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Message from the President



ADONA's 20th Anniversary Convention & Cruise to the Bahamas was a huge success with more than 200 joining us aboard Carnival's "Fun Ship" *Sensation*.

Membership enjoyed the educational forum and the networking. Thanks to all who participated to make this a memorable trip for many, and especially to Kay Trugillo who did an outstanding job again this year. During this convention, FADONA said good-bye to some long-standing board members and welcomed some brave new faces.

We, the FADONA board, look forward to servicing your needs and providing you with current educational forums to use in your day-to-day work place. Yes, the board is already hard at work planning the 2008 convention. In fact, we've just completed negotiations to hold the next two conventions at the Buena Vista Palace, a beautiful 27-story hotel just across the street from Downtown Disney. The accommodations are amazing, and you will love the discounted spa rates we've negotiated for you.

So please, save the dates today for FADONA's 21st Annual Convention & Trade Show, Thursday, April 18, through Sunday, April 20, 2008.

Our educational focus will continue to build on the present quality initiative survey (QIS).

As you know, the QIS process has

been rolled out in Florida, with the Panhandle going live this summer. Last month, our facility participated in a mock QIS with Barbara Alford, AHCA state trainer, facilitating a team of surveyors learning the process. We were afforded a positive up-close glimpse into the QIS survey — a valuable experience!

The QIS survey is an objective approach and is driven by the MDS/care plan process. Accuracy is the key to a positive outcome. Barbara Alford and her team were professional

and helpful, allowing us to ask questions, which created an educational forum.

The QIS is different from previous surveys, and the best advice is to be prepared with your information on the front end so as not to slow the survey team. Also educate your staff, and practice using the QIS staff questions. This will prepare them for detailed questions the survey team will ask them about their residents.

Good luck as your facility prepares and contact your FADONA board members as a resource if needed. Remember to check out the FADONA Website at www.fadona.org for additional information.

**Bonnie Cruz, RN, BSN, MEd
President**



Bonnie Cruz

Front Cover Photo Captions: A. FADONA board members (from left) Bonnie Cruz, Carmen Shell, Cathy Ates, Robin Bleier, Jean Nelson, and Susie Jensvold count the \$1,400 record-setting bounty for the 50/50 drawing. B. President Cathy Ates, left, Gary Quinn from Whitestone, and 2nd Vice-President Robin Bleier having a jammin' time at the 20th Annual Convention. C. FADONA 1st Vice-President Kay Trugillo, left, presents Nancy Henderson with a new digital camera as part of the great door prizes sponsored by the Alliance Council. D. Valerie Williams from Evercare, left, along with FADONA President Cathy Ates, present Sharon Walters, center, with FADONA's Lifetime Achievement Award. E. Sherry Dornberger, seated center, with the new FADONA Executive Board, from left, Reuben Bowie, treasurer; Bonnie Cruz, president; Cathy Ates, immediate past-president; Susie Jensvold, secretary; and Robin Bleier, 1st vice-president. Missing: Carmen Shell, 2nd vice president. F. Speaker Debbie Afasano, director of Clinical Services, FHCA, during her session on the "Quality of Your Voice."



Regional Reports

**Regional
REPORTS**



Tina Shook

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

Region I chapters continue to be active with monthly meetings and guest speakers. A goal for this year is to increase FADONA enrollment in our area and to also help those nurses who

“think” they are members “become” members. Attendance has been steady, and kudos to **Cindy Hall** from Ross Products for once again making all those phone calls to boost attendance for both chapters.

Region I has been successful with guest speakers over the past months, and the Pensacola chapter hosted Quality Monitor **Peg Bonnell** to April’s meeting. It was an informative interchange of information by her and the nurses present. We have also been the site of two training surveys: one in Santa Rosa County with me, and the other in Okaloosa County with **Bonnie Cruz**, your new FADONA state president.

Pages could be written about their training (and ours!), but I will say, “It’s a love/hate survey.” You will hate the

surveyors’ not coming directly to you for answers (so prepare your staff), but you will love that it appears more fair and, if you have the manual, you will know exactly where your weaknesses lie. Contact Bonnie or me for more details and answers to specific questions.

Another tactic for boosting enrollment and communication is expanding the use of e-mail for meeting notifications and chapter news.

This will be for information that goes facility to facility, and also for useful information that comes through state and national entities. If you are a new DON and would like to be added to our mailing/calling list or want contact information for your area, please e-mail me at twshook@bellsouth.net.

Tina Shook, RN
Region I Coordinator



CaCheryl Polk-Williams

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

Greetings from Region II.

Our area facilities are experiencing the “New Survey Process.” The surveyors have implemented the new rules and regulations, and some facilities are being severely cited! Needless to say, we are all reeling from this new process!

We all had an amazing time at the 20th Anniversary Convention & Trade Show in Orlando and then on the Carnival cruise, which left from Port Canaveral.

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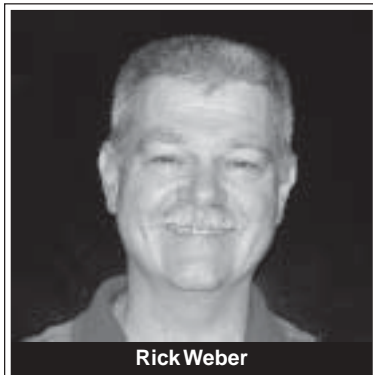
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Feel free to contact me at (352) 548-1121, or cncwilliams@cox.net.

CaCheryl Polk-Williams, RN
Region II Coordinator



Rick Weber

REGION III

Region III—Centraleast

3A—Lake, Osceola, Orange, Seminole

3B—Volusia, Hardee

FADONA's 20th Annual Convention was amazing from beginning to end. We enjoyed being together to share education, visioning, and fun! The trade show in Orlando was outstanding as were the educational sessions on land and aboard the cruise ship *Sensation*.

On May 9, my ADON and I, along with the subacute unit manager from Oakwood Gardens met with **Doel Salcedo** from Eisai. We had a very nice lunch provided by Doel, and we discussed the regional membership drive for June. Our research indicated that there are 43 nursing homes in Osceola and Orange counties, and that Volusia, Seminole, and Lake have 51.

We decided that, in order to maximize attendance, we would hold two separate in-services. Our first in-service was on June 13 at the Jinja Bar & Bistro in Lake Mary. **Charles Morgan, MD**, spoke on "Managing the Aging Mind in the Long-Term Care Setting." The target audience was Volusia, Seminole and Lake county nursing homes.

Our second in-service will be held on June 27 for the Orange and Osceola county homes with site, speaker and topic to be determined.

If you wish to be involved or are interested in serving on any committees, please call us.

Please do not hesitate to reach me with any questions, concerns or comments.

I am excited about the possibilities we can achieve together.

So please, let's energize our region. Contact me today at (386) 734-6401, Ext. 122, Fax: (386) 734-9168, or rickweber@shellpoint.org.

Richard "Rick" Weber, RN
Region III Coordinator



Jean Nelson

REGION IV

Region IV—Centralwest

4A—Hillsborough, Pinellas, Highlands, Polk

4B—Hernando, Sumter, Citrus, Pasco

Region IV is planning its ninth annual seminar this fall. Anyone interested in assisting with the planning can call (813) 341-2709, and let me know you are interested in assisting us with the next educational seminar.

I am sure we have all had busy years in our facilities. But these educational seminars are a great opportunity for all of us to network and hear the latest information in our industry. It is a great time to meet new people. Hope to hear from you.

Region IV would like to encourage all readers to find out where your local meetings are held. It is very important for directors of nurses and other LTC nurses to be a part of your local association. This is a time to network and share the new "things" in your area. Listed next are the local chapters, their officers, and where they meet.

The chapter officers are:

1. Hillsborough/
Pasco

Regional
REPORTS

Carla Russo, president, (813) 960-1969, **Jenna Bernard**, treasurer (813) 968-5093.

The Hillsborough/Pasco DONs are meeting monthly on the second Wednesday of the month at Summer-ville Retirement Community on Casey Road in Tampa. This ALF has been very gracious in offering us a consistent meeting place. The meetings begin at 4:30 p.m. and include appetizers and dinner at times.

2. Tri-county (Polk, Hardee, Highlands)
Tammy Lynch, president, (863) 294-3055, or cell (863) 258-2411.

Tri-County meetings are held the 1st Tuesday of every month in Bartow. Please contact Tammy for information.

3. Pinellas/Pasco PCFADONA
Phyllis Coleman, president,
(pncoleman@verizon.net)
Liz Raymond, vice-president
(nurse_raymond@yahoo.com)

Anna Belle Locsing, secretary

Joanne Richards, treasurer

Ann Da Silva, ex-officio

Robin Bleier, immediate
past-president, (727) 786-3032

Robbie Williams, corresponding
secretary

PCFADONA meetings are held the second Tuesday of the month at 5:30 p.m., at Banquet Masters on Park Blvd. Cost is \$20, which includes meal, speaker, and continuing education.

You can contact me at (813) 341-2709, (w), (813) 949-1579(h), Fax: (813) 676-0127, or e-mail at jnelsondon@msn.com, OR jeannelson@tampabay.rr.com.

Jean Nelson, RNC, BSHCA, DON
Region IV Coordinator

VISIT FADONA
ONLINE AT
WWW.FADONA.ORG

Continued on page 6

Regional Reports

Continued from page 5



Patti Ross

REGION V

Region V—Southwest

5A—Manatee, Charlotte, Collier;

5B—Desoto, Lee, Sarasota

We would like to introduce you to the new Region V Coordinator. Her name is **Patti Ross** and she is the director of nursing at Village on the Isle

in Venice. She is planning to organize Collier, Lee, Charlotte, and Sarasota counties, so if you are interested in assisting, please call or e-mail her at **Pross@villageontheisle.com**. She can be reached by phone at **(941) 484-9753**.

Manatee County continues to meet monthly the third Thursday of the month at 7:30 a.m. Meeting place varies, so please call **Lynn Solonicki** for more information at **(941) 747-3706**.

Local FADONA meetings are a great venue to share information and best practices and to network with fellow nursing administrators. With all the changes in survey, staffing and other areas, the meetings will help us all provide the highest quality care to our residents. Please join us.

Susie Jensvold for . . .
Patti Ross, RN
Region V Coordinator



Gilda Osborn

REGION VI

Region VI—Southeast

6A—Dade, Monroe, Broward, Palm Beach;

6B—Brevard, Indian River, St. Lucie, Martin,

Okeechobee; 6C—Hendry, Glades

We are all challenged with attendance and motivating members to attend the monthly meetings. We often forget that these meetings are a great opportunity to network, share frustrations and survey strategies, and support each other.

Over the many, many years that I have been a director of nursing, I have found that, if I am a board member, I tend to be motivated to attend and participate. As you may know, I recently rejoined that FADONA board after a long absence. I have really enjoyed working closely with everyone. Unfortunately, due to family reasons, I find that I cannot continue as Region VI coordinator at this time.

If you are interested in helping out, or know someone you think will do a great job, please contact **Ian Cordes** at the FADONA business office at **(561) 659-2167**.

I have the following contact information to share:

1. **Indian River County** — **Nancy Henderson** is the local chapter president. She can be reached at **(772) 288-0060**. They continue to meet every other month.
2. **Brevard County** — There is no active chapter in Brevard. A couple of directors of nursing have indicated their willingness to help get it started again, hopefully

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during the spring and summer. Mary Oktar at Island Health and Rehab used to be president of the chapter, and interested DONs may call her. The county goes from Titusville to Palm Bay, so traveling to meetings has been an issue for some people.

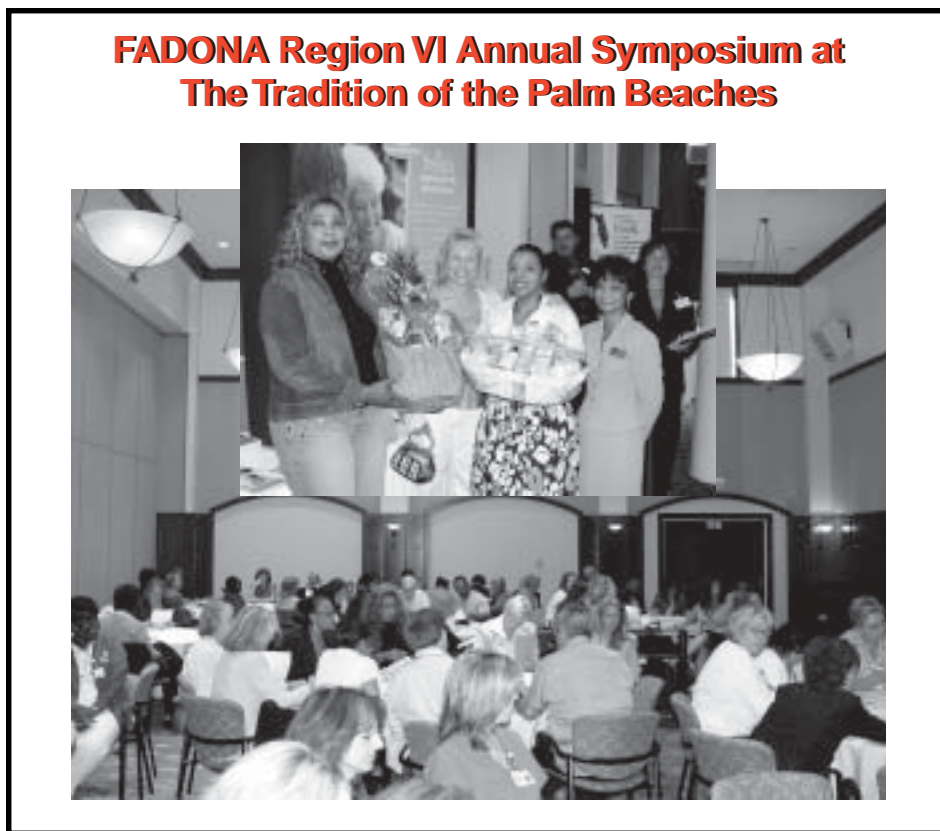
3. **Palm Beach County** — Deborah Grotke at (561) 588-4333. They continue to have active monthly meetings. Their annual symposium was held on March 21, 2007, at The Tradition of the Palm Beaches at the MorseLife campus in West Palm Beach (see photos at the right). In addition to record-breaking attendance, it included a host of informative topics and speakers as well as a trade show.

Monthly sponsored meetings are held the third Wednesday of the month at various restaurants throughout the county.

4. **Broward** — Margaret Kocekowski Meetings are held the fourth Wednesday of the month. Contact Margaret at (954) 748-3400.
5. **Dade County**—Rosemary Szinyava (305) 258-2222. This chapter meets monthly. Please call Rosemary for the time and location.

Call me if you have any questions or suggestions. I can be reached at (561) 237-3800, Fax: (561) 706-4932, or e-mail: GOsborn@whitehallboca.com.

Gilda Osborn, BS, RN
Region VI Coordinator





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Surviving Your Deposition

By Karen Goldsmith, JD; Goldsmith Grout & Lewis, PA

If you have ever been deposed, you know the fear, loss of control and indignation you can feel when you are under the gun. Oftentimes, the plaintiff lawyer is obnoxious or, at the very least, irritating.

While it is true that the deposing attorney has a great deal of control over you during your deposition, there are steps that you can take to minimize the negative impact on you.

First, be prepared. Insist that the attorney for "your side" spend time with you so that you understand the issues, your role in the litigation, and what to expect from the other side. Most likely, by the time you are deposed, that attorney will have a pretty good handle on the direction the litigation is taking.

Look at the documents your attorney asks you to review but nothing more. By focusing on what you need to know and avoiding superfluous information, separating the wheat from the chaff you are less likely to misspeak or forget information that you should know.

Go into the deposition with a positive attitude. While you are never going to make friends with plaintiff counsel, and some will employ tricks to get you to testify their way, many trial lawyers are pleasant and try to get to the truth of the case. Your deposition need not be an ordeal with this type of lawyer, unless you arrive with a chip on your shoulder and ready for a fight.

No matter how tempted, do not fight with the other counsel. Oftentimes, that result is the attorney's goal. None of us are at our best when we are angry. By giving in to a simmering rage, you are playing right into his/her hands. All of us, and, yes, I have been deposed, need to be at our best and thinking clearly during a deposition.

Always tell the truth. You will never

help your employer, your friends or anyone else by lying. Remember you are under oath and can be charged with perjury if you lie. However, if you know of a smoking gun, tell your attorney well in advance of the deposition so that he/she is prepared to deal with the information. Oftentimes, a smoking gun, information that hurts your case and helps your opponent, can blow a



Karen Goldsmith

case wide open. If the attorney representing you knows of this information in advance, he/she can often ask questions that will diffuse it.

If you do not understand the question, seek clarification. Don't guess. Ask politely that the attorney rephrase the question so that you are responding to an inquiry that is clear and concise. Remember to be polite. Creating a hostile environment is going to impact on you much more than either attorney.


Speaking of a hostile environment, the last thing you want to do is debate opposing counsel. In any such debate you will always be the loser. You will end up spending much more time and energy that you need to during your deposition.

Keep in mind the primary goal of what you wish to accomplish. If the issue is quality of care and you believe that the plaintiff got good care in your facility, focus on that. While remembering to tell the truth, be positive in your answers whenever you can. Emphasize the facts that point to the good care you rendered.

Never believe that opposing counsel is your friend. While some are genuinely nice guys, each has the goal and responsibility to get as much as possible for his/her client. No matter how friendly, that attorney is trying to find the chinks in your armor. Don't let down your guard.

Do not answer a question until it has been fully asked and you have had an opportunity to put your answer in context in your mind. You have control over how quickly and thoroughly you answer the questions. Plaintiff counsel is not going to urge you to hurry up. While speaking over the interrogator will move the deposition along at a quicker pace, the court reporter can only record one voice at a time, and the resulting transcript may read incorrectly if you are both talking at once. While trying to do a good job and telling the truth, you may do just the opposite if you do not think through your answers.

The most successful depositions in which I have participated, involved witnesses who were prepared, understood the issues and were knowledgeable about the care rendered. These successful witnesses were polite and cordial but not overly friendly. They did not make snide remarks or display contempt through facial expressions. If family of the plaintiff was present, they spoke to them but did not engage in prolonged conversation. These witnesses were clearly professional and telling the truth. After all, professionalism and honesty are the two factors that will make a jury believe that your facility had in mind only the best interests of the resident.

Can someone make a mistake for which remuneration is appropriate? Of course, and those plaintiffs deserve to be made whole. But whether a jury awards reasonable damages or becomes a runaway jury often depends on the impression that people like you and I make on its members. The deposition is just the first step in that process for you. 

This column is a regular feature of *FADONA Focus*. If you have a subject matter that you would like to see discussed, please e-mail Karen Goldsmith at klgoldsmith@cfl.rr.com.

Austin Wins FADONA CNA Essay Contest

What Being a CNA Means to Me

By Rosie Austin, CNA, The Manor at Blue Water Bay

I have been working as a CNA since 1984. I was always fortunate to find a job wherever my husband was assigned at each duty station. I have experience with in-home health, hospital, dental assistant, assisted living and nursing home/long-term care. I have been working for the Manor at Blue Water Bay, since 1993.

I am very proud, yet humbled to be of service to my residents. I enjoy meeting new friends and families as well as visitors to my community. I most enjoy each of my new residents. I love to take care of my residents. I am not just a CNA, but an important part of their care team. I have a big heart and give loving care to each one with dignity, compassion and dedication.

Each morning, as I make my rounds before breakfast, I greet them with a smile and "Good Morning," and they always know I will get them hot coffee, tea or chocolate to warm them up if they are feeling cold. If a resident asks for a shower after breakfast, I respond with a smile and say "No problem at all." Giving a shower is such a rewarding thing for the resident,



FADONA President Cathy Ates, left, along with Bonnie Cruz, present Rosie Austin, center, with the 1st Place Award for the CNA Essay Contest.

especially when they first come from the hospital.

I always let my residents know how important they are to me. I encourage them to go out to the dining room, attend activities, and enjoy their stay with us. I always answer call lights promptly, letting my residents know I am there for them to keep them happy, satisfied, and giving them good service. I give them strong support with a positive attitude to make their day rewarding and help them meet their goals.

I have also worked at an assisted living facility since 1998. I enjoy working at two places. It is almost the same work but the Manor is my number-one place of work. The work is mostly the same by comparison, but the team at the Manor is working with the best people. I want to extend my gratitude and thanks to all my friends at the Manor at Blue Water Bay.

We have the best of everything here, the best team, best supervisors, best DON and especially the best administrator. The Manor is my home, and I'm not moving anywhere.

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20th Anniversary Convention Highlights

SUMMER 2007

FADONA/LTC



FADONA's Board of Directors, staff, and NADONA president salute outgoing president Cathy Ates.

20th Anniversary Convention Cruises to Big Success

— Reaction to the convention and cruise can be seen below.

These are just a small sampling of the written comments we received from our attendees.

- Excellent speaker. Would like to hear more from her. Really knew her material. Very good information. One of the best speakers for the seminar, bring her back.
- Loved it. As always, very energizing. Excellent, funny, stimulating and relevant. Did not provide enough time for this speaker. Good ending for a great convention.
- Fantastic convention! Kudos to the organization. Speakers were great! Lots of valuable and necessary information.
- Thank you for a wonderful convention and cruise. The guest presenters were right on track with things DONs of our LTC facilities need in order to perform their jobs. So many people from FADONA were behind the scenes, but all worked tremendously hard to provide some excellent educational programs and loads of fun and relaxation. Kay did a fantastic job the past six years on our conventions and deserves everyone's applause and thanks. Her shoes will be hard to fill, yet Robin will face the challenges head on. Thanks again for our 2007 convention!
- Great convention! Cathy, the Board and Ian have done a fantastic job. I know a program of this magnitude requires a great deal of planning and evaluations/assessment of previous conventions. It is so challenging and difficult to plan programs that will meet most of the members "needs." All of the FADONA board has faced and met these challenges with dignity, acceptance and have shown the rest of the membership that you share a passion for caring for the clients we serve. You are great mentors to the DONs of Florida. It is frustrating to see membership numbers decreasing among the Florida DONs. Is this due to decreased support from our corporations, management or administrators? Our Florida DONs need the mentoring, companionship, instruction, education and sharing that FADONA provides. Thank you, Cathy, our board, and Ian, for a great convention.
- This was my first experience and I really enjoyed it. I plan to attend more meetings in the future.
- I think FADONA is a wonderful and extremely professional organization. It is a great resource and I have developed some very nice friends and relationships as a result.
- This was well organized!
- Cruising more often would be great!

20th Anniversary Convention Highlights

SUMMER 2007

FADONA/LTC



Speakers Cynthia Pearse, left, and Barbara Alford are introduced before the psychosocial care session in Orlando.



FADONA President Cathy Ates, left, speaks at the Annual Awards Dinner. Seated at the head table are Speaker Barbara Alford, left, 1st Vice-President Kay Trugillo, 2nd Vice-President Robin Bleier, Treasurer Reuben Bowie, and Secretary Carmen Shell.



Valerie Williams from Evercare, left, and FADONA President Cathy Ates, right, present Margery Shake with a Lifetime Achievement Award.



1st Vice President Kay Trugillo officially opens the trade show with the annual ribbon-cutting ceremony.



FADONA President Cathy Ates, left, and Rick Weber present LouAnn Maher, with a CNA Award.



FADONA 1st Vice-President Kay Trugillo, right, presents Kitty Lawrence with a new laptop as part of the great door prizes sponsored by FADONA's Alliance Council.



The trade show is in full swing.



FADONA President Cathy Ates, left, and Diane Davis present Anne Casey, center, with a CNA Award.



Andrea Cornwell, center, receives a door prize from Alliance Council member OrthoBiotech.



Annual Dinner Sponsors and Alliance Council members (from left) David Baxter and J.D. Oleinik from OrthoBiotech, and Leigh Faircloth with Johnson & Johnson Health Systems; are joined by Harry Novotny from PAR Pharmaceuticals.



Carolyn Abdalla, left, and FADONA President Cathy Ates present Likeshia Hudson (center) with a certificate of achievement and scholarship award.



Rick Weber, center, visits with representatives of FADONA Alliance Council member Decubex.

20th Anniversary Convention Highlights

SUMMER 2007

FADONA/LTC



FADONA President Cathy Ates, left, presents cash to Cathleen Sallitto, the winner of the 50/50 drawing.



Speakers Karen Goldsmith (left) and Debbie Afasano enjoy educational sessions aboard the ship.



Speaker Dr. Barbara Bates-Jensen pauses during her educational session, which was sponsored by Decubex.



FADONA 1st Vice-President Kay Trugillo, left, and FADONA President Cathy Ates, right, present Maryanne Bardes with a 42" high-definition television as part of the great door prizes sponsored by the Alliance Council.



Speaker and FHCA President David Sylvester conducts his session on "Building a Quality Foundation."



Sharon Walters proudly displays her FADONA Lifetime Achievement Award.



Speaker Dan Cannone, DO, CMD, leads one of his educational sessions, sponsored by FADONA's Region IV.



The wonderful Carnival group coordinator aboard the Sensation, Graziella Rigotti, helps draw one of the many vendor door prizes.



Bonnie Cruz, left, is sworn in as FADONA's eighth president by NADONA President Sherry Dornberger, seated.



The trade show is in full swing aboard Carnival's Sensation.



2nd Vice-President Robin Bleier, left, and staff member Jesse Riddle present cash door prize to Selma Fullwood.



Speaker Jackie Vance, AMDA's director of Clinical Affairs, gestures during her session, sponsored by FADONA Region VI and Palm Beach County Directors of Nursing Association.

20th Anniversary Convention Highlights

FADONA Salutes the Generous Sponsors of its 20th Anniversary Convention!

★ Annual Awards Dinner

— Sponsored by **Johnson & Johnson Health Systems LTC Group**

★ Tote Bags — Sponsored by **Rxperts**

★ **Breakfast on Sunday** — Sponsored by **PAR Pharmaceutical**

★ **Refreshments in the Exhibit Hall** — Sponsored by **Abbott Laboratories**

★ **T-shirts** — Sponsored by **Wings Health Care Solutions and Corecare Associates**

★ **Name Badge Holders** — Sponsored by **OrthoBiotech**

★ **2007 Nurse Administrator Award** — Sponsored by **Evercare**

★ **Convention Binders** — Sponsored by **RADS**

Support for Educational Sessions

★ *Psychosocial Care: High-Risk Screening to Avoid Scope & Severity Determinations*

Cynthia Pearse, LCSW, NHA

~ Supported by an educational grant from **TAP**

★ *Why We Do What We Do, Despite the Evidence*

Jackie Vance, RN, Director of Clinical Affairs, American Medical Directors Association

~ Sponsored by **FADONA Region VI and Palm Beach County Directors of Nursing Association**

★ *Medical-Legal Issues Surrounding Depression & Dementia in LTC*

★ *Calling Physicians on Abnormal Lab Results:*

What are the Five Questions They Are Going to Ask You?

★ *How to Deal with Difficult Patients and Difficult Families*

Daniel Cannone, DO, CMD

~ Sponsored by **FADONA Region IV**

★ *Understanding the Implications of MDS F-Tag 314*

Barbara M. Bates-Jensen, RN, MN, CWOCN, PhD

~ Sponsored by **Decubex**

★ *Quality Indicators and Pressure Ulcers*

Barbara M. Bates-Jensen, RN, MN, CWOCN, PhD

~ Sponsored by **FADONA Region IV**

Alliance Council Fun Days Sponsors

FADONA thanks these participating Alliance Council members who planned, funded and hosted this year's "Passport to Fun Days" game and amazing door prizes during the Trade Show.

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Introducing the FADONA Board of Directors for 2007–2008

— Bonnie Cruz Elected President



FADONA's Board of Directors, from left, CaCheryl Polk-Williams, Region II coordinator; Robin Bleier, 1st Vice-President; Rick Weber, Region III coordinator; Susie Jensvold, Secretary; Reuben Bowie, Treasurer; Cathy Ates, Immediate Past-President; Gilda Osborn, Region VI coordinator; Jean Nelson, Region IV coordinator; and Bonnie Cruz, President. Missing: Carmen Shell, 2nd Vice President; Tina Shook, Region I coordinator; and Patti Ross, Region V coordinator.

Serenade for a Retiring President



FHCA's Debbie Afasano (wearing hat in center) leads FADONA's board of directors and staff in a serenade tribute that she wrote for outgoing president Cathy Ates.

Agency for Health Care Administration Responds to FADONA Request for Clarification

In response to your question, the moratorium only applies to the 2.7 daily minimum and not the weekly average of 2.9. If a facility does not meet the daily minimum of 2.7 nursing hours for two consecutive days, the facility must impose a moratorium until they have reached the minimum of 2.7 for six consecutive days.

In addition, although you didn't mention the 97 percent requirement, if a facility is only at 97 percent for just one day and only maintains the minimum daily of 2.7, they will not be in compliance with the weekly 2.9.

Let me know if you have any additional questions.

**Polly Weaver, Chief
Bureau of Field Operations
Agency for Health Care Administration**

Nurse Administrator Advances to DON Position

Dear Robin:

It was great fun to see you again at the FADONA Convention in March. I have not forgotten that you wanted me to write a short story about my progress from MDS Coordinator to DON. Here it is:

By the way, my MDS certificate, signed by you in March 2002, is on my wall!

I enjoyed your course very much, and it has indeed made a difference in my career progress.

As you know, I attended nursing school at Palm Beach Community College, graduating in 1984.

My first nursing job was as a medical-surgical nurse at Boca Raton Community Hospital. I was then promoted to the Telemetry Step-down Unit at Boca Raton Community Hospital.

I later became an OB/GYN nurse at Bethesda Hospital in Boynton Beach,

Fla., working in Labor & Delivery. I was then offered a position in an OB/GYN physician's office as the triage nurse.

I decided to make a change in my career, and I went to work for a skilled nursing facility called Avante Rehabilitation Center, where I worked nights part-time while training to learn the minimum data set (MDS) process.

In March 2002, I took the MDS course, which was ably taught by **Robin Bleier**. The course was invaluable to me and greatly furthered my nursing education.

Six months later, I was promoted to MDS Coordinator and performed this job for four years. During my tenure at Avante, the facility was ranked number 12 financially, then improved to number one in the corporation nationally.

In 2006, I was offered the position of director of nursing at The Gardens Court, a skilled nursing facility in Palm Beach Gardens. After less than one year in this position, my facility experienced the new state quality indicator survey, and we had the best survey in the Southeast Region.

The facility received only three minor tags. We were honored when the state surveyors asked permission to use our facility for training new surveyors in the QIS process.

My experience in MDS proved enormously useful during this new type of survey, as it is computer driven, based on the MDS process.

In addition, my MDS experience has been of great benefit in my role as director of nursing. I would strongly recommend that other directors consider taking an MDS course.

Warm regards,

**Benay Kass, RN
Director of Nursing,
The Gardens Court,
Palm Beach Gardens**



Congratulations to New President Bonnie Cruz

Bonnie,

Congratulations! I am so proud to call you my friend! Take care and remember to take time to smell the roses on your many travels.

Love Ya,
Trisch



Hi, Bonnie,

I knew that you could do this. You are a natural, and I thank you for all that you do at The Manor and for supporting DONs — I know that this is a very hard job and you all need the extra support from each other.

Way to Go!
Teressa Wray



Scholarships Available

FADONA currently has scholarship funds available for eligible applications. If interested, please fill out the application form (available online at www.fadona.org); or call the business office at (561) 659-2167.

Thank You, FADONA!

Thank you for your wonderful hospitality during my Florida visit! Everyone made me feel very comfortable and at home. It was great! The FADONA members and your staff should be quite proud of the professional, well-attended convention they have been able to organize over the years. I know you and your staff have a lot to do with it, but you also have a great board to work with.

I look forward to seeing everyone in Vegas!

Sherrie Dornberger RNC, CDONA, FACDONA

President, National Association of Directors of Nursing Administration/LTC, Inc.



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By Robin A. Bleier, RN, LHRM, FACDONA, 1st Vice-President, FADONA

We are so excited to announce our upcoming educational and convention plans to you! The focus is the "Quality Indicator Survey (QIS) & Process" to assist you in preparation, inclusion of aspects into our day-to-day operations, quality improvement, and consumer satisfaction!

First, we have established some excellent national and state speakers, some who are new to us, and some that are not.

Second, we have created a two-part curriculum with autumn symposiums planned that focuses on the regulations, QIS system, and interdisciplinary process related to both.

Third, on April 18-20, 2008, our 21st Annual Convention & Trade Show continues the QIS theme with a hands-on approach to ensure that you leave with the tools necessary to fully imple-



Robin Bleier

1ST VICE-PRESIDENT

ment new processes to support QIS and ongoing quality improvement processes.

Fourth, qualified participants will have the ability to take a "**FADONA QIS Professional Endorsement Examination**," which will measure your full grasp of your knowledge base.

So, ready, set, go! Mark your calendars! Send your letters to your Agency for Health Care Administration

Area Office, advising them well in advance that you will be attending professional education and training during the established dates to avoid, whenever possible, routine surveys by the Agency.

Consider bringing one or more of the administrative nurses with you from your facility, and perhaps consider making attendance of the symposiums and annual convention a reward to outstanding charge nurses.

When completed, we will send you the meeting brochures for sign-up, and we will have our Website at www.fadona.org updated with the educational program as it progresses.

If you have any questions, you may contact the FADONA business office at (561) 659-2167 or e-mail me at robinbleier@yahoo.com.

Looking forward to seeing you there!

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CMS Update: Facilities Must Post Whistleblower Protections

Many nursing homes and other health care providers must now inform staff about whistleblower protections. Specifically, health care providers who receive Medicaid payments totaling \$5 million or more per year are now required to provide information to their staff on the federal False Claims Act and its whistleblower protections, according to new guidance from the Centers for Medicare & Medicaid Services.

This guidance went into effect on Jan. 1, 2007. The information may be in written or electronic form. If a provider already gives an employee handbook to its staff, whistleblower information must be included.

For more information, visit the CMS Website at www.cms.hhs.gov.

Advancing Excellence in America's Nursing Homes Campaign

More than 1,000 nursing homes have already joined the Advancing Excellence in America's Nursing Homes campaign. For facilities already engaged in Quality First and the Nursing Home Quality Initiative (NHQI) or other quality improvement programs, participating in the campaign provides added recognition for what they are already

doing to improve the quality of life for residents and staff.

To learn more, visit . . . www.nhqualitycampaign.org.

Flu Vaccine Ordering Information

Several companies are offering flu vaccine for the 2007-2008 seasons:

FFF is a company that allows you to choose your delivery dates. For more information, visit www.myfluvaccine.com.

Sanofi Pasteur is accepting new orders for Fluzone vaccine in all product presentations. Providers should call 1-800-VACCINE (1-800-822-2463) to place an order for immediate shipment.

GSK is offering the influenza vaccine Fluarix to customers to order online, through a new Website at www.GSKvaccinesdirect.com.

Please note: FADONA does not endorse one manufacturer or distributor over another but would like to make sure that all members have the tools to keep their residents and staff healthy.

MedPAC Recommendations for 2008

On Jan. 9, 2007, the Medicare Payment Advisory Commission (MedPAC) met to vote on recommendations for updating the major Medicare payment systems. Noted here is information relative to skilled nursing facilities (SNFs).

Payment Update Recommendations

Congress should eliminate the update to payment rates for skilled nursing facility services for fiscal year 2008. MedPAC estimates that this recommendation will reduce Medicare spending by \$250 million to \$750 million in 2008 and by \$1 billion to \$5 billion over five years. No effect on providers' ability to furnish care to Medicare beneficiaries is expected.

Indicators of Payment Adequacy

- Overall supply: stable.
- Volume of services: increasing.
- Access to care: good, but certain beneficiaries may experience delays.
- Quality: declining, as measured by

rehospitalizations and community discharge.

- Access to capital: good.
- Estimated SNF Profit Margin in 2005 (freestanding providers)
 - Overall: 13%
 - Urban: 12%
 - Rural: 15%
 - Hospital-based: -85%
- Projected SNF Profit Margin in 2007
 - Overall: 11%
- Other Issues
 - The estimated market basket update is 3.1%.

Large negative margins in hospital-based SNF (-85% in 2005) appear to be related to allocation of overhead, higher cost structures, different patient mix, and larger number of residents in extensive service RUG categories.

Hospitals have SNFs for a number of reasons: reduce inpatient length of stay, can't place resident in freestanding SNF, and additional payment for episode.


While hospital-based SNFs have large negative margins on average, reimbursements for the patient's episode overall (inpatient & SNF stay) are generally covering their direct costs on average.

Commissioner Comments

Commissioners requested additional analysis to examine why rehospitalization rates have been increasing and what differences may exist between hospital-based and freestanding SNFs. A written transcript of the staff briefings and commissioner discussions is posted on the MedPAC Website at www.MedPAC.gov.

Joint Commission Seeks Input on Potential National Patient Safety Goals

The Joint Commission (previously JCAHO) released for review a list of DRAFT Goals and Requirements that will be considered for potential inclusion in the 2008 National Patient Safety Goals. The NPSGs, which are updated annually, are designed to require health care organizations to protect



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FADONA Board and Alliance Council Members Enjoy April 27 Luncheon in Orlando




patients from the negative impact of specific health care errors. The draft goals include requiring organizations to:

- Improve recognition and response to changes in a patient's condition,
- Reduce the risk of post-operative complications for patients with obstructive sleep apnea,
- Prevent patient harm associated with health care worker fatigue, and
- Prevent catheter misconnections.

Potential requirements undergoing field review also include requiring organizations to investigate and initiate planning for the use of technology to assist with patient identification, and to reduce the likelihood of patient harm associated with the use of anti-coagulation therapy. The full text of the potential goals and requirements is posted on the Joint Commission Website and has been distributed for comment to health care professionals, providers, consumers and other stakeholders.

See current updates on the Joint Commission's Website at www.jointcommission.org, or contact **Jennifer Hoppe** at jhoppe@jointcommission.org.


For information about other current field reviews, see field reviews, or contact **Lynn Berry** at lberry@jointcommission.org. 

State Oral Health Improvement Plan (SOHIP) by Oral Health Florida

Here is the link to the SOHIP Website at www.oralhealthflorida.com. Just click on the box labeled "Senior Oral Health Forum" and you should find the information and education pages for the forum.

We are depending on SOHIP partners and others interested in the improvement of oral health for the elderly to send this announcement to their membership or other e-mail contact lists. The forum will cover oral health for elders in the community and in institutions.

Oral health is important to total health and affects everyone. Finding direction for oral health for seniors needs the participation of all stakeholders and interested parties. Come and begin the oral health improvement journey with us. The goal of the forum is to increase awareness of the importance of oral health to total health and to establish a workgroup to develop a strategic plan to remove barriers to oral health for seniors.

For additional information, contact **Joyce Hughes**, project coordinator, at (850) 245-4444 x 2821, or Joyce_Hughes@doh.state.fl.us. 

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Robert Frost

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Save the Date

FADONA's 21st Annual Convention

April 18-20, 2008

Buena Vista Palace • Walt Disney World Village



Great news! FADONA's 21st Annual Convention & Trade Show will be held April 18–20, 2008, at the Buena Vista Palace, a beautiful 27-story hotel just across the street from Downtown Disney in Orlando. The upscale hotel room accommodations are amazing, and you will love the specially discounted room rates and spa discounts we've negotiated for you!