



# LAGNIAPPE

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## Safe Lifting and Movement of Residents



The healthcare profession has one of the worst rates of overexertion injuries among all U.S. industries, with nursing/residential care facilities having 107 overexertion injuries for every 10,000 workers. This makes nursing facilities' incident rates nearly three times higher than the national average for this injury type.

Risk Management Services, LLC (RMS), the third-party administrator that services the Louisiana Health Care Self Insurance Fund (LHCSIF), is pleased to report that injuries

resulting from resident handling tasks such as transfer, repositioning, and ambulating rank far better than our counterparts across the country. While our facilities have made great strides in preventing these types of injuries, they still make up the bulk of the claims filed. From 2014 to 2016, strains and overexertion injuries related to resident handling job tasks represented 29% of all workers' compensation claims activity filed with the LHCSIF. These types of injury represent almost 47% (\$6,758,308) of the incurred losses incurred during that same period. (Cont. on page 3)

## LNHA Spring Conference is Less Than Two Weeks Away!



Batter up! Wash your lucky jersey and dust off your favorite baseball glove. LNHA's all-star facilities are stepping up to the plate to prove they are in a league of their own. Every day our facilities go to bat for their beloved residents and provide loving quality care that is seen only in the big leagues.

At this year's Spring Conference on May 2-3, you will play ball with key decision makers such as owners, administrators and nurses. Social workers and activity coordinators will also be on the field for the trade show. Our first pitch takes place on Monday, May 1, at 5:30 p.m. when the team will gather poolside and enjoy hors d'oeuvres, hot dogs and crackerjacks. Put on your game face and hustle up to meet us there.

The exhibit hall will open on Tuesday, May 2, and attendees will have two seventh inning stretches to network with vendors. All players will enjoy lunch served in the exhibit hall. Later that afternoon, attendees will attend a networking reception where there will be door prizes. Attendees are also invited to attend the legislative reception on Tuesday evening. Don't miss this conference. It's sure to be a grand slam!

**Spring Conference is less than two weeks away! Register today to reserve your seat.**

Click [here](#) to view the agenda and register today!

## LNHA Facilities Earn Outstanding Achievements



LNHA congratulates Trinity Neurologic Rehabilitation Center in Slidell for achieving a deficiency-free annual survey. LNHA also recognizes Plantation Manor in Winnsboro, and Harmony House and Garden Park in Shreveport for their five-star overall CMS rating. Well done! LNHA appreciates your hard work, compassionate care and unyielding commitment to provide quality services to your community.

If your facility achieves a deficiency-free annual survey or a five-star overall CMS rating and would like to be recognized in the Lagniappe newsletter, contact Karen Miller at [kmiller@lnha.org](mailto:kmiller@lnha.org).

## CMS KEPRO New Appeals Bar Code Process



In May 2017, KEPRO will implement a new process for medical records in the appeals department. Bar codes will be at the top of all fax request documents sent to providers and plans, which will directly correlate to the case ID associated with the case. KEPRO will now require that all providers make the request sheets with the barcode the first sheet of each batch of records that are submitted to the BFCC-QIO. If there are multiple batches, the request sheet sent by KEPRO needs to be the first sheet of each batch. If you have any questions, email [KEPRO.Communications@hcqis.org](mailto:KEPRO.Communications@hcqis.org).

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## Safe Lifting and Movement of Residents (Cont.)

The good news is there are several free resources available to assist facilities in developing and maintaining a safe workplace. The resources are adaptable to the individual needs of the facility based on its residents' acuity levels and staffing needs. The following is a list of resources to consider:

- **OSHA Consultation:** This consultation is free and available to all LNHA members. Corey Gaines (Louisiana OSHA Consultation Manager) and his staff have partnered with LNHA for a number of years to assist facilities with OSHA compliance. This has helped to create a safer environment for both staff and residents. This proactive approach to OSHA compliance has resulted in favorable outcomes for several LHCSIF Member Facilities who when visited by Federal OSHA benefited from the training and ongoing relationship. To set up a free consultation survey, please contact Corey Gaines at [CGaines2@lwc.la.gov](mailto:CGaines2@lwc.la.gov) or call 225.342.9601.
- **OSHA Website:** Among the many resources offered on OSHA's website is their [Long Term Care Nursing Home eTool](#). Besides addressing Ergonomics, the site outlines specific OSHA Standards on other healthcare topics such as Hazard Communications and Bloodborne Pathogens.
- **American Nurses Association (ANA):** In June 2012 the ANA released its Safe Patient Handling and Mobility (SPHM) Interprofessional National Standards. This was followed by the September 2013, release of an Implementation Guide which was written for healthcare facilities who currently do not have a SPHM program in their work environment, who are in the early stages of developing a program or who need updating to the established industry "best practices." Both publications quickly garnished OSHA's attention. They not only applauded the healthcare profession's effort to reduce ergonomic stressors to staff but also hinted at the possibility of adopting these guidelines by reference in the future, hence, making the strategies and practices required by law. The two publications can be purchased for around \$75 plus shipping costs on the ANA's website [here](#).

RMS has also developed resources to assist facilities in preventing strains and overexertion injuries. Some of the resources include: Techniques for Handling Bariatric Residents (2015), Resident Handling Injury Investigation (2016), and SNCC Safe Patient Handling Mobility Assessment Tool (2016/2017). To receive information about these materials, contact the Loss Prevention Department of RMS at [lossprevention@rmsla.com](mailto:lossprevention@rmsla.com) or call 1.800.351.7475.

# FROM START TO FUNDED

January 2017 Maryland Skilled Nursing Facility	February 2017 Brinton Woods Health and Rehabilitation Center	February 2017 The Lodge at Old Trail
<b>\$10 Million</b>	<b>\$10.5 Million</b>	<b>\$18.9 Million</b>
<b>Bridge-to-HUD Loan</b>	<b>HUD Refinance</b>	<b>HUD Refinance</b>
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## Member Spotlight: Jamie Shelton

LNHA has a diverse membership with more than 250 nursing facilities statewide. Each month, Lagniappe will feature a seasoned administrator, director of nursing, consultant, etc. This individual will be someone who is making an impact in the profession. It's a great way to meet your colleagues and learn from their experiences and advice. If you are interested in being highlighted in the Member Spotlight, contact Karen Miller at [kmiller@lnha.org](mailto:kmiller@lnha.org).



**Jamie Shelton**  
**Chief Operating Officer of Central Management**

Jamie Shelton has 27 years of experience in the nursing facility profession and has spent 17 years as the Chief Operating Officer for Central Management. Jamie has served on the LNHA Board of Directors for 16 years and has served as the Agency Liaison Committee Chairman for 14 years. He lives in Pineville, Louisiana, with his wife and children.

### You've worked in many facilities throughout your career. What do you think the key is to running a successful facility?

**Communication** is key to running a successful facility. The administrator must know what is happening in his/her facility on a daily basis. My approach has always been to walk around the facility, observing and talking with the residents, the staff and the visitors. I would come in early and late at night to talk to all of the staff, rather than talking to just the day staff. You must communicate to each of these groups if you want to be successful in this business. Also, you should be genuinely concerned about the care you provide to the residents – treating them as you would like for your mother or father to be treated. Lastly, you must hold your staff accountable. These families have entrusted us with the care of their loved ones and we must always make the residents' care and safety our top priority!

### How do you stay on top of the ever-changing rules and regulations?



To stay on top of the ever-changing rules and regulations it is necessary to read updates from CMS, AHCA, LNHA, L.E.A.D.E.R., the Department of Health, etc. as much as possible and to stay connected to as many healthcare organizations as you can. By staying in the circle of information, you are always aware of what is happening in the profession and with the rules and regulations.

### What is the most important skill to master to be a successful professional in long term care?

I firmly believe that one of the most important skills to be successful in the long term care profession is **listening!** Listen and understand and then effectively communicate what is expected of the staff. If you are not listening, you will not communicate successfully.

### How did you get into the long term care profession?



I got into long term care by begging....and begging, until an administrator of a small operation finally agreed to train me! I then worked as hard as I possibly could to make him not regret his decision.

### What's the funniest thing that's ever happened to you on the job?

Through the years there have been numerous funny happenings in the business, but one that stands out in my mind was when I was asked to preach at a resident's funeral without notice. Considering that I wanted to be gracious and say kind things and expound on what a great gentleman he was, and considering that this particular resident had never spoken a word, well, let's just say I had to be rather creative! Needless to say, he was a quiet gentleman who never caused us any problems.

### What is your favorite hobby when you aren't working?

When I am not working I love running marathons, hunting and water sports with my children. I have had the opportunity to twice run in the Boston Marathon.



## 2017 National Nursing Home Week



During National Nursing Home Week® (NNHW), May 14 to 20, 2017, skilled nursing facilities will unite under the theme, “The Spirit of America.” This theme underscores the bond between staff, volunteers and residents that capture the American spirit. Click [here](#) to download the 2017 Planning Guide and Product Catalog! Over the next couple of weeks, hard copies will be mailed directly to your facility from AHCA. To order 2017 NNHW products, visit the AHCA publications website [here](#).

Established by the American Health Care Association (AHCA) in 1967 and always beginning on Mother’s Day, NNHW provides an opportunity for residents and their loved ones, staff, volunteers and surrounding communities to recognize the role of skilled nursing facilities in caring for America’s seniors and individuals with disabilities.

Don’t miss this opportunity to receive some positive, free PR by informing your local press about this event. This is also a great time to invite your community members and legislators to your facility for a tour. Let them see for themselves that the profession has evolved over the past few decades; this isn’t their mother’s nursing facility. Your beautiful facilities and passionate caregivers speak volumes!



Have a resident success story from your facility or a special event you’d like to share with LNHA? Email [kmiller@lnha.org](mailto:kmiller@lnha.org) for a chance to be featured on [LNHA’s Facebook page](#), in the Lagniappe newsletter or on the website.

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The Lagniappe newsletter is published twice a month by the Louisiana Nursing Home Association. If you have questions regarding this publication, contact Lagniappe Editor [Karen Miller](#).