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2015 LNHA Convention & Trade Show a Success

With 138 exhibitors and hundreds of administrators, nurses and other ancillary staff participating in the 2015 LNHA Convention, it was hailed as a huge success.

Butch Browning, Louisiana State Fire Marshal, gave an uplifting presentation at the First House of Delegates. He talked about saying "thank you" more often and having a passion for your job - your vocation. We're in a people-caring business and we all have a passion for what we do. All of the presenters were well-received.

Congratulations to our three Pioneer Award winners -- Marjorie Price, Winborn Davis (posthumous) and Ray Naquin. The Board of Directors of the Association was elected at the Second House of Delegates with two new members being elected -- Scott Quirk, Region I board member and Matt Machen, Region VI Vice President. For an article of takeaways from this year's Convention, read page 3.

Honoring Leaders in Long Term Care

During LNHA's 2015 Convention and Trade Show in New Orleans, the Association honored several individuals and organizations as part of the Annual Awards Luncheon. These recipients demonstrated leadership within the profession and a strong commitment to resident quality care.

- Group Volunteer of the Year: Beauty Shop Volunteers, Audubon Health & Rehab, Thibodaux
- Adult Volunteer of the Year: Gloria Jones, Landmark Nursing & Rehab, West Monroe (not pictured on Facebook)
- Food Service Supervisor: Maggie McCotery, Plantation Manor, Winnsboro
- CNAs of the Year:
 - Sherry Dorsey, Westwood Manor, DeRidder
 - Jetson Mitchell, Maison De'Ville of Harvey
 - Tetra Richard, Many Healthcare, Many
 - Diane Simmons, Forest Manor, Covington
 - Betty Thomas, Heritage Manor of Opelousas (81 years young!)
- Activity Director of the Year: Shelia Thomasee, Heritage Manor of Opelousas
- Social Services Director of the Year: Mui Hin, Maison De'Ville of Harvey
- LPN of the Year: Angela Fontenot, Acadia St. Landry Guest Home, Church Point
- Medical Director of the Year: Dr. Michael Russo, Maison De'Ville of Harvey (continued on page 2)

Join the conversation and connect with LNHA today!

Honoring Leaders in Long Term Care (continued)

- DON of the Year: Debbie Roark, Sabine Retirement & Rehab Center, Many (Picture 1)
- Administrator of the Year: Jill DeVillier, Bayou Chateau Nursing Center, Simmesport (Picture 2)
- Pioneer Award
 - Marjorie Price
 - Ray Naquin
 - Winborn Davis (posthumous)
- LA Board of Examiners of Nursing Facility Administrators Award: Ray Naquin
- LNHA 25 Years of Service Recognition: Mark Berger



Pictured below -- named left to right:

1. Board Vice President Teddy Price, Board President Ron Goux and award recipient Majorie Price
2. Board Treasurer Marcus Naquin, award recipient Ray Naquin and Board President Ron Goux
3. Board President Ron Goux and Joe Townsend (Mr. Townsend was a friend and mentee of award recipient Winborn Davis.)

To view an album of all the pictures taken at the Awards Luncheon, visit LNHA's [Facebook page](#).



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LNHA Convention Takeaways

New Orleans was the site of LNHA's Fall Convention which saluted the "Super Heroes" among us – those nursing facility administrators and staff who provide consistent and quality care for Louisiana's aging and disabled residents. Below, are Convention "takeaways" – helpful reminders from our presenters. For those who attended the Convention, handouts and PowerPoint presentations are available on our website under a password protected section. Please reference your email for more information.

Topic: Incorporating Active Shooter Incident Planning into Health Care Facility Emergency Operations Plans

Presenter: Captain Larris Bourgeois, Louisiana State Fire Marshall's Office, Baton Rouge, Louisiana

Takeaway: A shooter already knows what he is going to do – he has either a specific target or he is planning to shoot everyone he encounters. There are five stages of readiness: (1) Prevention; (2) Preparation; (3) Mitigation; (4) Response; and (5) Recovery.

Administrators must include planning for an active shooter in their facility emergency operation plans. Contributors to the plan should include internal stakeholders and external stakeholders (fire, police, EMTs, and hospital and nursing facility staff where victims and survivors may be transferred).

Captain Bourgeois outlined the staff "do's" during an incident which include: (1) leaving the building; (2) silencing all electronic devices; (3) turning out lights; (4) remaining quiet; (5) encouraging others to take action – including deadly force; and (5) showing hands to law enforcement and following their commands.

There were two scenarios presenting things staff should not do. In the first, the staff member actually subdued the shooter but then picked up the gun and was shot by police who assumed she was the shooter. In the second, the staff member was screaming and ran toward the police and tried to grab them which resulted in the same outcome. Administrators were also reminded that it would be some time before normal operations could resume, as the site itself would be a crime scene and they should plan for that. Captain Bourgeois is available to provide active shooter training at nursing home facilities.

Topic: CMS Quality Improvement

Presenter: Beth Hoover, R.N., M.A., Quality Improvement Manager, eQHealth Solutions, Baton Rouge, Louisiana

Takeaway: eQHealth Solutions serves as the Quality Information Organization (QIO) for the state of Louisiana. The 11th scope of work new changes for nursing homes include: (1) creating a Quality Innovation Network; (2) providing strategies for nursing facilities to improve their quality performance through partnerships; (3) soliciting active engagement of residents, their families and key stakeholders; (4) facilitating learning and action networks; and (5) supporting and educating about the QAPI framework and how to achieve success.

Ms. Hoover covered in detail the National Nursing Home Quality Care Collaborative (NNHQCC) 13 long stay quality measure requirements needed to achieve a composite score of 6 or less. This aim is based on nearly 10% of nursing homes nationally having a composite score of six or less.

This year, in addition to their focus on reducing readmissions, they are also facilitating Resident and Family Engagement Networks, one of the new CMS focus areas for the QIOs. As part of the Resident and Family Engagement focus, residents and families should be included in QI programs in accordance with HIPAA regulations. Ms. Hoover is seeking peer facilities to participate in this engagement effort.

Topic: Back to Basics: Person-Centered Care Changes Everything

Presenter: Dr. Mary Ellen Dellefield, BSN, Ph.D., Research Nurse Scientist, Veterans' Administration San Diego Healthcare System, San Diego, California

Takeaway: There are many approaches and theories regarding how to achieve the best results with person-centered care. Providing coordinated, evidence-based clinical nursing care in the context of a resident directed philosophy of care requires intensive nursing participation. It is important to use objective research results in determining how best to implement person-centered care in nursing facilities. Essential to successful implementation of person-centered care is nursing facility staff working as a team and being aware of how attitudes, beliefs, values, knowledge and behaviors promote or inhibit teamwork. Successful implementation requires nurses to be care team leaders, role models and to include the direct-care staff in decision making about resident care and how the work is organized. (cont. on page 4)

LNHA Convention Takeaways (continued)

Topic: Navigating the Waters of the False Claims Act in the Long-Term Care Arena

Presenter: A.G. Alexander, Attorney, Breazeale, Sachse & Wilson, LLP, Baton Rouge, Louisiana

Takeaway: Mr. Alexander noted that, as a prosecutor, he never had a case without a compliance director or a compliance policy. Having a compliance director and/or a compliance policy is not a protection against a charge of fraud. Facility administrators must be proactive and ensure that not only is there a policy against fraud, but there is also due diligence and constant review of the facility's activities. Charges may be brought against any individual, company or corporation (imputed doctrine).

The fraud statute, enacted in 1863, applies to all federal programs and covers both claims and records. It also includes the Qui Tam provision (known as the whistle blower provision). Whistle blower claims are investigated under seal for 90 days and can be extended for 15-24 months before the object of the charge is informed.

The most important takeaway presented was that after the investigation, the individual who has been charged has the opportunity to intervene to "affect" the Governor's decision as to whether or not he will take over the case. In doing so, the individual who has shown due diligence and can demonstrate that the problem has been fixed may affect the decision. According to Mr. Alexander, 80-85% of the cases in which the Governor decides not to intervene do not go forward.

Topic: Do It!

Presenter: H. "Butch" Browning, Fire Marshall, State of Louisiana, Baton Rouge Louisiana

Takeaway: Fire Marshall Browning provided an update on the collaboration between LNHA and the Fire Marshall's office that enables a coordinated approach for compliance with the various state and federal regulations. He and his officers are available to work with facility administrators to offer guidance and assistance in meeting building design and fire system requirements.

On a non-regulatory, but a very personal note, he reminded us to always express our gratitude to those around us and treat others as we would like to be treated. His final takeaway was rather than talking about what we need to do or achieve, we should just "do it!" View the Fire Marshall's website [here](#).

Topic: Customer Palooza

Presenter: Christopher Ridenhour, Motivational Speaker, Liberty Lutheran, Ambler, Pennsylvania

Takeaway: Mr. Ridenhour energized the attendees with activities while he encouraged them to become "extraordinary." He noted that if we do not feel "extraordinary" we cannot influence others to feel the same way. We all need to realize how important a "good morning" and upbeat attitude can be to engage and build a positive work atmosphere. There is a difference between those who "have come to work" and those who "have COME to work!" We should all strive to be in the latter category as should our staff. Mr. Ridenhour can be reached at christophermotivates@yahoo.com.

Topic: Recent Developments in Labor and Employment Law

Presenter: Greg Guidry, Attorney, Ogletree, Deakins, Nash, Smoak & Stewart, P.C., Lafayette, Louisiana

Takeaway: Mr. Guidry provided an update of federal and state laws, regulations, agency rulings and court decisions that have occurred since the last LNHA Fall Convention. Pending in Congress is the Veterans' Access to Extended Care legislation (HR 1369/S 739) which will permit nursing facilities to provide care for veterans without being classified as federal contractors. This legislation would provide an exception to some of the Executive Orders recently issued by President Obama.

He also discussed the changes that employers will face with the Supreme Court decision upholding marriage between gay individuals, as well as some court decisions and agency regulations governing the employment practices for transgender individuals.

Of special concern to employers should be the changes to union organizing resulting from recent rulings of the National Labor Relations Board even though we are a right to work state. Employers now have shorter time periods in which to respond for a request to hold a union election. They must supply employee addresses, phone numbers, etc. for organizing purposes and must permit the use of computers for union activities. Unions can now designate smaller units for organizing activities (rather than the entire workforce) and can use electronic signatures on union votes. (cont. on page 5)

LNHA Convention Takeaways (continued)

Mr. Guidry noted that during the last year, health care had the most successful organizing union campaigns and recommended that facility administrators not wait until the request to unionize occurs, but to plan now.

Topic: Let's Get Serious About Staffing

Presenters: Urvi Patel, MPH, Senior Director of Regulatory Services, AHCA, Washington, D.C.
Lyn Bentley, MSW, Senior Manager Quality Improvement, AHCA Washington, D.C.

Takeaway: Ms. Patel explained that high turnover affects quality and customer experience and leads to: (1) an increase for agency staff and overtime; (2) survey deficiencies; and (3) a poor reputation as a place to work and receive care. In 2013, the national turnover rate for AHCA members was 40.6%. AHCA has a new turnover and retention upload feature available through Trend Tracker which not only permits benchmarking with peers but also calculates the cost of turnover to a facility. Also included in her presentation were practical suggestions to improve staff morale, techniques to assess and hire the right person and the value of recognizing the staff. To value staff, Ms. Patel suggested: (1) including staff in care plan meetings; (2) communicating with them; (3) providing dignity and respect; and (4) assisting with workplace stress.

Citing the Affordable Care Act, Ms. Bentley reminded attendees that by July of 2016, administrators must begin submission of their facility Payroll-Based Journals (PBJ). Information to be submitted includes: (1) direct care staff -- both employee and contracted (only those actually paid for by the facility); (2) employee turnover and tenure; and (3) the census data and case mix. Direct care workers paid for by other sources (directly by Medicare/Medicaid, etc.) cannot be counted. The daily information about the staff is submitted quarterly. A draft PBJ manual was updated in August of 2015 and is available [here](#). Facilities can sign up now for voluntary participation that will begin in October of this year and Webex training is available for step by step registration. During the voluntary submission period (and during calendar years 2015 and 2016), this data will not be used for the Five Star Staffing Domain.

Ms. Bentley reminded attendees that Five Star ratings are calculated within a state using basically a bell curve – that is, 10% will have a 5-star; 70% will have a 4,3, or 2- star rating that is equally distributed and 20% will have a 1-star rating. There are two key data points – RN hours per resident per day and total staffing hours per resident per day. A February 2015 change requires that nursing facilities must earn a 4-star rating on either the RN or total Staffing rating to achieve an overall 4-star rating.

Both Ms. Bentley and Ms. Patel stressed that in the recently proposed SNF regulations CMS did not require a specific number of direct care staff per patient, but with the new PBJ system, they will have the data to do so at a future date, should they chose to do so, which is why staff turnover is so important.

Topic: They Built the Highway to Your Door. Time to Get Moving.

Presenter: Dr. Terrence O'Malley, MD, CMD, Massachusetts General Hospital, Boston, Massachusetts

Takeaway: Dr. O'Malley noted that before investing in an expensive electronic health records system, administrators should take a step back and assess both the current and the long-term needs of the facility. While there is no doubt that electronic records and major data exchanges are coming, systems should be based on need as well as on the capacity of the staff to manage the system and the availability of connectivity.

Dr. O'Malley imagines a future state where: (1) all providers of care receive the information they need; (2) the meaning is understood by all parties; (3) the information is moved in a consistent manner; (4) the information is available when needed; and (5) there are improved transitions and longitudinal coordination.

He also noted that currently data collection is in its infancy. Presently, we (CMS, et al.) collect data within each silo – and not from performance of the entire system. As a result we are not collecting the information that we need to learn from the system. We should know, for example: (1) where the individual is at this moment; (2) the highest priority issues; (3) the issues being addressed; (4) what services are being delivered; (5) who is providing the services; (6) what outcomes are sought; and (7) who is responsible to achieve each outcome. Until we can connect information in this way, SNFs will fall short with the implementation of bundled payments.



Regulatory Update Seminar

Presented by Zimmet Healthcare Services Group

LNHA has teamed up with Zimmet Healthcare Services Group to present an informative one-day session discussing and explaining upcoming challenges regarding new CMS regulations and changes. Presenters will review the 2016 PPS Final Rule and other recent regulatory changes that will impact tomorrow's operations, including a discussion of the Protecting Access to Medicare Act (PAMA) and IMPACT Act, the new ICD-10 coding guidelines, and "clinical reimbursement" refinements associated with quality and payment reform. Zimmet's presenters will also highlight and explain the following topics:

- New MDS focused and QIS surveys
- Value-based purchasing incentives
- Staffing and quality metrics for the CMS 5-star rating
- Managing managed care issues related to payment
- Common sense compliance and requirements for QAPI for the clinical team
- Impact of Bundled Payment Initiatives
- Dealing with re-hospitalizations
- Analytical monitoring and marketing of quality outcomes

LOCATIONS AND DATES

- Tuesday, November 10: Paragon Resort Marksville, LA
To receive a group discount on your hotel room, call 1.800.642.7777 and mention code [LNHN10G](#)
- Wednesday, November 11: Crowne Plaza Baton Rouge, LA
To receive a group discount on your hotel room, call 1.800.678.4065 and mention code [NUR](#)

Registration starts at 8:00 a.m. Class starts at 9:00 a.m. and concludes at 4:00 p.m.

PRICING: Members: \$150; Nonmembers: \$300

This activity is co-provided by LSUHSC School of Nursing and Louisiana Nursing Home Association. Louisiana State University HSC School of Nursing, Faculty Development Continuing Nursing Ed & Entrepreneurial Enterprise is accredited as a provider of continuing nursing education by the American Nursing Credentialing Center's Commission on Accreditation. This session has been submitted to the Louisiana Board of Examiners of Nursing Facility Administrators for five continuing education hours.

[Register Today!](#) Space is limited.

Cancellation Policy: Written cancellation of a registration received in the LNHA office at least 10 days prior to the program will be refunded in full. Otherwise, one-third of the fee will be retained or billed for administrative costs.

If you have questions, contact Maureen Velez at 225.927.5642 or at mvelez@lnha.org.

LNHA's Upcoming Events and Save the Dates!



New events have been added to the [News and Events web page](#) and to the e-calendar. To register for an event, visit www.lnha.org and click the calendar icon on the home page and select the appropriate event.

UPCOMING EVENTS:

- October 13-16, Resident Activity Director Workshop, Baton Rouge (**CLASS IS FULL**)
- November 10, Regulatory Update Seminar, Baton Rouge
- November 11, Regulatory Update Seminar, Marksville

SAVE THE DATES:

- January 2016: MDS Training Update

Follow LNHA on your social media sites for the latest in news and updates!



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