

FADONA® F O C U S



Florida Association Directors of Nursing Administration/LTC

Together, we can have a positive impact on Long-Term Care!

Annual Convention A Red Carpet Affair!

– Compelling education, great networking, super vendors, loads of fun, and paparazzi



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For convention highlights, see pages 6, 8-11, and 15.

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Bobbi Jo Rivera – (352) 567-3122
brivera@royaloaknursingcenter.com

Region V Vice President: Vacant

Region VI Vice President: 2016-2018

Elizabeth Page – (305) 790-2689
epage@polarisrx.com

Region VII Vice President: 2013-2017

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Message from the President



reetings FADONA Members! We completed another successful convention and want to share with you some of the great photos that were captured. Hope you see yourself in some of the photos with your friends and will mark your calendar for the 30th Anniversary Annual

Convention at the Rosen Plaza Hotel in Orlando, March 13-16, 2017.

We had a great awards banquet with many awards given for CNA, LPN, and Nurse Administrator of the Year. The 2016 winner of the Nurse Administrator of Excellence Award was Kera Literal, RN, from Greenbriar Rehabilitation & Nursing Center in Tampa. The 2016 winner of the Nurse Administrator of the Year Award was Mary-Sue Buck, RN, who is the DON at Sunset Lake Health & Rehab in Venice.

We also presented the Imogene Ward Scholarship to Jessica Giese, an LPN at Ocala Health & Rehabilitation Center. Jessica received a check for \$2,000 to further her education as a registered nurse. We wish to say a special thank you to the Ward family for underwriting this generous scholarship for our LTC nursing students. Their continued support of education for future nurses has been amazing.

We would like to take this time to thank our Alliance Council members and vendors for all of their support. Without them it would be difficult to have such a large convention. Our vendors/exhibitors understand LTC challenges and are available year round, striving to provide us with the most up-to-date information to make our lives better in our facilities. Their support is also a reason why convention registration prices have remained so low. Please show your appreciation by continuing to visit with them each and every convention.

There are many new and exciting things coming up. For the summer, make plans to



Jean Nelson

attend NADONA's 29th Annual Conference, June 24-29 at the J.W. Marriott in Austin, TX. There will be an Infection Control Certification available and training for NCCDPs — Certified Alzheimer's Disease & Dementia Care Trainer — as well as great seminars daily. You can check all of this out online at www.nadona.org.

In September, FADONA will present daylong symposiums in South Florida, Orlando, and Jacksonville. FADONA will be working in conjunction with AMT & RB Health Partners on these programs. Be on the lookout for flyers to register. You won't want to miss out!

There is always a lot of work going on behind the scenes to prepare for the next great workshop, symposium, or convention. As we move forward, we are looking for great people to join us and network to get the word out about FADONA and what it has to offer. We want to encourage new nurses to LTC to check us out. Remember, we are here to support you through the challenges you confront daily. The board understands what you confront day to day because they face the same dilemmas you do in their facilities. Call on our region vice presidents to help you. It is a great way to network with others and share ideas.

FADONA is still the only dedicated organization for directors of nursing and nurse administrators in the state of Florida and we are here to support our members. We love hearing from you during the year with recommendations and suggestions, as it helps the board to serve the membership.

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. Together we can

Continued on page 5

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

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.

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 rgsqf@aol.com.

Sharyn Figgins, RN, MSN
Region I Vice President



Jacqueline Hinerman

REGION II

Region II—Northeast

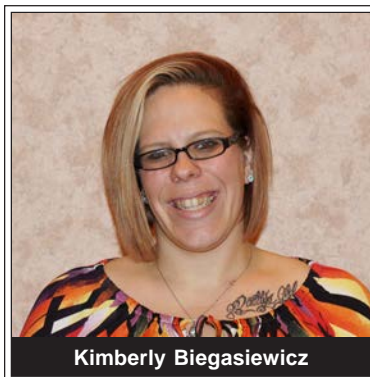
2A—Hamilton, Lafayette, Alachua, Marion, Clay, Nassau, Suwannee; 2B—Dixie, Union, Putnam, Baker, St. Johns, Columbia, Gilchrist; 2C—Levy, Bradford, Duval, Flagler

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, or would like to be on our e-mail list, please send me a message.

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

Jacqueline Hinerman
Region II Vice President



Kimberly Biegasiewicz

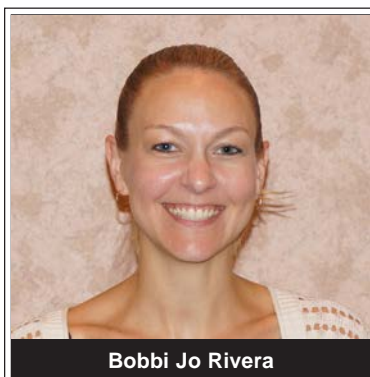
REGION III

Region III—Centraleast

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

If you have any questions for or about Region III, please call me at (352) 750-6619 or Kim.Biegasiewicz@greystoneHCM.com.

Kimberly Biegasiewicz
Region III Vice President



Bobbi Jo Rivera

REGION IV

Region IV—Centralwest

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

We are looking for ways to regenerate 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 DON and nurse 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 in to see what exciting things are happening in Pinellas. Contact Liz Raymond at nurse_raymond@yahoo.com.

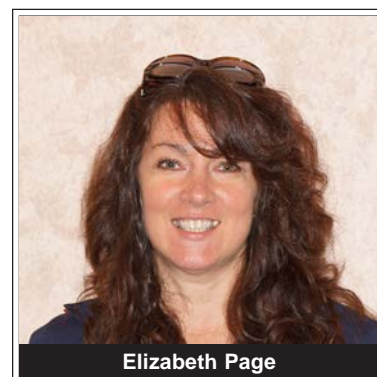
I am also available to assist in any way and can be contacted at (352) 567-3122 or brivera@royaloaknursingcenter.com. I encourage you all to get involved in the events and meetings occurring within the counties under Region IV.

Bobbi Jo Rivera
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.



Elizabeth Page

REGION VI

Region VI—Southeast

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

If you would like information on future meetings and events for the Palm Beach County chapter, please call Andrew Rosebrough, PBC-DONA community

liaison, at (561) 723-7888 or e-mail andrew@pmdxu.com.

**Regional
REPORTS**

If you have any questions for or about Palm Beach County chapter, please call **Debbie Grotke**, chapter president, at (561) 683-1400; e-mail grotke@anho.edu.

If you have any questions for or about Region VI, please call me at (305) 790-2689 or e-mail epage@polarisrx.com.

Elizabeth Page

Region VI Vice President



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

For information regarding the Broward County chapter, call or text **Heather Grasso**, secretary, Broward FADONA, at (561) 275-9273 or via fadonabroward@gmail.com.

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

SAVE THE DATE

FADONA's 30th Anniversary Convention is March 13-16, 2017, at the Rosen Plaza in Orlando.

For information, visit our website at <http://fadona.org> or call the business office at (561) 683-0037.

Message from the President Continued from page 3

stay united as a professional organization to mentor nurse executives who choose to “Carry the Torch of Leadership.”

It is very important in our positions to keep up with what is current. We are constantly challenged in LTC with regulatory changes, census mix, higher acuity and staffing ratios. Some days it seems insurmountable, yet we find new ways to move forward and maintain quality outcomes. LTC nurses are resilient and always bouncing back.

Health care is ever changing and long-term care and skilled nursing communities must remain current with regulations, standards of practice, and techniques in order to keep their nursing staff up to date to provide our residents with the best quality of care.

FADONA is moving forward with a strategic planning session in July at the Rosen Plaza Hotel in Orlando. Dr. Hudson

Garrett, who has done similar programs with NADONA, will be leading the session. Please let us know if you have an interest in participating in this dynamic leadership and strategic planning session.

FADONA's plans for a 30th Anniversary Cruise in November or December of 2017 are in the works. Please be on the lookout for more information on this exciting opportunity to earn CEs, network, and enjoy some time in the sun with your family and friends.

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

Respectfully submitted,

Jean Nelson

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

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, medical directors, physicians, physician assistants, and advanced practice nurses in Florida.

Job Seekers may post their résumé (**it's FREE**) — confidentially, if preferred — so employers can actively search for **Let these CareerCenters help you make your next employment connection!**

29th Annual Convention Celebrates Leadership Excellence

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

The 29th Annual Convention was a tremendous success based on the feedback and evaluations from attendees and exhibitors. As the 1st Vice President and chair of the convention, I would like to recognize the full FADONA board, Ian Cordes, and his team for assisting with the planning and success of the event. Everyone deserves a round of applause for their efforts.

I would be remiss if I didn't thank FADONA's Alliance Council for their planning efforts for this year's trade show. The Platinum Partners did an excellent job with the trade show game. The silent auction was also a huge success. The gift basket idea worked very well in its inaugural year and I look forward to how much better it will be in 2017. A big thanks to all of our vendors who exhibited, as well. Without their support, the convention would not be nearly as successful.




Susie Jensvold

This year's fun night included the annual awards presentations where the Nurse Administrator of the Year was recognized. FADONA also awarded scholarships to worthy recipients. The decorations were great and the balloons added a really nice touch to the event. The evening concluded with music and dancing, and it was a lot of fun.

We have begun planning the 30th FADONA convention and appreciate

member input. If you have any additional recommendations or ideas of what you would like to have presented, please send your comments to any board member or **Ian Cordes** at icordes@bellsouth.net. We look forward to working together on another great FADONA convention!

FADONA is the only association in the state dedicated to your needs as directors of nursing in long-term care. See you in Orlando in March 2017 for an amazing 30th Anniversary Convention celebration. You will not want to miss it! 

❖ FADONA ❖ The Largest Chapter of NADONA

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- ⓞ Contact NADONA at **800-222-0539** for additional information.

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Florida Association Directors of Nursing Administration/LTC

In the Trenches with You!

The daily life of a long-term care nurse leader is about managing the next crisis, being constantly aware of your surroundings, and staying up to date on industry changes. At FADONA/LTC, we understand, because we've walked in your shoes.

Some key points that have an impact with long-term care nurses around the state:

FADONA comprises the **LARGEST** and most active chapters of **NADONA**, the **National Association** of Directors of Nursing Administration/LTC.

FADONA/NADONA/LTC is the largest educational organization **dedicated exclusively to nursing** and administration professionals in long-term care and assisted living.

NADONA's motto is Education, Communication, Service. **Everything done by the organization** incorporates these elements.

FADONA is the only professional organization exclusively for and **by long-term care** nurses in administration in Florida.

FADONA is a great value, affording membership nationally in NADONA, as well as in Florida with FADONA, for only \$125 annually or \$230 for two (2) years.

FADONA memberships offer access to our website; our award-winning newsletter, **FADONA Focus**; and discounted registration fees to local, state, and national **educational opportunities**.

FADONA enjoys and supports a cooperative relationship with other **professional organizations**, including Florida Center for Nursing, FNA, FONE, FLGNA, FHCA, FMDA, FLN, QUIN Council, LeadingAge Florida, FL-GAPNA, and many others.

FADONA members are highly flexible, highly trained, and very determined nurse leaders.

FADONA members are constantly putting out fires, with compassion and strength.

FADONA continues to build the professional network — one step at a time.

Professional Certification, CDONA/LTC, is offered through NADONA.

Professional Standards that LTC nurse administrators are held to are set by NADONA. These standards embody the same elements as our motto.

FADONA's Principles of Excellence

In 2009, "FADONA's Principles of Excellence for Florida Directors of Nursing & Nurse Administrators" was published to support the provision of long-term health care services that are desired, meaningful, successful, and efficient. They are intended to assist directors of nursing in achieving these objectives and to guide and inspire creative leadership in LTC.

The principles encourage the director of nursing to follow a reasonable course of action based on current knowledge, available resources, and the needs of the facility so that effective and safe care can be delivered. They are aspirational in nature and intended to foster self-appraisal and continuous performance improvement. The principles are neither inflexible rules nor requirements of practice.

These guiding principles feature FADONA's Mission & Vision, Culture of Quality, Resident Care & Quality-of-Life, Caregivers, and Staff Finance.

Florida Association Directors of Nursing Administration/LTC

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Awards Highlight FADONA's Successful 29th Annual "Carrying the Torch of Leadership" Convention

— 2016 Nurse Administrator of the Year Award & Induction of New Officers Highlighted

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



FADONA President Jean Nelson is delighted to announce that the 29th Annual Convention "Carrying the Torch of Leadership 2016" was a resounding success. The event, which was held at the Hilton Daytona Beach Oceanfront Resort March 21-24, hosted more than 400 attendees, guests, speakers, and exhibitors from around the country.

The highly anticipated Annual Awards Banquet took place Wednesday evening. The theme for the evening was the FADONA FOscars Awards presented by the Platinum Partners, FADONA's elite vendor members, complete with a red carpet paparazzi experience, dinner, dancing, and a night of fun. The banquet featured the 2016 Nurse Administrator of the Year Award sponsored by OPTUMCare, and the CNA/LPN Awards of Excellence sponsored by RB Health Partners. This is the 13th straight year that OPTUMCare has sponsored the Nurse Administrator of the Year Award and the sixth year in a row that RB Health Partners has sponsored the CNA/LPN Awards. Their sponsorships each year are greatly appreciated by the association.

Each year, FADONA acknowledges a nurse administrator who has demonstrated a high degree of professionalism by mentoring and nurturing, as well as showing a commitment to the standards of nursing practice and excellence in long-term care. This year FADONA recognized two exceptional individuals with separate awards, the Nurse Administrator of Excellence and Nurse Administrator of the Year.

The 2016 winner of the Nurse Administrator of Excellence Award is Kera Literal, RN, from Greenbriar Rehabilitation & Nursing Center in Tampa. The 2016 winner of the Nurse Administrator of the Year Award is Mary-Sue Buck, RN, who is the DON at Palm Garden of Ocala. On hand to present both awards was Dr. Marva Edwards-Marshall from OPTUMCare.

FADONA President Jean Nelson said a

few words about each award winner.

"FADONA is extremely appreciative of the dedication that both Kera and Mary-Sue have shown to their residents and the field of LTC nursing," Nelson said.

"Their work as nurse leaders has not gone unnoticed, and they have both shown a special commitment to providing quality care to all of their residents. Both the Nurse Administrator of Excellence and Nurse Administrator of the Year awards were created to recognize outstanding nurse leaders, and Kera and Mary-Sue certainly exemplify this trait. Congratulations to both on this amazing accomplishment," she added.

During the Annual Awards Banquet FADONA also presented its CNA and LPN Awards of Excellence. The awards recognize certified nursing assistants (CNAs) and licensed practical nurses (LPNs) across the state of Florida.

This year's winner of the CNA Award of Excellence is Ebony Hutchins from Menorah Manor in St. Petersburg. The winner of this year's LPN Award of Excellence is Sandra Climes, an LPN at the same facility.

Each received a beautiful flame award recognizing her achievement and a check for \$500. FADONA is very proud of this year's worthy recipients of the CNA, LPN, and Nurse Administrator of the Year awards. This would not be possible without the support from our sponsors.

The Imogene Ward scholarship program was established to provide financial assistance to individuals in nursing looking to continue their education in the LTC setting. This year, FADONA awarded the


Imogene Ward Scholarship to Jessica Giese, an LPN at Ocala Health & Rehabilitation Center. Jessica received a check for \$2,000 to further her education as a registered nurse. Thanks again to the Ward family for underwriting this generous scholarship for our LTC nursing students.

Lastly, FADONA installed new and reelected officers and regional vice presidents at this year's convention. Betty Barron, the newest officer, is taking on the

role of secretary. Norma D. Collins was re-elected as 2nd Vice President along with Region II Vice President, Jacqueline Hinerman. Newly installed Region IV Vice President Bobbi Jo Rivera, and Region VI Vice President Elizabeth Page were also sworn in to office. A special appointment by the Board was made for new Region III Vice President Kimberly Biegasiewicz.

Florida Association Directors of Nursing Administration/LTC is a Florida-wide

professional association representing nursing administrators who are dedicated to excellence in long-term care nursing administration. FADONA/LTC provides its members with opportunities to participate at the local, regional, state, and national levels and offers educational forums and scholarships in order to ensure that the residents, patients, and guests entrusted to its members receive optimum quality care. FADONA is one of the largest state chapters of NADONA in the country with more than 320 members.

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





Nurse Administrator of the Year Award (from left): FADONA President Jean Nelson; Dr. Marva Edwards-Marshall, OPTUM; Special Guest; Award Winner Mary-Sue Buck, DON, Sunset Lake Health & Rehab; Mary-Sue's husband, Parker; Administrator Jennifer Mikula; and FADONA 1st Vice President Susie Jensvold



Nurse Administrator Award of Excellence (from left): FADONA President Jean Nelson; Dr. Marva Edwards-Marshall, OPTUM; Award winner Kera Literal, DON, Greenbriar Rehabilitation & Nursing Center; Guest, Rusty; Alexandra Maliwacki, Executive Director, Greenbriar Rehabilitation & Nursing Center; and three special guests



Imogene Ward Scholarship (from left): FADONA President Jean Nelson; Scholarship winner Jessica Geise, LPN, Ocala Health & Rehabilitation Center; Jacqueline Hinerman, DON, Ocala Health & Rehabilitation Center; and FADONA 1st Vice President Susie Jensvold



CNA Award of Excellence (from left): FADONA President Jean Nelson; Robin Bleier, RB Health Partners; Award winner Ebony Hutchins, CNA; Anabelle Locsin, Chief Nursing Officer, Menorah Manor; Joan McCabe, Director of Quality Services, Menorah Manor; and FADONA 1st Vice President Susie Jensvold



LPN Awards of Excellence Winner (from left): FADONA President Jean Nelson; Robin Bleier, RB Health Partners; Award winner Sandra Climes, LPN; Anabelle Locsin, Chief Nursing Officer, Menorah Manor; Joan McCabe, Director of Quality Services, Menorah Manor; and FADONA 1st Vice President Susie Jensvold



FADONA Board of Directors Being Sworn In to office by Bonnie Cruz, FADONA Immediate Past-President and NADONA Recording Secretary (at podium) – From left: Kimberly Biegasiwicz, RN; Norma D. Collins, RN; Betty Barron, MSN, RN; Bobbi Jo Rivera, RN; and Jackie Hinerman

Memories from FADONA's 29th Annual Convention

To view the entire convention photo album, please go to www.fadona.org/convention.html.



Speaker Cathy Robinson Pickett



Dr. Earl Suttle speaking to attendees during his leadership workshop on Monday morning of the convention



From left: Dr. Rick Foley, Polly Weaver, FADONA President Jean Nelson, FADONA 1st Vice President Susie Jensvold, and Amy Osborn with HSAG



Charlene Demers (left) and FADONA 2nd Vice President Norma Collins



Polly Weaver with the Agency for Health Care Administration speaking to attendees during her regulatory session.



From left: Dr. Hudson Garrett and Betty Frandsen with NADONA, with FADONA Past-President Bonnie Cruz, NADONA Recording Secretary



From left: FADONA Past President Bonnie Cruz, Dr. Leonard Hock, and FADONA 1st Vice President Susie Jensvold



Chris Gregg (left) and Paul Barnard from American Health Associates Clinical Labs with FADONA President Jean Nelson



Dr. Marva Edwards Marshall from OPTUMCare with FADONA President Jean Nelson



From left: PharMerica Rep. Scott Zech, FADONA President Jean Nelson, and PharMerica Rep. Catherine Short



Consulate Health Care representative Daniel Brostek with FADONA President Jean Nelson



Ribbon-cutting ceremony to kick off the 29th Annual FADONA Convention Trade Show



From left: Avair representatives Greg Anderson, Glenn Castellucci, and Harry Novotny with FADONA President Jean Nelson



From left: Guardian Pharmacy of Florida Reps. Brian Rosati, Matt Deppenbrock and Ali Wiggins with FADONA President Jean Nelson



Patches Bryan (left) with Greystone Health Network and Paul Barnard from American Health Associates Clinical Labs



From left: FADONA President Jean Nelson, FADONA Past-President Bonnie Cruz, Robin Bleier with RB Health Partners, Betty Frandsen, NADONA Past-President, and FADONA Region I Vice President Sharyn Figgins



Allergan Pharmaceutical Rep. Scott Peterson with future reps. in training and FADONA President Jean Nelson (far right)



From left: FADONA President Jean Nelson, Brinn Helton with MobilxUSA, attendee Annamay Huber, and Deanna Glenn with MobilxUSA



FADONA President Jean Nelson with 50/50 raffle winner Jeri Bowman (R)



French Bistro Welcome Reception was generously sponsored by Consulate Health Care.



From left: Cathy Salitto with AMT, FADONA Past President Bonnie Cruz and Gail Allison with New Source Medical



FADONA President Jean Nelson (left) with winner of free convention registration for next year



Speaker Karen Goldsmith (left) with FADONA Region VII Vice President Amina Dubuisson



From left: Wings Health Care Solutions Reps. Ivan Jackson, Charlie Crank, and Matt Bowser with FADONA President Jean Nelson.



The Role of Nursing in Corporate Compliance

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



HCA and CMS will be surveying for corporate compliance programs before we know it. The new federal regulations are expected to be effective in the fall and, certainly, before the election. These regulations have specific requirements for a corporate compliance program in each and every nursing home receiving federal funding. CMS has given facilities a one-year grace period after the regulations go into effect before surveys will be conducted on corporate compliance. That year will go quickly.

You cannot prepare and adequately implement a corporate compliance program in one year. It is wise to start now.

CMS has made it plain that the corporate compliance program must start at the top, principally the governing body or the CEO. That does not mean that the program is the sole responsibility of that group. Most of the nuts and bolts of the program will begin on the floor, with supervisors and staff.

Corporate compliance is more than a program, it is a mindset. It takes time for staff to accept a new process and incorporate it in their day-to-day lives.

Some concepts you will have to instill in your team members include:

Understanding – staff will have to be trained in areas that previously were not part of the educational process or, if they were, were not given great significance. For example, staff will need an understanding of the anti-kickback statutes and what they prohibit. They will have to have at least a limited knowledge of the safe harbors and the boundaries they define.

Staff should be told that there is no risk of retaliation for being a whistleblower or reporting events to the corporate compliance officer or committee.

Quality – historically providers think of corporate compliance programs as a response to fraud and abuse issues, not care issues. However, the regulations, as well as the guidance from the OIG, are very clear that quality is a large part of corporate



Karen Goldsmith

compliance and that policies and procedures are necessary for many aspects of quality.

Many facilities limit their policies and procedures as much as they can. Why? Because we all know that you can create deficiencies where none exist by developing a policy that holds you to a higher standard than the community. The new regulations

will require additional policies and procedures. However, they are vague as to what areas will be affected. As the process evolves we will learn just what those are.

While we think of the standards for quality in bits and pieces, such as what is needed to meet the regulations, the Star programs, the community standards; the corporate compliance regulation is going to require more. We believe that facilities are going to be expected to develop internal mechanisms for dealing with issues unique to their facility, its mission and its residents, and staff. This can be a very good thing but will require work on your part and that of your staff.

Communication – this term will take on a whole new meaning. We will be educating staff in various areas of concern, testing them for retention and expecting them to follow the facility's mission.


One method we are using with our clients, especially the freestanding types, is a set of modules that address various aspects of the program. These modules are on PowerPoint slides and available to staff members, either through meetings or for individual training. Each module has a set of questions to test the knowledge of the participant. Some even have an expectation of a return demonstration.

Discipline and Enforcement – the disciplinary aspect of your program will require a systematic approach to ensuring that your staff is following your program (and incidentally understands it). Discipline for failure to report or false reporting should be definitive and consistent. Failure to discipline staff will be a citable offense.

We have written corporate compliance programs for several facilities and monitor some of them. One of the things we are finding is that many employees do not understand the difference between the need to access the program and the need to follow the corporate ladder or contact Human Resources. For example, in one program, during the early stages, we were getting a lot of complaints about employee matters that could easily have been resolved at a lower level. Staff who perhaps wanted a holiday off and could not get it would file a corporate compliance complaint. While the program should be available for certain employment-related issues such as a hostile work environment, it should not be used solely as a means to deal with each and every employee dispute.

Corporate compliance is more than a program, it is a mindset. It takes time for staff to accept a new process and incorporate it in their day-to-day lives.

It takes time for a corporate compliance program to evolve: time for staff to understand it, time to train staff, and time for it to become part of your structure. You should familiarize yourself with the proposed regulation so that you better understand what corporate compliance is all about. You should familiarize yourself with the terms of your own facility's program. You should help staff understand how that program meshes with your facility and its way of doing business.

Ms. Goldsmith would be happy to answer any questions you may have about the corporate compliance requirements. She may be reached at (407) 312-4938 or text to the same number. 

New Requirement for Florida Nurses

The Florida Board of Nursing has added a new 2-hour CE requirement. Beginning with renewals after August 1, 2017, every Florida nursing professional will be required to complete two (2) hours in the subject area of *Recognizing Impairment in the Workplace*.

The two (2) hours are required during the first renewal after August 1, 2017, and then every other license period after that. The first group of nursing professionals to see this requirement will be the ones renewing April 30, 2018.

64B9-5.014 — Continuing Education on Recognizing Impairment in the Workplace:

Each course on recognizing impairment in the workplace shall include, at a minimum, the following subject areas:

- (1) Identifying the signs of impairment in the workplace;
- (2) Employer initiatives to promote safety and provide assistance;
- (3) The essential steps to make a report or referral;
- (4) Mandatory reporting law, Section 464.018, F.S.;
- (5) Treatment programs for impaired practitioners, Section 456.076, F.S.; and,
- (6) Impairment treatment.

If you have questions regarding this change, you can contact the Florida Board of Nursing staff by e-mailing info@floridasnursing.gov.



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- Discover new knowledge and skills relevant to care for post-acute/long term care residents
- Recognize nursing education, practice, and research concepts that will support NADONA nurse leaders
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2016 LPN and CNA Awards of Excellence Winners Inspire

The CNA/LPN Awards of Excellence were sponsored by RB Health Partners for the sixth year in a row. This year's winner of the CNA Award of Excellence is Ebony Hutchins from Menorah Manor in St. Petersburg and the winner of this year's LPN Award of Excellence is Sandra Climes, an LPN also at Menorah Manor. FADONA is very proud of this year's worthy recipients of the Awards of Excellence and salute their accomplishments.

Their essays are inspiring!

2016 LPN Award of Excellence What Being an LPN Means to Me!

By Sandra Climes, LPN

I come from a family of health care givers. My mom was a registered nurse in Newark, New Jersey. Growing up I didn't entertain the thought of becoming a nurse. I wanted to be a model. Although I did become a certified nurse's aide in the SOs, and worked as an orthopedic tech, partner and patient care assistant at a local trauma hospital.

It was not until my oldest son Nick's sudden death, and my middle son Travis' minor fender bender accident that I became intimate with becoming a LPN and what it would come to mean to me.

Nick was diagnosed with having petty mal seizures every three seconds, with no chance of having a productive life. He lived to become an 11th grade honor student. Nick died after having a heart attack while playing basketball.

Travis was diagnosed with a rare form of muscular dystrophy, after a muscle biopsy for a knee injury that never got better. Since then, both incidents have been linked together. After going through those trying times, being an LPN has opened doors of knowledge and never-ending education.

It means I can feel hope and cry when life begins and ends too soon.

Because life can change in seconds. LPN

gave me a platform of courage and strength to help others who went through sorrow, and had to leave a loved one alone. Sometimes I gain love, support, and kind gestures from strangers while I take care of them, which in turn they gave caring support. LPN means "family when your family is not there to listen." It means to be open to diversity; be humble in the midst of adversity. Being an LPN helped me to grieve my son's death in caring for others. These different circumstances have sustained me with my middle son's progressing disease, and life ever changing day-to-day changes gives me hope.

*Sandra Climes-LPN
Menorah Manor, St. Petersburg, FL*

2016 CNA Award of Excellence What Being an CNA Means to Me!

By Ebony Hutchins, CNA

Being a CNA means I can help others get better. Most importantly, it means that I don't think of myself as a CNA, yes that's my job title, but it's more than that.

Being a CNA is caring for people who need my help getting better so they can get back to their lives.

I love being a CNA because I make a difference in peoples' lives — from the family member, to the person I am caring for.

When I take care of a resident I don't think of it as a job, they become my family member and I treat them as if they are my family member. If my family member was in their situation, how would I want them treated? I would want them to be treated with respect, love and overall I would want a CNA to want to take care of my family member, so I treat my residents with the same care and love.

Being a CNA means loving your job and residents and not thinking of your job as a job but as a second home.

This is what being a CNA means to me.

*Ebony Hutchins, CNA
Menorah Manor, St. Petersburg, FL*

2016 Annual Convention Attendees Say it Best!

*"Awesome information!
I enjoy going to FADONA because
they provide excellent information
to enhance the work place."*

Peggy Moses, RN, N. Miami

"Great conference."
**Jeannette Baltzly, RN, NHA,
Osteen**

*"First-time participant as an NHA,
very much enjoyed and will return."*

Marc Flores, NHA, Ocala

*"Overall, the presenters and topics
were superb and this was a
stimulating and educational event."*

Thank you!"

**Nancy McCartney, RN
Palm Beach Gardens**

*"I really enjoyed our conference,
all the presentations were
professionally presented and related
to my daily responsibilities. I would
like to have just a small amount of
downtime to enjoy the beaches."*

**Patricia Henderson, RN
West Riviera Beach**

*"Thank you for a great experience.
I wish I could have attended the
whole convention."*

Sue Sauder, RN, Apopka

*"Great convention!
Loved all the CEUs."*

Beverly Ewer, RN, Ormond Beach

*"This conference offered a wealth
of knowledge and fosters
relationships with other LTC nurses
that would be much harder
to develop. Very, very nice
conference."*

Jeri Bowman, RN, Viera

Excellence in Consumer Service Reduces Risk and Loss

By Robin A. Bleier, RN, LHRM, CLC; President of RB Health Partners, Inc.



Excellence in Consumer Service

To have a successful risk management program excellence in consumer skills is key. Residents, family members/friends, and other stakeholders need to feel safe and welcomed to state their disappointments, discuss questions, bring up concerns and/or worries in an environment that is welcoming and accepting without defensive posturing and aggressive response. Many facilities have programs related to this. The names of these programs vary, but the one common thing is that it takes a strong culture of excellence in consumer services.

While consumer services are important in all businesses, I feel that it is especially important in health care as we often interact with those dealing with some of the most difficult times in their lives and frequently in the face of prolonged sorrow, loss, and often death.

The Five C's

This special group of Team Member who provides this level of services does so by demonstrating something I have coined as *The Five C's of Excellence in Consumer Service* (herein referred to as The Five C's). These Five C's include:

1. **compassion**
2. **care**
3. **concern**
4. **commitment**
5. **competence**

Compassion – response to the suffering of others that motivates a desire to help.

Care – the provision of what is necessary for the health, welfare, maintenance, and protection of someone or something.

Concern – a matter of interest or importance to someone.

Commitment – a promise to do or give something for someone, a loyalty. Making a commitment involves dedicating yourself



Robin Bleier

to something, such as to a person or a cause.

Competence – the quality of being capable of performing an allotted function, having suitable or sufficient skill, knowledge, experience, etc.

The Five C's are the skills that make partnerships between parties, improve satisfaction (not only for the consumer but also

for the individual providing the services), and ultimately reduce risk, which in our environment translates into success! This success includes decreased grievances, complaints, unscheduled surveys, and reduced litigation, which supports improved business success and outcomes. The Team Members who demonstrate The Five C's often have not had professional education, but they do reflect superior communication skills reflected in their actions. One thing we do know is that Team Members who reflect three or more of The Five C's are critical to the success of your facility and ultimately business. Thus the question is: How does one create an environment to foster The Five C's?

Creating an Environment to Foster Requires Us to Build a Foundation

To create an environment to foster The Five C's, diligence in human resources is pivotal. Proper attention to company hiring policies and processes no matter how "short" we are is imperative. These policies were written to support the time necessary to truly interview and evaluate our potential new employees. While interviewing, I like to consider my top five consumer service skills and then look for evidence of them while meeting candidates. These skills are:

1. **awareness**
2. **empathy**
3. **patience**
4. **negotiation**
5. **tact**

Awareness – requires an ability to assess one's surroundings, to ask questions and gather information through observation to

gauge the needs and potential of a consumer within the scope and practice of the position held by the Team Member.

Empathy – this is the ability to understand the consumer's needs and mood to better manage their response, tone of voice, etc.

Patience – to be patient one must listen attentively. Often in an interview we waive off lack of patience on nerves, but remember to look for indicators of patience or lack thereof.

Negotiation – all of these skills come together in effective negotiation. We all negotiate and to do it well one needs to listen twice and speak once.

Tact – this is the skill of putting ourselves in another's shoes. Consumers who are unhappy or disappointed often are not upset at our Team Members but simply upset. Therefore it is important that Team Members are receptive and thankful when a consumer advises that they are displeased, as without that information, how could we work to please them?

In Summary

Excellence in customer service is a known factor in risk mitigation and ultimately litigation reduction. It does not matter what job or position a Team Member holds; what does matter is the desire to provide something special, unique, and of value to the consumer who many Team Members consider their treasured, valued friend and even loved ones. Consideration is not something that can be taught, thus the human resource and customer service program is critical.

A secondary gain is that the Team Members committed to excellence in customer service are usually happier, healthier, and have longer tenure than their colleagues who are not committed.

Robin Bleier is the owner and operator of RB Health Partners, Inc., a clinical risk Medicare and operational consultancy firm. For more information, please contact Robin at 727-787-3032 or e-mail robin@rbhealthpartners.com.



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Number of Advanced Registered Nurse Practitioners and Registered Nurses in Florida Growing While Number of Licensed Practical Nurses Remains Stable



Recent survey administered by the Florida Center for Nursing revealed that Florida's potential RN (registered nurse) workforce gained nearly 21,000 nurses between 2012 and 2015. The majority of these new RNs are recent graduates of nursing programs. Likewise, the advanced practice nursing (ARNP) supply increased by approximately 4,000 over the same time period. The majority of the ARNP nurse supply is attributed to a greater number of RNs returning to school to complete advanced degrees. The practical nursing (LPN) workforce has experienced equal gains and losses over the past three years, thus the cumulative change in the LPN workforce is very small.

This information was generated by the Florida Center for Nursing via a web survey that is offered to all nurses as they renew their professional licenses online. Historically, 92% of nurses complete the survey. The Center analyzes these data in order to estimate the supply of nurses in the State of Florida, thus, participating nurses are asked questions about their education, employment status, areas of specialization, and demographic characteristics.

Though the RN and ARNP supply has experienced growth, a long-held concern of the Center is that the absolute supply of nurses may dramatically decrease in the next 5-10 years as a great proportion of the nursing workforce retires. In fact, 41% of ARNPs are over 50 years of age and are expected to retire within 10 years. The average RN is 47.5 years old and the average LPN is 45.9. The imminent retirement of these men and women from the nursing workforce "will result in the loss of highly skilled nurses who contribute years of organizational and experiential knowledge," said Mary Lou Brunell, RN, MSN; Executive Director of the Florida

Center for Nursing. "The nursing profession must continue to encourage young people to enter the field. But it is critical that we also implement changes in the work environment to retain nurses and extend their work life."

As the population of Florida continues to grow, age, and become more diverse, the need for culturally competent and age-sensitive instruction and education also continues to be a growing demand on nursing schools and clinical facilities around the state.

Emerging and evolving roles in the healthcare workforce presents nurses with a variety of practice options within and outside of hospital settings. Nonetheless, the overwhelming majority of current LPNs, RNs, and ARNPs continue to work in clinical practice. The most common employment settings represented are: long-term care (38.8%) and home health care (15.4%) for LPNs and hospital settings (63.5%) for RNs. The primary clinical practice areas for ARNPs are acute/critical care (20.9%); adult/family health (20.9%),

and anesthesia (17.6%).

Although white women still represent the greatest proportion of nurses, the field of nursing is becoming increasingly diverse. LPNs have the greatest percentage of non-white nurses in practice with almost half (49%) self-identifying as a racial and/or ethnic minority. In terms of RNs and ARNPs, certified nurse midwives (CNMs) represent the most diverse group (37.4% minorities) and clinical nurse specialists (CNSs) represent the least (18.7% minority). Men now represent 35.8% of certified registered nurse anesthetists (CRNAs) though they are still less than 15% of the total advanced practice workforce, and between 10 and 11% of total LPNs and RNs.

National and state healthcare workforce needs will continue to be affected by demographic shifts, policy changes, and technological advancements. As the population of Florida continues to grow, age, and become more diverse, the need for culturally competent and age-sensitive instruction and education also continues to be a growing demand on nursing schools and clinical facilities around the state. While the Florida nursing supply does not appear to be decreasing, due to these societal changes and the aging of the nurse workforce it is evident that the demand for nurses will continue to increase with Florida's aging population and continuing growth — Florida is now the third most populous state.

The full report and more information on the Florida Center for Nursing can be found at www.FlCenterforNursing.org. For the direct link to all three reports, please visit <https://www.flcenterfornursing.org/StatewideData/FCNurseSupplyReports.aspx>.

For additional information, contact **Mary Lou Brunell**, Executive Director, The Florida Center for Nursing, at MaryLou.Brunell@ucf.edu.

