



Are there others on your staff that would like to receive the monthly E-News Bulletin from NNEAHSa? Just send their names and email addresses to Rosie Goedtel, rgoedtel@nneahsa.org, and we'll be happy to add them to the distribution list!

IN THIS ISSUE:

- NNEAHSa Board Member Receives Community Service Award
 - NNEAHSa Leadership Forum – October 2
 - AAHSA Annual Meeting & Exposition – October 12-15
 - Strategies for Enhancing Performance – Self-Study Program
- Long Term Care Financing Reform – Republican Convention Platform
 - AAHSA Audio Conference – Retaining Your Best Employees
 - Welcome to Our Newest Business Member!
 - NNEAHSa Web Site
 - New Hampshire Legislative Report
 - Vermont Legislative Report
 - Maine Legislative Report

NNEAHSa BOARD MEMBER RECEIVES COMMUNITY SERVICE AWARD

NNEAHSa board member Nelson Durgin, Executive Director of Phillips-Strickland House in Bangor, has been selected as one of five area citizens to receive the "To Those Who Care" Award, to be presented on October 2nd by The United Way and WLBZ-TV, the NBC affiliate in Bangor. The community awards recognize volunteers for their involvement with community organizations. Nelson shared with us that his acceptance of this award is an opportunity for him to speak to the issues and needs of Maine's elderly population, and to acknowledge the other community members who dedicate time and resources to this worthwhile cause. We extend our heartfelt congratulations to Nelson for being honored as a recipient of this prestigious award!

NNEAHSa LEADERSHIP FORUM – OCTOBER 2nd

There's still plenty of time to register to attend the **NNEAHSa Leadership Forum**, being held **Thursday, October 2nd, 8:30am-2:30pm**, at the Sheraton Portsmouth Harborside in Portsmouth! We have two dynamic and exciting speakers presenting education sessions, along with a roundtable discussion portion of the program and a networking reception. And you can earn **four CEUs** for the day! **Who should attend?** CEOs and administrators; human resources and marketing personnel; directors of operations; directors of nursing; directors of assisted living; and anyone else you believe would benefit from the program content and networking opportunities!

Attached at the end of this newsletter is the program flyer and registration form, or simply click here to access the links on NNEAHSa's web site: www.nneahsa.org. Contact Rosie Goedtel at 603-606-1517 if you'd like information about overnight accommodations the evening of October 1. We hope to see you at the Forum!

AAHSA ANNUAL MEETING & EXPOSITION – OCTOBER 12-15, 2008

When people say they can't afford to attend the **AAHSA Annual Meeting** this year, AAHSA tells them what 10,000 providers already know: Your organization simply can't afford NOT to attend, especially this year. **Every** trend, **every** innovation, **every** exciting new program, **every** new regulation, **every** piece of news that will help you LEAD and SERVE during this turbulent time in our country will be presented, discussed and debated in Philadelphia. What happens when you are not there to be a part of it? Click here for more information and to register to attend: <http://www.aahsaconference.org/>

For those of you that will be attending, please plan to join us for our annual joint **State Night Out Reception**, to be held Sunday, October 12, 6:00-8:30pm, at the Tenth Floor Grill in the Hilton Garden Inn, Philadelphia City Center. Join your colleagues from NNEAHSa, Connecticut, Massachusetts and New Jersey for a fun evening in a beautiful venue! Watch your email for the flyer with more information and to register to attend.

STRATEGIES FOR ENHANCING PERFORMANCE – SELF-STUDY PROGRAM

We were very pleased to announce, on August 21, that NNEAHSA and the New York Association of Homes & Services for the Aging have partnered to offer our members the “**Strategies for Enhancing Performance**” program, six one-hour self-study sessions beginning on September 30. This program has been submitted to NAB for **six clock hours**!

The instructor, Dr. Deborah Bright, is the well-known author of five books and an executive coach to top executives in such prestigious companies as Chase, Johnson & Johnson, Morgan Stanley, and Raytheon, to name a few. Over the period of this program, you’ll receive insightful emails that include valuable skills for taking control and better handling interactions with staff, residents, patients and their families. You’ll have an opportunity to practice and improve your skills by completing assignments and turning them in to Dr. Bright; and you’ll receive a 30-minute personal coaching session.

Contact Rosie Goedtel (rgoedtel@nneahsa.org or 603-606-1517) if you would like another copy of the registration information, or if you have any questions. Please note that registrations must be submitted by **September 24**. We hope you’ll be able to avail yourselves of this exceptional opportunity, and that you will share it with others who may also be interested in participating!

AAHSA AUDIO CONFERENCE – RETAINING YOUR BEST EMPLOYEES

AAHSA is offering another in its series of exceptional audio conferences – “**Retaining Your Best Employees**,” on **September 18** from **2:00-3:30pm**. Retaining the best employees while continuously and judiciously improving the quality of care and services is foremost on the minds of aging services providers. Looking outside the “traditional” AAHSA membership sheds new light on how the combination of visionary leadership and culture change can foster an environment that ultimately serves to retain staff. Please note the registration deadline of September 11! Read more and [register online](#).

LONG-TERM CARE FINANCING REFORM – REPUBLICAN CONVENTION PLATFORM

We recently sent you language that AAHSA was instrumental in having added to the platform to the delegates to the Democratic Convention. AAHSA just notified us that the Republicans have included language about **long-term care financing reform** in their platform as well; here’s the announcement from AAHSA:

“The Republican Platform Committee released a draft of their recommended platform to the Delegates to the Republican Convention. We used a number of channels, including the hard work of AAHSA’s staff and Long-term Care Solution ambassadors, to participate in the platform process and urge inclusion of language about the need for long-term care financing reform. We were thrilled to see that such language was included. Once again, our hard work has paid off.

“What is most significant about this language is that since 1996, the Republican Party has consistently called for more long-term care insurance in their platform statements. The following statement does not mention it all. This is a real change!

“We will continue to urge both candidates to address long-term care during their campaigns. Thanks to all who helped us reach this important milestone in our work!

“Modernize Long-Term Care Options for All

The financial burdens and emotional challenges of ensuring adequate care for elderly family members affect every American, especially with today’s aging population. We must develop new ways to support individuals, not just institutions, so that older Americans can have a real choice whether to stay in their homes. This is true not only with regard to Medicaid, where we spend \$100 billion annually on long-term care, but also for those who do not qualify for that assistance.”

WELCOME TO OUR NEWEST BUSINESS MEMBER!

We are delighted to announce the addition of NNEAHSA’s newest Business Member! Please join us in welcoming **DFS Services** and its owner, **David Suhr, CFSP, ANSI**. DFS Services provides complete food safety training and certification, conducted professionally by an experienced instructor.

For the last five years, Dave has been a certified Serv Safe instructor (CFSP, ANSI), teaching for the Maine Restaurant Association; prior to that, he worked in the restaurant industry in many different capacities for over thirty years. Three years ago, Dave became certified as a food safety instructor (CFSP) and affiliated with the National Environmental Health Association. NEHA is recognized by the Conference for Food Protection, which is a national benchmark for the food service industry and is well known nationally for their comprehensive and updated food safety training materials. Dave has also created a novel BASIC Food Safety program designed as a refresher for experienced food handlers or initial training for new food handlers.

Here’s a schedule of upcoming Serv Safe Food Safety Certification classes:

- **Wednesday, September 24**, Maine Veterans home in Bangor;
- **Monday, September 29**, Maine Veterans Home, Scarborough;
- **Thursday, October 2**, Goodall Hospital in Sanford;
- **Monday, October 6**, Sweet Leaves Tea House in Brunswick; and

- **Wednesday, October 15**, Hilton Garden Inn in Freeport. (Note: this is a new date for the class previously scheduled for September 15.)

If this course schedule isn't convenient for your staff, DFS Services will conduct classes at your facility at a date and time of your choosing; contact Dave at ddsuhr@hotmail.com for more information.

The class is just \$137 per person (or \$132 if prepaid) and includes instruction, textbook, exam, and the food handler's certification which is valid for five years. To register your staff member(s), you can use the attached form or send Dave an email at ddsuhr@hotmail.com. **DFS Services is offering a special rate to NNEAHSA's members at this time -- \$129 per person (plus a \$5 discount if prepaid); please note that this is a one-day class rather than two, representing an additional savings in staff time! And there is an additional discount offered for classes at your facility for 15 or more attendees!**

DFS Services also offers a BASIC low cost food safety class for front line employees or great as a refresher for experienced food handlers. This half-day class includes a textbook and certificate of successful completion for only \$32 to \$38. Pre-register and pay 7 days ahead, and save \$5 per person for Certification and \$3 for the Basic Course. Use this link for more information: [Basic low cost food safety class](#).

Please visit DFS Services' web site (www.mainefoodsafety.com) for more information about the company, or contact Dave directly at 207-865-9812 or ddsuhr@hotmail.com. And feel free to check the web site regularly for the addition of new classes and locations!

NNEAHSA WEB SITE

We are interested in hearing from you as to your utilization of the **NNEAHSA web site** so that we may assess how to make it more useful for our members and any consumers that visit the site. For example, is your contact information up-to-date? Which sections of the site do you view? When you are looking for products and services, do you check the "Business Members" page first to see if one of our partners might offer the resources you need? Would the "Job Postings" section of the site be helpful to you if we started posting vacancies or job links there for potential applicants' seeking employment with our member facilities? What would you like to see added to the site to make it more useful to you and your staff? Please feel free to contact Rosie Goedel at 603-606-1517 or rgoedtel@nneahsa.org with your comments and suggestions.....we really would like to hear from you!

NNEAHSA NEW HAMPSHIRE LEGISLATIVE UPDATE

Here's an update from Valerie Acres, our legislative representative in New Hampshire:

Although it is off-season for the state legislature and most members are focused on campaigning for reelection, some commissions and committees have been meeting to work on issues carried over from last session. Here's a summary of items of potential interest to NNEAHSA members:

Medical sharps in household waste - The commission to study this issue held an organizational meeting in mid-August and substantive work will be underway soon. The next meeting will include a presentation by The Coalition for Safe Community Needle Disposal. Information regarding this group is available at <http://www.safeneedledisposal.org/>.

Medical information privacy - A subcommittee of the House Health, Human Services and Elderly Affairs Committee continues to meet on HB 1587, a bill to make New Hampshire law regulating the privacy of medical information more strict than the federal HIPAA privacy rule. The bill has been divided into three parts to facilitate adoption of at least some components. Opposition from the health care industry continues due to concerns regarding coordination of care, impact on development of electronic medical records, and cost of systems development and storage capacity. The subcommittee will meet two more times before making a recommendation to the full committee in late-October. Subcommittee members also plan on-site visits to view hospital information systems.

Criminal background checks - Mandatory criminal background checks, previously required only for certain employees in long-term care facilities, are now required of a broader range of health facilities and a broader range of employees. The text of the new law is available at <http://www.gencourt.state.nh.us/legislation/2008/SB0420.html>. In addition, a proposed rule is currently under consideration that would increase the fee for criminal background checks from \$15 to \$25 generally, and \$7.50 to \$10 for volunteers for certain not-for-profit agencies. Written comments are due September 2 at 8:15 AM and should be sent to rules@dos.nh.gov.

Community benefits - Members have been appointed to a commission to study the current definition of the term "community benefit" but no meeting has yet been scheduled. Membership and scheduling information for the commission is available at <http://www.gencourt.state.nh.us/statstudcomm/details.aspx?id=1923&rbl=1&chkcs=1&chksc=1&txtbillnumber=sb426>.

Age-based driver's license renewal - A committee to study age-based driver's license renewal testing has been formed and will hold an organizational meeting on September 10 at 10:00 AM. Membership information is available at <http://www.gencourt.state.nh.us/statstudcomm/details.aspx?id=1965&rbl=1&chkcs=1&chksc=1&txtbillnumber=sb533>.

The NH Center for Nonprofits is hosting a leadership summit on September 22 from 8 AM to 4 PM at the Radisson Hotel in Manchester, featuring a keynote address by Thomas Tierney, co-founder of The Bridgespan Group. Content and registration information is available at <http://www.nhnonprofits.org/summit2008.cfm>.

The United States Citizenship and Immigration Services [formerly known as INS] recently made changes to the I-9 form and issued a new I-9 form effective June 16, 2008. Information regarding this change, and regarding record retention requirements related to the I-9 form, is available at <http://www.sheehan.com/publications/good-company-newsletter/-Papers-please.-Papers--The-New-I-9-Form-What-all-Employers-Need-to-Know.aspx>.

Medicaid funding for nursing homes is a key issue in the primary race between former-Congressman Jeb Bradley and his opponent, former-DHHS Commissioner John Stephen. There were recently two op-ed pieces published recently in the *Union Leader* newspaper. The pieces focus on whether Commissioner Stephen saved the taxpayers money, as his campaign claims, or whether he merely shifted costs from one level of government to another.

The NH Hospital Association will have a President and CEO this fall. Stephen Ahnen, Senior Vice President for association development at the American Hospital Association, will take the reigns from Mike Hill who is retiring in October. More information is available at <http://www.nhha.org/index-nhha.php?expand=1306-1306>.

The Joint Legislative Committee on Administrative Rules recently approved interim rules related to unemployment compensation and part-time availability/shift availability and part-time work information in order to comply with a new state law that became effective August 26. The new law is available at <http://www.gencourt.state.nh.us/legislation/2008/SB0502.html>. The new rules are not yet posted online but can be obtained from Lon Siel, Counsel at Department of Employment Security (phone number 528-9360 or e-mail lon.e.siel@nhes.nh.gov). NNEAHS-A-NH has requested a copy of the rules and should be able to make them available soon.

NNEAHS-A VERMONT LEGISLATIVE UPDATE

Here's an update from Jamie Feehan, our Vermont Legislative Representative --

The Vermont economy is not immune to the challenges facing many states. With the General Assembly adjourned for the balance of the year, the role of fiscal watchdogs falls to the Joint Fiscal Committee, a collection of legislators from the money committees in the General Assembly and budget personnel from the Administration. Fiscal Year 2009 revenues continue to fall below forecast and thus create a deficit in the current fiscal year. Revenues are off approximately 4% from FY2008 numbers. The current Administration and General Assembly insist on maintaining a balanced budget and will not look to tax increases to meet the shortfalls. This translates into cuts across virtually all of state government and its programs.

The most recent revenue projections have prompted the Administration this August to propose a \$24 million reduction plan to the Joint Fiscal Committee. Contained therein are proposals affecting long-term care and of interest to NNEAHS-A members. First, the Choices for Care program will reduce services for Instrumental Activities of Daily Living (IADL) – housekeeping, food preparation, money management, and shopping - for all participants from 5.5 hours/week to 4.5 hours/week. The Choices for Care program will not reduce services for Activities of Daily Living (ADL) – bathing, toileting, eating, transferring, and dressing. Second, the initial plan called for a reduction in the assistive community care services (ACCS) rate but the rate will instead remain whole - for the time being. The initial plan was to take \$165,000 from the \$660,000 increase this past session but the Joint Fiscal Committee rejected this proposal.

The Committee will continue to monitor revenues and will meet again this fall, at which time it is possible an additional exercise in making reductions may be necessary.

NNEAHS-A MAINE LEGISLATIVE UPDATE

Bed Hold Reimbursement for PNMI Residential Care Providers - NNEAHS-A's Maine Legislative Committee has been focusing its efforts on monitoring and advocacy around the major change to (reduction in) reimbursement for "Bed Holds" for those residents who are away from the facility for medical or other therapeutic reasons.

As of August 1, 2008, MaineCare (Medicaid) participating Residential Care providers can no longer bill the State of Maine for the full per diem rate when a resident is away for any reason. Partial reimbursement can be billed in the portion of the per diem rate apportioned to "room and board" (as detailed in the provider's rate letter) FOR A MAXIMUM OF 30 DAYS PER YEAR. Although the state increased the "Room and Board" rate as of August 1, the increase is not sufficient to offset the losses that most providers – and their residents – will suffer as a result of this change.

A public hearing on this change is scheduled on this matter on **September 17, 2008 1:00 pm** in the Conference Room, Department of Health and Human Services, Office of MaineCare Services, 442 Civic Center Drive, Augusta. **Written comments must be received by midnight September 28, 2008.**

Providers are extremely concerned and are considering various ways to adjust their policies to compensate for this change. **Maine members interested in participating in a conference call prior to the public hearing** should contact Denise Vachon (vachond@parkdanforth.com or 797-7710) or Nelson Durgin (ndurgin@pshouse.org or 941-2820) ASAP. We will meet to share ideas and information at a time to be announced, depending on member response. We look forward to hearing from you on this matter.

Rebasing for Nursing Care Providers - It appears that the state intends to proceed with Rebasing of Rates for Nursing Care Providers in the second year of the biennium. We understand that, as with past rebasing efforts, it could result in a reduction of rates for some nursing care providers. Some nursing care providers might be interested in discussing the possibility of implementing a formula whereby resources are reallocated among all NF providers in an effort to reduce the severity of the impact on a few.

NNEAHSAs are interested in hearing from its Maine members on this matter. Those interested in participating in a conference call to discuss this further should contact Denise Vachon (vachond@parkdanforth.com or 797-7710) or Nelson Durgin (ndurgin@pshouse.org or 941-2820).

Rising Energy Costs - NNEAHSAs's Maine Legislative Committee has pressed the Governor's Office to consider providing some financial relief to providers as they anticipate working to meet the rising cost of energy, especially during the upcoming winter months. Any Maine NNEAHSAs member wanting to participate in the committee's discussions on this matter should contact Denise Vachon (vachond@parkdanforth.com or 797-7710) or Nelson Durgin (ndurgin@pshouse.org or 941-2820).

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message. If you prefer not to receive ANY e-mail communication from NNEAHSAs, click here rgoedtel@nneahsa.org.



NNEAHSa LEADERSHIP FORUM
Thursday, October 2, 2008, 8:30am – 2:30pm
Sheraton Portsmouth Harborside
250 Market Street, Portsmouth NH

PROGRAM AGENDA

- 8:30am **Registration and Coffee**
- 9:00am **The Challenges of the Elder Care Spectrum – “The Five R’s”****
Presenter: Brad Klitsch, Senior Vice President of Market Development, Direct Supply, Inc.
What are the biggest issues facing professionals in the elder care spectrum? Brad will provide insight into why he has identified these challenges as “The Five R’s” --
 - (1) **R**ecruitment and Retention of Staff;
 - (2) **R**evue Enhancement/Expense Reduction;
 - (3) **R**ising Acuity;
 - (4) **R**isk Management; and
 - (5) **R**egulatory Environment....and he'll discuss approaches to dealing with them to improve organizational efficiencies and operating effectiveness.
- 10:30am **Break**
- 10:45am **“The Five R’s” – How Can We Effectively Respond to Them? ****
During this portion of the program, attendees will participate in roundtable discussions to share views and ideas on ways to respond to “The Five R’s.” The results will be reported out to the group as a whole, giving members takeaways they can use immediately.
Group 1: **R**ecruitment and Retention of Staff, and **R**evue Enhancement/Expense Reduction; and
Group 2: **R**ising Acuity, **R**isk Management and the **R**egulatory Environment.
- 11:45am **Networking Reception**
- 12:15pm **Lunch**
- 1:00pm **“Obstacles and Opportunities”****
Presenter: Ed Kelly, Consultant in the field of Supportive Senior Housing
A global look at some of the major problems faced by the not-for-profit senior living industry and the opportunities that are available to enhance the future financial stability and performance of organizations in this sector.
- 2:30pm **Adjournment**

***NNEAHSa has applied to the National Association of Boards of Examiners of Long Term Care Administrators for continuing education units.*



**Registration Form
NNEAHSA Leadership Forum
Thursday, October 2, 2008**

ATTENDEE INFORMATION *(feel free to copy this form if more than two are attending):*

Name: _____
Title: _____
First Name As You Wish It To Appear On Badge: _____
Email: _____
Dietary Restrictions (please specify): _____

Name: _____
Title: _____
First Name As You Wish It To Appear On Badge: _____
Email: _____
Dietary Restrictions (please specify): _____

Facility: _____
Address: _____
City, State, ZIP: _____
Phone: _____ Fax: _____

REGISTRATION FEES:

NNEAHSA Members: \$125 for the first attendee, and \$100 for each additional

Non-Members: \$175 for the first attendee; \$125 for each additional

Payment is due with registration.

Total Due: \$ _____

Check enclosed (made payable to "NNEAHSA")

Charge my credit card: MasterCard Visa American Express

Credit Card No.: _____ Exp Date: _____

Verification Code: _____ (3- or 4-digit number on back of card)

Cardholder Name: _____

Billing Address: _____

Signature of Cardholder: _____

Please return this form by September 18 to:

Rosie Goedtel, Director of Member Services & Communications

NNEAHSA, PO Box 16506, Hooksett, NH 03106-6506

Fax: 603-606-1607