Sunrise of Gurnee Receives AHCA/NCAL Gold Quality Award!

Last week, the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) announced that two skilled nursing care centers and two assisted living communities have earned the 2018 Gold – Excellence in Quality Award. The award is the final of three distinct levels possible through the AHCA/NCAL National Quality Award Program, which recognizes organizations nationally that serve as models of excellence in providing high-quality care.

One of our very own IHCA member centers achieved this outstanding distinction. Congratulations to Sunrise of Gurnee for being not only the first Gold Award winner in Illinois, but for being one of the first ever assisted living centers to complete all three levels of the National Quality Award program. The awards will be presented to recipients during AHCA/NCAL’s 69th Annual Convention & Expo in San Diego, California, October 7-10, 2018.

To find out more about Sunrise of Gurnee, and the other IHCA members who received AHCA/NCAL Quality Awards this year, check out the next issue of LTC Today magazine, which will be delivered this fall.

ICAL’s Art for the Ages – We’re Looking for Artists!! – Deadline Extended!

ICAL’s new Art for the Ages was created to recognize the unique talents of the seniors residing in our assisted and supportive living centers. Help us celebrate the talented individuals residing in our assisted living communities around the state by submitting your residents’ masterpieces.

Do you have a painter, sculptor, quilter, knitter or other type of artisan in your community? Art for the Ages will recognize your resident artists for their creative accomplishments and will help bring positive attention to your center.

About the Program:
- IHCA/ICAL will host a multi-media art show during the 68th Annual IHCA Convention & Expo. Additionally, an online gallery will be created on the IHCA/ICAL website where
photos of the artwork will be displayed, along with a photo/biography of the artist.

- The program will be advertised on the IHCA/ICAL website and social media pages and in various IHCA publications.
- A press release will be distributed promoting the program.
- Entrants will be admitted into the convention for no charge to be a part of the show if they choose.
- Artists will receive a commemorative gift for their participation.

Entry Procedures:
- Complete and submit the following:
  - Entry Form
  - Release Form
  - Digital Photo of Artist
  - Digital Photo of Artwork
- Make Arrangements to deliver/retrieve artwork *(You may submit a photo of the artwork if you cannot arrange for IHCA to get the actual piece.)*

For more information:
- Click here to view the program Rules & Procedures.
- Click here to view the Entry Form.
- Click here to view the Release Form.
- Click here to submit your materials online.

If you have any questions, please feel free to contact Ashley Caldwell – acaldwell@ihca.com or 217-528-6455.

IHCA’s 68th Annual Convention & Expo – Coming Soon!

Our Annual Convention & Expo will be here before you know it! Join us for this year’s event – Lights... Camera... Action: Spotlight on Quality – September 10-13 in Peoria. See below for details!!

Registration: You can still register for convention. Check out the Preliminary Program for session descriptions and information on special events and how to register. You can also register using our online system (a new system this year!) and save $50 (click here)!

Attendee Name Badges/Convention Materials: Name badges for those individuals who are registered prior to end of business on Monday, August 27 will be mailed to the convention contact listed on the registration. If you receive your name badge prior to arrival at convention you may pick up your convention materials in one of three locations: at the Convention Registration Desk (open Monday 4:00 – 8:00 pm, Tuesday and Wednesday 7:00 am – 5 pm and Thursday 7:00 am to 1:00 pm), the Triangle Lobby (outside the main expo entrance – Tuesday morning only) and the Ballroom Coat Check (at the top of the escalator near the 400s – Tuesday morning only). *Please note: To receive your convention bag/materials, you must show your name badge, so bring it with you!* If you do not receive your name badge via mail prior to convention, you will need to pick up your name badge and convention materials at the Registration Desk when you arrive.

Exhibitor Name Badges/Check In: All exhibitors will receive their name badge and other convention materials when they check in onsite. If you need to register your booth personnel to get your name badges, and/or reserve additional equipment, order audio/visual equipment or order lead retrieval, visit our Convention Exhibitor page online.

Interested in exhibiting? Booths are still available. If you haven’t reserved your booth space, don’t miss out on this fantastic opportunity! Click here to view the prospectus!

Convention Sponsorships: Last call for convention sponsors!! We do have a few sponsorship opportunities left for companies looking to get exposure at this year’s event. If you are interested, please contact Kristin DiCenso.
Annual PAC Golf Outing: The Annual IHCA PAC/The Center-PAC Golf Outing will once again be held at WeaverRidge Golf Club in Peoria on Monday, September 10, 2018. Kick off your convention experience with a gorgeous day of golf and help raise money for a great cause. We hope to see you there! Click here to view the registration form. There are still sponsorships available on the course, click here to see your options. Registration opens at 10 am on September 10, lunch will be served at 11 am, shotgun start at 11:30 am. $150 per person/$560 per foursome.

Oksnevad Run/Walk: Our fastest growing IHCA PAC event, this year’s Oksnevad Run/Walk will take place on Tuesday, September 11, 2018. To foster the movie theme of this year’s convention, we are once again encouraging folks to dress up for the race as a character from your favorite movie! There will be prizes for best costume and best team costume. T-shirt sizes are preordered so participants will have first come first served privileges. As always, a portion of the proceeds will be donated to the Leukemia Foundation. Want to participate but don’t want to run? This year we have added a 1 mile walk option! Now you can join in on the fun, donate to a worthy cause and take it easy as you enjoy the Peoria Riverfront. Ready to register? Click here to register online. $35 per participant. Questions? Contact Ashley Snavely.

New for This Year – IHCA Board & Staff Meet & Mingle: Want to put a face with the name of the IHCA board and staff members who provide you with support and represent you within the long term care profession? Drop by the Board & Staff Meet & Mingle, Wednesday, September 12, 5 – 7 pm in the Cheminee Room at the Peoria Marriott Pere Marquette! Thank you to our sponsor for this event, Medline Industries!

Infection Fighters: FDA, APIC Put Spotlight on Nurses, Drug Development in Fight Against Drug Resistance

The Food and Drug Administration (FDA) recently released draft guidelines that should make it easier to develop new antibiotics and antifungal drugs, one facet of a multi-pronged approach to limiting antimicrobial infections in long term care settings and elsewhere.

“We must tackle this issue on all fronts and seek new approaches to this persistent and potentially deadly problem,” FDA Commissioner Scott Gottlieb stated.

The Limited Population Pathway for Antibacterial and Antifungal Drugs development program was established as part of the 21st Century Cures Act. The FDA will consider expediting development of certain medications based on severity, rarity or prevalence of the infection the drug is intended to treat and lack of alternative treatments.

Gottlieb reiterated that new drugs aren’t the only solution to a problem that plagues some 2 million Americans each, killing about 23,000 of them.

“The global effort to educate patients and providers about the importance of reducing the unnecessary and overuse of antibiotics is a crucially important means to slowing the rate of resistance,” he said. “However, we must acknowledge that these essential antimicrobial stewardship programs do have an impact — as they should and aim to do — on the use of antibiotics and thus the amount of product sold.”

The FDA is giving incentives for qualified infectious disease products, including fast-track designation, and possible exclusivity extensions.

Additionally, APIC unveiled new research that shows how critical nurses are to successful antimicrobial stewardship programs. A study conducted at Jefferson Health in New Jersey shows such programs are stronger when nurses are educated about antimicrobial stewardship and buy into it.

“Changing the culture and empowering nurses to speak up about antimicrobial stewardship leads to closer team coordination and cross-discipline collaboration, which ultimately saves lives,” said Jefferson Health New Jersey Infection Control Officer Cindy Hou, DO, MA, MBA, FACOI, the study's lead author.

For more information, click here to read the full article from McKnight’s Long Term Care News.
These Non-Medical Talks Elicit Better End-of-Life Plans

New research suggests better results when people with serious diseases discuss their end-of-life decisions with a non-clinical worker, according to an article from Futurity.org.

The findings suggest that patients with a serious illness are more at ease with decisions about their care when they discuss their care preferences with someone outside the medical context, explained the researchers.

Patients with advanced cancer who spoke with a trained nonclinical worker about personal goals for care were more likely to talk with doctors about their preferences, report higher satisfaction with their care and incur lower health costs in their final month of life, researchers from the Stanford University School of Medicine report.

For the study, lead author Manali Patel, assistant professor of medicine, and her colleagues employed a lay health worker to conduct conversations with 213 patients about their personal desires for care and to encourage them to share this information with providers.

"A goals-of-care conversation is not about prognosis. It’s a holistic approach to understanding the patient’s wishes and how they want to experience their life," said Patel. “You don’t need higher-level training to have that conversation. You just need a very supportive ear.”

Questions about end-of-life

Patel and her fellow researchers followed patients at the Veterans Affairs Palo Alto Health Care System for 15 months after they received a diagnosis of stage-3 or -4 cancer or with recurrent cancer. Half were randomly assigned to speak with a lay health worker about goals of care over a six-month period.

The lay health worker had participated in a training curriculum that Patel created that included an 80-hour online seminar, as well as four weeks of observational training with the hospital’s palliative care team. During several telephone and in-person conversations, the worker led patients through a structured program that addressed questions, such as:

“What is your understanding of your cancer?”
“What is important to you?”
“Have you thought about a time when you could be sicker?”
“How would you want to spend your time in that situation?”

Together, they also established care preferences, identified a surrogate decision-maker and filed an advance directive.

“How a patient feels and what they express as their desires today may be different from how they may feel a week from now,” stated Patel. “If they had a really horrible side effect from the chemotherapy that they’re receiving and they’re finding themselves in the hospital for two weeks rather than spending the time with their family.”

Higher satisfaction

Patients in the study who participated in conversations with the lay health worker were more likely to have documentation of end-of-life care preferences in their electronic health records within six months of those conversations starting (92 percent compared with 18 percent in the control group). Researchers used this documentation to gauge whether patients had discussed the topic with their doctors.

Lower costs of care

The researchers also monitored health-care costs and use among patients in the two groups. They found few significant differences over 15 months; however, for patients who died during the study, the final 30 days diverged markedly. Those who discussed goals of care with the lay health worker were six times less likely to visit the emergency department or be hospitalized than members of the control group, and twice as likely to use hospice services. Their median health care cost within 30 days of death was $1,048, compared with $23,482 for the control group.

Overall, patients who participated in conversations with the lay health worker used hospice at higher rates than the control group—a finding that tracks with other research, Patel stated.
“Communication and listening to patients seem to be the common theme” she added, “because when providers listen to patients and they're receiving care that’s concordant with their goals, they seem to have better outcomes, especially at the end of life.”

For more details, click here to read the full article from Futurity.

**AHCA/NCAL Information**

**Stop Overpaying on Your Facility’s Utility Bills with Cleary Energy**

AHCA/NCAL is pleased to announce a new preferred provider partnership program called Cleary Energy. The program is designed to save AHCA/NCAL members significant money on their utility bills without adding new expenses to their budgets.

Most long term care facilities (about 75 percent) are being overcharged for one or more of their utilities. Cleary Energy has recouped on average 4 to 8 percent savings on utilities for long term care facility customers. That’s a significant savings!

Cleary Energy performs utility bill audits by examining utility, supplier and government charges on utility bills to obtain refunds and/or credits and rate reductions. Specifically, Cleary Energy audits a facility’s electric, natural gas, propane, heating oil, diesel fuel, water, sewer and telecommunications bills.

Cleary Energy guarantees savings or its auditing services are free. Cleary Energy’s fees are based on facility savings on their utility bills.

Click here to find out more!

**69th AHCA/NCAL Convention & Expo – Advance Registration Now Through September 21**

The early bird registration deadline has passed. If you plan to attend the AHCA/NCAL Convention and Expo in San Diego, you can register and still get a great value. Advance Registration is now open through September 21. Join your colleagues from around the country for unbeatable networking, spectacular speakers, on-target education sessions, and a show-stopping Expo Hall filled with solutions to your toughest challenges. You’ll also find lots of opportunities to soak in the sun and charm of your surroundings.

Check out this year’s website for online registration and complete event details.

**Quality Award Criteria Video Series Now Available!**

Now that the 2019 National Quality Award Applications have been released, be sure to watch the Criteria series for each award level—Bronze, Silver and Gold—available on ahcancalED!

As a reminder, these series (click here for more information) are updated to reflect changes in the Criteria each year, so even if you have viewed the series previously, you will want to view it again this year.

**The Bronze Series**

- The Bronze Series is a sequential set of videos that was developed to help applicants understand and meet the demands of each question of the Bronze criteria. Each video is less than 10 minutes!

**The Silver Series**

- The Silver Series is a 5-part video series that covers the Criteria questions asked in the Silver Award application; the Organizational Profile, the basic and select overall item requirements within the seven Baldrige categories.

**The Gold Series**

- The Gold Series is a 5-part video series covering the Criteria questions asked in the Gold Award. The Criteria for this Award comes directly from the 2017-2018 Baldrige Excellence Framework in its entirety. You should purchase a copy of the Framework here before beginning the series.
If you are applying for a National Quality Award, please read through the entire application before starting the process. We encourage all centers to start the application process early, and to work continually throughout the coming months to ensure accurate and complete information is given. If you have any questions, please contact the Quality Award staff at qualityaward@ahca.org.

*Important Dates to Remember*
(All deadlines are at 8pm EST)

- November 8, 2018 - Intent-to-Apply Deadline
- November 29, 2018 – Examiner Application Deadline
- January 31, 2019 – Quality Award Application Deadline

For more information on the National Quality Award Program and the Examiner process please visit program website.

IHCA’s AHCA/NCAL Quality Award Workshops - For IHCA Members Only!
IHCA will be hosting Quality Award Workshops in October to help members with their applications.

**Bronze Award Workshop**
October 17, 2018
Brochure | Register Online

**Silver Award Workshop**
October 18, 2018
Brochure | Register Online

Assisted Living Communities: Do You Know What Your Residents Think About You? [SURVEY]
The NCAL Customer Relations Committee seeks to better understand how assisted living providers are staying on top of resident and family member satisfaction. Please take no more than 5 minutes to complete this online survey.

**TAKE THE SURVEY** - The survey will remain open until tomorrow, Friday, August 17.

Your feedback will help guide the NCAL Customer Relations Committee in developing valuable resources that can help assisted living providers enhance their customer experience.

The Quality Initiative for Assisted Living includes a goal to increase customer satisfaction, so that at least 90% of residents and/or family members are satisfied with their assisted living experience. The Quality Initiative aims to meet this goal by March 2021. Find more on the customer satisfaction goal, including resources and provider stories.

Assisted Living: Get Ready for the AL Cost Calculator
Launching August 15, the AL Cost Calculator is a new member benefit that will help you put costs behind the care you provide.

The AL Cost Calculator is a web-based, enhanced resident assessment tool that assesses how costs are allocated across residents. Better understand the needs of your residents, so you can put the right staff with the right skills in the right place and at the right time. Multi-facility companies can see their company’s costs across different buildings and over time. Learn more about the features and benefits.

The AL Cost Calculator will be available to NCAL member providers at no additional cost – it’s included with your membership.

Gero Nurse Prep – Smarter RNs are Key to Fewer Rehospitalizations
AHCA/NCAL Gero Nurse Prep does much more than just prepare RNs to take the American Nurses Credentialing Center (ANCC) board certification exam in gerontological nursing.

It increases experienced RNs’ knowledge of gerontological nursing practice. Gero Nurse Prep students see a dramatic 24 percent average increase on their pre- and post-test scores.
Those specially trained RNs can net tangible results. Research conducted by AHCA/NCAL in 2016 found that the rehospitalization rates in nursing facilities with at least one RN certified in gerontological nursing by the ANCC consistently have run at least two percentage points lower than the national average since 2011.

AHCA/NCAL Gero Nurse Prep thoroughly prepares interested RNs to take the ANCC Board certification exam in gerontological nursing. RNs who complete the Gero Nurse Prep program have a passing rate of 96 percent on the ANCC exam on their first try.

Watch this video to learn more about AHCA/NCAL Gero Nurse Prep. Check out AHCA/NCAL Gero Nurse Prep today.

2018 NALW – Capture the Moment – September 9-15
Start preparing for the biggest week of the year for AL with the National Assisted Living Week® (NALW) Planning Guide and Product Catalog. This year’s planning guide contains creative activity ideas and spirited products to highlight this year’s theme, “Capture the Moment.” The theme reminds assisted living residents to seize the day while celebrating the past. And reminds staff to focus on the little, everyday interactions that deliver high quality care in America’s assisted living communities.

Upcoming Webinars
• International Dysphagia Diet Standardization Initiative (IDDSI) | August 22, 2018 | 1:00 p.m. CST

IHCA PAC Information

Just a few 2018 IHCA PAC events left! Don’t miss out on these great opportunities. IHCA PAC annually puts on a number of fundraising events to promote our political efforts. We are now looking for sponsors (and participants!) for this year’s outings. Please mark your calendar for the following 2018 IHCA PAC events:

IHCA PAC/The Center-PAC Golf Outing - September 10
For the flagship IHCA PAC event, we plan to return once again to beautiful WeaverRidge Golf Club in Peoria for our fall golf outing. Consistently ranked one of the best courses in the Midwest, this is a round of golf not to be missed. Pricing includes greens fees, golf, lunch and drinks. $150 per person/$575 per foursome. You can register HERE for this year’s outing. Contact Kristin DiCenso with any questions.

Oksnevad 5K - September 11
Once again, the Oksnevad 5K will be held on the scenic Peoria riverfront. This year a 1-mile walk will be added for those who would enjoy a leisurely walk while supporting a good cause. To foster the Hollywood theme of this year’s convention, we are once again encouraging folks to dress up for the race as a character from your favorite movie! There will be prizes for best costume and best team costume. T-shirt sizes are preordered so participants will have first come first served privileges. As always, a portion of the proceeds will be donated to the Leukemia Foundation. You can register HERE for this year’s event. Pricing includes registration, goody bag and a sponsor t-shirt. $35 per person.

Sponsorships are now available for both convention events, and can be seen here! Questions regarding sponsorship and registration can be directed to Ashley Snavely and Kristin DiCenso.

IHCA Information

The Center’s Board Officer Election
Every two years (even years), The Center for Developmental Disabilities Advocacy and Community Supports (The Center) conducts an election in an effort to fill The Center's Board Officer positions. Information on the 2018-2020 qualifying candidates for The Center's Board Officers have been sent out along with a ballot so CDDACS members may vote. Please vote for your candidates by faxing or emailing your ballot with your company name/coversheet to Gina Alex at 217-528-0452 or galex@ihca.com no later than tomorrow, Friday, August 17, 2018.
IHCA Constituency Committee Elections
Every two year (even years), the Illinois Health Care Association’s constituencies conduct elections in an effort to fill the constituency representation to appropriate steering committees. The candidate lists and ballots have been sent out for the Nursing Facility, Assisted Living and Associate/Individual Constituencies. Ballots must be returned to Gina Alex by fax (217-528-0452) or email (galex@ihca.com) no later than Friday, August 31, 2018. The representatives to each committee will be installed at the 68th Annual IHCA Convention & Expo in September.

2019 IHCA Membership Directory & Buyers’ Guide
IHCA is excited to announce its continued partnership with E&M Consulting, Inc. to produce next year’s directory. E&M will be contacting members in the coming weeks about advertising opportunities in the 2019 directory. This gives you a chance to promote your business while supporting the association. If you have any questions or would like to advertise, please contact Tyler with E&M at 217-391-3719, 800-572-0011 or tyler@emconsultinginc.com. Check out the 2019 Rate Card for information on the available advertising opportunities or view them online here.

Latest IHCA VCast
Last week’s episode had Ashley and Bill discussing a portion of the SNF PPS Final Rule—the Patient Driven Payment Model. In this week’s episode, Matt explains Governor Rauner’s amendatory veto of HB4771. VCast Online: Past VCast emails, with all of the appropriate links, are now available in the IHCA Resource Center. To access the resource center, simply log in to the member portal and click on Resources.

IHCA’s CE Central is Now Available Online
Starting with the 2017 IHCA Convention and our 2018 educational sessions, IHCA will now offer the ability to access their continuing education certificates online! To access CE Central, go to www.ihca.com/education and click on the CE Central link. Once there, simply enter your first and last name into the system to retrieve your information.

Infection Preventionist Specialized Training (IPCO)
The most frequently cited F-Tag in standard nursing facility health inspection surveys under the new survey process is F880 – Infection Prevention & Control. AHCA has designed an important educational tool to support infection prevention and control programs. Their Infection Preventionist Specialized Training (IPCO) program was created to prepare individuals to effectively implement and manage an Infection Prevention & Control program in skilled nursing centers.
The training course registration fee is $450 for IHCA. There are no refunds and no transfers. Payment and registration must be made online in ahcancalED. Group discounts are available for purchases of 25 or more IPCO registrations. The IPCO course can be accessed here.

LTCNA Offering Core Competency Sessions!
LTCNA is now offering a la carte competency training sessions with their simulation mannequin, Geri Manikin! Get your nurses the training they need right in your center! The cost will be dependent on the amount of time spent in the center. Charter Memberships are also still available for centers. The fee for the membership is $2,000 and the center will receive 24 hours (4 6-hour days) of simulation time over the course of the year. For more information contact Debbie Jackson at djackson@ihca.com or 800-252-8988.

IHCA Member Spotlight

IHCA Associate Member – Parasol Alliance
About Parasol Alliance-Parasol Alliance is an IT support and technology solutions company that exclusively serves the senior living profession. By providing comprehensive in-house technology solutions, Parasol helps communities make smart strategic technology investments to effectively use technology and achieve their business objective.

They recognize that technology services are becoming more important and critical to senior living communities, beyond just basic desktop and server support. With their client’s best interest in mind, Parasol Alliance has no technology
bias. Unlike other technology companies, they choose not to align or be an affiliate of any technology vendor or platform. This enables them to make recommendations that are solely based on what is best for the client.

Having been founded by senior care organizations to provide their own IT services, the Parasol Alliance business model combines the best of in-house and outsourced IT solutions under one roof. They combine client-system knowledge, responsiveness and the control characteristic of an in-house approach augmented with a well thought out strategic plan. Services include, time-block consulting, project management and help desk support and full-service managed services to name a few. Contracts vary and are customizable to the meet the needs of the client. With a client-specific team comprised of over ninety-five years of industry expertise, the Parasol team is committed to the profession and to sharing their passion for senior living.

Based in Chicago, they service several markets, including Illinois and Wisconsin, which include single site facilities and multi-site communities. Earlier this year they were awarded with both 2018 Milwaukee and Chicago’s Best & Brightest companies to work for. And just recently, were recognized by Channel Futures and made the **MSP501**, one of 501 worldwide IT companies to make their list of best Technology Managed Services Providers. What an honor!

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**Interested in Seeing Your Company or Facility Featured in Our IHCA Member Spotlight?**

IHCA is proud of our diverse membership and all of your successes and accomplishments. Has your company recently celebrated a milestone? Accomplished a goal? Undergone a major change? Do you have positive stories or news to share? Would you just like to get your name out there among your fellow IHCA members?

If you would like to see your company or facility recognized in *Members Only*--Associate Members, Facilities, Corporations alike--contact [acaldwell@ihca.com](mailto:acaldwell@ihca.com).