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Carrying the Torch of Leadership 2016

– Compelling education, great networking, affordable fees, excellent and lasting value



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[†]These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease.

* Best-selling probiotic worldwide. Available in over 100 countries. Studied and trusted since 1953.

1. IMS Data 2013. 2. Swidsinski A, Loening-Baucke V, Verstraelen H, Osowska S, Doerffel Y (2008) Biostructure of fecal microbiota in healthy subjects and patients with chronic idiopathic diarrhea. *Gastroenterology* 135(2): 568-579. 3. Klein SM, Elmer GW, McFarland LV, Surawicz CM, Levy RH (1993) Recovery and elimination of the biotherapeutic agent, *Saccharomyces boulardii*, in healthy human volunteers. *Pharm Res* 10: 1615-1619. 4. Martins FS, Silva AA, Vieira AT, Barbosa FH, Arantes RM, et al. (2009) Comparative study of *Bifidobacterium animalis*, *Escherichia coli*, *Lactobacillus casei* and *Saccharomyces boulardii* probiotic properties. *Arch Microbiol* 191: 623-630.

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Region IV Vice President: 2013–2016

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bettybcncdon@yahoo.com

Region V Vice President: Vacant

Region VI Vice President: Vacant

Region VII Vice President: 2013–2017

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Message from the President



Another year has gone by and it is time for FADONA's 29th

Annual Convention, Carrying the Torch of Leadership 2016-March 21-24! FADONA's Annual Convention will be held at the Hilton Daytona Beach Oceanfront Resort. This is an exciting place to bring the family and have a vacation while you are getting rejuvenated.

We have crafted an exciting agenda and will be featuring some excellent speakers who are knowledgeable experts and will present the most current and up-to-date information for you to take back to your facilities. As you know health care is ever changing and long-term care/SNFs must keep up-to-date with regulations, standards of practice and techniques in order to keep our nursing staff up-to-date to provide our resident(s) the best quality of care that they deserve.

We are extremely excited about these exceptional speakers and topics and feel that our attendees will gather much valuable information from all of the presentations. See the Convention agenda on pages 12-13.

We are looking forward to having more than 60 vendors exhibiting their products and services that will help all of us in our daily lives to provide quality care to our residents.

Instead of our usual Awards Luncheon and a separate Fun Night, we will be having "A NIGHT OF CELEBRATION"! This will be our Annual Awards Banquet: Celebrating Excellence in Long-Term Care Nursing Administration, a time to "Honor & Celebrate" our Best. "YOU + you + you!" We will be honoring our CNA and LPN Awards of Excellence and our Nurse Administrator of the Year. Don't forget to nominate YOUR STAFF for these awards.

There are also scholarship awards to apply for — The Imogene Ward Scholarship and the FADONA scholarship to advance your and your staff's education. You may locate the application information



Jean Nelson

at <http://fadona.org/scholarship.html>.

Please share this important information with your staff and peers and encourage them to apply for a scholarship. For details, contact FADONA for more information.

All winners will be invited to attend the Awards Banquet the evening of Wednesday, March 23. It will be a fun time

to network, dress-up, and have fun!

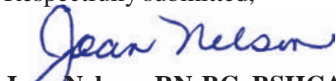
As always we want to continue to increase our membership in both NADONA and FADONA/LTC. When we boost our membership we have a larger and louder voice to use to work on areas of concern in the nursing home industry.

FADONA/LTC is still the ONLY dedicated organization for directors of nursing and nurse administrators in the state of Florida. We are here to support our members and love to hear from them during the year with recommendations and suggestions as it helps the board better serve the membership.

It seems it is difficult for a lot of us to get out of our facilities to attend monthly meetings so our Regional Vice Presidents are working on Quarterly Regional Symposiums to get out information to all of our members. So be on the lookout for information and for a meeting near you. These symposiums are one-day educational programs. They offer DON, ADON, administrators, risk managers, LPNs, social workers and other staff an opportunity to learn and collaborate on best practices while earning continuing education hours. These meetings are always very informative and great places to network.

You may contact your FADONA board members as a resource if needed. Please check out our FADONA website at www.fadona.org for additional news and updates.

Respectfully submitted,


**Jean Nelson, RN-BC, BSHCA
President**

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Regional Reports



Sharyn Figgins

REGION I

Region I—Northwest

1A—Bay, Escambia, Holmes, Okaloosa, Santa Rosa, Walton, Washington; 1B—Jefferson, Madison, Calhoun, Leon, Taylor, Franklin, Gadsden, Gulf, Jackson, Liberty, Wakulla

Hope everyone is having a great winter! It is beautiful here in Northwest Florida. We decided to have quarterly meetings, as getting away from our buildings more frequently than that was difficult for all.

We continue to network and support each other through our e-mail contacts; we can ask the group questions, see how others are handling specific issues, support each other when one is in survey, and share survey results.

Our Annual Convention in March is almost upon us. I am really looking forward to it. No matter how tired or overwhelmed I am when I arrive, I always leave rejuvenated and with new ideas. Please register today. You will thank me later.

Feel free to contact me with questions, ideas, or suggestions for our region at (850) 313-6325. If you want to be added to our contact list, let me know at rqsqf@aol.com.
Sharyn Figgins, RN, MSN
Region I Vice President

SCHOLARSHIPS AVAILABLE

FADONA is currently accepting scholarship applications — including the **Imogene Ward Nursing Scholarship Award** — from eligible applicants.

If interested, please go to <http://fadona.org/scholarship.html> or call the business office at (561) 689-0037.



Jacqueline Hinerman

REGION II

Region II—Northeast

2A—Hamilton, Lafayette, Alachua, Marion, Clay, Nassau, Suwannee; 2B—Dixie, Union, Putnam, Baker, St. Johns, Columbia, Gilchrist; 2C—Levy, Bradford, Duval, Flagler

We are currently looking for facilities to host FADONA meetings in the Jacksonville and Ocala areas. This is a great time to share with your colleagues the wonderful things you may be doing at your facilities. If you are interested in hosting a meeting, please contact me.

We are also updating our e-mail lists. If you have not gotten an e-mail stating “Testing” and would like to be on our list, please send me a message.

Jacqueline Hinerman, RN; Phone: (352) 732-2449; e-mail: jacqueline.hinerman@northporthealth.com

Region III—Centraleast

3A—Lake, Osceola, Orange, Seminole
3B—Volusia, Hardee

If you have any questions for or about Region III, please call the FADONA business office at (561) 683-0037 or e-mail icordes@bellsouth.net.



Betty Barron

REGION IV

Region IV—Centralwest

4A—Hillsborough, Pinellas, Highlands, Polk
4B—Hernando, Sumter, Citrus, Pasco

We are currently in search of a new Chapter president for the Hillsborough area to assist with setting up and organizing our area meetings. We are looking for ways to regenerate our area and come together for support and networking opportunities.

If you are interested in getting involved this is a great way and I am here to assist. Getting together gives area DONs/nurses leaders an opportunity to see what's new in the industry and also leave plenty of time to network with colleagues.

Liz Raymond, the Pinellas president, currently has meetings every second Tuesday of the month at The Banquet Masters in Seminole. Each month a new stimulating topic is presented. Stop on in to see what exciting things are happening in Pinellas. Contact Liz Raymond at nurse_raymond@yahoo.com.

I am also available to assist in any way and can be contacted at (727) 863-5488 or bettybcndon@yahoo.com. I encourage you all to get involved in the events and meetings occurring within the counties under Region IV.

Betty Barron
Region IV Vice President

Region V—Southwest

5A—Manatee, Charlotte, Collier
5B—Desoto, Lee, Sarasota

If you have any questions for or about Region V, please call the FADONA business office at (561) 683-0037 or e-mail icordes@bellsouth.net.

Region VI—Southeast

6A—Palm Beach; 6B—Brevard, Indian River, St. Lucie, Martin, Okeechobee;
6C—Hendry, Glades

Palm Beach County chapter hosted its 27th Annual Educational Symposium this past October at Bear Lakes Country Club in West Palm Beach.

Dr. Jemelle June Mayugba, an Associate

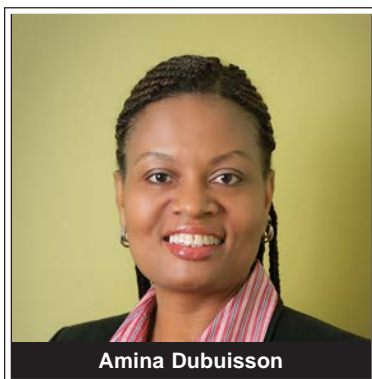
Director for VITAS Healthcare, spoke on “Reducing Readmissions and Length of Stay.”

**Regional
REPORTS**

If you would like more information on future meetings and events, please call Andrew Rosenbrough, PBC-DONA Community Liaison, at (561) 723-7888 or e-mail andrew@pmdxu.com.

If you have any questions for or about Palm Beach County Chapter, please call **Debbie Grotke**, Chapter President at (561) 683-1400; email: grotke@anho.edu.

If you have any questions for or about Region VI, please call the FADONA business office at (561) 683-0037 or e-mail icordes@bellsouth.net.



Amina Dubuisson

REGION VII

Region VII—Southeast

Miami-Dade, Monroe, and Broward Counties

This region runs from Deerfield Beach all the way south to Key West.

Broward County Chapter

FADONA BROWARD hosted its Third Annual Symposium this past October at Florida Medical Center on October 6.

**FADONA
FOCUS**

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Our goal was to offer new ideas for clinical approaches and an opportunity for professional networking. This unique and informative one-day symposium provided six (6) CEUs and was very well received.

Some of the topics covered included an AHCALTC nursing update, ICD10 training, stroke education, diabetes, sepsis in LTC, survey preparedness, and customer service.

On January 26, 2016, FADONA Broward is hosting a New Year dinner program offering 1.0 CEU and the program is generously sponsored by VITAS Healthcare for DONs, and one additional staff member from your facility.

The topic is “How to Develop a Compliant Hospice Nursing Home Partnership,” presented by Cherry Meier, VP Public Affairs for VITAS Healthcare.

Registration starts at 5:30 p.m. with the program starting at 6 p.m. Please confirm your attendance to this event by calling or texting **Heather Grasso**, Secretary, Broward FADONA, at (561) 275-9273 or

via fadonabroward@gmail.com.

There is no charge for nursing home staff members. Vendors are welcome at a cost of \$50 per person.

If you are interested in helping grow our region, contact **Amina Dubuisson** at (954) 790-5171, or adubuisson@GreystoneHCM.com.

Amina Dubuisson
Region VII Vice President

**Mandatory Licensure
Renewal Classes**

On March 21, 2016, FADONA is offering two live licensure renewal courses: **A. Preventing Medical Errors** and the new 2-hour course for nurses, **B. “Laws & Rules Governing the Practice of Nursing in Florida.”**

See the convention registration form on page 14 for details.

What would you do if you discovered the Golden Egg?

Visit the **CareerCenters** at
www.fadona.org, and www.fmda.org

These are the official online CareerCenters of the Florida Association Directors of Nursing Administration, and FMDA – The Florida Society for Post-Acute and Long-Term Care Medicine

These CareerCenters are a **treasured** online resource designed to connect long-term care industry employers with the largest, most-qualified audience of nurses, nurse administrators, directors of nursing, nurse practitioners, medical directors, physicians, physician assistants, and advance practice nurses in Florida.

Job Seekers may post their résumé (**it's FREE**) — **completely** if preferred — so employers can actively search for you.

Let these CareerCenters help you make your next employment connection.

Managing Managed Care

By Karen Goldsmith, Esq.; Goldsmith & Grout, PA

Let me preface this article with a statement: Florida Health Care Association and the managed care companies are engaging in collaborative meetings to iron out some of the issues we will be discussing in this article. Over the next few months we will see a more-defined system evolving for determining quality and placement.



Karen Goldsmith

The contract between the Agency for Health Care Administration (AHCA) and the managed care organizations (MCOs) requires that each MCO establish guidelines for determining that the quality of care in the facilities with which it contracts is acceptable. The specifics are left up to each MCO.

This was a concern to use when the law was passed and when we negotiated the contracts between providers and MCOs. We were assured that systems would be worked out that would not result in duplicative surveys. In fact, the law does not permit this level of analysis.

Last year, a workgroup made up of provider representatives, AHCA personnel and MCO professionals met to discuss ways to establish the level of quality of a particular provider. One area agreed to as an element of analysis was the federal star system. We all know that this system is seriously flawed. It was never the intent of the workgroup that the star system alone would be used to track quality.

There are any number of other indicators an MCO can use such as customer satisfaction surveys, true analysis of survey reports, quality measures and the like.

One MCO seemed to be relying solely on the star system and notified several providers that their contracts were about to be cancelled. The CEO of Florida for this MCO met with several of us at FHCA. As a result, the MCO gave the providers it had identified an opportunity to present a plan for improving their quality of care. This is only a temporary remedy while we work with all the MCOs to develop meaningful guidance.

The message here is that if your facility

is a 1-star overall and 1-star in quality you need to be thinking about how to address the issues that caused the rating in a meaningful way that will be acceptable to the MCOs.

The bottom line is that the MCOs will be addressing standards of quality of care and will be cancelling contracts with those facilities who do not meet

the requirements. This is not to say that there will be a secondary survey process. There will not. The MCOs readily admit that they do not have the resources to achieve this.

You can help by sending your suggestions for information that is readily available to the MCOs to use to achieve the requirements of their contract.

Secondly, as you may recall, during the first year of managed care all MCOs had to offer contracts to all willing providers. That year has passed and MCOs are now in a position to cancel or not renew contracts for a variety of reasons. Lack of quality, as discussed above, is one basis.

A second basis relates to the business of the MCO. MCOs can cancel a contract with any facility if they do not find that the facility fits into their business plan. For example, the MCO may have 40 members in a facility on the east side of town and four members in a facility on the west side. It might make economic sense for them to concentrate all their members in the one facility with the higher census of their members. Thus they may choose to cancel the contract with the facility on the west side.

This does not mean that the four residents in the west side facility have to move. Rather, the cancellation of the contract can trigger an opportunity for the member to change to another MCO. You must follow the same guidelines for your involvement in determining the new MCO as you did initially. You are restricted from encouraging a resident to move to a particular MCO but you can tell them that you will no longer be contracting with the one in which they are enrolled.

AHCA does not treat a transfer as the

result of a termination of a managed care contract as a facility-initiated transfer so you do not have to give notice and an opportunity for a hearing. You do, however, have to do discharge planning just as you would for any resident who was transferred.

The managed care law requires that the MCOs each reduce the nursing home population by 3% per year and increase the community based services by the same amount. Thus you are likely to see movement of some of your residents from your facility to home or assisted living.

One incident occurred in which an MCO sent representatives to a facility to move 10 residents from an SNF to an ALF. No notice was given. Once the MCO was advised of the need for discharge planning and evaluation for safe placement, they backed off.

Managed care did not do away with the CARES program. You on behalf of your resident can always call CARES if you feel the ALF placement is not safe for the resident or the resident simply does not want to move. If the CARES team agrees that nursing home placement is necessary, the resident can stay in your facility.

Any move from the facility requires the agreement of the resident or their legal representative (surrogate, proxy, agent under a DPOA or guardian). Residents cannot be moved against their will. However, if the CARES team does not determine the resident needs nursing home care, the result can be economic. We have not yet seen this happen and will report after we do.

Today, long-term care is not business as usual. We must accept that managed care is very likely here to stay. We need to be part of the solution by participating in meetings when we can and offering ideas for the MCOs to establish procedures for determining quality of care. We must accept that we may lose residents because their needs can be met in the community and they want to go.

It is a new day and new thinking is required for facilities to remain successful.

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2-6 p.m., March 21, 2016

The Current State: Nurses receive little or no education on leadership skills and departmental topics necessary for leading the nursing department effectively. Nurse leaders need skills beyond clinical topics learned in nursing school. Without targeted programs on regulatory expectations, risk management, quality improvement, budgeting, staffing, and much more, resident care and overall departmental performance suffers. Changes come so rapidly that nurse leaders are not able to keep up with regulatory expectations and new specifications. Compliance suffers and turnover may result.

Achievable State: By attending and participating in this FADONA Nurse Leader Boot Camp program, attendees will gain knowledge designed to guide them in identifying proven ideas for implementation in their professional settings, as well as for sharing with team members for performance improvement. As the various topics in the boot camp presentation are explored in detail, knowledge of the participants will increase and each attendee will be challenged to think in terms of raising the level of professionalism and compliance in his or her practice setting.

Gap to be Addressed by this Activity: Presented material will provide facts, instruction, and techniques designed to expand participants' knowledge of the topics offered. Skills such as the art of delegation will be acquired based on classroom instruction and discussion on when and how to delegate. This is one example of many areas of skill enhancement that will be explored in detail. The entire program is designed to positively impact the practice of attendees who will learn new topics and the best ways to incorporate them into their work place. Attendees will be encouraged to identify at least one practice change for each component of this session that they will implement upon return to their work settings.

FADONA Nurse Leader Boot Camp Topics: This exciting 4-hour program will cover such areas as Leadership and Management, Human Resources, Risk Management, QAA and QAPI, and an overview of Strategic Planning.

Sign Up Today:

You and your nursing staff will not want to miss this must-attend leadership boot camp.

Visit www.fadona.org or see the registration form on page 14.



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For more information contact:

Jeri Lundgren, RN, BSN, PHN, CWS, CWCN
President

Senior Providers Resource

Direct: 612-805-9703

jeri@seniorprovidersresource.com

www.seniorprovidersresource.com

As President and Founder of Senior Providers Resource, my goal is to provide innovative approaches to caring for our elders. With over 25 years of experience in the post-acute care market, I understand the challenges providers face on a day to day basis. Our experts can assist you in putting the ever changing and complex regulatory and reimbursement requirements into everyday practice. We are here for you so you can focus on daily operations.

Carrying the Torch of Leadership in Style

Convention Corner by Susie Jensvold, RN; 1st Vice President and Annual Convention Chair, FADONA

FADONA's 29th Annual Convention is March 21-24, 2016, at the amazing Hilton Daytona Beach Oceanfront Resort. Please mark it down on your calendars and plan to attend NOW!



Susie Jensvold

The pre-convention day is Monday, March 21, with Mandatory Licensure Renewal Courses – Preventing Medical Errors and Florida Nurse Practices Laws and Rules. A FADONA Nurse Leader Boot Camp is also scheduled for that afternoon with NADONA past-president and Master Trainer Betty Frandsen, MHA, RN, NHA, CDONA/LTC, C-NE. The pre-convention day offers essential training at an affordable price, and will help kick off the 2016 Annual Convention.

Great informational sessions will include topics such as CMS/MDS Survey

readiness, QAPI, regulatory updates, ACOs, wound care prevention, falls prevention, reduction of antipsychotics in patients with dementia, infectious diseases, and more.

Exceptional speakers include, Dr. Earl Suttle, Dr. Hudson Garrett, Robin Bleier, Karen

Goldsmith, Kim Smoak, Polly Weaver as well as Dr. Leonard Hock, President of FMDA – The Florida Society for Post-Acute & Long-Term Care Medicine.

The educational program is based upon FADONA's Principles of Excellence for Directors of Nursing in Long-Term Care as well as the educational needs identified at the last convention through the needs assessment. As the Nurse Leaders of LTC, you will reap numerous benefits by attending a convention that will assist and support you in your role in the workplace.

Lastly, we are making an exciting change to our typical Awards Luncheon and Fun Night. This year, we will be combining the two into a very special Annual Awards Banquet where we will be presenting awards and scholarships to our nursing leaders and nursing staff. The new format is sponsored by FADONA's Platinum Partners, and its focus is on "Celebrating You!" as nurse leaders.

In addition, we have a very special Awards Banquet keynote speaker, MaryLou Brunell, RN, MSN, who is the executive director of the Florida Center for Nursing and Co-Lead of the Florida Action Coalition. We are currently planning the evening's events and hope to be able to provide more information to you all soon.

FADONA is the only association in the state dedicated to your needs as directors of nursing in long-term care. We hope to see you in Daytona in March for this fantastic convention. You will not want to miss it!

2015 Annual Convention Attendees Said it Best!

"Awesome information! Great speakers" – KB, Cape Coral.

"Once again FADONA has provided lectures that are pertinent to our day-to-day job as Director of Nurses!" – RD, Clearwater

"Excellent presentation of knowledge and experience in an engaging and entertaining way. Fantastic speakers with relevant and helpful content."
– SH, High Springs

"Good info that we can use!"
– MC, Homestead

"Most of the information provided will make good educational data to share with center staff to improve understanding and quality of care. Great job! Educational, fun and great networking with peers."
– TM, Orange Park, FL

"My 10th year attending this. It is always educational, getting better and better each year and gives me armor to perform my job well. The Fun Night is always a big relief from my hectic schedule. Go FADONA!"
– LR, North Miami Beach, FL

"Very helpful with networking"
– JS, Beverly Hills

Any questions may be directed to the business office at (561) 683-0037, or to icordes@bellsouth.net.

See you at the Convention!

❖ FADONA ❖ a State Chapter of NADONA Benefits YOU!

- ✓ Educational Awards
- ✓ Annual Conferences at Reduced Rates
- ✓ Quarterly Newsletter
- ✓ Bimonthly Bulletin
- ✓ Reference and Research Service includes published material, videos and audios
- ✓ National Network
- 📞 Contact NADONA at 800-222-0539 for additional information.



FADONA Scholarships Foster Growth in the Practice of Nursing

— The FADONA/LTC Nursing Scholarship and the Imogene Ward Nursing Scholarship support nursing students.

By Matt Reese, FADONA's Sr. Manager of Association Services

FADONA sponsors scholarships that are available for nursing students currently enrolled in an accredited nursing program in Florida. Both of these scholarships seek to aid a worthy nursing student nominated by a FADONA member. Information is available for both scholarships on the FADONA website, including a dual-nomination form which can be completed easily online.

The FADONA/LTC Scholarship was created to help nursing students with tuition assistance for their LPN, RN, or MSN degree in nursing. This is a way for FADONA to give back to the community of nurses who will be at the forefront of LTC care in the 21st Century. Requirements include being a currently licensed RN, LPN, or certified nursing assistant (CNA). The CNA must be currently accepted or enrolled in a RN or LPN program. The LPN must be currently accepted or enrolled in a RN program or undergraduate health care management program, and the RN must be

currently accepted or enrolled in a baccalaureate or master's program in nursing, gerontology program, undergraduate or graduate program in health care management, or nurse practitioner program. Since the program was established, more than \$15,000 in scholarships have been awarded.


The Imogene Ward Scholarship, named in honor of Imogene Ward, by her husband, Homer Ward, and sons, Mike and Jeff Ward, is offered to those pursuing an education to become registered nurses. The scholarship is in honor of Mrs. Ward, who was an RN and DON in the Tampa Bay area for many years. The nominee must already be enrolled in an accredited Florida nursing program and be actively employed by the same facility, or employer as the nominator. The scholarship is limited to those pursuing an education to become registered nurses and a nomination may be made by either a direct or indirect supervisor. The nominator does not have to be the nominee's current supervisor.

For a complete list of requirements for

both the FADONA/LTC Nursing Scholarship and the Imogene Ward Nursing Scholarship please visit <http://fadona.org/scholarship.html>.

Each scholarship application is evaluated on the criteria described on the website. The names of the selected individuals shall be presented to the FADONA/LTC Board for final approval.

FADONA President Jean Nelson is very proud that the association is able to provide nursing students with scholarship funds to help pay tuition for nursing education. "FADONA's scholarship program, which includes the FADONA/LTC and Imogene Ward Scholarships, is vital to the success of young nurse leaders seeking help in funding their educational pursuits," Nelson said. "These scholarship dollars will help foster a new team of young nurses who will be instrumental in leading the charge of LTC and post-acute care in the 21st Century. We are very excited for the future."

For more information contact Matt Reese at FADONA at (561) 683-0037. 

Annual Excellence Awards for Nurse Administrators, LPNs, CNAs

— Enhanced Awards Honor Those "In the Trenches" as well as Nurse Leaders in Long-Term Care

FADONA is currently accepting nominations for the 2016 Nurse Administrator of the Year Award, as well as entries for the Annual LPN and CNA Awards of Excellence.

The awards support FADONA's "Principles of Excellence for Florida Directors of Nursing" — aimed at providing the atmosphere, mindset, and leadership for the most effective and safest care to long-term care residents.

The Nurse Administrator of the Year Award was founded by FADONA to recognize an outstanding nurse who exemplifies professional responsibility as a nursing administrator. In order to be considered for the award, candidates must symbolize passion for their profession


by mentoring and nurturing others, as well as demonstrate a strong commitment to the standards of nursing practice in long-term care. Our thanks go to OptumCare, which has sponsored the award for 13 consecutive years.

The Annual LPN and CNA Awards of Excellence recognize licensed practical nurses (LPNs) and certified nursing assistants (CNAs) — the caregivers in the trenches — whose commitment and devotion to their profession and their residents are exemplary. Cash awards include \$500 for first place, \$300 for second place, and \$200 for third place in each category. These awards have been generously sponsored by RB Health Partners six years in a row.

All nominations must be received in the FADONA office no later than Feb. 12,

2016. FADONA's Executive Committee will serve as the selection committee, with input from pertinent regional vice presidents. Nomination forms are open to FADONA members and are available at www.fadona.org. However, nominators may be non-members as long as the candidate is endorsed by a FADONA member. Please share entry information with your staff and peers so that they may nominate deserving nurses in long-term care.

The winners will be announced during the Annual Awards Banquet on Wednesday, March 23, at FADONA's 29th Annual Convention & Trade Show. The location of this year's convention is the Hilton Daytona Beach Oceanfront Resort.

Questions may be directed to **Ian Cordes**, Director of Operations, at icordes@bellsouth.net or (561) 683-0037. 

29th Annual Convention Agenda

March 21-24, 2016 at the Hilton Daytona Beach Oceanfront Resort



Monday, March 21

OPTIONAL PRE-CONFERENCE SESSIONS

8 a.m.-5 p.m.

Registration & Information

8:30-10:30 a.m.

FL Mandatory Licensure Renewal Course

#101: **Preventing Medical Errors** (2.0 hours)

Cathy Robinson-Pickett, BS; Co-Founder, Friends-Together, Inc., Naples, FL

10:45 a.m.-12:45 p.m.

FL Mandatory Licensure Renewal Course

#102: **Laws & Rules Governing Florida**

Nursing (2.0 hours) with Speaker TBA

12:50-1:50 p.m.

Lunch on Your Own

2-6 p.m.

#103: **FADONA Nurse Leader Boot Camp**

(4.0 hours) with **Betty Frandsen, MHA, RN, NHA, CDONA/LTC, C-NE**; Director of Clinical Education, Master Trainer, Past-President, NADONA; Owego NY

5-7 p.m.

Bistro Welcome Reception

— Everyone is Invited!

Sponsored by Consulate Health Care

Regular Convention Sessions Start Here!

7-8:30 p.m.

#104: **Improving Dementia Care Train the Trainer Program** (1.5 Hours) HSAG/AHCA).

Limited to 35 participants

Polly Weaver, BS; Assistant Deputy Secretary of Health Quality Assurance, Agency for Health Care Administration

Amy J. Osborn, NHA, PMP; Executive Director, Health Services Advisory Group

— After attending this event the attendees will be able to return to their nursing homes with the tools and utilize this training to engage staff in QAPI to individualize dementia care.

Tuesday, March 22

7:30 a.m.-5 p.m.

Registration & Information

7:30-8:30 a.m.

Light Continental Breakfast

8:20-10:20 a.m.

#105: **Exceeding Your Leadership Potential** (2.0 hours) with **Earl L. Suttle, PhD**; Chairman

and CEO, Leadership Success, Roswell, GA

This session is supported by an educational grant from **OptumCare**.

10:30 a.m.-12 p.m.

#106: **Achieving Success in Reducing Inappropriate Use of Antipsychotic Medication in Patients with Dementia** (1.5 hours)

Deborah Afasano, BSN, RNC, CDONA, HCRM; Vice President of Clinical Services, Avante Group

Rick Foley, PharmD, CPh, CGP, FASCP, BCPP

Clinical Professor of Geriatrics, University of Florida College of Pharmacy; President, Florida Chapter - American Society of Consultant Pharmacists

Amy J. Osborn, NHA, PMP; Executive Director, Health Services Advisory Group, Inc.

Polly Weaver, BS; Assistant Deputy Secretary of Health Quality Assurance, Agency for Health Care Administration

12-1:15 p.m. Lunch Concession Stand

#107: **IMA Queen of Quality: Don't Get Scorched with that Torch!** (1.0 hour)

Deborah Afasano, BSN, RNC, CDONA, HCRM; Vice President of Clinical Services, Avante Group

1:25-2:25 p.m.

#108: **Successfully Managing the QAPI Process in Your Facility** (1.0 hour) with **Lisa Baker, Health Center of Merritt Island**

2:30-3:30 p.m.

#109: **Update on Pressure Ulcers and Utilizing an Interdisciplinary Approach to Pressure Ulcer Prevention** (1.0 hour) with **Charlene Demers, GNP-BC, CWOCN**; Former Vice Chair, Institutional Review Board, and former Chair, Inter-Professional Skin Care Committee at Orlando VA Medical Center

3:30-6 p.m. Annual Trade Show & Silent Auction. Official Opening & Silent Auction in the Exhibit Hall to benefit FADONA's Scholarship Fund

6-7 p.m.

#110: **Regional Roundtables: LTC Connections** (1.0 hour)

Wednesday, March 23

7:30 a.m.-5 p.m.

Registration & Information

7:15-80 a.m.

Light Continental Breakfast

8-9:30 a.m.

#111: **CMS' MDS Surveys Workshop: Are You Ready?** (1.5 hours) with **Kim Smoak, MSH QIDP**; Bureau Chief of Field Operations, Division of Health Quality Assurance, Agency for Health Care Administration; and **Robin A. Bleier, RN, HCRM, CLC**; President, RB Health Partners

This session is supported by an educational grant from **Avanir Pharmaceuticals**.

9:40-10:40 a.m.

#112: **The Endangered Heel** (1.0 hour) **Pamela Scarborough, PT, DPT, MS, CDE, CWS, CEEAA**; Director of Public Policy and Education, American Medical Technologies

10:45 a.m.-12:15 p.m.

#113: **Infectious Diseases Overview** (1.5 hours) with **Hudson Garrett Jr., PhD, MSN, MPH, FNP, VA-BC™**; **NADONA Master Trainer; Editor-in-Chief, The Director**

This session is supported by an educational grant from **GOJO**.

12:20-1:15 p.m.

Lunch on Your Own

1:15-2:15 p.m.: **Concurrent Session**

#114: **How to Effectively Implement Your Skilled Managed Care Contracts** (1.0 hour) with **Marjorie Bowen Perez, BSN**; VP, Network Management; Managed Care Consultants of Florida (MCCFL)

1:15-2:15 p.m.: **Concurrent Session**

#115: **Understanding the Five Star Rating System** (1.0 hour) with **Nathan J. Shaw, RN, BSN, MBA, RAC-CT 3.0, LHRM**; Director of Clinical Reimbursement, RB Health Partners

2:15-5:15 p.m.

Trade Show, Silent Auction, Door Prizes

5:15-6:15 p.m.

#116: **The Conversation Project in Central Florida** (1.0 hour) with **Sandy Yochem, RN, BS**; Florida Market Director, Bluestone Physician Services, and **Judith Tivnan RN-BC MA**; Director of Nursing, Grand Palms Assisted Living and Memory Care Community, Orlando

29th Annual Convention Agenda

March 21-24, 2016 at the Hilton Daytona Beach Oceanfront Resort

7-10:30 p.m.

Annual Awards Banquet: Celebrating You!
Keynote Speaker – #116: **MaryLou Brunell, RN, MSN**; Executive Director, Florida Center for Nursing; Co-Lead, Florida Action Coalition

PRESENTATION OF AWARDS for 2016 Nurse Administrator of the Year Award is sponsored by Optum.

LPN and CNA Awards of Excellence are sponsored by RB Health Partners.

Exceptional Food, Drinks & Entertainment
* This annual event is sponsored by the Alliance Council's Platinum Partners.

Thursday, March 24

8-9 a.m.

Coffee and Light Breakfast

8:30-9:30 a.m.

#117: **Preventing Falls with Restorative Nursing and Mobility Enhancement Programs** (1.0 hour) with **Jeri Ann Lundgren, RN, BSN, PHN, CWS, CWCN**; President, Senior Providers Resource

9:40-10:40 a.m.

#118: **Protecting and Defending Your Professional License** (1.0 hour) with **Karen L. Goldsmith, ESQ.**; Shareholder, Goldsmith & Grout, P.A.; Has worked with FHCA as general counsel since 1980.

10:45-11:45 a.m.

#119: **Match.com – Picking Your Partners: This is not about dating, but it is about your potential partners** (1.0 hour) with **Leonard Hock, DO, MACOI, CMD**; Chief Medical Officer, Harbor Palliative Care & Illness Management, a Division of TrustBridge; President, FMDA – Florida Society for Post-Acute and Long-Term Care Medicine

11:50 a.m.-12:50 p.m.

#120: **Achieving Resident-Centered Care Plans: A Roadmap to Success** (1.0 hour) with **Robin A. Bleier, RN, HCRM, CLC**; President, RB Health Partners

12:50 p.m.

DOOR PRIZES & END OF CONVENTION

Note: Sessions and speakers are subject to change without notice.

Alliance Council's Platinum Partners Sponsoring Awards Banquet

Members of FADONA's Alliance Council met on January 13 in Lakeland to discuss their plans to sponsor this year's Awards Banquet. The resulting meeting was very productive and many great ideas were discussed. Here are some of them:

1. The Awards Banquet theme will be called the "FOscars" – FADONA's Oscars.
2. We will try to rent large gold Oscar statues for the entrance to the ballroom and perhaps spot lights...
3. We hope to arrange for a RED CARPET experience into the ballroom complete with red carpet and paparazzi photographers featuring our own Platinum Partners.
4. We will see if the hotel has a piano we could use for entertainment during the dinner portion, up until the award presentations.
5. Formal attire for the Banquet is welcome, but it is optional.
6. We will have either a live band or DJ for entertainment after dinner.
7. The trade show game, which is exclusively for Platinum Partners, will be called, "Here's to the Present: Celebrating You Now!"
8. We are inviting all our members, convention attendees, and exhibitors to create and donate themed homemade gift baskets for the silent auction. Baskets will be judged by a panel of Platinum Partners and the winners will receive great door prizes during the Awards Banquet.
9. Additional vendor sponsors are still welcome!

Call Ian Cordes, Director of Operations, for more information on how you can help sponsor this event during FADONA's 29th Annual Convention.



Alliance Council members and other vendor friends gather in Lakeland (from left): Matt Bowser, Wings; Elizabeth Page, LTC Pharma; Ian Jackson, Wings; Jeri Lundgren, Senior Provider Services; Stephen Allison, Hartmann; Robbie Williams, MobilexUSA; Susie Jensvold, 1st Vice President and Convention Chair, FADONA; Cathy Sallitto, AMT; Cindy Mason, Providigm; Gail Allison, Tridien; Bradlee Cox, McKesson; Jim Cassidy, Hartmann; and Ron Shamlaty, JSC Systems

FADONA NEEDS YOU!

Volunteers are the heart of FADONA. Our strength is a result of the time and effort provided by those who volunteer their time and knowledge to serve their colleagues and to further nurse administration in long-term care.

We invite each member to become more involved in the Florida Association Directors of Nursing Administration (FADONA). Numerous volunteer opportunities are available to serve for a year or two, a month, or even a day. You can help guide our association, advise the board of directors, coordinate or lead a program, or even start a new chapter or committee.

Participating as a volunteer provides a gateway to develop and hone leadership skills, increase professional contacts, and give back to the profession. Let us know what types of volunteer opportunities interest you and whether you are interested in the local, regional and/or statewide levels. We look forward to your involvement in FADONA. Should you have any questions, please contact **Ian Cordes**, director of operations, at (561) 683-0037, or icordes@bellsouth.net.

CALL FOR NOMINATIONS

Support FADONA's membership by being elected to a position and serving on the FADONA Board of Directors. The bylaws state that the Nominating Committee will present the slate of officers to the membership at least 60 days prior to the annual meeting, prepare a mail-in ballot, and ask members to return the mail-in ballot no later than 30 days before FADONA's 29th Annual Convention, March 21-24, 2016. Newly elected officers will be installed at the closing of the annual business meeting by the president. See next page for job descriptions as defined by the bylaws.

The following FADONA leadership positions will be vacated in March 2016:

2nd Vice President • Secretary • Region II Coordinator • Region IV Coordinator • Region VI Coordinator

If you are interested in running for office, please complete the Candidate Information Form below and forward your nomination(s), received no later than **Friday, January 22, 2016**, to **Bonnie Cruz**, Immediate Past-President, and Chair, FADONA Nominating Committee, c/o FADONA, 400 Executive Center Drive, Suite 208, West Palm Beach, FL 33401. You may also fax it to (561) 689-6324 by the stated deadline.

FADONA/LTC Candidate Information Form

Name: _____ Membership Expires: _____

Address: _____ Phone : _____

Facility: _____ Email: _____

Position: _____ Years as DON: _____ Currently a DON: ____ YES ____ NO

Indicate office or position for which you are applying: _____

How long have you been a member of FADONA? _____ years. Have you ever held office in FADONA? _____

Which office? _____ Have you ever served on any FADONA committees? _____

Indicate which committee(s): _____

Are you a FADONA *Founding Member*? _____ A FADONA *Charter Member*? _____

An officer in a local or state association? _____ (If yes, name of association) _____

Have you attended any national conferences? _____ Florida state convention(s)? _____

If yes, which ones? _____

Are you a CDONA/LTC? _____ Indicate year of certification: ____/____/____

Are you free to travel at least three times a year for 1-4 days? _____

Are you free to conduct some Association business during regular hours? _____

In 50 words or less (use another sheet if necessary), indicate why you would like to be an officer of FADONA/LTC and why you feel you are qualified to assume this position (include educational background as well): _____



I understand that my application for office in FADONA/LTC will be reviewed by the Nominating Committee of the Association, which will, if necessary, and with my permission, use my application for any other open offices at the time of my application.

Signature: _____ Date: ____/____/____

Candidate information forms received after Friday, January 22, 2016, will not be accepted.

Calling All Leaders

– Duties and Responsibilities for FADONA Officers



The following FADONA leadership positions will be vacated in April 2016:

2nd Vice President • Secretary • Region II Coordinator • Region IV Coordinator • Region VI Coordinator. Here are the duties and responsibilities as defined by the bylaws.




Article VI—Duties of Officers

Section 3. The 2nd vice-president shall serve as membership chairperson and shall assist the president and 1st vice-president as delegated by the president.

Section 4. The secretary shall record the minutes of all board and general meetings and shall be responsible for any delegated correspondence from the Executive Committee.

Section 6. The regional coordinators shall: act as liaisons between state and local Associations, increase networking by promoting educational forums, and motivate local involvement of all members in legislative concerns.

If you are interested in running for office, please complete the Candidate Information Form on the previous page and forward your nomination(s), no later than Friday, January 22, 2016. 

Thanks to our Generous Sponsors for their Support!*

FADONA's 2016 Annual Convention:
Sponsorships and Educational Grants

Grand Sponsors

Avanir Pharmaceutical • GOJO • OptumCare

Classic Sponsorships

Humana • McKesson • PharMerica

General Sponsorships

Consulate Health Care — Welcome Bistro Reception on Monday

Guardian Pharmacy — Hotel Key Cards

Optum — Nurse Administrator of the Year Award

RB Health Partners — CNA and LPN Awards of Excellence

* As of January 15, 2016

Fun Homemade-Themed Gift Basket Contest & Silent Auction

We are inviting all our members, convention attendees, and exhibitors to create and donate themed homemade gift baskets for the silent auction in the Exhibit Hall. Baskets will be judged by a panel of Platinum Partners and the winners will receive great door prizes at the Awards Banquet.

Over the years, FADONA has provided more than \$15,000 in scholarships to its members and their staff and, with your support, we will be able to continue our tradition.

For more information on how you can participate, please call **Cindi Taylor** at the FADONA business office at **(561) 683-0037**.



All proceeds from the sale of these baskets — which will be in the exhibit hall during the silent auction — will benefit the FADONA Scholarship Fund.



Register Today for FADONA's 29th Annual Convention & Trade Show

Hilton Daytona Beach Oceanfront Resort • March 21-24, 2016

Convention Highlights: ✓ Focus on skills needed to be "Exceptional" DONs and nurse administrators ✓ Earn contact hours for RNs, NHAs, LPNs, with requested ANCC-approval for nurses ✓ Annual Awards Banquet ✓ Nationally recognized speakers ✓ Innovative and timely programming ✓ Special members-only registration fee for first-timers ✓ Special registration fee for 2nd, 3rd, etc., person from the same facility for Amazing Wednesday ✓ Full Registration includes all planned meals ✓ Meet manufacturers and suppliers, and stay current with the changes in the industry's products, services, and trends at our Annual Trade Show ✓ Affordable luxury oceanfront hotel rooms in Daytona ✓ Great door prizes ✓ Relax and have a blast with new and old friends at this year's Bistro Welcome Reception.



FADONA's
Carrying the Torch
of Leadership

2016 FADONA Convention Registration Form

Not a member? Join now at www.fadona.org or call the business office for an application and mail it directly to NADONA (attach and mail a copy of the form and accompanying payment to FADONA). Registration forms without fees cannot be processed. Please use separate registration form for each person.

Name _____ Title _____

Circle all appropriate professions: RN / LPN / NP / NHA _____ License # _____ State _____

LTC Facility Name /Org. _____

Home Address _____

County _____ Phone (____) _____ Fax (____) _____ Email _____

[] **YES!** Here are my 2016 FADONA Convention Registration Fees.

1. **Early-Bird "Full Registration":** * \$295 for members and \$350 for non-members on or before **Feb. 15, 2016.** \$ _____
— After **February 15**, the fee is \$350 for members and \$425 for non-members. \$ _____
 2. **First-Time Attendees: "Full Registration" fee* for Members-Only** \$245 \$ _____
 3. **Optional: Florida mandatory licensure update courses:** Please check the courses below that you will be attending \$ _____
\$25 per course for members or both for \$40; or \$35 per course for non-members or both for \$60
 Preventing Medical Errors (2 hours) Laws & Rules Governing Florida Nursing (2 hours)
 4. **Optional Pre-Convention on March 21: NADONA Nursing Leadership Boot Camp** (4-hour Workshop) \$ _____
\$75 for members or \$100 for non-members
 5. **"Amazing Wednesday!"** Includes all educational sessions on March 23; contact hours for RNs, LPNs, NPs, and NHAs; Annual Awards Banquet; and Annual Trade Show \$115 \$ _____
✓ **Special Rate:** Additional staff members from the same facility, organization, or corporation... \$95 \$ _____
 6. **Seminar Tickets:** Any single educational seminar on March 22-24 (1- to 1.5-hour seminars) \$25 \$ _____
 7. **Book of Seminar Tickets – Not intended for vendors:** Any 4 seminars of your choice on March 22-24 (1- to 1.5-hour seminars, includes trade show pass) \$85 \$ _____
 8. **Annual Awards Banquet on Wednesday, March 23:** Each paid Full-Registrant above receives one (1) ticket. Extra tickets for spouses or guests (this rate is not available to vendors or exhibitors) \$75 each \$ _____
 9. **Optional Printed Handouts** (see details below) \$75/ set \$ _____
- Total Amount Enclosed** — Please use separate registration forms for each registrant..... \$ _____

* **Full Registration Fees:** Fee includes attendance at all FADONA educational sessions Tuesday, March 22- Thursday, March 24, 2016; all planned meals and receptions; contact hours for Florida-licensed RNs, NPs, LPNs, and NHAs; trade show admission; one (1) ticket to the Annual Awards Banquet and eligibility to win great door prizes.

Pre-Convention Leadership Workshop: NADONA Nursing Leadership Boot Camp — A 4-hour workshop featuring Betty Frandsen, MHA, RN, NHA, CDONA/LTC, C-NE; Director of Clinical Education, Master Trainer, Past-President, NADONA.

Handouts: All handouts provided to us by the speakers will be available at www.fadona.org at least 7-10 days before the convention, so you may print them without charge before you get to the convention. If you prefer, for an extra charge of \$75, you may order a set of handouts now when you register, and it will be ready for you when you arrive at the convention. However, please be aware that we cannot ensure the availability of every PowerPoint presentation or handout for every session due to the speakers' timeliness of providing their materials.

Refund/Cancellation Policy: All requests for attendee refunds must be made in writing and received on or before **March 1, 2016**. There will be a \$50 administrative fee on all attendee refunds. There will be no attendee refunds after **March 1, 2016**. **Refund requests due to AHCA regulatory surveys will be given priority.**

Returned-Check Policy: There is a \$35 charge for all checks returned from the bank.

Special Needs: Let us know if you would like to request a special diet or if you have other needs during your stay with us. Contact the business office for more information.

Hotel Reservations: Registration fee does not include hotel accommodations. **Hilton Daytona Beach Oceanfront Resort:** The special FADONA group rate is \$135 per night (single/double), no resort fee, and \$6 per night discounted self-parking for overnight hotel guests. Group rate effective three (3) days pre- and three (3) days post-program dates, based on availability, and there is complimentary high-speed internet access in guestrooms and public spaces. For hotel reservations, call 1-866-536-8477 or 1-800-HILTONS (toll-free, 24 hour reservation center); or 386-254-8200 (Hotel direct, M-F, 9am-5pm) and identify yourself as part of the FADONA Convention Group to receive the Group Rate. You may also reserve online by going to www.fadona.org/convention.html. *Reservations must be made no later than **Feb. 20, 2016**. Reservation(s) requested after the cut-off date will be on a space-available basis.

Make all payments payable to FADONA and mail to: 400 Executive Center Drive, Suite 208, West Palm Beach, FL 33401.

Questions? Call the FADONA Business Office at (561) 683-0037; Fax: (561) 689-6324

Making Sense of Scents

By Betty Barron, RN, DON; Bear Creek Nursing & Rehabilitation Center, Hudson, FL; FADONA Region IV Vice President

E specially around the holidays, it seems our senses come alive. We smell a live Christmas tree and we remember a childhood memory. Turkey baking in the oven or sugar cookies cooling and most people will respond with a mouth-watering smile. The sense of smell can deliver a powerful message sometimes subliminal or even deliberate.

For thousands of years, scents, oils, and fragrances have been used for medicinal or even spiritual needs. As most know, a very famous Christmas story had wise men delivering frankincense and myrrh to a baby in a manger. As societies and civilizations have evolved so has the use of oils, fragrances and scents into aromatherapy.

Aromatherapy has become somewhat popular with many applications. Several international businesses have been launched capitalizing on the recreation use of feel good scents. The use of aromatherapy has filtered over into the medical society.

Many organizations such as American Public Health Association, ISACA Global Organization and even the Alzheimer's Association have referenced the use of aromatherapy in treating many medical disorders. There have been many clinical applications with use of oils such as lavender, bergamot, ylang ylang which promote stress relief. The use of lavender as an essential oil for calming has been so well received that Fiberize has put out a product called sleep serenity.

In the long-term care and acute rehab settings, many residents experience increased stress or anxiety related to their new environment. At Bear Creek Nursing Center, we have been exploring interventions using aromatherapy for many months. At first, we focused on smells centered on food to enhance or improve appetite. Through our restorative dining program, we introduced food flavored scented waxes such as sugar cookie, blueberry cheesecake, warm apple pie, etc., as an auxiliary method to increase appetite and promote increased po intake. Through an unofficial controlled study, we found that the use of certain aromas had a positive effect on the resident's po intake in restorative dining program.

Recently, we have incorporated food flavored waxes in all of our dining rooms and the positive response has been overwhelming.

We took aromatherapy a step further and wanted to promote nursing interventions that would enhance sleep, reduce stress and/or anxiety, and encourage a stimulating bathing environment. After much reading, research, and ongoing study, we decided to use aromatherapy as an alternative intervention for falls management and to promote a positive hygiene experience.

Much of our research was done through the Alzheimer's Association and their endorsement of specific therapeutic oils. For example, *The Journal of Quality Research in Dementia*, Issue 3, recognized aromatherapy as a positive approach for dementia patients.

The results were amazing and we began to look at other residents that were often restless through the night.


We started by using lavender spray on bed pillows and sheets for residents that had sundowners, restless sleep, and interrupted sleep which often resulted in the resident attempting to get up unassisted and falling. Initially, we started with two female residents that had falls from a low bed often in the middle of the night as they were awake, restless and looking to get up. Both residents have dementia and were dependent with most ADLs. We began a trial of spraying their bed sheets with lavender consistently every night and what was noted was astounding. One resident rolled out of her low bed at least 7 times in one quarter and in 60 days since spraying her sheets she did not have episodes of rolling out of her low bed. The other resident rolled out of her low bed at least

10 times in one quarter and in the 60 days since spraying her sheets she had only two episodes of rolling out of her low bed.

The results were amazing and we began to look at other residents that were often restless through the night. We now have a total of at least 15 residents whose bed sheets are sprayed nightly with lavender and we have noted a reduction in night anxiety behaviors. In addition, we have placed lavender air fresheners in one resident lounge that is popular for TV viewing in the evening. While there have been no recorded results to monitor, the evening nursing staff does report that the setting has been peaceful and calm.

In our shower rooms, we have incorporated a spa like Zen feeling by continuous spa music playing along with aromatherapy through a mister that delivers a scent of eucalyptus and peppermint which has been known to induce a rejuvenating experience. Many of the residents and staff alike have remarked positively on the pleasant environment in the shower room/spa.

As our knowledge base grows with aromatherapy, we plan to introduce new components such as bergamot lapels to residents with anxiety and wandering behaviors to foster a calm environment. We believe that at Bear Creek Nursing Center we are embarking on a new adventure of interventions that stimulate the senses with a therapeutic effect that is progressive towards dementia care alternatives.

Through these new interventions in nursing care for dementia patients and the geriatric population, we are excited about the new environment that engages our residents. 

References:

- Carter, Robyn (2012) *Seven Ways To Use Aromatherapy To Care For The Elderly At Home*, http://www.imperialbeachnewsca.com/news/article_670a08de-cc57-11e1-80c6-0019bb296
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- Forrester LT; Maayan N; Orrell M; Spector AE; Buchan LD; Soares-Weiser K (2014) *Aromatherapy for dementia; Medscape Multispecialty*, <http://www.medscape.com/medline/abstract/24569873>

Patient and Disability Rights in the Health Care Setting

By Robert A. Goodman, MSW

Patient's rights cover such topics as access to care, patient dignity, confidentiality, and consent to treatment. Patients with disabilities have some additional rights under three different laws: The Americans with Disabilities Act, the Rehabilitation Act of 1973 and the Florida Civil Rights Law. These laws guarantee that people with disabilities will have the same access to health care services as people without disabilities.

It is important for nurses to understand these laws and to be advocates for their patients. When the rights of your patients are not being observed, complaints should be filed with the appropriate agencies.

Americans with Disabilities Act (ADA)

The ADA prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications.

To be protected by the ADA, one must have a disability or have a relationship or

association with an individual with a disability. An individual with a disability is defined by the ADA as "a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of an impairment."

ADA Title III: Public Accommodations

Title III covers businesses and nonprofit service providers that are used by the public. These include hospitals, urgent care centers, doctors offices, nursing homes and home health agencies.

Health care services must provide equal treatment in the way they serve patients with disabilities. This means removing barriers in existing buildings.

Patients who are deaf or hearing impaired have the right to a sign language interpreter. If one cannot be provided, the health care professional needs to find another way to communicate with the patient. A family member cannot be required to assist in the communication process.

Patients with visual disabilities have the right to have any written materials either read to them or given to them in an alternate format such as large print, Braille, or on tape. This includes assistance with filling out paper work, having hospital admission booklets, home health agency information, doctor's orders, and discharge plans available in a format that is accessible to the patient.


The Rehabilitation Act of 1973

This law has similar protections for patients with disabilities. This law applies to federal, state and local government and to any non-profit organization or health care provider that receives federal funds such as Medicare and Medicaid.

The Florida Civil Rights Law

Florida has a law that also protects its residents against discrimination in public accommodations. It is against Florida law to refuse accommodations or services to any person on the basis of physical disability. It is also unlawful for an individual to be denied access or to receive poor service or lesser quality accommodations because of his or her disability.

There are other laws that protect the rights of people with disabilities. The Architectural Barriers Act requires businesses to be accessible to people with disabilities. The Fair Housing Act prohibits discrimination in housing. The Air Carrier Act protects people with disabilities against discrimination by airlines. They must provide assistance to customers with disabilities. There are two voting rights laws, the Voting Accessibility for the Elderly and Handicapped Act and National Voter Registration Act that ensure assistance at the polls if requested.

For more information on a person's rights under these laws or to file an ADA complaint log onto www.ada.gov or www.ada.gov/complaint. For Section 504 complaints log onto https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf. For information on Florida's Civil Rights Law or to file a complaint log onto <http://fchr.state.fl.us>. 

Mr. Goodman is a geriatric social worker and a consultant on the ADA and the visually impaired. He can be contacted at 954-806-7321, or www.americanswithdisabilitiesact.net.

Positions Available

Palm Terrace of Lakeland is seeking compassionate qualified candidates in the following Positions. Palm Terrace of Lakeland is a 185-bed, five star rated Skilled Nursing and Rehab center that has been offering rehabilitative services to the community for the past 20 years. Rehabilitative programs include orthopedic, enhanced cardiac, pulmonary, and stroke rehabilitation.

Qualified candidates please contact Administrator **Brian Bentz** at **863.688.5612** or via e-mail bbentz@vizcayacare.com.

Director of Nursing: Shall be a Registered Nurse (RN) who is responsible for the overall direction of program clinical services

Required experience:

- Director of Nursing Services: 2 years
- Required license or certification: Registered Nurse (RN)
- Required education: Bachelor's

Risk Manager: To plan, develop, organize, implement, evaluate and direct the facility risk management program in accordance with elements of FS 400.147 and with Palm Terrace of Lakeland's Risk Management Policies and Procedures.

Required experience

- Long-Term Care experience as Risk Manager, ADON or DON 2 years
- Required license or certification: Registered Nurse (RN)
- Required education: Bachelor's



QUIN Council: Working Together for Quality and Unity in Nursing

In August 1989, leadership from professional nursing groups that have a state level of organization met with a mission to develop and demonstrate unity in nursing in Florida. To facilitate meeting this mission, they established the Quality and Unity in Nursing (QUIN) Council. The founding members of QUIN included the following nursing organizations:

- Florida Nurses Association
- Deans and Directors of Nursing Education Programs
- Florida Hospital Association Center for the Promotion of Nursing
- Florida League of Nursing
- Florida Organization of Nurse Executives
- Florida State Board of Nursing

Representatives of these organizations identified the objectives for QUIN Council and established meeting and operation structures. QUIN was designed using the National Tri-Council, an organized meeting of the American Nurses Association, the American Organization of Nurse Executives, the American Association of Colleges of Nursing, and the National Association of State Boards of Nursing as a model. Each organization is permitted to send up to three representatives to QUIN meetings but with one vote per organization should there be the need. The QUIN Council objectives were:

1. Develop a strategy to communicate between the organizations key issues that affect nursing.
2. Develop communication networks that foster collaboration.
3. Develop support/unity for nursing in Florida:
 - a. Develop mutual agreement on key nursing issues.
 - b. Provide a forum for discussing major positions where there may be dissent — “agree to disagree.”
4. Move the agenda for nursing forward.
5. Be action- and outcome-oriented, not a study group.

The Florida Center for Nursing joined

QUIN in 2003, and by 2009, the membership had grown to 11 with individual representation of the education programs and addition of:

- Florida Association of Colleges of Nurses
- Florida Association of Directors of Nursing Administration/LTC
- Florida Council of Nursing Education Administrations
- Florida Council of Practical Nursing Education Administrators
- Association of Practical Nurse Educators of Florida

Over time, the QUIN Council mission evolved from “Promote quality and unity for nurses and nursing in Florida” to “Promoting collaboration and advocacy for quality and unity in all aspects of nursing in Florida.” We have transitioned from five objectives to two purposes:

1. Build relationships between nursing organization leadership in Florida.
2. Provide a forum for discussing key nursing issues to create a unified voice.

By permitting multiple representatives and being open to expansion of membership, nurse leaders from varied areas of practice, levels of education, and organization positions continue to strive to develop and demonstrate unity in nursing in Florida. The opportunity for open discussion of issues relevant to nurses and recipients of care supports a commitment to nurse advocacy and patient advocacy. QUIN has unified support for legislative activities including historical and current efforts such as the role of nurse practitioners, the need for school health nurses, improving access to health care, and the oversight of assistive personnel.

Specifically, with the unified strategies of QUIN, Florida nurses successfully stopped the Florida Medical Association’s effort to establish a new health care worker, the Registered Care Technologist.


As of this writing, the membership of QUIN Council has grown to include:

- Association of Practical Nurse Educators of Florida
- Florida Nurses Association

- Florida Action Coalition Diversity Council
- Florida Association of Colleges of Nursing
- Florida Association Directors of Nursing Administration/LTC
- Florida Association of Nurse Anesthetists
- Florida Board of Nursing
- Florida Association of Public Health Nurses
- Florida Association of School Nurses
- Florida Center of Nursing
- Florida Council of Nurse Midwives
- Florida Council of Nursing Education Administrators
- Florida Council of Perioperative Registered Nurses
- Florida Council of Practical Nursing Education Administrators
- Florida Gerontological Nurses Association
- Florida Hospital Association
- Florida League for Nursing
- Florida Nurse Practitioner Network
- Florida Nursing Students Association
- Florida Organization of Nurse Executives
- Florida Public Health Association
- Florida Society of Perianesthesia Nurses
- Florida Assisted Living Facilities Association
- Intervention Project for Nurses

If you are a member of a state level organization that has a mission and purpose consistent with the QUIN Council and are not on the list, please ask your leadership “Why not?” Any organization who meets this criteria and is willing to meet these membership responsibilities is welcome and encouraged to join:

- Identify emerging issues and submit for inclusion on the meeting agenda.
- Distribute information between member Board and the QUIN Council
- Maintain current contact information for member representative/s
- Participate in the majority of meetings held per year

Organizations interested in joining the QUIN Council should contact the Chair who will provide the application form for completion and submit it for discussion at the next scheduled meeting or for electronic review. For more information, please contact Reuben Bowie, FADONA’s liaison to QUIN Council through the FADONA Business Office. 

Source: This article appeared in the December 2015 issue of *Florida Nurse* and reprinted with permission of the Florida Nurses Association.

The Elder Justice Act

By Robin A. Bleier, RN, LHRM, CLC, FACDONA; Principal, RB Health Partners



The Elder Justice Act (EJA) was signed into law on March 23, 2010. This was part of the Patient Protection and Affordable Care Act (PPACA), the Elder Justice Act (EJA) authorized and imposed a comprehensive range of initiatives aimed at combating elder abuse, neglect, and exploitation.



Robin Bleier

The Elder Justice Act includes that citizens that reside in a facility should have the same rights as those that do not. One of the most significant aspects of the EJA is contained in section 6703(b)(3), which adds section 1150B to Title XI of the Social Security Act, was to establish notification and reporting requirements aimed at uncovering crimes against those residing in long-term care (LTC) facilities.

Broad Scope

In section 6703(b)(3) of the EJA, titled “Reporting to Law Enforcement of Crimes Occurring in Federally Funded LTC Facilities,” applies to LTC facilities that received at least \$10,000 in annual federal funds during the preceding year. The Act defines a “LTC facility” as a “residential care provider that arranges for, or directly provides, long-term care.” “LTC” is further defined as “supportive and health services specified by the Secretary for individuals who need assistance because the individuals have a loss of capacity for self-care due to illness, disability, or vulnerability.”

These expansive definitions ensure that the vast majority of LTC facilities and their staff members and contractors must comply with the EJA’s notification and reporting obligations.

Individual Reporting Requirements

Covered individuals, defined above, are responsible for reporting to HHS and to at least one local law enforcement entity, “any reasonable suspicion of a crime (as defined by the law of the applicable political subdivision) against any individual who is a resident of, or is receiving care from, the facility.” Generally, suspicious events must be reported within 24 hours. However, any

event resulting in “serious bodily injury” must be reported no later than two hours after forming the suspicion. “Serious bodily injury” is defined as “an injury involving extreme physical pain, involving substantial risk of death, involving protracted loss or impairment of the function of a bodily member, organ, or mental faculty; or requiring

medical intervention such as surgery, hospitalization, or physical rehabilitation.”

A dilemma is presented by the fact that the EJA does not prescribe a clear process for reporting “reasonable suspicions” to HHS. At this juncture, facilities are advised to direct their reports to both the local State Survey and Certification Agency and a law enforcement entity. Given the EJA’s short time frames, facilities should establish coordinated reporting protocols that involve all staff members, including management and supervisory staff, considering that care-related issues may arise on a 24/7 basis.

Facility Notification Requirements

Annually, owners and operators must notify each “covered individual” — defined as an owner, operator, staff member, manager, agent or contractor of the facility — of that individual’s obligation to comply with the Act’s reporting requirements. Frequent and thorough notification is therefore advisable, although, as described below, some aspects of the reporting requirement still need to be clarified.

In addition, a facility must “conspicuously” post a sign, drafted “in a form specified by the Secretary,” that describes the rights of staff members under the EJA, including their right to file complaints against facilities that unlawfully retaliate against reporting staff members.

Penalties

Any staff member that does not comply with the EJA’s reporting requirements is subject to a fine, and if the noncompliance “exacerbates the harm to the victim of the crime or results in harm to another individual,” the staff member faces an increased fine. The penalties for reporting

violations are centered on providers, LTC facilities may also be deemed ineligible to receive federal funds if excluded individuals are found within their employ. The EJA includes that facilities are prohibited from retaliating against staff members who report pursuant to the Act. Any facility that commits a retaliatory act is liable to be fined and may be classified as an excluded entity for two years.

Considerations

While anticipated guidance remains due, providers should be aware of the EJA’s mandates and prohibitions; any transgressions committed may be the subject of subsequent enforcement. In the absence of sufficient clarity, providers can best mitigate risk by broadly interpreting the law’s requirements. Considerations include:

- Establish a working relationship with your local law enforcement agency before reporting is necessary to support understanding of roles and responsibilities.
- Facilities should identify “crimes” — which must be defined by referring to the law of the applicable political subdivision — that are subject to the reporting.
- Facilities should create a policy regarding all rights, obligations, and procedures relating to EJA section 6703(b)(3) and include:
- Facilities should establish a means of notifying covered individuals of their reporting obligations.
- Facilities should develop a protocol for timely submission of reports to the local State Survey and Certification Agency.
- Staff members and contractors will need to be carefully screened to prevent a facility from dealing with “excluded” individuals.

In Conclusion

We all have a responsibility for our resident/patient safety. The EJA and the reporting of suspicion of a crime has been considered as a breakthrough in the prevention and enforcement of elder abuse.

For more information please contact Ms. Bleier at 727-786-3032 or email robin@rbhealthpartners.com.

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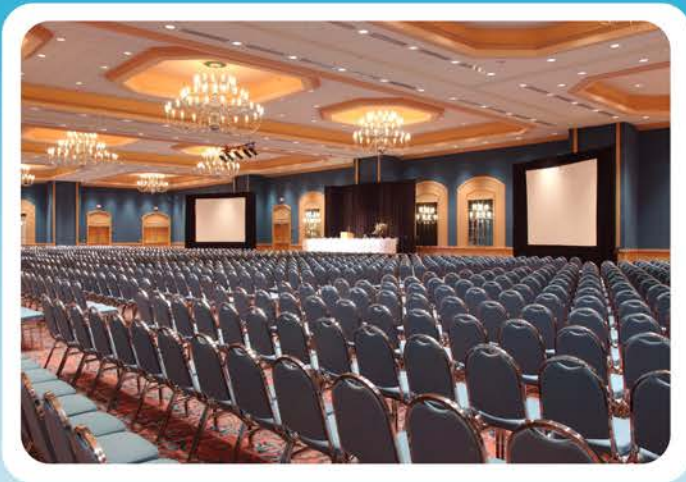
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