



# PADONA /LTCN

Pennsylvania Association of  
Directors of Nursing Administration

DECEMBER 2016

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## PADONA ENews

Dear PADONA Members:

I hope each of you had an enjoyable Thanksgiving and are looking forward to the upcoming holiday season.

When I was reviewing our 2017 convention material and thought about the theme, "Engaging, Empowering, Expanding" I began to think about the many challenges each of you face in your professional lives. In this enews edition, I am pleased to be including an article titled *Top Tips to Dramatically Improve Employee Engagement!* from Ed Leigh. Mr. Leigh is the founder and director of the Center for Healthcare Communication. PADONA is happy to have Ed returning to the 2017 convention at the attendees' request to present "Engaging Your Employees."

Over the years the role of the supervisor has and continues to be constantly remodeling. To help our supervisors we must constantly be re-examining the education and support we provide to them as well. Yes, it is impossible to cover every scenario in training but we can strive to build a strong foundation. One crucial element of this foundation is familiarization of your facility's mission statement and the role each employee plays in meeting your nursing department's expectation in fulfilling that mission and objectives. In last month's enews I shared with you the possibility that PADONA would provide online our webinars and program handouts. This will be discussed again at the December meeting of the board of directors. The membership response to my question regarding publishing our webinars and program handouts only elicited one response. The one response was positive.

The mission of PADONA is to continue to offer educational programs, such as our recently conducted certification course and the annual convention, to assist you in meeting your educational needs. Your jobs are difficult but PADONA is here to assist in any way possible.

Our long term strategic planning committee will actively listen to your concerns as they map out the future of our organization based upon your input. Please share your thoughts and ideas with me. In closing, I would like to wish each of you a wonderful holiday season.

Chair, Board of Directors / Executive Director PADONA



## Top Tips to Dramatically Improve Employee Engagement!

By Edward Leigh, MA

Happy employees = happy residents. If we want residents to have great experiences, we must first be sure our employees have great experiences. If employees feel disengaged, those feelings will be reflected in their care of the residents. This article will focus on strategies to help employees feel appreciated.

**Let people know they are valuable to the organization.** Mary Kaye Ash, of founder of Mary Kaye Cosmetics, once stated, "Everyone has an invisible sign hanging from their neck saying, 'Make me feel important.'" I recall a conversation with an employee at a LTC facility. I asked her a question and she said, "I'm not sure about that ...



I'm just an aide.” Her response spoke volumes about how she feels about her role in the facility. The word “just” says it all. If people feel like their roles in the workplace are marginalized that could later set the stage for difficult behaviors. Always emphasize to employees their vital role in the organization. Tell them their presence makes a big difference.

**Shared decision making.** Before starting a new project, survey employees and get their feedback. They will feel a part of the process instead of apart from the process. They are more likely to "own" the solution if they are at least partially responsible for developing it. One manager told me she has a sign on her door that states, “Don't complain about something unless you have a possible solution.”

**Show appreciation.** When employees engage in outstanding work, let them know you care. There are many ways to give thanks for outstanding behavior, including a handwritten note or small gift. The gift could be an item they collect or a restaurant gift card. Never let outstanding behavior go unnoticed. This category also includes compliments. If you discovered their son just got a big award, be sure to say congratulations!

**Connect on an emotional level.** Employees in the workplace are focused on their responsibilities, but they are still emotional beings. If an employee is going through a rough time outside of the workplace, be there for them. Offer support. This factor enhances trust and people listen to those they trust. Would you take advice from a person you did not trust? Creating a strong relationship from the start will be an asset if a problem arises.

**Abundant learning opportunities.** People can't effectively do their jobs unless they are properly trained and have continuous reinforcement. An angry employee may state, “No one ever told me I have to do that!” Also, keep in mind, people forget, and for that reason key points must always be reviewed.

Incorporate these strategies into the workplace to develop satisfied and productive employees!

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*Edward Leigh, MA, is the Founder & Director of The Center for Healthcare Communication. The Center focuses on dramatically improving the resident and employee experience. He just completed the book, Engaging Your Patients. He has appeared on multiple national television programs, including The Today Show and The Oprah Winfrey Network.*

*Want to learn MANY more great tips to engage your employees? Edward Leigh is speaking at the 2017 PADONA Convention and sharing even more top employee engagement tips! Register for the Convention today!*

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## NAB, ACHCA INTRODUCE TWO NEW TRAINING PROGRAMS *Encourage Stakeholder Groups to Adopt Programs as New National Standards*

FOR IMMEDIATE RELEASE

Contact: Randy Lindner at [rlindner@bostrom.com](mailto:rlindner@bostrom.com) or [202-712-9040](tel:202-712-9040)

Washington, D.C. – November 11, 2016 – The National Association of Long Term Care Administrator Boards (NAB) and the American College of Health Care Administrators today introduced two new training programs.

Essentially, the Administrator-in-Training (AIT) and Preceptor Programs go hand-in-hand: the AIT Program is a supervised internship, during which the AIT works and trains under a Preceptor's guidance.



“This unique internship provides an important bridge to work in long term care administration in a Nursing Home, Assisted Living and/or Home and Community-Based Services” said Randy Lindner, CEO of NAB.

### Goals of the AIT Program

Working together, the AIT and Preceptor develop their particular program based on education, experience, knowledge, skills and abilities. The National AIT program has three goals:

1. Spur and enhance the AIT’s professional development in the field of long term care (LTC) administration
2. Equip the AIT with the tools and knowledge they will need as an administrator
3. Engage the AIT in observing and participating in activities associated with administration or resident/patient care

“Several studies (*Castle 2011, Chies 2010 & 2012*) indicate the importance of professional development for a successful LTC administrator career,” said Lindner.

### Goals of On-Line Preceptor Training Program

The Preceptor Training Program focuses on four goals:

1. Show the basics of how AIT experiences work
2. Recognize that the preceptor’s relationship with the AIT is more critical to their success than any factual information the preceptor could impart
3. Prepare the preceptor to lead in building a relationship that embodies mutual respect, trust, honesty and acceptance of risk
4. Ensure the preceptor will be both a guide and a role model as s/he facilitates the orientation, development, and professional growth of their AIT

To access these training programs, visit [nabweb.org](http://nabweb.org) or [achca.org](http://achca.org). While the training programs are copyrighted, they may be used without a fee, though they cannot be used as stand-alone revenue generating programs.

Because state licensing requirements may vary (ranging from 0-2,000 hours), NAB suggests that the AIT experience include a minimum of 1,000 hours. Calculated another way, 1,000 hours would allow the AIT to spend approximately six months in a structured, individualized apprenticeship. And as with the AIT Training program, because state requirements for preceptor training may vary, the state regulatory board or agency would determine compliance.

NAB recommends that all states adopt the NAB/ACHCA AIT Training Program and Preceptor Training Course as their state standard requirements.



“We are pleased to offer this training program in partnership with NAB, as our two organizations are committed to excellence in long term care administration,” said Cecilia Sepp, President and CEO, ACHCA. “Studies show that strong AIT experiences lead to better prepared administrators, and this program assists preceptors in their critical role guiding a successful AIT experience,” she said.

NAB ([www.nabweb.org](http://www.nabweb.org)), the nation’s authority on licensing executives in long term care to deliver quality care, convenes 52 state regulatory boards and agencies, former state regulatory board members, academicians, continuing education sponsors and affiliated associations.

## Scholarship Announcement– Deadline to Apply is December 31st

Each year PADONA awards scholarships to members for continuing their education, for annual convention, DON prep course and advanced DON certificate course. Applicants must be a primary PADONA member for 2 years or a non member that has been recommended by a primary member for 2 years!

Application is easy! A [completed application form](#), a 500 word or less essay, a reference from a faculty member or dean, and a letter of endorsement from a primary member.

Applications due by Dec 31<sup>st</sup>! Do not wait until then----we all know how crazy it becomes with the holidays--- commit to nominating someone NOW!

Thank you from the scholarship committee!

[Apply Scholarship](#)

## **Sign Up TODAY for the PADONA 29th Annual Convention in Hershey March 29 - 31, 2017**

Below is a sampling of our speakers and tentative lecture titles:

- IV Standard Update - Mary Ann Shuman
- Engaging Your Employees - Edward Leigh
- Quality Assurance and Performance Improvement (QAPI) - Sophie Campbell
- Hospice Collaboration in Long Term Care-It’s More than Morphine! - Mary Norman & Andrea Lowrey
- When Extraordinary Meets the Future: The Power of One Voice-One Rhythm - Greg Nelson
- Diagnostics: Step Outside the Box, Instead of Just Checking it Off! - Lorelei Schmidt
- Nursing & Therapy Interaction to Improve QM and CMI - Terry Raser and Kay Hashagen
- Using Telemedicine to Reduce Potentially Avoidable Hospitalizations of Nursing Home Residents - Steven Handler
- CMS New Requirements of Participation–What You Need to Know - Paula Sanders
- Department of Health Update - Susan Williamson
- Antibiotic Stewardship - Sharon Bradley



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**2017 Exhibitors: Sign Up for the PADONA 29th Annual Early -  
98% of the exhibitor locations are already booked for 2017!  
Convention in Hershey, PA March 29, 30 and 31, 2017**



## Welcome New Members!

- Bilquis Ali - Guardian Elder Care Darway - Area II
- Chelsea Andrews - Homestead Village Enhanced Senior Living - Area II
- Colleen Collins - Golden Living Rosemont - Area III
- Julie Ann Cook – Carleton Healthcare & Rehab Ctr – Area II
- Nonni Devine - Luther Woods Nursing & Rehab Ctr - Area III
- Kristen Good - Concordia at Rebecca Residence - Area I
- Michelle Gorin - The Village at Penn State - Area II
- Kelly Halloran-Yiengst - Normandie Ridge Albright Care Services - Area II
- Doreen Harleman - Blue Mountain Nsg & Rehab Center - Area
- Jodi Holder - Normandie Ridge Albright Care Services - Area II
- Daniel LoPreto, Ph.D. - CHE Senior Care Therapy Services - NY
- Kimberly Santiago - Cedar Haven Healthcare Center - Area II
- Jennifer Shaffer - Guardian Elder Care Darway - Area II
- Sandra Thompson - Buckingham Valley Nursing Center - Area III
- Kira Wray - Countryside Christian Community - Area II