, but to continuously improve the quality of care for the residents he serves. He has seen a number of



National Nursing Home Week

May 14-20, 2017



All across our nation, skilled nursing care centers create a unique spirit and community for residents and staff alike. Visit one of these nursing centers in your town or city, and you will witness the American spirit in action. Stories from proud veterans, immigrants and hardworking people of different faiths fill the walls of each center every day. This tapestry of cultures and experiences capture the essence of our proud country. In 2017, the nation will salute skilled nursing care centers and the role they embrace in society with the theme “**Spirit of America.**”

AHCA
AMERICAN HEALTH CARE ASSOCIATION

Improving lives by delivering solutions for quality care

successes in his career, including improving turnover rates, survey results and 5-Star Quality Ratings for the facilities he has managed.

"Whitney has done an excellent job as administrator," said Bruce Boehm, regional director of operations for Tuttera Senior Living & Health Care. "He demonstrates his commitment and dedication to the community he oversees on a daily basis."

By taking part in the leaders program, Oberlink hopes to expand his knowledge of the legislative process, a topic of growing importance in Illinois, and to enhance his leadership skills. "Administrators have an extremely demanding and time consuming position," he stated. "This program structures time to allow for learning and self-improvement."

Jamie Patton Sears | Administrator | Arcola Health Care Center | Arcola, IL

Jamie Patton Sears had already built up a varied resumé in the health care profession when she joined the staff at Arcola Health Care Center in 2013. Previously, Sears had held positions as a respiratory therapist, a pharmaceutical sales representative and executive director for a long term care facility. These steps along her career path gave her a unique perspective and a deep well of knowledge to draw from.

As an administrator, Sears strives to provide the best care possible to the seniors who call her facility home. She believes that everyone has the ability to make a difference, and that they should. She has chosen to make her difference in long term care because she truly believes that it matters.

"Jamie is an extremely bright, dedicated, experienced, knowledgeable, skilled and talented individual," said Greg Wilson, senior vice president of operations for Petersen Health Care. "I admire her professionalism, her work ethic and her willingness to seek improvement in her own skills as well as those around her."

Sears is excited to be joining her fellow classmates as an Illinois leader. "We need to make sure we are doing our very best to be the best leaders

that we can be for our teams," said Sears, "so in turn our team members are doing the very best they can do for the people that matter the most."

Ashlie Schmitz | Social Service Director | Moweaqua Rehabilitation & Health Care Center | Moweaqua, IL

Ashlie Schmitz began her career in long term care 16 years ago when she started at Lutheran Care Center as a unit aide. Since then, she has risen through the professional ranks – from unit aide, to CNA, to activity director and eventually to her current role as social service director at Moweaqua Rehabilitation & Health Care Center.

The dedication, compassion and loyalty she has displayed over the years has earned Schmitz the respect of those around her and made her a key member of the Moweaqua Rehab team. As she prepares to take the next step in her career, becoming a licensed nursing home administrator, she is thankful for the opportunity to learn and grow as a professional.

"I am looking forward to improving personal and professional skills that will help in a leadership role," said Schmitz. "I want to learn how to respond to unanticipated challenges with a sense of strategy, intelligence and expertise. I look forward to learning the essential skills and techniques that I need in order to look at issues from a different perspective. I am looking to be empowered."

Jessica Stayton | Manager | Liberty Village of Streator | Streator, IL

Though just getting started in long term care, Jessica Stayton is already on the road to success. Not long after she completed her associate's degree in business administration, Stayton took a position as the manager of Liberty Village of Streator. Additionally, she entered the company's Administrator in Training program at Liberty Village of Peru to become a nursing home administrator.

"I felt the long term care profession would be an ideal and stable field to grow a career in," said Stayton. "Not only could I utilize my business-focused strengths, but I

could continue to grow professionally in a health care environment while offering compassionate solutions to the growing senior population."

Having now been in long term care for just over a year, Stayton has earned the respect of her co-workers and continues to grow as a professional and a leader. She is driven, goal-oriented, meticulous and always ready to lend a hand wherever needed. The Illinois Leaders Program will allow her to build on these attributes while expanding her long term care knowledge and honing her skills as a manager. "Not only will it develop my leadership skills," she said, "but what I learn will extend into every interaction within my professional career."

Tam Wagner | Administrator | ManorCare Health Services – Elk Grove Village | Elk Grove, IL

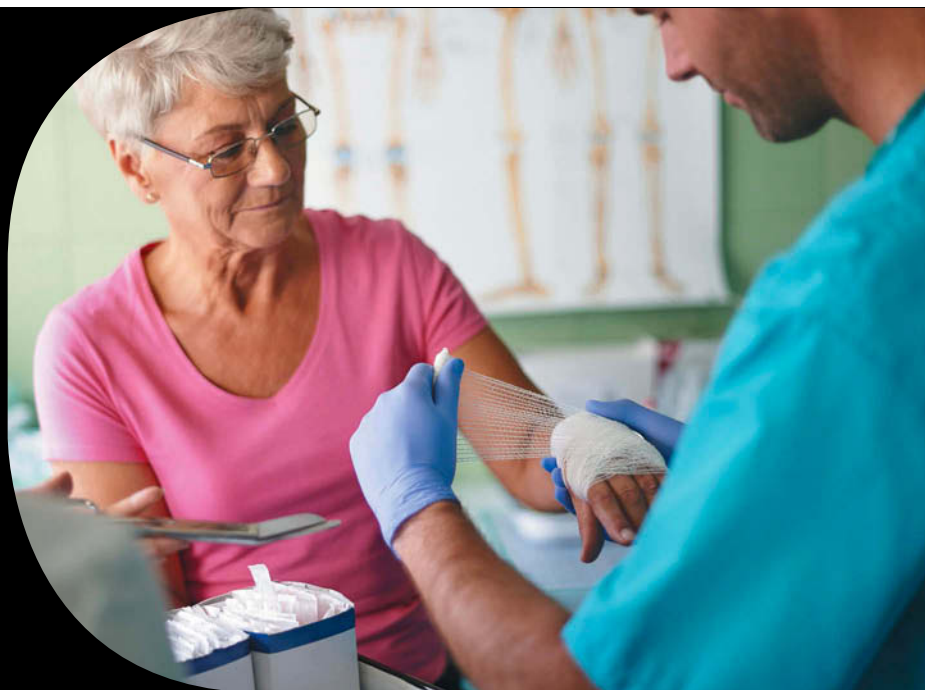
After spending 10 years in the cellular technology industry, Tam Wagner set her sights on the health care profession for her next career. She quickly realized she had discovered a new passion – long term care.

In 2009, Wagner relocated to Illinois from Tennessee and joined the Human Resources Department for HCR ManorCare. There she found an amazing group of leaders to help mentor her in her quest to become a nursing home administrator. "I continue to be very fortunate to have great leadership that has always encouraged me to grow," she stated.

Wagner became an administrator in 2011, eventually moving into her current position at ManorCare Health Services in Elk Grove Village. In this role she pairs her years of experience with an innate sense of dedication to achieve success within her facility. She leads by example and works hard to motivate her staff to provide their residents with top quality care.

By joining the leaders program, Wagner hopes to continue to build on the knowledge she has already gained over the years and to take her leadership skills to the next level. "I am confident," she said, "that I will find new ways to drive change in health care to make a difference." ■

Improving **WOUND CARE** Through Technology



BY JAMISON FERAMISCO, MD AND JAYME B. SMITH, RN, SMQT

Preventing and treating wounds, especially pressure ulcers/injuries, is a common and painful challenge in long term care (LTC) and skilled nursing facilities. It is well documented that residents with pressure injuries have decreased quality of life and increased morbidity and mortality rates.¹ For care providers, pressure injuries represent significant cost and risk to the organization.

The Agency for Healthcare Research and Quality (AHRQ) estimates the annual cost of pressure injuries at \$3.3 billion to the nursing home industry.² Long term care centers need staff to manage and prevent wounds, staff to comply with documentation and quality reporting and products to manage wounds. Lapses in wound management can result in F-tags by state surveyors, fines, litigation and poor reputation with referral sources and families.

Wound Management Basics

The basics in pressure injury prevention have been well established in a multitude of publications and national guidelines, including those from the National Pressure Ulcer Advisory Panel; AHRQ; the Centers for Medicare & Medicaid Services; the Wound, Ostomy, and Continence

Nurses Society; and the American Medical Directors Association. Research indicates that adhering to these standards results in decreased numbers of facility-acquired pressure injuries.³

The mainstay of these standards includes adherence to a risk assessment protocol (e.g. Braden Scale) and an interdisciplinary approach to interventions that focuses on moisture management, pressure redistribution, turning, repositioning, nutrition and mobility.³

Wound Management Enabled by Technology

The process of managing and preventing wounds is complex for LTC, involving multiple disciplines, handoffs between staff, extensive documentation and a myriad of reporting. Facilities using

paper-based systems may experience redundant tasks, manual compilation of reports and documentation challenges including incomplete and inconsistent documentation between members of the care team. In many LTC facilities, the bulk of the responsibilities fall on the wound nurse, who is often stretched thin.

Technology-enabled Wound Management Systems automate the assessment and documentation process of wound care. Point-of-care systems allow nurses to capture wound assessments and photographs at the bedside as part of the patient encounter. Advanced wound management systems walk nurses through the assessment, drive complete and standardized documentation and prompt appropriate interventions based on clinically validated tools. These wound management systems automate reporting, and work with or are part of the EMR.

Benefits of Technology in Wound Management

In a published study, a skilled nursing facility implemented a

wound management system and was able to decrease the incidence of facility-acquired pressure ulcers by more than 80 percent.⁴ According to the study, this significant and sustained decrease may be attributable to improved documentation and communication among the care team using their wound management solution.⁴

Other reported benefits of technology-enabled wound management include better patient experiences and outcomes; improved quality and satisfaction survey results; reduced readmissions; improved referrals; improved reimbursement; and reduced legal risk.⁵

TeleWound Care

Using an interdisciplinary approach among the care team, including the physician, is a best practice in wound management. In LTC, wound care is increasingly a team sport, and the wound nurse often plays the role of team quarterback. But when the wound nurse and/or the attending physician are off-duty, on vacation, or working elsewhere, facilities may be left on their own to deal with a wound care or health intervention. In those instances, if a patient needs medical attention, on-duty nurses typically page the on-call physician, who might send the patient to the hospital if unsure of the patient's condition. This can lead to unnecessary patient transport and hospitalizations.

Using telehealth, physicians and wound care nurses can conduct real-time consultations. For example, a nurse could be at a patient's bedside, using a mobile device to facilitate remote triage and video consultation with the off-site physician or wound care nurse. With this 24/7 remote consultation, they can determine whether the patient has a medical emergency or something less serious. Without telehealth video, the nurse can only describe over the phone how the patient looks.

Advanced telehealth solutions enable physicians to receive simple consult notifications on their own

phones and launch live video interactions to observe and even interact with patients to assist their diagnosis. At the same time, the doctor can remotely listen to a patient's heart and lungs through a stethoscope connected to the on-premise phone. This functionality can help extend the reach of doctors to remotely make the distinction, for instance, between chronic obstructive pulmonary disease and a simple cough.

Advances in smartphone and tablet technology make it easy and far more affordable to share assessments and engage in live telehealth consultations with physicians. Implementation no longer requires expensive telehealth carts or camera-equipped robots.

Telehealth offers the promise of real value for long term care facilities. In 2014, Dr. David Grabowski, a professor of health care policy at Harvard Medical School, published a study about nursing homes using telehealth programs, finding that patients in engaged facilities were hospitalized less frequently.⁶

Implementation Advice

Wound management can benefit from the use of technology. As with any initiative, implementing a technology-enabled wound management system requires a cross-functional team, financial resources, technological guidance, planning, communication and thorough user training. Additionally, having 24/7 access to high quality, specialized medical consultants improves patient outcomes. Based on their implementation of a telehealth and wound management solution, "We're able to provide the best care without delay for our wound care patients, even when our wound care nurses or physicians are at another one of our locations," according to Kathy Ciresi, VP of business development for Advanced Healthcare Solutions, operators of 41 skilled nursing facilities in Texas.

What to Look for in Technology-enabled Wound Care

- Fully compliant with all HIPAA regulations
- Information passes through secure servers, and no protected health information is ever stored
- Ability to conduct real-time consultations from inside and outside health care facilities
- Ability to use with new or existing devices like smartphones, tablets and computers
- Easy to use for the care team
- Hands-free connection to smart devices with head-mounted web cameras, Google Glass, Vuzix or other wearables.
- Works with the facility's EMR

About the Authors

- Jamison Feramisco, MD, is the chief medical officer for Third Eye Health, provider of secure medical communications so providers can make better decisions faster.
- Jayme B. Smith, RN, SMQT, is an implementation specialist for WoundRounds, a technology-enabled wound management solution offered by Telemedicine Solutions LLC.

The Braden Scale is Copyright Barbara Braden and Nancy Bergstrom, 1988. All rights reserved. ■

References

1. Berlowitz DR, Brandeis GH, Anderson J, *et al.* Effect of pressure ulcers on the survival of long-term care residents. *J Gerontol A Biol Sci Med Sci* 1997;52A:106-110.
2. AHRQ's Safety Program for Nursing Homes: On-Time Pressure Ulcer Prevention. Retrieved from <https://www.ahrq.gov/professionals/systems/long-term-care/resources/ontime/pruprev/index.html>
3. Maguire J. Wound Care Management. *Today's Geriatric Medicine*. Vol. 7 No. 2, 2014, P. 14.
4. Florczak B, Scheurich A, Kleinert J, *et al.* Retrospective Study of an Electronic Wound Documentation and Reporting System. Poster presented at 4th Annual Symposium on Advanced Wound Care Fall (SAWC), 2012.
5. Kurtz D. Technology Tackles the Pressure Ulcer Problem. *IH Executive*. Nov/Dec 2016.
6. Grabowski D, O'Malley J. Use of Telemedicine Can Reduce Hospitalizations of Nursing Home Residents and Generate Savings for Medicare. *Health Affairs* 33, No. 2 (2014):244-250.

LTCNA Offers



Nurses Interactive Training Option

BY ASHLEY CALDWELL, MA

Nurses and CNAs are the lifeblood of long term care centers. From dressing and bathing to handling medications and treating wounds or other injuries, the nursing staff is involved in every aspect of a resident's care. As life expectancies are growing longer and baby boomers are getting older and needing more skilled treatment, nurses are dealing with more complex care needs. In order to keep up with the evolving long term care environment, as well as keep their licenses up to date, they need regular training and education. However, it is not always easy for staff members to be away from the center to attend seminars and other training opportunities.



Nurses at Resthave Home learned how to assess and treat wounds during a simulation session at their facility.

The Long Term Care Nurses Association (LTCNA) is a non-profit organization that supports long term care nurses. Working under the belief that everyone is entitled to receive the care they need by qualified nursing professionals, LTCNA focuses on offering LTC nurses education and training support services to help them in their daily duties. To expand upon their services, the association purchased a simulation mannequin, Geri Manikin, in 2016 and began offering a competency training curriculum with training sessions for nurses right in their centers.

“Due to the increased acuity of the residents we care for, nurses are in need of competency on nursing skills that they may not have used recently or with any frequency,” said LTCNA President Becky Smith, MSN, RN, LNHA. “Additionally,” she added, “nurses need to practice critical thinking skills in a safe learning environment to ensure the care they are delivering is high quality. LTCNA wanted to be able to assist facilities that may not have a robust clinical education and training department or access to equipment to conduct these skills checks and condition change scenarios.”

Geri Manikins are life-size simulation mannequins created to resemble a geriatric patient, complete with skin wrinkles and folds and gray hair. The size and lifelike range of motion abilities allow LTC nurses to practice positioning and transfer techniques. Additionally, Geri Manikin comes with both male and female genitalia attachments so that nurses can go over competencies such as catheterization procedures for both sexes.

The mannequins are built to mimic a human body so that nursing professionals can learn and refine the skills they need to care for the elderly.

More than 30 nursing and medical procedures can be simulated and

practiced using Geri Manikin. These simulations give nurses the chance to hone their assessment skills so that they know what to look and listen for when assessing a resident, such as breath sounds, wounds and more. In addition, Geri Manikin includes specialty arms that can be used for IV training and blood pressure simulations.

After purchasing the mannequin, Smith looked to her fellow LTCNA Council members to begin developing the curriculum they would offer. Council members discussed what clinical training needs they were seeing in their centers and how best to address them. Once the details were in place, the association began advertising their new program.

LTCNA offered a limited number of Charter Memberships for the first year of the program, which included Geri Manikin training. These special memberships included LTCNA member benefits for all of the nurses at the center, as well as 24 hours of simulation training divided into four 6-hour sessions. These sessions are facilitated by LTCNA and take place on-site in the member center. Licensed nurses earn continuing education credits for each of the training sessions.

Thus far, Geri has made a great impression and Charter Members have been very happy with their training sessions. “I think what makes the competency training with the mannequin so much more beneficial is that it has the actual sounds. They could see where to look for things and were able to ask questions,” said Jill Smith, nursing administrator at Resthove Home of Whiteside County in Morrison, IL. “Our nurses all participated well and had a really good take-away from the session. We’re really excited for our next session.”

“Competency training improves quality of care and the nurses’ confidence for care delivery,”

Simulation Mannequin Training for Nurses

Education Modules

- I. Head to toe assessment
- II. Change in condition assessment
 - A. CHF
 - B. COPD
 - C. Sepsis
 - D. Pneumonia
- III. Focused Assessments
 - A. Based on admitting diagnosis or current concern
 - B. Pneumonia
 - C. Post-surgical
 - D. Post exacerbation of chronic disease
 - E. Post fall
 - F. Neurological
- IV. Respiratory Assessment
- V. IV therapy
- VI. Urinary catheterization
- VII. New orientee
(will be offered at a later date)

Contact Debbie Jackson at 800-252-8988 or djackson@ihca.com for details.

explained Smith. “Simulation benefits the nurses because it gives them a safe environment to practice skills and work through changes in conditions without the worry of making a mistake on an actual resident. When nurses get this type of training and feedback they are more prepared for real life situations.”

LTCNA believes that long term care centers who employ nurses who have stronger skill sets and confidence in their care delivery will see a number of benefits, including reduced hospital readmission rates, improved quality measures and higher overall resident satisfaction. Geri Manikin training offers nurses the opportunity to learn and improve the skills they need to provide the complex care required by long term care residents today. Smith and her fellow LTCNA Council members look forward to growing this new program and continuing to support nursing professionals in long term care. ■

Hancock County Senior Services Unveils SLF Expansion

BY ASHLEY CALDWELL, MA



Hancock County Senior Services (HCSS) recently celebrated the completion of a major construction project at their Hancock Village campus in Carthage, IL, adding more than 20,000 square feet to their Supportive Living Facility (SLF), Hickory Grove. The facility, which now boasts a total of 42 units, is one of the few long term care centers that serves the rural area of Hancock County, and has been in high demand since its opening in 2009.

“The entire Hancock County Senior Services team is so proud to be able to continue to offer more services to our community,” stated Executive Director Leia Morrison. “We feel it is our responsibility to help people who are aging to live the quality of life they want without sacrificing dignity or lifestyle to do so.”

Supportive living facilities give seniors an affordable choice for housing and the services they need. There are nearly 150 SLFs located throughout Illinois, representing more than 10,000 apartments for the elderly and disabled. Hickory Grove offers both one- and two-bedroom options, as well as a variety of services, including medication reminders, personal care, housekeeping/laundry, transportation and more.

The facility has been very well-received in the local community, in Carthage and beyond. With their excellent reputation, combined with

a growing need for senior care in Hancock County, Hickory Grove has been running at full-capacity, with a waiting list that has hovered around the 50 people mark, for the past several years. Residents feel safe, secure and at home at Hickory Grove.

“There’s no place like home, but I would rather be here than anywhere else,” said tenant Irene Collins. “Everyone here is so kind and generous. I have a lot of pain and had difficulty being independent,” she added, “now I still have pain, but feel independent.”

The HCSS board recognized the increasing need for senior living space and began planning an expansion to be added on to the original Hickory Grove structure. A great deal of planning went into the design for the expansion, to be built on the footprint of the former Hancock County Nursing Home, which closed in 2009. The board, in coordination with the

senior team at Hancock Village and the architects and planners for the project, wanted to create a space that connected to the original building and would blend with the structure while still honoring the legacy of the facility that was there before.

The expansion took approximately 16 months to complete, but was well worth the wait. The new structure includes an additional 20 apartments, a large salon (complete with pedicure spa area), a library, an activity center, a private dining room and other cozy seating areas. The project allowed for some changes to the facility’s outdoor space as well, with the addition of an outdoor memory garden, which includes a gazebo and a fire pit.

Throughout the construction project, the residents of Hickory Grove remained unruffled. They were excited to see what was being done each day and watch the new building as it came to life. The expansion was completed in December 2016 and officially welcomed the first new resident on December 19, 2016. The remaining apartments in the expansion building began filling up shortly after it opened, allowing HCSS to begin chipping away at their lengthy waiting list.

“The expansion of our supportive living community has allowed us to move our residents from a waiting list to the reality of living in a warm and loving community that preserves as much of their independence as possible with support when needed,” said Ada Bair, CEO. ■

The Hancock Village campus currently offers Supportive Living at Hickory Grove and Memory Care at Maple Grove Red and Maple Grove Silver. For more information, visit www.hgtlc.org.

IHCA's Preferred Vendor Program

Offering IHCA Members Exclusive Discounts on Essential Goods and Services

For more than two decades, the Illinois Health Care Association (IHCA) has been offering association members access to specialty products and services through its Preferred Vendor Program. The program was created to give IHCA members access to special discounts on unique goods and services.

"Our Preferred Vendors are part of an exclusive group and careful consideration is given before a company is accepted into the program," explained IHCA Executive Director David Voepel. "We want to enter into vendor agreements that offer benefits to our members and the vendor companies alike, while building the association and its presence and our name."

Exclusivity is a key component of the IHCA Preferred Vendor Program. In order to be considered, a vendor company must provide goods or services that are unique within the long term care profession and that meet a real need in member centers and programs. They must also offer distinct discounts or products to IHCA members, as well as a non-dues revenue stream of some sort for IHCA. Additionally, both IHCA and the preferred vendor company agree to an exclusive agreement – IHCA will not endorse any competing programs or companies for the products/services in question, and the vendor company will not accept an endorsement of those specific products/services from any other long term care or ID/DD association in Illinois for the duration of the agreement.

"From our perspective," stated Rick Leskovisek of M.E.S. of Illinois/HPSI, a long-time Preferred Vendor, "IHCA helps to educate and advocate for our clients and it's very important to us that we're helping to support the betterment of our profession. We didn't want to be a sideline supplier – we want to be involved."

In order to ensure that the program is mutually beneficial, IHCA Preferred

Vendors enjoy a number of special perks. Not only do they have access to the Preferred Vendor Program logo for use on their marketing materials, brochures, etc., but they also receive special recognition on the IHCA website, in various publications and in the annual convention and expo program book. When Preferred Vendors exhibit at IHCA expos, they receive special signage for their booth, and they have the opportunity to attend all IHCA face-to-face events where they can provide materials and showcase their products. Preferred Vendors are also given special sponsorship and speaking opportunities where they can get to know IHCA members and start new business relationships.

"Being an IHCA Preferred Vendor has been a wonderful experience," said Rich Kortum, director of strategic partnerships for NRC Health. "It has given us the opportunity to make so many new contacts with both providers and vendors. The IHCA staff is always looking for ways to include NRC Health and other Preferred Vendors in their events to help their members become familiar with us and our solutions."

"The Preferred Vendor Program keeps us in the flow," added Leskovisek. "We're more involved with IHCA, which helps us to be more knowledgeable of the profession and in turn helps us to do a better job for our clients."

To find out more about IHCA's Preferred Vendors, visit www.ihca.com/preferred-vendors. If you are interested in becoming an IHCA Preferred Vendor, contact the IHCA office. ■



IHCA Preferred Vendors



CE Solutions

Continuing Education/Staff Training
111 W. San Marnan Dr.
Waterloo, IA 50701
CESolutions@vgm.com
www.discovercesolutions.com



M.E.S. of Illinois, Inc.
Group Purchasing
Rick Leskovisek
3058 Clevenger/P.O. Box 50
Franklin, IL 62638
rick@meshpsi.com
www.hpsionline.com



NRC Health

Rich Kortum
Customer Experience/Staff Engagement,
Brand Reputation and Quality Improvement
1245 Q Street
Lincoln, NE 68508
rkortum@nrchealth.com
www.nrchealth.com



SureCheckUSA

OIG Medicare/Medicaid
Exclusion Compliance
206 S. 6th St.
Springfield, IL 62701
info@surechecksusa.com
www.surechecksusa.com

For more information on these vendors,
please visit www.ihca.com/preferred-vendors.

DISCOVER WHAT A'VIANDS HAS TO OFFER:

- Exceptional menus
- Hospitality-focused training and development
- Resident focused programs
- Dedicated field and home office support
- Staff recruitment and retention support
- Purchasing program to ensure cost control

TROY SCHOOLEY

Business Development
Director

515.240.7990

tschooley@aviands.com

A'viands

an elior company

www.aviands.com

QUALITY: THE ULTIMATE FRONTIER

**Reserve
Your Expo
Booth
Today!**

JOIN US AT THE
67TH ANNUAL
CONVENTION & EXPO
SEPTEMBER 11-14, 2017
PEORIA, IL

Why Exhibit?

- It's one of the country's best attended long term care convention and expos
- Exhibitors receive first-class treatment
- Gain exceptional exposure to key individuals from long term care centers
- Enjoy networking with your peers and potential clients

IHCA

ILLINOIS HEALTH CARE ASSOCIATION
SINCE 1950

Visit www.ihca.com/exhibitor-info
for more information.

Kelli Showalter

Education, Conference and
Event Manager

800-252-8988

kshowalter@ihca.com

Index of Advertisers/ Advertiser.com

BUSES & VANS - SALES, SERVICE, LEASING

Central States Bus Sales..... 18
www.centralstatesbus.com

CONSULTANTS

Management and
Network Services..... Inside Front Cover
<https://www.mnsnetwork.com>

FOOD DISTRIBUTION, FOOD SERVICE, FOOD SERVICE MANAGEMENT

A'viands 18
www.aviands.com

GROUP PURCHASING ORGANIZATIONS

Innovatix LLC..... Outside Back Cover
www.innovatix.com

INSURANCE

NHRMA..... Inside Back Cover
www.nhrma.com

MANAGED CARE CONTRACTS

Management and
Network Services..... Inside Front Cover
<https://www.mnsnetwork.com>

PEST MANAGEMENT

AGAD Pest Control Inc..... 7
www.agadpest.com
Smithereen Pest
Management Services Inside Front Cover
www.smithereen.com

PHARMACY SERVICES

Forum Extended Care Services..... 7
www.forumpharmacy.com
Green Tree Pharmacy Inside Front Cover
www.greentreepharm.com

REAL ESTATE BROKERAGE

The Prestige Group..... 7
www.prestigegroupseniorhousing.com

Central States Bus Sales, Inc.
"The Bus Experts"

- Central States Bus Sales offers sales and service for all your transportation needs.

- New and used Buses/Vans of all sizes and configurations including ADA equipped.



Let the "BUS
EXPERTS" help you
find the vehicle that meets
your specific requirement.

1-800-376-1644

loutag@centralstatesbus.com

www.centralstatesbus.com



\$AVINGS ON CLAIMS & PREMIUMS.

Our customized loss control
programs can help limit
claims and keep
premiums down.

Workers'
Compensation

To learn how
NHRMA Mutual
can help you
save on claims
and premiums,
give us a call
or have your
agent/broker
call us today!

NHRMA
MUTUAL®

www.NHRMA.com
877-690-6860

Innovatix: Purchasing Power That Helps Senior Living Providers Save & Compete.

As the nation's leading non-acute care group purchasing organization, Innovatix helps senior living providers reduce supply costs and improve patient care through an industry-leading, cost-cutting purchasing portfolio.



Foodservice



Medical Supplies
& Vaccines



Housekeeping
Products



Office
Supplies



Medical Nutrition/
Enteral Products



Facility Management
Supplies & Services



Cellular Voice
& Data Services

DIGITAL EXCLUSIVES

The following pages are provided as an extra value for the online readers of this publication

DIGITAL EXCLUSIVES

The following pages are provided as an extra value for the online readers of this publication



Projects



Find cost reduction in the operation of your facility with expert management of waste services both Solid Waste and PIMW. A better way to handle these wastes and it pays for itself.

1. Full time oversight of the daily service that is vital to the facility operation.
2. Organizes and brings 40 yrs industry experience to control runaway costs and poor service to Health Care Facilities
3. Gives you ONE source for waste disposal solutions, both Solid Waste and PIMW, for service changes, billing, new service and service problems
4. The cost comes from what we save our customers over what they are paying now
5. Empowers your employees to do the jobs they were trained for and lets the professionals handle the maze of waste regulations and service options meant to extract the maximum revenue from waste customers like you.
6. Lowers cost through bidding and buying power of multiple facilities under one group.
7. Controls predatory contracts by waste companies. (NO EVERGREEN CONTRACTS)
8. Inhibits random charges and unwarranted rate hikes. (just because they can)
9. Simple billing with a clearinghouse for all services and service problems.
10. All this for only \$35.00 per facility per month. The rest goes back to your bottom line, testimonials show it can be thousands.

I will review your service operations and we can discuss our program at no charge.

Steve Loveall, Shadowfax Projects

TESTIMONIALS

Petersen Health Care entered into an agreement with Shadowfax & Steve Loveall several years ago to help us better manage our disposable waste program & costs. We really couldn't be happier with our decision. Steve has saved us more than \$1,000,000.00 since the inception of our partnership; he manages all our service issue, negotiates all agreements, and basically handles every aspect of our waste program. Recently, Shadowfax also took on our "Red-Box" waste program, streamlined that program and our initial savings has been more than \$100,000.00. I Highly recommend Steve and Shadowfax to anyone in our industry!

Greg Wilson
Senior Vice President of Operations
Peterson Health Care

Steve has shown an excellent knowledge of the waste hauling business. He is extremely customer service orientated and resolves any issues almost immediately. I never worry about any issues with the contracts with the waste haulers or service issues. Steve has saved our company thousands of dollars by turning this portion of our companies business over to him.

I had been asking for Steve to handle our medical waste issues for years, and I can't express the relief I had once he finally said yes in 2016. We have been so satisfied with the new medical waste process and not to mention, the amount of money it has saved our company.

I would strongly recommend Steve to any company wanting to place these issues for their company within his control.

Jill West, RN, LNHA, Director of Clinical Finance
Petersen Health Care

Shadowfax Benefits:

- 1 Facility A was charged nearly \$900.00 per month for waste service and was under a revolving auto renewal contract. Shadowfax was able to remove the contract by negotiating with the vendor for lower rates during a fixed but slightly extended term. After bidding the facility the very same vendor is providing service for around \$250.00 per month under a fixed term contract. Cost savings under negotiated contract term \$3000.00 per year. Current savings under bid contract \$7800.00 per year.
- 2 Facility C was under a city contract and Shadowfax received no fee for the facility as it was paid through the waterbill. The city vendor replaced a 6 yd container with a 4 yd container. We notified the city and showed them that a larger container was in place previously, we had to maintain pressure to get the container replaced and requested a "low profile" container to aid in staff loading issues as good measure.
- 3 Bad lids, improper pickup schedules, overloaded boxes, unfair extra charges, vermin problems, (raccoons) illegal dumping, name it we have seen it over 40 yrs.
- 4 The customer's facilities were paying on a flat rate/month with no variations for volume. They now pay on a very friendly per/box rate. We monitor the weight of each box on the pick-up and reduced or increase service as needed (quarantined patients). Provided oversite for the training so Red Bag containers are neither to light nor to full. This keeps costs as low as possible without compromising service.



THE EXPERT IN NURSE CALL SYSTEMS and so much more

Cornell Communications is the number one retirement home patient communications company in the U.S. Its product "inform" offers a robust, smart-connect communication and information platform to enhance both resident care and business management.



Technology



Caring



Dependable

Why CORNELL?

- *Reliable, dependable, & stable with a 10 year manufactured product warranty*
- *A full line of call system product options to meet the needs of all customers*
- *Technology advanced systems can upgrade current hardware*
- *Happier residents and more efficient staff*

Over 40 years of industry experience focused on emergency call systems

CORNELL COMMUNICATIONS, INC.

Milwaukee, WI USA • 800-558-8957 • 414-351-4660 • www.cornell.com • sales@cornell.com





inform APPLICATION FEATURES



1

The resident from room 101 is placing a call from their pendant, waiting for a staff member to Take the call by pressing the take button.

2

Indicates the call from room 100 pendant was taken by a staff member named Jim Jones.

3

Amy is currently in room 200 helping the resident. When Amy completes this task, she touches the "Complete" button. On the following screen she will submit the reason for the call or visit.

4

When complete, Amy enters the reason for the call: bathroom, fall, or other reasons. Data is collected for management review.

For additional help, the user may request assistance via voice or text.

inform BENEFITS

- Improves call response time up to 50-70% of the industry average
- Happier residents
- Creates transparency and credibility to the families
- Improve staff accountability and retention
- Provides better business management information
- Improves efficiency and service

Over 40 years of industry experience focused on emergency call systems

CORNELL COMMUNICATIONS, INC.

Milwaukee, WI USA • 800-558-8957 • 414-351-4660 • www.cornell.com • sales@cornell.com





US DIAGNOSTICS

6259 W. Higgins Ave Chicago, IL 60630
Phone # (773)-775-1670 Fax # (773)-775-1682

ONLINE ACCESS:
View and print both EKG tracings
and interpretation reports.
View X-rays images with clarity
right from your own computer
screen.

X-rays, Ultrasounds & EKG's

**US DIAGNOSTICS COMES TO YOU IN THE COMFORT
OF YOUR OWN HOME!**

US Diagnostics is a portable X-ray & Ultrasound company that has been providing service to the Chicagoland area since 2004. We help in providing service to nursing homes, assisted living facilities, clinics and patient homes.

Digital Radiography: (DR)

Faster scanning

Increased patient output

Better image quality

Benefits of Digital Radiography:

Instant images right after exposure viewable on our computers while still in the patient's room.

No more wait times for the image to be processed creates less frustration for patients.

Ultrasound:

Exams we provide are:

- Venous Doppler
- Arterial Doppler
- Carotid Doppler
- 2D Echo
- Thyroid
- Pelvic/Bladder
- Renal and Abdominal Ultrasounds.

We are now accredited





US DIAGNOSTICS

6259 W. Higgins Ave Chicago, IL 60630
Phone # (773)-775-1670 Fax # (773)-775-1682

ONLINE ACCESS:
View and print both EKG tracings
and interpretation reports.
View X-rays images with clarity
right from your own computer
screen.

X-rays, Ultrasounds & EKG's

**US DIAGNOSTICS COMES TO YOU IN THE COMFORT
OF YOUR OWN HOME!**

US Diagnostics is a portable X-ray & Ultrasound company that has been providing service to the Chicagoland area since 2004. We help in providing service to nursing homes, assisted living facilities, clinics and patient homes.

Digital Radiography: (DR)

Faster scanning

Increased patient output

Better image quality

Benefits of Digital Radiography:

Instant images right after exposure viewable on our computers while still in the patient's room.

No more wait times for the image to be processed creates less frustration for patients.

Ultrasound:

Exams we provide are:

- Venous Doppler
- Arterial Doppler
- Carotid Doppler
- 2D Echo
- Thyroid
- Pelvic/Bladder
- Renal and Abdominal Ultrasounds.

We are now accredited

