



nneahsa *e-news*

a publication of the
northern new england association of homes and services for the aging

Providing healthy, affordable and ethical long-term care to older citizens throughout Maine, New Hampshire & Vermont

Issue 10 – July 2006

Why Quality First?

AAHSA members serve two million people every day. The families we serve should be certain that our members are providing the highest quality of care and quality of life to the people we serve. Furthermore, markets change, perceptions change and aging-services are changing. It is important for everyone in our field to commit to a public demonstration of quality. We can and will make a difference with our collective and public support for quality in aging services.

AAHSA puts quality first at a time when many stakeholders in aging services often put peripheral concerns first. Congress and the state governments put cost first; federal and state health and housing agencies put rules first; and some consumers put punishment first. Join AAHSA in the Quality First journey, and help our association create the future of aging services.

For more information about AAHSA Quality First, go to www.aahsa.org/qualityfirst.



Why do AAHSA Members Participate in Quality First?

AAHSA members perceive the value of Quality First for different reasons. They have provided us with the following reasons for signing the AAHSA Quality First Covenant:

- We are already committed to achieving excellence in the quality of care and services we provide to consumers, so signing the Quality First Covenant makes sense.
- We believe that since not-for-profit organizations have a special role in society to provide healthy, affordable and ethical aging services, that is reason enough to sign the Quality First Covenant.
- We believe that we should strive to offer programs and services that are based on contemporary research and knowledge to meet the needs of the people we serve as well as paid and volunteer caregivers, to the best of our ability.
- AAHSA Quality First is an efficient way to maintain our ideals and further pursue our mission.
- Quality First affords us public recognition of our commitment to the people we serve and their loved ones.
- We display the AAHSA Quality First Covenant prominently in our facility. It means something to us that thousands of our colleagues have signed on to a public commitment to raising the bar in the services they provide.
- We tell our customers and prospective customers about our commitment to AAHSA Quality First.

NNEAHSA's 12th Annual Conference Update *IMAGINE – the future of aging*

With the theme of "Imagine – the future of aging," NNEAHSA's 12th Annual Conference kicked off on Tuesday, June 13th with a golf scramble at the Scarborough Nonesuch River Golf Course. This was followed by a very entertaining and educational "Pub Night" at the conference hotel, the South Portland Sheraton, featuring the comedy of Randy Judkins. Randy delivered an important message about humor in life and engaged the audience in participation in the evening's event.

Wednesday, June 13, opened with a continental breakfast with the trade show vendors in the ballroom. The keynote address, delivered by AAHSA Senior Vice President for Advocacy Susan Weiss, focused on Five Big Ideas. Susan developed the "future of aging" theme by advocating for five specific areas of importance: (1) Managing care to keep seniors in the community longer, (2) Supportive Housing options for elders, (3) Enabling technology innovations, (4) Culture Change for aging, (5) Managing transitions from one level of care to another.

Susan's presentation provided the backdrop for the twelve breakout sessions that followed on Wednesday. One of the twelve, a report from AAHSA's Financing Cabinet and the Medicaid Commission focused on AAHSA's proposed Medicaid restructuring. Barbara Manard, AAHSA's Vice President for Long Term Care/Health Strategies presented the basic points focusing on three core principles: (1) Consumer Choice, (2) Financial Responsibility, and (3) Equitable Availability. The contention that the current welfare model of Medicaid does not work effectively convinced the Cabinet to move toward an insurance-based model with cash benefits that would enable recipient's flexibility in selecting services. A good discussion of private/public insurance ensued. Barbara noted that AAHSA was test marketing the concept through the regional meetings, and that no final decisions would be made until many states had an opportunity to respond to similar presentations. Wednesday's afternoon schedule continued with concurrent educational sessions. This was followed by the annual conference dinner and

social reception, with an improvisational comedy team providing entertainment.

Thursday's session kicked off after breakfast with a Town Hall meeting, complete with moderator and a panel of experts representing providers, state government, federal government, AAHSA, consultants on aging, and a resident of a NNEAHSA member facility. The panel focused on "Change" in several perspectives, including policy change at federal and state levels, regulatory change, workforce availability, the "will to change," and quality. One panel member, a resident in a NNEAHSA facility discussed how the coming "baby boomer" influx will impact facilities with higher expectations for service, and changing expectations as boomers become residents. He also cautioned regarding the loss of resources as residents spend down their assets. Another panelist focused on the workforce issues, commenting that nationally CNA turnover rates exceed 93% annually. The morning sessions continued with educational breakouts.

The closing session, led by Fran Battisti, was a high-energy workshop allowing the participants an opportunity to interact with the presenter. Battisti related his own experience with an aging father who had to be placed in long term care during the final stages of his terminal illness. This gave Battisti a unique perspective of the care spectrum from the viewpoint of a consumer and a family caregiver. This presentation helped to coalesce the many ideas and proposals regarding housing and services that were presented during the conference. The NNEAHSA board is already looking at 2007 and there will be information regarding the 13th annual conference in the near future.



Happy
Summer!

Search for President & CEO – Wake Robin

The Board of Directors of Vermont's only Life Care Retirement Community, **Wake Robin**, in Shelburne, Vermont, has begun their search for a **President & Chief Executive Officer**. Wake Robin's active, dynamic resident culture, strong sense of community, stunning campus and location, and preparation for a major expansion help distinguish the organization and the leadership opportunity. We invite your nominations and recommendations relative to this pivotal leadership role.

Wake Robin, formed in 1984 as a not-for-profit 501(c)(3) corporation, has developed an impeccable reputation as a high-quality and respected Life Care Retirement Community. Wake Robin offers superb care and service to its residents on a beautiful 137-acre campus. Its campus consists of 175 independent living units, a community center and a health center with 35 units for residential care and 30 units for skilled nursing. A planned expansion that is underway will add 18 skilled nursing beds and 37 independent-living cottages. Overlooking the Adirondacks and beautiful Lake Champlain, Wake Robin is located just south of Burlington, Vermont, a vibrant, small city that is home to five higher education institutions. Additional information on Wake Robin can be found at www.wakerobin.com.

The position will become available in December 2006, due to the planned retirement of Wake Robin's current President & CEO who has led the organization from 1993 through its current state of success. This is a significant time for Wake Robin as Phase II construction is anticipated to commence in the summer of 2006. The new President will lead Wake Robin through the stages of physical, service and population transformation, thoughtfully guiding others, and actively communicating during the various phases of integration into the community.

The new President will further strengthen Wake Robin by demonstrating skillful, thoughtful leadership that can build on current successes, while also identifying innovative approaches that will strengthen services, as well as financial and operating measures. He or she will have a visible leadership platform externally to educate others about Wake Robin and its mission, particularly with Wake Robin's status as Vermont's first and only Life Care Community.

The new President will inherit a strong, highly dedicated senior management team. He or she will strive to further strengthen the team and its collective goals and unity. This compassionate leader will foster positive relationships with all residents by being an engaged, approachable, respectful, and able communicator. This leader will work towards preserving its guiding principles and the characteristics of its culture, which include respect, inclusion and a commitment to superior service. A college degree with significant experience in managing complex organizations is required.

Please submit nominations or expressions of personal interest, preferably via e-mail to Paul Bohne via e-mail at paulb@wittkieffer.com or by phone at 301-654-5070. All inquiries will be kept strictly confidential.



Program Revenue Data Collection – 2007 Dues

The time is upon us for an annual update of program service revenue data in preparation for the 2007 dues invoices. Please send your millage form as soon as possible to the NNEAHSA office! We want to ensure that your dues are being calculated correctly for next year. For your convenience, you may fax your completed form to 207-773-0101. Thank you for your assistance with this request.

Balanced Choices:

Five High Fat Foods You Should Not Refuse

All fats are **not** created equal. Some fats – the saturated kind – are known to raise bad cholesterol. Other fats – the unsaturated kind – are known to lower bad cholesterol. While it's important to choose them wisely and to remember that all fats are high in calories, there are some high fat foods that should be a regular part of your diet. The following high fat, yummy foods, with the exception of chocolate, contain mostly unsaturated fats, and they are also chock-full of other nutrients that can add a healthy boost to your daily eating plan.

1. **Almonds:** Almonds, along with other nuts and seeds, are high in vitamin E, magnesium, and potassium. Walnuts are particularly high in omega 3 fatty acids, which seem to help lower the risk of heart disease. Nuts and seeds are an integral part of the DASH diet plan, which has been shown to lower blood pressure in most people.
2. **Salmon:** Salmon and other fatty fishes such as herring and mackerel are rich in omega-3 fatty acids. While omega 3's can help prevent blood clots and lower blood pressure, many Americans don't get enough of these essential fats. The American Heart Association recommends two 3-ounce servings of fish per week for better heart health.
3. **Avocados:** A whole avocado packs a powerful nutritional punch, providing a third of your day's need for potassium along with some fiber, beta-carotene, and vitamin E to boot. But you may want to limit yourself to a smaller serving since a whole one also packs in 30 grams of total fat – almost half of the daily limit! Add 1/4 to 1/3 of an avocado to your salad for a little flair.

4. **Canola Oil:** While all vegetable oils are low in saturated fat, canola oil is the lowest. It's also one of the highest in omega-3 fatty acids making this the cooking oil of choice. Use canola oil when you don't want any additional strong flavors in your food. Olive oil is a good choice for those times you may want a stronger flavored oil.

5. **Dark Chocolate:** This is the one food on the list that is high in saturated fat – but the type of saturated fat that is dominant in dark chocolate does not seem to be a big culprit in raising cholesterol. While dark chocolate is not exactly a health food, it does have some pluses. Not only is it fairly harmless for cholesterol levels, it also contains healthy disease-fighting flavonoids. But you don't need a daily dose of chocolate to get these flavonoids – fruits and vegetables are even better sources, and they're fat and sugar free! Look for dark chocolate that is sold in small, individually wrapped pieces to help keep portions in control. Read the label to keep track of the calories and fat that chocolate contributes to your diet.

The one way that all fats are created equal is their high calorie level, so in order to avoid packing on the pounds, portion control is key. Also, to lower cholesterol, remember to replace the saturated fats with unsaturated fats – not just add them on!

If you have any questions about this article or would like to learn more about Morrison Senior Dining, please feel free to call Andre Alexandre, Director of Business Development at 1-800-686-6323 ext. 5348.

Position Vacancy – Administrator

Sixty bed NF/SNF in desirable Eastern Maine Community, very active orthopedic rehabilitation program, NNEAHSA Member, the only not-for-profit facility in the area.

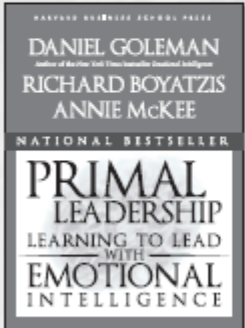
Send resume and salary expectation to: Ken Huhn, Chairman, Administrator Search Committee, Bangor Nursing and Rehabilitation Center, 103 Texas Avenue, Bangor, Maine 04401

Have you registered yet?

AAHSA 2006 LEADERSHIP SUMMIT

July 27-28, 2006 · Baltimore Marriott Waterfront · Baltimore, MD


Primal Leadership—Learning to Lead with Emotional Intelligence



Featuring national best-selling author and emotional intelligence expert Richard Boyatzis

Unleash the power of emotional intelligence in yourself—and your organization! Bring your top management to the AAHSA 2006 **Leadership Summit** to explore and apply the principles of emotional intelligence at this exclusive, highly interactive two-day event.

Register your leadership team today!
Visit www.aahsa.org/conferences/summit/2006.



Access Wholesale Prices on Thousands of Products with Lifetime Healthcare Products



AAHSA and Lifetime Healthcare Products have tailored a powerful package for our members by allowing them unparalleled product selection along with true wholesale pricing. Lifetime, a *Manufacturer Direct Wholesaler*, will provide AAHSA members with over 15,000 products and services ranging from durable medical equipment to furniture and specialty products from leading manufacturers such as: Invacare, Apex Dynamics Lifts, furniture giant Thomasville Furniture, Noram Patient Solutions, Support Surface Technologies, and others.

This relationship will make new, cost-effective products available to AAHSA members. The introduction of single patient use slings and disposable transfer products will assist facilities in reducing patient cross contamination and facility costs. It also offers the Injury Reduction Program (IRP). The Lifetime Injury Reduction Program

utilizes the Prevent Inc. "Get a Lift" program that is filled with tools and training to reduce transfer related injuries.

AAHSA members will find product purchasing much easier as Lifetime unveils its "**SMART BUY**" program. Lifetime's new program has been designed to provide the best financial support offered in the industry to non-profit, healthcare facilities. The SMART BUY program is a flexible plan that allows facilities to reduce their capital expenditures on product and equipment procurements. The low cost of the payment plan boosts operating potential while reaping 100% of the allowable tax benefits.

For contract information, contact Scot Scurlock at sscurlock@aaahsa.org or (202) 465-4313.

NNEAHSA Thanks Annual Conference Vendors & Sponsors

NNEAHSA would like to thank the following vendors and sponsors for participating at the 12th Annual Conference & Exposition held in South Portland, Maine in June. This conference could not have been made possible without the assistance and generous support of these companies.

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See you next year!!!