



PADONA /LTCN

Pennsylvania Association of
Directors of Nursing Administration

DEDICATED TO SERVICE
COMMITTED TO CARING

MAY 2016

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PADONA ENews

Dear PADONA Members:

Hopefully you are enjoying this beautiful spring weather. It is so enjoyable to look out my window in the morning and see the beautiful red cardinals feeding or those little yellow finches.

I want to thank each of you for not only completing the post convention survey but for sharing your thoughts on how we may improve the 2017 convention. Our convention committee and I will look into incorporating as many of your suggestions as feasible. Additionally, I would like to ask you for help solving an ongoing and distracting problem. Many mentioned attendees were speaking on their cell phones or to one another during presentations. Also mentioned to be as distracting were the number of people who came and went during the programs. I would encourage each of you to share your thoughts on how we can minimize these disturbing aspects. Some would like more exhibiting time to visit with the vendors that have piqued your interest. We are investigating the possibility of expanding exhibit hours.

Two items, which were overwhelmingly popular this year, were the ice cream social and the basket raffle. It is my understanding that Complete HealthCare Resources will be repeating their social next year. The basket raffle was such a huge success thanks each of you who donated the unique and beautiful baskets and to all who supported our scholarship fund by purchasing the tickets. I have to say I personally am very pleased the push notices went well for the gift baskets since that was my responsibility when our Webmaster was unable to stay.

I am in the process of emailing and hearing from those of you who are currently on committees to ascertain if you are still interested. It is encouraging how many will continue to serve. All who have notified me of your interest in joining a committee will soon be hearing from the committee chairs as we schedule the introductory meetings.

The venue has been established for the DON certification course. Detailed information is included in this issue. If you have suggestions, not only for convention, but how PADONA may be able to help you in any way, I look forward to hearing from you. Remember, we are here for you.

Chair, Board of Directors / Executive Director PADONA

Sacrificing happiness for the sake of increased efficiency actually has the opposite effect. Grow happiness, and you will grow happier, more productive, and more resilient!

Jody Urquhart, Motivational Speaker

Boost Your Chemical Edge

According to positive psychology guru, Shawn Achor in his book, *The Happiness Advantage*, positive emotions prime us to experience a wider range of thoughts and ideas. Positive emotions make us more creative and help us build more connections intellectually and socially.

Positive emotions flood our brains with dopamine and serotonin. These opiate-like endorphins help us dial up our brain function to a higher level, organize new information more efficiently, and keep that information longer. These feel good emotions help us physically make and sustain more neural connections, and more neural connections enable us to think more quickly and creatively.



Even experiencing small bursts of happiness will prime us to be more creative, focused, engaged and productive. Achor's research found that people instructed to think of the happiest days of their lives before taking a math test drastically outperformed their peers.

Chasing Happiness

The trouble with happiness is that it is often seen only as linked to a goal; happiness is expected to flood over us when we achieve a goal or hit a certain performance level. When the goal is achieved, the long awaited happiness is usually fleeting, as is the motivation it brings.

Ironically, each of us can help structure happiness into our days and, thus, increase our own improved brain function and our own motivation. On your way to the copier? Sitting at a traffic light? Grabbing or eating lunch? Stop for just a minute and remember the last time you had a good laugh with your best friend, your spouse, your child or grandchild. Think of something or someone that you are genuinely grateful for. Those short little smile breaks and gratitude breaks will release the dopamine in your brain to help you optimize your positive emotions! Those small bursts of happiness throughout the day help sustain satisfaction levels longer term.

A happy workplace is not a mood but the result of a work ethic. Moods are fleeting; a work ethic is engrained into how we work. Given this, many leaders scratch their head and wonder how to force employees to be happy.

When it comes to a fun work ethic, there is no force; it's more like, 'Just get out of the way!' You can't force or pressure people to have fun. That will backfire every time. Instead, let people do more things that make them happy at work. Small breaks, fun activities and time to do projects they appreciate, go a long way to boost happiness – both individually and as “the workplace”.

It is important to remember, though, that an ethic is a defined, valued way of performing, so you do still have to define and implement (not force) happiness at work. While berating people at work for not being happy absolutely will not work, we still need to define and promote happy work ethics. Some top notch organizations have mandated smiling and this simple manoeuvre has drastically improved morale. The story creates the event: The smile creates the attitude. Defining positive work behaviours goes a long way toward creating a positive culture (smiling, nodding, making eye contact, saying thank you, having service response times, etc).

One company I worked with simply encouraged their staff to use the words, *my pleasure*, as often as they could every day. They tracked the use of the phrase and created a fun competition that gave away perks and prizes.

Soon, employees went out of their way to find creative ways to say, *mypleasure*. The phrase was not simply something reactively repeated after someone said thank you - but staff found a slew of other ways to use it:

It would be *my pleasure* to get you a coffee....

When answering the phone, associate chimed, It would be *my pleasure* to help you....

When asked for their help, staff would respond: It would be *my pleasure*....

Especially effective was when people presenting negative information (or dealing with conflict), found ways to phrase it with *pleasure*. (ie- We won't meet our sales quota this month - and it's *my pleasure* to report our inventory system has improved.)



It's a sneaky way to get people acting positively at work and boosting morale - a clever strategy that defined a positive work ethic without forcing people to comply. Thinking of pleasure (and what would please others, as well as ourselves), creates regular bursts of happiness. Over the long run, it boosts morale and service levels.

Many organizations spend money on prizes to reward people. Studies show it is better to spend money on experiences. Buying things will produce a fleeting endorphin boost (and an equally depressing credit card bill) while creating experiences and doing activities with others will create a more lasting emotional response. The added benefit is that **remembering fun experiences produces the same good feelings as the experience itself**. Do you spend more money on things or experiences?

Given these immense benefits, organizations should make it a priority to have happy employees. Or, just get out of the way!

Activities That Boost Happiness

To reap the benefits, we need to do these things deliberately and consciously:

- Learn something new every day.
- Infuse positivity into your environment.
- Find something to look forward to. Anticipation of a positive event can raise endorphin levels by 27 %
- Commit conscious acts of kindness.
- Exercise. Regular workouts release endorphins and combat stress hormones.

Meditate. Regular meditation has been shown to grow the left pre-frontal portion of the brain, the part most responsible for happiness.

<http://www.idoinspire.com/>

Regulatory Spotlight: “Q and A”

Question submitted to PADONA:

I am a Respiratory Therapist who works with several nursing homes giving treatments, setting up cpap/bipap, ventilators, etc. I was wondering if you could provide me with information regarding readmission penalties that will be taking place for Medicare patients. I am aware of the diagnoses and % penalties that are currently in effect for hospitals and I am being told that as of July 1, 2016, the same will happen to nursing homes. Could you tell me if this is the case, and if so, where I might obtain information.

Answer to the above question is as follows:

The data will be collected now and will be reported with the Quality Measures later this summer. Penalties for SNFs will not take effect till 10/1/2018



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Welcome New Members!

- Elaine Graft - Unified Alerts - Area I
- Lois Shelton - Dept of Mil & Vets Affairs - Area II
- Amy Paszkowski - Brevillier Village Housing & Healthcare - Area I

SAVE THE DATE: PADONA's Fall 2016 DON Certification Course

Location: Sheraton Harrisburg/Hershey
4650 Lindle Road
Harrisburg, PA 17111

Dates: October 18-21, 2016

Registration: Registration fee of \$760.00 (not including sleeping room) includes:

- 4 days of comprehensive programming covering CMS and state regulations, legal aspects of long term care, financial management for nurses, managing RAC audits, the survey process, MDS assessment for DONs, MDS focused survey, eligibility criteria (Medicare and PPS), Quality Assurance Performance Improvement, CMS 5 Star rating system, medical record documentation and PEPPER report overview
- Extensive downloadable course material
- Continental breakfast, breaks and lunch on all dates
- Online certification exam from the American Society for Long Term Care Nurses (ASLTCN) allows you to become certified and utilize the initials "**CNDLTC**" for qualified attendees (have an active RN license, be a member of PADONA or the ASLTCN; have at least 12 months experience in Nursing Administration in long term care, including six months as a DON or ADON)
- 22 contact hours

Details to follow.

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



For Members of PADONA - Free Posting of Job Opportunities

Post your company's job openings at PADONA for free for 60 days per job posting. Send the following in a Word document to info@padona.com

1. Job Title
2. Company name and address
3. Brief summary position
4. Compensation/Benefits (if known)
5. Contact information (mailing address, email address, company email)

