IHCA Member Centers Receive AHCA/NCAL Silver Quality Awards!

Today, the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) announced the 183 long term and post-acute care providers in 42 states and the District of Columbia that have earned the 2019 Silver - Achievement in Quality Award. The award is the second of three distinctions possible through the AHCA/NCAL National Quality Award Program, which recognizes providers across the nation that have demonstrated their commitment to improving quality of care in long term and post-acute care.

Congratulations to the IHCA Member Centers who received Silver Quality Awards!

Coulterville Health & Rehabilitation Center
The Grove of Fox Valley
The Grove of LaGrange Park
Resthave Home of Whiteside County
Warren Barr Lincoln Park

For more information about the Quality Award Program, click here.

IHCA Communications Program – Changes are Coming!

A member notice was sent out earlier today announcing changes the association is making in an effort to streamline our communications to you.

Starting July 1, you will begin receiving fewer electronic publications from the association each month. Members Only, currently sent out every other Thursday, will now be published only on the 2nd Tuesday of each month. Ultimately, our goal is to transition by the end of this year to a situation where the sort of material you see in Members Only is web-based, posted on the IHCA website. The link to this material will be static in the weekly News Brief, allowing for easy access to IHCA members.

Additionally, our weekly VCast feature will be switching to a biweekly schedule, alternating with the ever-popular Regulatory Beat.
Regulatory Beat and News Brief will continue to be delivered on their current schedule.

The final component of these changes is a shift to more topical communications, with more specific member action alerts and additional social media content as important issues demand coverage.

If you have any questions about these changes, please feel free to contact us.

**Last Chance to Submit Your Nursing Award Nominations!**

*Tomorrow is the nomination deadline for the 2019 LTCNA Nursing Awards.* Don’t miss out on this great opportunity to nominate your outstanding nursing staff. The awards will be presented during Ovations: A Celebration of Long Term Care Nurses at the 69th Annual IHCA Convention & Expo in Springfield in September. **If you have an outstanding CNA, RN, MDS Coordinator or DON, nominate them today!!**

Click here to find out more and to access the nomination forms. If you have any questions, contact Debbie Jackson at djackson@ihca.com or 800-252-8988.

**ICAL’s Art for the Ages Program is Looking for Artists to Feature!**

ICAL’s Art for the Ages program is intended to be a way to recognize the unique talents of the seniors residing in our assisted and supportive living centers.

We are on the lookout for more great artists to feature from our Assisted/Supportive Living Centers. Do you have an artist or craftsperson living in your AL/SLF community? We would love to display a piece of their work at our annual ICAL Art for the Ages Show, which will take place at the 69th Annual IHCA Convention and Expo, and in our online gallery. For more information, view the Program Rules below. Entry Forms must be completed and returned to IHCA/ICAL, along with the Art Show/Online Display Authorization Form and other required materials, by August 23, 2019. You can submit your forms online by clicking here. If you have any questions, please contact Ashley Caldwell, IHCA Communications Director at acaldwell@ihca.com.

2019 Art for the Ages Information - Program Rules | Entry Form | Authorization Form

**2019 IHCA Excellence Award for Long Term Care Centers Nominations – Submit Today!**

The IHCA Excellence Award for Long Term Care Centers is all about the care provided in our facilities every day. In addition to key data about the center, questions focus on information about the care being provided—census trends, antipsychotic usage, rehospitalization stats and more.

*Please note: while the nomination form is lengthy, answers may be brief.*

We hope you will consider nominating your facility today!! To access the nomination forms, click here. If you have any questions, please contact Ashley Caldwell (acaldwell@ihca.com or 217-528-6455).

**‘Telementoring’ Spells Significant Improvements in SNF Care, Processes**

Virtually shadowing and educating skilled nursing facility employees can boost geriatrics expertise among staffers, a new study finds.

SNF caregivers often lack the needed background and skills to care for complex residents, note experts with the University of Chicago. To assist, they piloted the use of remote coaching at several Southside facilities and found statistically significant increases in their self-efficacy to treat patients with dementia, educate patients about hospice and palliative medicine, and manage infections in seniors, according to the study, published in April’s *Geriatric Nursing.*
“This is a great way to provide training to a staff that is oftentimes highly in need of additional training in a way that can be accomplished without disrupting their workflow overly much,” Katherine Thompson, M.D., study co-author and a geriatrician at the University of Chicago, told McKnight’s. She noted that SNF social workers and nurses are often “under-trained” and “overwhelmed.”

Researchers used the Extension for Community Healthcare Outcomes (ECHO) platform to teach staffers in spring 2017 about geriatric care principles. ECHO gives mentoring and consultation through a secure, web-based videoconferencing technology, linking caregivers with academic medical experts. Authors emphasized that the technology is not a webinar.

Participants filled out surveys before and after the pilot, showing an improvement in geriatric know-how following the test. The two biggest barriers to using their learnings in practice were the time pressures of caring for complex geriatric patients, and staff available to assist with social support needs, the survey found.

*This article was taken from McKnight’s Long Term Care News.*

**How Skilled Nursing Facilities Can Win Under the New Five-Star System**

According to a recent article from Skilled Nursing News, there are a number of key steps long term care centers can take to ensure that they succeed with all of the changes being made to the CMS five-star quality rating system. By diving deep into their facility data, the article noted, SNFs can hone in on how to do better, while making the best of the resources at their disposal.

SNFs need to make sure they are being careful to target the right areas for improvement in the Five-Star Quality Rating System, said Amy Stewart, vice president of curriculum development at the American Association of Post-Acute Care Nursing on a recent webinar hosted by Skilled Nursing News. Studying your Certification and Survey Provider Enhanced Reporting (CASPER) reports, keeping track of payroll-based journal (PBJ) data, and identifying education opportunities for staff are just a few of the steps centers can take to do this.

“Think about what areas you’re struggling with the most under the Five Star,” she stated. “Is it health inspection? Is it staffing? Is it quality measures? And [whether] you say it’s only one or it’s all three, start making a list of those areas under each of these domains where you need the most improvement. Then you can use the CASPER reports to help you really pinpoint your specific facility concerns.”

When the changes took effect in April, approximately 36% of SNFs saw a drop in their overall star ratings, leaving providers with many questions about what had happened and what had led to the changes. In the webinar, Stewart provided participants with a recap of the methodology changes and then went over how centers can take control and achieve success in their star ratings.

“There are a number of CASPER reports available to facility leaders, and these are going to provide you with a wealth of information,” she stressed.

Additionally, Stewart emphasized the importance of accessing MDS quality measure (QM) reports, as well as PBJ reports and census information. She also noted another huge resource for long term care centers: their own staff.

“Ask staff that are closest to the work for input,” Stewart recommended. “They often have the greatest ideas, and their input can be valuable because they can tell you why something doesn’t work, why something does work, or how it could be a little bit better.”

For more information, click here to read the full article from Skilled Nursing News.

**Sleep Deprivation and Pain**

Despite the fact that my search for column inspiration took place at 3 a.m., I chose the topic of sleep deprivation because residents regularly tell me about their own sleep disturbances. They also discuss their pain.
Though their aches often keep them up at night, a January 2019 article in the *New York Times*, "*Why It Hurts to Lose Sleep,*" suggests that there’s a more complicated relationship between sleep and pain.

Author Benedict Carey described research finding “that a single night of sleep deprivation reduced a person’s pain threshold by more than 15 percent.” In addition, “small deviations in the average amount of sleep from one day to another predicted the level of overall pain felt the next day.” Staying up all night — which has been known to happen in the long-term care setting — increased pain sensitivity by 15% to 30%.

This interaction between sleep and physical discomfort is particularly relevant to those of us working in eldercare. Increased use of pain medications not only raises pharmacy costs, but can lead to a host of other problems, including constipation, daytime drowsiness, increased fall risk, the possibility of addiction, medication interactions, breathing problems and more. Each of these complications can, in turn, lead to further difficulties.

Perhaps the silver lining in these significant complications will be that more attention is paid to sleep disturbances in long-term care.

I suspect that the shift-based nature of nursing care makes it easier to discount this issue. If an elder with disrupted sleep were at home keeping their caregivers awake, it would be a major problem for the family. In the nursing home, the nighttime care providers are already up, the daytime workers arrive to work rested and the administrative staff members aren’t around to directly observe the effects of unsettled sleep. It’s the residents who must contend with the mid-night disruptions of their peers.

One loud, agitated resident can awaken most of his or her neighbors. If, as this research suggests, all of those people feel discomfort more intently the next day, this could increase their requests for pain medications. Their fatigue might reduce their progress in rehab and increase their likelihood of irritability. This outbreak of insomnia, pain and aggravation should be attended to as much as scabies or lice.

While adequate pain medication is essential for restful slumber, the *Times* article suggests that we may be able reduce their need for meds by finding additional ways of improving sleep. The authors of the studies suggest that hospitals hand out earplugs and sleep masks like the airlines do.

I’ve written before about sleep disturbances. The sleep hygiene suggestions from that column bear repeating.

- Set the expectation that employees are working in the residents’ homes and should be mindful of their slumber. This includes talking in calm, hushed tones and turning off unnecessary lights after nighttime care.
- Limit fluids in the evening, provide toileting before bedtime and offer swift, calm and prepared mid-night care that increases the likelihood that residents can go back to sleep.
- Communicate between shifts so that the elders who have gotten up earliest get to bed soonest if they desire.
- Prioritize pain management, particularly if it’s interfering with sleep.
- Refer residents experiencing sleep difficulty due to anxiety or depression to the consulting psychologist.
- Attend to agitated residents immediately so that they don’t wake their neighbors.
- Find peaceful nighttime pursuits for elders with dementia-related sleep disturbance such as magazines, drawing or music on headsets.
- Replace noisy medical equipment such as oxygen machines with quieter models.
- Select roommates with attention to sleep habits and nighttime needs.
- Create a policy for quiet hours after, say, 10 p.m. and require low volumes or headsets for electronics after that.
- Train teams to collaborate between shifts so that they identify and assist residents who are asleep during the day and up at night to re-establish regular sleep patterns.

As with many challenges in long-term care, one trouble often leads to another. This occurs not just in individuals but also in the impact that each resident has upon peers and staff. Attending to pain/sleep interactions can pay off not just in decreased pharmacy costs and reduced medication side effects of a single resident, it can also halt a unit-wide outbreak.

Eleanor Feldman Barbera, Ph.D., author of *The Savvy Resident’s Guide*, is an Award of Excellence winner in the Blog Content category of the APEX Awards for Publication Excellence program. She also is the Gold Medalist in the Blog-How To/Tips/Service category of the American Society of Business Publication Editors Midwest Regional competition. A speaker
and consultant with over 20 years of experience as a psychologist in long-term care, she maintains her own award-winning website at MyBetterNursingHome.com.

*This article was taken from McKnight’s Long Term Care News.*

### Illinois Pioneer Coalition 2019 Culture Change Summit

The Illinois Pioneer Coalition Summit is a one-day event that brings together like minded individuals that are focused on achieving better outcomes in our changing landscape in long term care by focusing on the person as the driver of their care and the staff that nurtures the mission.

This summit will feature 7 different sessions on cutting edge Parkinson's approaches, PDPM updates, the latest news from IDPH on skilled nursing and assisted living regulations and culture change 101!

The Summit is scheduled for Tuesday, August 20, 2019 from 8:00 AM to 5:00 PM at The iHotel in Champaign. For more information or to register, click here.

### AHCA/NCAL Information

**AHCA/NCAL and President/CEO Mark Parkinson Receive Top Honors from The Washington Post**

For the 5th year in a row, AHCA/NCAL has been named one of The Washington Post’s 2019 Top Workplaces in the Washington, D.C. area. Additionally, AHCA/NCAL President & CEO Mark Parkinson has been named Top CEO in the small-employer category.

Selection as a Top Workplace is based solely on employee feedback gathered through an anonymous third-party survey administered by research partner Energage, LLC, which measured several aspects of workplace culture, including alignment, execution, and connection. This year's list honors more than 150 companies including government contractors, law firms, nonprofits, schools, and businesses.

### AHCA Offers Solution to Your Workforce Challenges – CNAonline.com

CNAonline.com is a revolutionary solution that can address workforce shortages in centers like yours. The unique hybrid program provides flexibility, quality, and convenience through a blend of online coursework and in-person clinical and skills training. Students go on to be highly trained CNAs who elevate the quality of care available in the centers where they work.

CNAonline.com uses AHCA’s renowned *How To Be a Nurse Assistant* curriculum, which has been successfully training students for certification for 30 years. Other features of the program include:

- Practice tests, study guides, and quizzes to ensure student success
- Competency-based skills checklists, videos, and visual aids
- Professional instructors for online and in-person clinical training
- Offers real time data analytics, including class activity reports and individual student competencies
- Allows for customization of content for both state affiliates and providers

Students and instructors have access to the online content 24 hours a day, and you can start classes anytime.

For more information on how to get started, please visit CNAonline.com or call 502-221-7765.

### National Assisted Living Week 2019 – Planning Guide & Product Catalog Now Available

Get those creative juices going on activities for National Assisted Living Week® (September 8-14, 2019) with this year’s Planning Guide and Product Catalog. The planning guide offers ideas to help your residents explore their creative side, improve your assisted living community, and celebrate your staff. All suggested activities and official products highlight this year’s theme, “A Spark of Creativity.”
The theme hopes to inspire residents to find purpose and joy through creativity, whether through the arts or beyond. Specifically, art therapy has been shown to offer many benefits to older adults, many of which are discussed in the Planning Guide. Additionally, the theme aims to inspire assisted living staff to get creative in order to further person-centered care to residents.

Click here to find out more.

AHCA/NCAL Convention & Expo - Registration is Open
The AHCA/NCAL Preliminary Program is now available. You can download a copy or review it online. Get an overview of the exciting education sessions, guest speakers, networking events and Expo Hall. From PDPM to changes in Five-Star to the new Rules of Participation, you’ll get concrete solutions and strategies that will make you feel like you have super powers. Fill your toolbox with fresh ideas, inspiration, and action plans. Bring your staff and your family. There’s something for everyone. Visit the event webpage for more information.

AL Cost Calculator
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.

IHCA Information
IHCA Now Accepting Registrations for PAC Golf Outing and the Oksnevad 5K/1-Mile Walk!
It's time to sign up for the 2019 events held during our Annual Convention and Expo. With this year’s convention being held in Springfield, you’ll have brand new views for the Golf Outing. It will be held at Piper Glen in Chatham on Monday, September 9. To view the registration/sponsorship form, click here.

The Oksnevad 5k/1-mile walk will be a bit hillier than the flat riverfront course from the past several years, making it that much more of an adventure! The race will be on Tuesday September 10 at 5:30 p.m. To view the registration form, click here. For questions please contact Ashley Snavely.

Check Out Our New LTC Workforce Development Initiative!
Have you seen our new website—illinois.carefortheaging.org? IHCA has joined a group of fellow AHCA/NCAL state affiliates in a workforce development initiative that we hope will prove to be a fantastic resource for our member centers. The site offers visitors a variety of information on career opportunities available in long term care in Illinois. It also allows IHCA/ICAL and CDDACS member centers to access interest forms submitted by site visitors through the member portal (click here to register for the portal). Once you have logged in you will be able to search through submissions, and filter and export them by various search criteria, including zip codes, level of education, career area of interest, as well as set up alerts so you can receive email notifications when candidate interest forms meeting your criteria have been entered into the system.

Click here to view a flyer you can hang in your center or send to your local schools to promote the new site. If you have any questions, please contact Ashley Caldwell (acaldwell@ihca.com).

PDPM Training
This training will not only address the facility ramifications due to the change, but also discuss how accurate ICD-10 coding will be crucial to your success. This full day workshop will start with diagnosis coding, work through PDPM including a case study, and end with participants having a plan to implement in their facilities. These sessions are scheduled for August 6 in Bloomington and August 7 in Mt. Vernon. Click here to view the brochure.

FALSE IHCA Invoice Email Notifications
It has come to our attention several IHCA members have received emails appearing to be from IHCA staff members, with an attachment labeled as an unpaid invoice. These are scam emails. Please be aware, while it may display as coming from an IHCA staff member, they are not generated from the IHCA server. Please do not open any attachments on these
emails, and immediately report them as spam/phishing attempts. If you question about an invoice, please call the IHCA office.

**Expo Prospectus for the 2019 Convention & Expo is Now Available!**

IHCA is already well into working on this year's event. Interested in exhibiting at this year's expo? Check out the prospectus [click here](#) for more information and to access the exhibitor contract. Contact IHCA’s Expo Manager Kelli Showalter at kshowalter@ihca.com.

**IHCA Has New Remittance Address for Dues**

IHCA recently changed financial institutions. If you would like to send your dues payments to our lock box, please use the following address: IHCA | PO Box 6248 | Decatur, IL 62524-6248

**Latest IHCA VCast**

In this week's episode, Neville Bilimoria, with Duane Morris LLP, shares with you key topics to think about when contracting with Managed Care Organizations. 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.

**CE Certificates from IHCA Educational Events Available in CE Central**

Attendees can now access their Continuing Education Certificates from the 68th Annual IHCA Convention & Expo through CE Central [click here](#). Additionally, certificates are also available for all of our past 2018 educational sessions, as well as the 2017 convention. To access CE Central, go to [www.ihca.com/education](http://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.

**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**

**Calling IHCA Members – We Want to Feature Your Company Here!!!**

Are you looking for a way to reach our members? Well, this is a great way to do just that! Our Member Spotlight gives our members a space to let us know what their company (or facility) is all about! (And to brag a little too if you want to!) Your Company Information could be seen here in a future issue!!

Has your company recently celebrated a milestone? Do you have positive stories or news to share? Would you just like to get your name out there among your fellow IHCA members?

Ready to sign up for a member spotlight?! Contact Ashley Caldwell! Email acaldwell@ihca.com or give her a call today!

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