



# PADONA /LTCN

Pennsylvania Association of  
Directors of Nursing Administration

DEDICATED TO SERVICE  
COMMITTED TO CARING

OCTOBER 2015

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## PADONA E-News

Dear PADONA Members:

I am very pleased to share with you the article *Top Tips to Dramatically Improve the Resident Experience!* by Ed Leigh. Ed is a national expert on resident-centered care and resident satisfaction. He focuses on creating productive healthcare environments through dramatically improving communication between residents/patients and professionals. He will be presenting *Engaging Your Residents: Surefire Strategies to Raise Resident Satisfaction, Decrease Miscommunication and Enhance Compliance* at our 2016 convention on Thursday, March 31<sup>st</sup>. Ed presented for us many years ago and was very well received. We are looking forward to his return to our 2016 convention.

We recently emailed to all members the 2016 convention announcement and registration form. If you did not receive it please contact us or visit our website. If you would like to take advantage of the early bird rate, send us your registration and payment prior to November 15<sup>th</sup>. PADONA, as an approved provider, is offering 16.5 contact hours for nurses who attend all offered programs and complete an evaluation form. Remember, you are able to obtain all of your RN required hours of continuing education simply by attending the convention each year! NAB/NCERS approval pending for CE credit hours for nursing home administrators. And most importantly, if you will be staying at The Hotel Hershey, call them directly at 717-533-2171 to make your reservations.

Thanks to our Webmaster Sue Keogh and our web designer, Zach Bullock our new responsive website is up and running. This will enable you to view our website on your mobile devices much easier.

Please contact me if I can assist you or if you have any questions. I may be reached at 610-847-5396 or [padona@epix.net](mailto:padona@epix.net).

Chair, Board of Directors/Executive Director

## Top Tips to Dramatically Improve the Resident Experience!

Written by Edward Leigh, MA

Create great experiences and you will have super-satisfied residents! Their family members will be very happy too! As an added bonus, enthusiastic residents and their family members will become your best marketers since they will tell everyone about their great experiences!

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## Strong Opening

The first few moments set the tone for the resident experience — what happens in the first minute makes or breaks the experience.

- Always greet the resident by the name they prefer. Be cautious with nicknames; just because a resident is named Barbara does not necessarily mean they like being called, “Barb.”
- Greet family members by name. This will mean a lot to family members that you took the time to remember their names.
- When first meeting new residents and their family members state your name & role (e.g., “Hello I am Mary Smith. I am a nurse on this unit.”).
- Signpost. This word means to inform people what’s coming next (i.e., providing direction). Explaining to residents what will be happening relieves their anxiety. For example, you can say, “Today, we’ll first talk about your room, then discuss activities, etc.”

## Empathy Element

We connect with each other through emotion, not information. We provide information to residents, however this does not mean we have connected with them on an emotional level. In non-emergency situations, address the psychosocial before the medical issues. Empathize before you educate. Put yourself in their shoes. People are fearful and they feel a loss of control. Those two factors alone can turn a sweet kind person into a hostile nightmare. Residents want someone to listen to them; the correct use of empathy tells them you are present and that you care. Reflect back on what you feel they are experiencing. This could be as simple as stating, “This must be very stressful for you.”

## Use "I" language not "You" language.

Directly state, “I am here to help you. I want to help you.” For example, if a resident is worried about taking a certain medication, state, “I know you have concerns about this medication, however this medication will help you feel better. I want you to feel better.” This statement is much more effective than saying, “You have to take this medication.” The winning team of empathy & “I” statements also works well with very angry residents. For example, say to an angry resident, “I know this is very frustrating for you.” DO NOT say, “Calm down.” That statement makes people even angrier. I was once in a department store and a customer was very angry. The sales clerk said to her, “I need you to settle down.” The customer became even more enraged!

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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 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 residents? Edward Leigh is speaking at the 2016 PADONA Convention. [Register for the Convention today!](#)



## **Regulatory Spotlight: “Q and A”**

### Question submitted to PADONA:

Can anyone tell me how we refer a resident to the “local legal services program” to which the resident may address grievances?

### Answer to the above question is as follows:

There are no regulations as to who the local legal services are, they may want to check with local AAA to see if there are any numbers available, otherwise, they could just post numbers for legal services available in the area.

## **Sign Up Early for the PADONA 28th Annual Convention in Hershey March 30- April 1, 2016**

Register early to receive our early bird discount. Please be sure to PAY by November 15, 2015

(not just register by that date) to receive the discounted rate and check the appropriate amount based on your membership status.

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

- Fraud and Abuse Update - Suzanne Sheaffer, MS, BSN, RN-C, NHA
- If All Else Fails, Hug Them - Chris Ridenhour, GFN
- Nursing Home Reform Again - The Proposed Changes to the Requirements of Participation - Kimber Latsha
- Immunizations & Infectious Diseases in the Elderly - Emily Mallit, PharmD
- The Role of Hospice in Chronic Disease Management - Ann Marie Ackerman, RN
- Engaging Your Residents: Surefire Strategies to Raise Resident Satisfaction, Decrease Miscommunication and Enhance Compliance - Edward Leigh MA
- Sexuality in the Context of Dementia Clinical Considerations and Challenges - Kelly Carney, PhD
- Engaging, Motivating and Retaining Staff in Long Term Care - Chris Dubble, PhD, MSW
- MDS Focused Survey - Mary Ann Leonard, RHIA, RAC-CT
- Department of Health Update - Susan Williamson, RN
- Adult Protective Services Act - Katherine Zumbran

[Register and Pay Today](#)



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## Submit Your Scholarship Application Today

Each year we award three scholarships to members. Members can also recommend a facility or family member to receive a scholarship. We award an additional scholarship to a member to attend our annual DON Prep Course and/or DON Advanced Course. We also award a scholarship to a member to attend our annual convention.

Deadline for submissions December 31, 2015

Submit your [APPLICATION](#) today.

Apply Scholarship

## 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](mailto: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)



## Welcome New Members!

- Kathleen Haas - Brethren Village - Area II
- Sonya Hauck - Avalon Springs Nursing Center - Area I
- Margaret Kirby - PANAC (PA Assn of Nurse Assessment Coordinators) - Area III
- Vicki Miller - Clepper Manor - Area I
- Theresa Mscisz - Waverly Heights - Area III
- Trisha Pratt - Bradford County Manor - Area II
- Dolores Redner - Paul's Run - Area III
- Connie Strayer - Claremont Nsg & Rehab Ctr - Area II