The New York State Health Facilities Association/New York State Center for Assisted Living (NYSHFA/NYSCAL) is pleased to announce that Richard Herrick, President and CEO, has received the prestigious 2016 Joe Warner Patient Advocacy Award from the American Health Care Association/National Center for Assisted Living (AHCA/NCAL). Mr. Herrick was presented with the award at the AHCA/NCAL annual Congressional Briefing event.

AHCA/NCAL gives this award to association members who have worked directly to educate members of Congress about the needs of long term and post-acute care patients and to advance quality care. The award recognizes caregivers who possess the same compassion for – and commitment to – the country’s elderly and individuals with disabilities that exemplified the work of former president and CEO of Illinois-based Heritage Enterprises, Joe Warner.

Richard Herrick has over 20 years of health care management and operations experience. He is President of the AHCA Affiliated State Health Care Association Executives (ASHCAE) and serves as the ASHCAE representative on the AHCA Board of Governors and Business Management Committee. He is active on the boards of Berkshire Healthcare Systems, serves as Treasurer of Berkshire Retirement Home and is Past Chairman of the Board of the Massachusetts Senior Care Association.

“I’ve had the pleasure of knowing and working with Mr. Herrick for several years,” said AHCA/NCAL President and CEO Mark Parkinson. “He is a tireless force within the long term care profession and has given so much to make sure the most vulnerable in our country have a voice in Washington. I cannot think of anyone more deserving of this recognition.”
NYSHFA / NYSCAL Congratulates New York’s Bronze Quality Award Winners

The New York State Health Facilities Association/New York State Center for Assisted Living (NYSHFA/NYSCAL) is pleased to announce that six member facilities from across New York state were recognized with a 2016 Bronze - Commitment to Quality Award by the American Health Care Association/National Center for Assisted Living (AHCA/NCAL). The award is the first of three distinctions possible through the AHCA/NCAL National Quality Award Program, which honors long term and post-acute care centers that have demonstrated their commitment to improving quality care for seniors and individuals with disabilities.

“A commitment to always improve the quality of care and quality of life for the residents and families we serve is what this award represents,” said AHCA/NCAL National Quality Award Board of Overseers Chair Christine Boldt. “This year’s recipients have demonstrated that commitment. I commend all of them for their hard work and dedication.”

Implemented by AHCA/NCAL in 1996, the National Quality Award Program is centered on the core values and criteria of the Baldrige Performance Excellence Program, which is the foundation of the metric-based AHCA/NCAL Quality Initiative. The program assists providers of long term and post-acute care services in achieving their performance goals.

The program has three levels: Bronze, Silver, and Gold. Providers begin the quality improvement process at the Bronze level, where they develop an organizational profile with fundamental performance elements such as vision and mission statements and an assessment of customers’ expectations. Bronze applicants must also demonstrate their ability to implement a performance improvement system. Trained Examiners review each application to determine if the center has met the demands of the criteria. Recipients may now move forward in developing approaches and achieving performance levels that meet the criteria required for the Silver - Achievement in Quality Award.

The New York state recipients are:

- Bridgewater Center for Rehabilitation and Nursing, Binghamton
- Highland Rehabilitation and Nursing Center, Middletown
- Schofield Residence, Kenmore
- Sunrise Senior Living of North Lynbrook, Lynbrook
- Sunrise Senior Living of West Babylon, West Babylon
- Wingate at Ulster, Highland

The Association will announce the 2016 Silver - Achievement in Quality and Gold – Excellence in Quality Award recipients in the coming months. The National Quality Award Program is sponsored by AHCA/NCAL Associate Business Members: My InnerView, National Research Corporation; PointRight; Team TSI Corporation; and First Quality. The awards will be presented during AHCA/NCAL’s 67th Annual Convention and Exposition in Nashville, Tennessee, October 16-19, 2016.
**June 26 – 29**

*67th Annual Convention and Trade Show*

The Sagamore Resort  
Bolton Landing, NY

Come join your fellow members at The Sagamore Resort! A total of 17.0 CEUs are available for LNHA and ACF/AL. To register visit www.nyshfa.org or contact NYSFHA's Education Department.

**June 30**

*Deadline for 2016 Art from the Heart Program*

The Foundation for Quality Care has announced the launch of the 12th Annual "Art from the Heart" program which is designed to recognize artists who live in NYSFHA/NYSNAL member facilities. Those who are fortunate to work in the skilled nursing and assisted living professions are well familiar with the special gifts and images created by the residents entrusted in their care. As your Statewide Association we thought it important to shine a spotlight on the creative abilities of your dynamic residents and the vibrant activities which occur each and every day in your facilities. We encourage our member facilities to consider holding your own competition as a means of selecting the two submissions from your facility. A panel of distinguished judges will select 13 pieces which will be featured in the 2017 “Art from the Heart” calendar. In addition, a larger number of submitted pieces will be selected for possible exhibition. For more information about the Art from the Heart program with this year’s entry form, go to www.thefqc.org.

**July 25 – 29**

*NY Chapter ACHCA Summer Leadership Conference*

The Fairmont Southampton  
Southampton, Bermuda

If you are a long-term care leader who wants to enhance your management skills while creating a culture in which your team feels empowered to provide patients with a higher level of service, this conference is for you and top managers you depend on. Administrators, Owners, CEOs, ACHCA and NYSFHA members and non-members, and other health care company providers will all benefit from this 5-day workshop. For further information, visit http://summerleadershipconference.org/.

**September 21**

*1st Annual Emergency Preparedness Conference*

Albany Marriott  
Albany, NY

NYSCAL and NYSFHA invite you to our 1st Annual Emergency Preparedness Program for Assisted Living and Skilled Nursing Providers. “Embracing Adversity & Emerging Stronger”, Wednesday, September 21, 2016 at Albany Marriott on Wolf Road, Albany, NY. Standard Emergency Best Practices during an event strengthens Assisted Living and Skilled Nursing Providers as well as Stakeholders! Join us and our Coalition Partners as we develop resources to mitigate adverse outcomes in your daily operations.
3rd Annual NYC ACF Emergency Preparedness Conference a Success

NYSCAL in conjunction with NYCDOHMH, LeadingAge, NY ALFA and ESAAI hosted the 3rd Annual NYC ACF Emergency Preparedness Conference on Wednesday, May 18, 2016 at the LaGuardia Marriott Hotel in East Elmhurst, NY.

It was an opportunity to bring together NYC Adult Care Providers and emergency management subject matter experts to present interactive forums, sharing lessons learned during times of response and recovery, as well as discuss best practices in planning and mitigation. Focus is placed on coordination and collaboration between the various organizations and stakeholders and to provide opportunities for the exchange of ideas and the development of partnerships. By offering continued educational forums, we build upon existing knowledge and we foster well-trained ACF Providers.

Attendance at this year’s conference was the highest ever and the feedback was extremely positive. NYSCAL would like to thank everyone who participated in making the event a success; especially Danielle Lucas, Senior Program Manager, Long Term Care Facility Preparedness and Response, NYC Department of Health and Mental Hygiene as well as the ACF Providers that took time out of their busy schedules to attend.

Mouth Care Without a Battle Training Held Upstate

On May 3, 2016, FQC welcomed back our team of instructors from UNC Chapel Hill to conduct the second Train-the-Trainer Program on “Mouth Care Without A Battle” as part of a grant from the Dental Trade Alliance Foundation (DTAF). Teams from 11 nursing homes included the following: Directors of Nursing, Nurse Managers, Nurse Educators and CNAs who actively participated in this “hands on” program to improve daily oral care for residents. We were pleased to welcome participants from the NYS Dental Association and NYS Dental Foundation, Emblem Health, and the Schuyler Center who were interested in this program.

The participants repeatedly noted that this was the first time they were oriented to the supplies and the techniques for providing daily oral care to residents who may be resistant to care. In a final group exercise, the teams identified what they could do to implement the program in their facilities after the training.

“It was helpful to have CNAs teaching the program with the other faculty because they know how hard it is to provide oral care, and they were able to overcome the barriers,” noted a CNA participant.

Some tips that emerged from the expert faculty were:
1) “start small – with 8 residents and to take “before and after” photos; 2) have the supplies in an organized fashion; 3) focus on your own assignment and make it a priority; 4) when asking for new supplies, start with the basics.

This outstanding session concluded with a list of all of the value points of conducting better daily oral hygiene including:

- Better assessments
- Increase in Quality of Life and Resident Self Esteem
- Better oral intake/Increased hydration status
- Decrease in hospitalizations, pneumonia, sepsis
- Increase in Five Star Rating

FQC hopes to expand the delivery of “Mouth Care Without a Battle” training in future grants. For more information about this program, please contact Gayle Farman, Senior Director of Resource Development via e-mail at gfarman@thefqc.org.
NYSHFA Members Receive ACHCA’s Eli Pick Facility Leadership Award

The American College of Health Care Administrators (ACHCA) has named two NYSHFA Members, Genevieve Sorensen, Administrator of Schulman and Schachne Institute for Nursing & Rehab in Brooklyn, NY and Jonathan Mawere, Administrator of Queens Boulevard Extended Care Facility in Woodside, NY as 2016 recipients of the ACHCA Eli Pick Facility Leadership Award.

The award, named in memory of visionary ACHCA member Eli Pick, recognizes administrators whose teams have achieved dimensions of organizational quality that few others have been able to reach. Two hundred and eighty-eight administrators were awarded leadership awards nationally.

Ms. Sorensen and Mr. Mawere are among 247 recipients who received the Eli Pick Facility Leadership Award with virtual recognition. This award recognizes the administrator of record who provided leadership throughout the award year. Eligibility for this award is based on three years of skilled nursing facility (SNF) survey data, including the Health, Fire (Life Safety), and Complaint Surveys, as well as top quartile performance on designated Quality Measures. The criteria also included an 80% or greater facility occupancy and a three year avoidance of a Special Focus Facility status.

The ACHCA firmly believes that post-acute and aging services facility excellence is a reflection of leadership excellence. The prestigious Eli Pick Facility Leadership Award is made possible with the support of eHealth Data Solutions. Founded in 1962, the American College of Health Care Administrators (ACHCA) is the only professional association devoted solely to meeting the professional needs of today’s post-acute and aging services leaders. Focused on advancing leadership excellence, ACHCA provides professional education and certification to administrators from across the spectrum of long term care. For more information about ACHCA, contact the national office at (202) 536-5120 or visit www.achca.org.

Maplewood Nursing & Rehabilitation Named a Top Workplace in Rochester, NY!

The Maplewood has been recognized as one of Rochester’s Top Workplaces by the Democrat and Chronicle, and is very proud to be counted among this prestigious group of local companies. This honor confirms what The Maplewood already knows - we value our employees and appreciate all they do to deliver the best quality care to our residents.

The list of Top Workplaces awardees is based solely on the results of an employee feedback survey administered by an independent company, WorkplaceDynamics, LLC. Several aspects of workplace culture were measured, including alignment, execution and connection, just to name a few.

“I am thrilled and honored that The Maplewood has been named a top workplace,” says Greg Chambery, Maplewood Administrator. “This is a wonderful and deserving tribute to our amazing staff. The entire Maplewood team creates a positive work environment based on teamwork and mutual respect. Our employees inspire us to be a forward thinking organization as we strive each day to make a difference in the lives of our residents and their families. I am proud to stand with such an outstanding group of people and would like to thank them for making The Maplewood such a great place to work.”

“The Top Workplaces award is not a popularity contest. And, oftentimes, people assume it’s all about fancy perks and benefits,” says Doug Claffey, CEO of WorkplaceDynamics. “But to be a Top Workplace, organizations must meet our strict standards for organizational health. And who better to ask about work life than the people who live the culture every day—the employees. Time and time again, our research has proven that what’s most important to them is a strong belief in where the organization is headed, how it’s going to get there, and the feeling that everyone is in it together. Claffey adds, “Without this sense of connection, an organization doesn’t have a shot at being named a Top Workplace.”

Visit the D&C web site (www.democratandchronicle.com) to see the complete list and read more about Rochester’s Top Workplaces.

About The Maplewood

Maplewood Nursing & Rehabilitation was founded in 1947 by Thomas and Johanna Chambery as a nursing center in the City of Rochester. The facility is currently located in the Village of Webster and is owned and operated by Gregory Chambery, grandson of Thomas and Johanna. Maplewood Nursing & Rehabilitation prides itself on providing attentive service, the highest quality of rehabilitative care and state-of-the-art accommodations, including luxurious suites and several levels of private rooms. The Maplewood cares for up to 74 patients and has a staff of 190 people.
At NYSHEFA/NYSCAL’s 67th Annual Convention, a total of 16 recipients of the Associations’ Awards Programs will be honored. These well-deserving individuals will be presented with their awards on June 28 at the Awards Program/Installation Banquet.

NYSCAL Awards Programs

**Assisted Living Administrator of the Year**
Mary Ann McGriel, Administrator
Parkview Home for Adults
Bronx, NY

**Assisted Living Nurse of the Year**
Billy Parker, LPN
Maple Pointe at Rockville Centre Assisted Living
Rockville Centre, NY

**Noble Caregiver in Assisted Living**
Althea Lambert, HHA
Maple Pointe at Rockville Centre Assisted Living
Rockville Centre, NY

NYSHFA Employee Recognition Program

**Registered Nurse of the Year**
Daniel McCarthy
Daleview Care Center
Farmingdale, NY

**Licensed Practical Nurse of the Year**
Catherine Belleau
Bridgewater Center For Rehab and Nursing
Binghamton, NY

**Certified Nursing Assistant of the Year**
Sara Schramm
Briody Health Care Facility
Lockport, NY

**Heart and Hands Award**
Carole Booth
Wingate at Ulster
Highland, NY
Innovative Practice Awards

“Standardizing Systemic Process of the Medication Reconciliation”
Kira Slipak, Director Quality Assurance
Kings Harbor Multicare Center
Bronx, NY

“Respiratory Therapy Wellness Program”
Kurt Apthorpe, Administrator
Bridgewater Center For Rehab and Nursing
Binghamton, NY

“The Schulman and Schachne Enhancement Program”
Reynaldo Torres, Assistant Administrator
Schulman and Schachne Inst. For Nursing & Rehab.
Brooklyn, NY

“Fall Reduction”
Tammy Marshall, Executive Director
Maple Pointe at Rockville Centre Assisted Living
Rockville Centre, NY

NYSHFA Volunteers of the Year

Young Adult
Michael Beck
Wingate at Ulster
Highland, NY

Adult
Robin Lewis
Elcor Nursing & Rehabilitation Center
Horseheads, NY

Senior Adult
Edward Langan
Sky View Rehab. & HCC
Croton-on-Hudson, NY

Group
Lois Gillman and Ginny Statelman
Queens Boulevard Extended Care Facility
Woodside, NY

Spiritual Guidance
Dolores Dellova
Nesconset Center for Nursing & Rehab.
Nesconset, NY
Nurses reconnected at NYSHFA’s 14th Annual Nurse Leadership Conference at the Turning Stone Casino and Conference Center to kick off this year’s Nurse Week. May is the month to celebrate the dedication of nurses across the country and that was our goal as well. Our conference provided quality education, great networking, recognition of one of our exemplary nurse leaders and scholarship awards for six students pursuing a basic or an advanced degree in Nursing as part of the Ruth E. Stafford and James Durante Scholarship Program. NYSHFA recognized Sharon Carlo, RN, LNHA with NYSHFA’s first Nurse Leadership Excellence Award. Ms. Carlo has served elders for over 50 years in many positions in Long Term Care and has assisted in developing all levels of health care staff through education and mentoring.

This year, working with our NYSCAL colleagues, we also welcomed nurses working in Assisted Living to be part of our conference and designed specific programs to meet their needs. Many of the current issues we are addressing to improve care, cross the health continuum. NYSHFA and NYSCAL are promoting partnerships and shared educational experiences for nurses to improve overall resident/patient health.

We would like to thank our Advisory Committee for all their work assisting in planning the conference. They include the following nurses from across the state:

- Nancy Babis, Briody Health Care Facility
- Susan Brown-Goebeler, Centers Health Care
- MaryPat Carhart, Upstate Services Group
- Amy Lee, Coretactics
- Patricia Long, Elant at Fishkill
- Maureen McCarthy, Celtic Consultants
- Lorie Mellini, Centers Health Care
- Toni Mooney, Kings Harbor Multicare Center

We would also like to thank our many vendors and sponsors for their continued support and service to our Long Term Care organizations.

NYSHFA’s 14th Annual Nurse Leadership Conference Continues to Thrive!!!

Terri Williams presented a session on “Sage-ing: Harvesting Wellness”.

Shown left to right are Loretta Kaes of the Health Care Association of New Jersey; Rick Patterson, FQC Executive Director and Tammy Marshall, Executive Director of Maple Pointe Assisted Living.

NYSHFA staff Lisa Volk, Director, Clinical & Quality Services (l) and Nancy Leveille, Sr. Director, Member Operational Support (r) welcome Keynote Speaker Robert Cooper of RL Cooper Associates.

David Johnson, IPRO (l) and Shelley Glock, NYSDOH (r).

Shelley Sabo, NYSCAL Executive Director greets David Weidner of the Health Care Association of New Jersey.
Amy Lee, Core Tactics spoke about “Antibiotic Stewardship.”

Maureen McCarthy, Celtic Consulting presented a full day pre-conference session on “MDS, Medicare & Quality Metrics for Today’s Nurse Leaders and Interdisciplinary Teams.”

Carla Erhartic, NYSICAL Coordinator, Member Support Services, ran the raffle.
Sharon Carlo Receives NYSHFA’s “2016 Nurse Leadership Award for Excellence”

At this year’s Annual Nurse Leadership Conference in May, NYSHFA took great pride in recognizing Sharon Carlo, President and founder of “The Reds Group,” with the first “Nurse Leadership Award for Excellence” for her vast contributions to long term care. Ms. Carlo has had a multi-faceted career spanning several decades. Over her illustrious career she has served with distinction as a certified nurse aide, a licensed practical nurse, a registered nurse, a geriatric nurse practitioner, a Director of Nursing and a licensed Nursing Home Administrator in facilities ranging in size from 90 to 272 beds. Prior to establishing The Reds Group, Sharon was New York State’s Deputy Director of Quality and Surveillance for nursing homes and ICFs/MR, preceded by a term as the Continuing Care Director for the Buffalo and Rochester regions of the New York State Department of Health. Ms. Carlo also served as the Long Term Care Quality Director for Kaleida Health in Buffalo, as well as the Senior Manager for Loeb & Troper’s New York City and Ernst & Young’s East Great Lakes long term care practices. Over the years, Sharon has shared her wealth of knowledge with countless long term care providers and associations, always championing the cause for the highest level of quality of care and life. She has served as a practitioner, teacher, leader, mentor and ardent advocate for the staff in skilled nursing facilities across the state, and the residents they so proudly serve.

2016 Durante/Stafford Nursing Scholarship Award Recipients Announced

The Foundation for Quality Care and NYSHFA’s Nurse Leadership Advisory Committee are pleased to announce the recipients of the 2016 James D. Durante/Ruth E. Stafford Nursing Scholarship Program. This Scholarship Fund Program was established to provide financial support to incumbent employees of NYSHFA member facilities who are also nursing students pursuing careers in long term care. Three Category I scholarships were awarded to students pursuing licenses as a practical or a registered nurse and two Category II scholarships were awarded to registered nurses pursuing advanced degrees in nursing. The scholarship awards were presented to the winners on May 5th at the NYSHFA/NYSCAL Annual Nurse Leadership Conference at Turning Stone Casino, Verona, NY. Mr. James Durante and Mr. Edward Stafford are the founders of these scholarships and continue to support this program to demonstrate the value nurses bring to elders residing in skilled nursing facilities.

Congratulations to this year’s award recipients, who are as follows:

**Category I:**
**$2,000 Durante/Stafford Scholarship Recipients**

Deborah Ashe  
Indian River Rehab. & Nursing Center  
Granville, NY

Patricia Piacentino  
East Neck Nursing & Rehab Center  
West Babylon, NY

Hailey Caprara  
Kingsway Arms Nursing Center Inc.  
Schenectady, NY

**Category II:**
**$2,000 Durante/Stafford Scholarship Recipients**

Heather Hahn  
Roscoe Regional Rehab & RHCF  
Roscoe, NY

Marianne Puglisi  
Ross Center for Health and Rehabilitation  
Brentwood, NY
Richard J. Herrick, President of NYSHFA/NYSCAL, is pleased to announce that Lisa Volk has joined the Association as the Director of Clinical and Quality Services. She will join the Member Operational Support team of Nancy Leveille and Karen Morris, who is now working part time.

Lisa M. Volk RN, B.P.S., LNHA, has over 30 years’ of experience in the long term care setting in both the proprietary and not for profit sectors. Ms. Volk has held roles as Director of Nursing, Administrator and most recently Executive Director.

Lisa has extensive knowledge in team building, employee engagement and innovative practices, which lead facilities to achieve consistent high quality outcomes and revenue enhancement. During her career, her team was recognized by the American Health Care Association (AHCA) as a Quality Award Winner utilizing Malcolm Baldrige criteria and the Island Peer Review Organization (IPRO) for Excellence in Care and Service Award.

Ms. Volk has served as an adjunct instructor for the Foundation for Quality Care Leadership Institute and was in the Foundation’s first Administrator Leadership Program.

Lisa said she “looks forward to becoming part of the NYSHFA/NYSCAL family and contributing to the quality of services we offer”.

Lisa assumed her duties at the New York State Health Facilities Association and New York State Center for Assisted Living on May 2, 2016.

For more information about Clinical, Quality and Operational Services, contact: Nancy Leveille at nleveille@nyshfa.org or Karen Morris at kmorris@nyshfa.org.
‘Keep Connected’ Revealed as 2016 Theme for National Assisted Living Week

*National celebration to take place Sept. 11-17, 2016*

The National Center for Assisted Living (NCAL) has announced that the 2016 theme for National Assisted Living Week® is “Keep Connected.” The annual, national observance provides a unique opportunity for residents, their loved ones, staff, volunteers, and surrounding communities to celebrate the individuals served in assisted living and learn more about this sector of the long term care profession.

“‘Keep Connected’ recognizes the expanding and exciting opportunities technology offers to residents and staff alike in our nation’s assisted living communities,” said NCAL Executive Director Scott Tittle. “With this year’s theme, we hope to help overcome the mistaken belief that seniors are not interested in or able to learn about the latest modern advancements. At the same time, we want to recognize the many revolutionary ways staff are enhancing care through new innovative tools and broadening their connections with the larger community.”

Established by NCAL in 1995, National Assisted Living Week® will be held Sept. 11-17, 2016. Assisted living communities across the country are encouraged to use the theme and logo as inspiration for celebrations leading up to and during the week.

The “Keep Connected” logo may be downloaded from www.NALW.org, and assisted living communities, stakeholders, and members of the public may use the logo on materials, such as calendars, flyers, and invitations to support the national observance. In the coming months, NCAL will issue a planning guide and product catalog centered on ways to “Keep Connected.” Please visit www.NALW.org for updated information and resources.