

VOLUME 12 ISSUE 1  
MARCH 2014

## 2014 ANNUAL

### *Business Meeting Materials Now Available*

Dear Voting Member,

The ACHCA 2014 Annual Business Meeting will take place April 5 – April 9, 2014 during the 48th Annual Convocation & Exposition to be held at the M Resort Spa and Casino, Las Vegas, NV. This is official notification that the following business meeting materials are now available to you on the ACHCA website:

- Draft Agenda for the Business Meeting
- 48th Annual Convocation Standing Rules
- Minutes from the 47th Annual Meeting
- The 2013 Annual Report that contains the financial report will be available on the ACHCA web site

To access these meeting materials, simply type [www.achca.org/businessmeeting](http://www.achca.org/businessmeeting) into your web browser. Please contact Michelle Berry at [mberry@achca.org](mailto:mberry@achca.org) with any questions.

Sincerely,  
Roxanne Galloway, CNHA, CALA, CAS, FACHCA  
Chair, ACHCA Board of Directors



**Save the Dates**  
48th Annual Convocation &  
Exposition  
April 5 - 9, 2014  
The M Resort Spa & Casino  
Las Vegas, Nevada

2014 National Emerging  
Leadership Summit (NELS)  
July 22 - 24, 2014  
The George Washington  
University, DC

2014 Summer Leadership  
Conference  
July 28 - August 1, 2014  
Fairmont Southampton,  
Bermuda

21st Annual Winter  
Marketplace  
December 5 - 7, 2014  
The Sheraton Wild Horse  
Pass Resort & Spa  
Chandler, Arizona

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## Letter from the Chair

Dear Members:

It is hard to believe another year has flown by and it is time once again for our Annual Convocation. In looking back at the last edition of Continuum, I was amazed to see all that we have accomplished over the past two years. I have been so honored to serve as your Chair and to have worked with so many wonderful people who truly love our profession and are dedicated to making life for our seniors the best it can be.

While reflecting, I began thinking on how far our profession and industry have progressed since I started my career in long-term care. I began my career working in a medical model and over time we have become a patient centered model of care.

In the late 1970's, I started my career as a Social Worker. Our focus was on the medical issues of the patient. The care plans were based around what the patient could not do, their medical issues and what action plan we, as the professionals, thought were best for them.

We saw regulations as "black and white". Meal times had to be the same for every patient with specific hours between meals. If you like to sleep late, that was too bad because you had to be up for breakfast. You really had no choice on bath time because your baths had to be done on schedule, so you were always timely for meals, med pass, therapy or doctor's visits. We did not allow you to take risks, because your safety was our priority. If you were a risk for falls, we would add a restraint in order to keep you safe. Our focus was not on the person, but on different body parts, their limitations, and their safety. None of these practices were done due to a lack of caring on our part. We truly felt as if we were doing what was best for the patient. However, somewhere along the way, we lost the essence of the person. This was a period where people just got old and somehow that transformed them to be obedient and incompetent to make their own decisions. Even as Social Workers, we had to keep our emotions in check. I was told by my earliest administrator that I cared too much. This was the statement that made me choose to become an administrator. I felt caring too much was a strength I had that would serve me well in the role as an administrator.

*continued on page 2*



**Roxanne Galloway**  
CNHA, CALA, CAS, FACHCA

# FROM THE President's Desk

## Leveraging Chapters and Districts for Grassroots Professional Advocacy

The American College of Nursing Home Administrators was founded in 1962 to advance professional leadership in long term care through education and networking. A driving force for our founders was to advance a common body of knowledge for our profession when no academic programs in long term care administration existed. "The College", as it was affectionately known, was created to provide education, while a network of chapters became key to advancing the profession and reaching nursing home administrators where they worked and lived.

In 1983, ACHCA changed its name and incorporation, from the American College of Nursing Home Administrators to the American College of Health Care Administrators to keep pace with changing industry dynamics. The evolution of the long term care continuum brought with it a new audience of administrators in need of professional advocacy. Today, with the evolution of university based academic programs that offer coursework in long term care administration, the "College" has become a continuing education partner, providing resources and tools to support the professional administrator in his/her quest for continuing competency. Moreover, the essence of the "college" today lies in facilitating "collegiality" across the spectrum of long term care and services more so than in competing with academic institutions that provide comprehensive curricula in long term care administration.

The ACHCA chapter and district network continues to be instrumental in advancing the "collegiality" that has become our mantra. Yet, as industry dynamics have changed, so has the relationship between the National association and its chapters. Governmental oversight has brought greater scrutiny at both the federal and state levels, and insurance providers are demanding greater accountability to minimize organizational risk and liability. There has been greater pressure on the National entity to ensure regulatory, fiscal, and governance compliance of its components. The trickledown effect is that our chapters must meet defined criteria to align with the national association. Therein lies the challenge.

The ACHCA chapter network, unlike the other trade association affiliates, is run by volunteer leadership. These leader volunteers are expected to be knowledgeable about managing a chapter as a component of the National association. Volunteer leaders must have knowledge of the legal, financial, and governance requirements of being an affiliated entity. That leadership competency must be cultivated through chapter specific leadership succession planning. Failure to build a chapter leadership infrastructure has untoward consequences that threaten chapter viability and alignment with National ACHCA. Committed chapter leadership is critical to ensuring the sustainability of grassroots professional advocacy.

Building and maintaining chapter alignment with National is a shared responsibility. To that end, National ACHCA is committed to providing the resources and support to chapters to ensure their success.

Each chapter's affiliation with ACHCA is subject to terms and conditions established and approved by the national organization. Governing principles include:

- While there are several chapters that are separately incorporated in their state, and perhaps have their own IRS 501 (c) nonprofit exemption, National ACHCA must control, define and authorize the use of the name "American College of Health Care Administrators", the logo, and other ACHCA intellectual property subject to the terms and conditions of the Chapter Agreement.
- Each chapter must operate in a manner that is in alignment with ACHCA's mission, purposes, and objectives as stated in the ACHCA Articles of Incorporation, ACHCA Bylaws, and ACHCA Chapter Bylaws.
- Each chapter must provide to National accurate, complete, and timely reports of organizational and financial information to protect ACHCA's non-profit or tax-exempt status as a 501(c)(3), as well as ensure the chapter's compliance with state and federal corporate and tax law.



Marianna Grachek,  
CNHA, CALA, FACHCA

ACHCA chapters have the support of a Board member, elected by the district. This Director is a liaison to the National Board to ensure the chapters within the district are positioned to provide optimal member advocacy, supports, and services, while at the same time providing guidance in chapter leadership development and chapter alignment with national ACHCA. It is this chapter and district partnership that is a significant component of the membership value equation; an equation that ensures ACHCA's future and its advocacy in behalf of individual administrators and executives across the continuum of long term care.

Collegially yours,

Marianna Kern Grachek, CNHA, CALA, FACHCA  
President & CEO

## Accessing ACHCAConnect

To login to ACHCAConnect, go to <http://connect.achca.org/home> and click the "Login to see members only content" link. Your username is the email address you used to register with ACHCA and your password is your last name in lowercase letters. If your name is hyphenated, the hyphen is included. For assistance or more information regarding ACHCAConnect, please email [achcaconnect@achca.org](mailto:achcaconnect@achca.org).

## Letter from the Chair continued

As we progressed through the 1990's and into the millennium, we began to realize our roles were more than just to serve someone's physical needs, but to include their hearts and minds. For a patient to heal, they needed to make their own decisions, choose their own routine, and be allowed to take risks. If they chose to eat cake, then let them eat cake. Bath time should be a pleasure, not a chore. Each person is "one of a kind" with life stories that need to be shared and cherished. They need to know they are special. They have purpose and have the right to decide how their latter years will progress. Old is not the end of life, but a whole other phase of life that can be beautiful and worthwhile. I am so proud of this profession as we are the ones who cared too much and have helped move this industry to not only protect the health and safety of our patients, but to nurture their worth and happiness.

Thank you for allowing me to serve as your Chair for these past two years! I have enjoyed each and every moment!

Sincerely,

Roxanne L. Galloway, CNHA, CALA, CAS, FACHCA  
Chair, ACHCA Board of Directors

# feature article

## Who Kidnapped Excellence?

### What Stops Us from Being and Giving Our Best

by Harry Paul

Coauthor of *FISH! A Proven Way to Boost Morale and Improve Results*  
Keynote Speaker at ACHCA's 48th Annual Convocation & Exposition



There are crimes being committed every day in our personal and professional lives. It's Excellence getting kidnapped and replaced by Average. Average, who is a makeup artist, spreads mediocrity and ordinary without anyone noticing that Excellence is being replaced. Interestingly, it takes companies and organizations, several months or never, to realize that their Excellence is missing. When an organization does finally realize that they may be settling for Average, the typical first reaction is obvious—denial. In fact, many organizations just start accepting Average as Excellence. So here is your wake up call to mediocrity... to Average, your end is near. When organizations first admit that their Excellence has been kidnapped, they are taking the first step to getting it back. People and organizations can start focusing on what is important to ensure that Excellence is as much a part of their brand and culture as is their products. Passion, competency, flexibility, communication and ownership, are the five practices needed to reacquire, maintain and sustain Excellence in any organization. Put these into practice and you can start getting your Excellence back and getting rid of Average for good.

The monetary toll of not doing and being your best is huge. Without Excellence, employee engagement is nonexistent. There are no unique customer experiences, no creativity, or new ideas/thoughts. You are, in fact, stuck in the status quo of how you always did things. The cost to businesses worldwide is in the hundreds of billions of dollars.

And Excellence is not something that starts at work and is left behind at days end. Excellence in your personal life is just as important. Not attaining Excellence in your own life could have a big impact on you and your family. This will potentially have a negative influence on loved ones, and you don't leave it at home—you bring it to work with you which affects everything you do. This becomes a vicious cycle and an environment which Average just loves and thrives.

Everyday, we are on the receiving end of Average: when we're going to the market, doing our banking, dealing with our healthcare provider, at a restaurant or department store. Average is there lurking, almost forcing us accept it. We see Average as normal, when what we deserve are people being and doing their best. We all must set an example and show our Excellence.

How does Excellence get kidnapped and replaced with Average? It is simple! We stop paying attention to the five practices mentioned earlier that must be present to allow Excellence to flourish and banish Average forever.

- **Passion** is what inspires everyone with energy, enthusiasm, and caring. Make the choice each day not to be burdened by the sludge of negativity. Instead, rise above it with a zest for life and desire for personal excellence. Passion creates that excitement that is inside all of us that causes us to smile even when circumstances are against us, to go that extra mile and to see our life and work as an opportunity, not something we have to 'get through.'
- **Competency** ensures everyone has all the skills needed to do their best. It's not just important in the technical aspects of our work and lives but also in our relationships with one another. Learning is a life long journey and without it we have no Excellence.
- **Communication** clearly outlines roles and expectations. Perception is everything and perception is created by effective communication. It is imperative to respect that there is a delicate balance between listening and speaking.
- **Flexibility** helps us respond to unique situations whenever and wherever they occur. The only thing that remains constant in this crazy world in which we live is that everything changes. Flexibility helps us deal with and manage these changes in a practical and efficient manner, whether at work or home.
- **Ownership** makes certain everyone gives their best and takes 100% responsibility for their jobs. Ownership is a personal value that promotes the knowledge that we have power and influence to make a positive difference when we accept our responsibilities. Even in the face of constraints and barriers, we have the choice to operate using our best judgment.

We need all five practices to attain and maintain Excellence and keep Average away. Choosing not to focus on one or more of these and you are inviting Average into your organization and personal life. Now look in the mirror and envision those qualities in yourself. Be realistic about where the bar is in your current life and raise it. It must happen in your mind before it happens in your day-to-day life. We have a huge responsibility to give and be our best and keep Average from rearing its ugly, mediocre head.

#### About Harry Paul

Harry Paul is a best-selling author and professional speaker. His latest book is **Who Kidnapped Excellence?** For more information please visit his website, [www.harrythefishguy.com](http://www.harrythefishguy.com) or email him at [harry@harrythefishguy.com](mailto:harry@harrythefishguy.com)



# HIGH STAKES:

*Leadership Excellence*

48th Annual Convocation & Exposition

**APRIL 5 - 9, 2014**

The M Resort Spa & Casino | Las Vegas, Nevada

*Register Today at [www.achca.org](http://www.achca.org)*

- o Special Room Rate at The M Resort Spa & Casino
- o Earn CE, Network with Your Colleagues and Enjoy a Fabulous Las Vegas Resort
- o Transportation to/from the Las Vegas Strip



**ACHCA**  
American College of  
Health Care Administrators



*Photo Courtesy of Las Vegas News Bureau*

# THE TIME OF YOUR LIFE

## Ten Innovative Ideas To Plan Your Year In Under Ten Minutes

By Lee Silber

Plenary Speaker at ACHCA's 48th Annual Convocation & Exposition



Isn't it true that anything is more interesting than what you are supposed to be working on right now? (You are reading this, so . . .) Don't worry, reading this article is not a waste of your time. In fact, it will help you save time and find focus.

Were you busy last year? Will you be busy this year? I think I already know the answer, and it's "Yes". So who has time to plan? The answer, you do—and as a leader, it's important you set a good example as someone with direction and vision.

Here are ten quick and easy ways to plan your year in under ten minutes. Many of these ideas take advantage of technology that didn't even exist a few years back. Skim through this list and pick the one tip or technique that works best for you.

- ▶ **Set Goals With Social Media.** Pin pictures of your goals for the year on Pinterest with captions to match. Announce your intentions on Facebook or Instagram and ask others for their support, encouragement, and help.
- ▶ **The Backwards Bucket List.** Making a list of the things you want to do before you die seems morbid, but it is motivating. Try doing it with your non-writing hand for ten minutes to see what you come up with by tapping into the other side of your brain.
- ▶ **The Magic of Movies.** Type a key word into Google's image search to find photos of your top goal for the year then drop them into iPhoto and create a slideshow with background music and titles. (You can also make a slideshow with your successes from the past or current accomplishments as you go through the year.)
- ▶ **Mark Your Calendar.** Create more milestones on your calendar (like your HALF birthday) as targets to complete tasks, and celebrate like crazy when you reach it. Paste green dots on your calendar to indicate a day you did something related to your goal and a red dot when you miss the mark.
- ▶ **Theme Song.** In sports, teams use a mantra to rally around before a season. Create your own theme for the year and keep it where you'll see it. You could use also a song, quote, or poem that captures your vision.
- ▶ **Selfies For Success.** Take a picture of yourself living your dream. If you pine for a certain kind of car, boat, or home, find one in your area and take your photo next to, or in front of it—breaking in is illegal, of course.
- ▶ **The Power of Post-It Notes.** Write your goal on a stack of sticky notes and put them all over your home or office. Make some of them hard to find so you'll forget and discover them later. Or, write the steps to achieve a goal on stickies and put them on a timeline on the wall and pull them off as you accomplish each one.
- ▶ **It's In The Cards.** Make business cards on your computer with your key goal for the year stated on each and print out a stack to pass out to people to ask them to help you keep your promise . . . to yourself.
- ▶ **Take a Multimedia Approach.** Interview yourself about your plans for the year and record it using your tablet, phone, camera, or computer. You can post your video clip on YouTube or keep it to yourself.
- ▶ **What Would Jimmy Buffett Do?** Whom do you most admire? Find a photo of them and use it as your screen saver or put it on the wall and ask yourself what they would do next. Spend ten minutes researching and reading about how they achieved their goals.

Lee Silber is also offering a free gift to our ACHCA Convocation attendees help you reach your goals this year.

This comprehensive life planner is perfect for people who want to take their ideas, goals, and vision and turn them into a plan for the year. To obtain a copy of your free planner, please visit the [ACHCAConnect Convocation Community](#).

### About Lee Silber

Years ago Lee Silber's license plate read: "GOAL MAN". The problem was people would honk, wave, and even pull him over thinking he was an NFL kicker or a soccer star. Silber never played in the NFL, but he is a star in his own right. Lee is the best-selling author of 19 books, an award winning speaker, a radio talk show host, and the founder of five different companies (Read: Someone who has achieved all of his goals.)

One of his former teachers told him, "Never has one of my students done so much . . . with so little." So how did he do it? Join us at ACHCA's 48th Annual ACHCA Convocation and Exposition in Las Vegas to hear more about how Lee reached his goals and how you can reach more of your goals. To learn more about Mr. Silber, visit [www.leesilber.com](http://www.leesilber.com).

## CONVOCATION ARTICLE FROM THE CHAIR

Let's make a bet. I'll bet that you would love to be in Las Vegas in early April, and here's why:



- It has been a cold miserable winter and the weather in Las Vegas will be stunning.
- You both need and want some quality education offerings on topics that impact your operations and responsibilities and have seen that you can get over 20 hours of NAB approved CE.
- You can come in a day early for a fabulous preconference, held by Leah Klusch.
- You have either looked at the M Resort's web page or stayed there before, and know it is a stunning, easy to navigate resort that is offering ACHCA a fabulous room rate.
- You enjoy and learn from the numerous interactions with your peers.
- You know that you can benefit from the fun and relaxed interactions with quality vendor partners both in the exhibit hall and throughout the meetings and social gatherings.
- You really need a few days of just the right mixture of professional development and fun.
- You can't think of a single really good reason not to attend.

When you consider all the advantages, it makes my bet seem like a sure thing. However, if I am wrong then I'll just have to lick my wounds at the incredible wine bar at the Hostile Grape, the scene of the ACHCA Academy Fundraiser.

In all seriousness, this is the preeminent event for professional Administrators, multi-facility operations people, and others to get an overall experience that helps prepare for all the myriad of changes that are out there. Please join me at the M Hotel in Las Vegas from April 5-9. Look forward to seeing you there.

*Bob Siebel*

Bob Siebel, CNHA, FACHCA  
National Conference Program Chair, 2013-2014



## ADVANCING EXCELLENCE UPDATE

### NEW MEMBERSHIP CATEGORY ANNOUNCED BY ADVANCING EXCELLENCE BOARD OF DIRECTORS

Advancing Excellence in Long-Term Care (AE) is proud to announce *Provider Membership in the Collaborative*. This new membership category allows nursing homes and other providers the opportunity to connect with the most influential stakeholders in long-term care to influence national quality improvement efforts and create social change.

"We are excited to grow AE's membership through this new provider category," said Executive Director Doug Pace. "We know we can reach our goal of making nursing homes better places to live, work and visit through shared efforts with our committed partners."

Provider members will be eligible to hold one seat on the AE Board of Directors and may participate in or chair a work group, committee or task force. This new membership category gives providers a parallel path for involvement with the Collaborative, in addition to using the goals and entering data as active participants in the Advancing Excellence in America's Nursing Homes Campaign.

For more information on Provider membership and dues, contact Doug Pace at (202) 508-9454 or [dpace@aeltcc.org](mailto:dpace@aeltcc.org).

To learn more about the benefits of becoming a Provider Member of Advancing Excellence, visit <http://www.nhqualitycampaign.org/>.



# Mentoring Program

ACHCA's national mentoring program is kicking off its third program year with an expansion! The developments continue as we launch a "Train the Trainer" program that will be available at the District/State level. In March 2014, District 3 along with the states of New Jersey and South Carolina will pilot the Train the Trainer program within their districts/states. The overall goal of this district/state Train the Trainer program will be to continue to develop qualified mentoring trainers who will expand the program beyond the national level.



ACHCA is currently developing the fourth cohort group for the 2014-2015 year. There are a few spots still available for both mentors and protégés so email Michelle Berry at [mberry@achca.org](mailto:mberry@achca.org) if you are interested in getting involved in this program. You may also apply to be a mentor at <https://members.achca.org/mentorapp> or to be a protégé at <https://members.achca.org/protegeapp>. To view program requirements, please visit [www.achca.org](http://www.achca.org).

Finally, we would like to thank our Mentoring Subcommittee for their diligent support for their assistance in the development and maintenance of the ACHCA Mentoring program. These member volunteers have been an invaluable resource over the past four years. We would like to especially thank our Chair, Jim Farley, CNHA, FACHCA, our Vice Chair, David Wolf, PhD, CNHA, CALA, CAS, FACHCA, and our ACHCA Board Liaison Doug Olson, PhD, FACHCA for their many efforts this year to make our mentoring program a success.

The poster is designed to look like a piece of aged, textured paper with a decorative, stitched border. At the top, the title '21st Annual Winter Marketplace' is written in a bold, black, serif font. Below the title, the dates and location 'December 5-7, 2014 | The Sheraton Wild Horse Pass Resort &amp; Spa | Chandler, AZ' are printed in a smaller, black, sans-serif font. Two rectangular photographs with rounded corners and dashed borders are placed side-by-side. The left photo shows a desert landscape at sunset with several saguaro cacti silhouetted against a colorful sky. The right photo shows a resort building with a swimming pool and a pond in the foreground. Below the photos, the text 'Coming to Arizona in 2014' is written in a bold, black, sans-serif font. This is followed by a list of five bullet points, each starting with a diamond symbol. The final line of text, 'Stay Tuned for More Information at www.achca.org', is written in a bold, black, sans-serif font.

# chapter &

The **2014 New York Chapter Convention** will be held **March 9-12, 2014** at Villa Roma Hotel & Conference Center in Callicoon, NY. Visit <http://www.nycachca.com/> for more details or to register.

The **New York Chapter** sponsored a Care One Mission trip to Haiti in January 2014. The New York Chapter sponsorship provided the needed medical supplies to the team traveling to Haiti. The purpose of this trip was to conduct a series of free medical examinations and administer medical supplies to individuals in southern Haiti, a region which continues to suffer greatly from the devastating January 2010 earthquake.

**NY Chapter Haiti Trip Photo Caption:** *Jeff Hoffman, CNHA, FACHCA, New York Chapter President, assists the Care One team in provide medical support in Haiti.*



The **Massachusetts Chapter** will hold its Annual Meeting on **March 13, 2014** at the Framingham Sheraton. The meeting will include six (6) CEs of education, lunch, trade show with business affiliates and a post conference cocktail party. Visit <http://www.achca-machapter.org/> for more information.

On **March 19th** the **Connecticut Chapter** will hold its Annual Meeting at the Water's Edge Inn and Spa, Westbrook, CT - Election of Officers and Directors; Educational Program; Certified Nursing Assistant Hall of Fame Inductions; Collegiality Hour. Check out the Calendar page of their website at <http://www.ctachca.org/calendar.htm> for updates on all events.

The **New Hampshire Chapter** will have their Annual Business Meeting and Educational Program on **March 27, 2014** at Holiday Inn (172 North Main St, Concord, NH). Visit <http://www.achcanewhampshire.org/> for more information.

The **New Jersey Chapter** will hold their annual meeting on **March 27, 2014** at Willow Creek Rehabilitation and Care Center in Somerset, NJ from 9:00am - 4:30pm. Approval pending for 5.0 CE Credits for NJ LNHA/CALA, PA & NY LNHA. Visit <http://www.njachca.org/calendar.htm> for more information.

Save the date: Join the **Indiana Chapter** for a FREE, pre-conference dinner on Sunday, **May 4, 2014** at 6:30pm at Fogo de Chao in Downtown Indianapolis before the LeadingAge Indiana Annual Convention!

***Congratulations to the following chapters on receiving 2014 Chapter Achievement Awards.*** These chapters will be recognized during the Awards luncheon on Sunday, April 6, 2014 at the 48th Annual Convocation and Exposition:

- Connecticut Chapter (2 awards)
- Georgia Chapter
- Indiana Chapter (2 awards)
- Kentucky Chapter (2 awards)
- Maine Chapter
- New Hampshire Chapter



## Share Your News

New job? On the move? Chapter Event?  
Share news with your peers in both  
ACHCA eNews and LTC Continuum!

Submit news items to [news@achca.org](mailto:news@achca.org).

## BOOK REVIEW & ARTICLE SUBMISSIONS

ACHCA is looking for book reviewers and authors to contribute reviews and leadership articles for the Long Term Care Continuum newsletter.

Book review forms are available and are quick and easy to complete. If you are interested in becoming a book reviewer, contact [news@achca.org](mailto:news@achca.org) to obtain a book review form. If you are interested in having an article published in Long Term Care Continuum, contact [news@achca.org](mailto:news@achca.org) for the editorial guidelines.



All articles are reviewed by our Editorial Review Panel for inclusion in our newsletter. If you are interested in serving on the ACHCA Editorial Review Panel to review substantive articles published in Continuum, please contact us at [news@achca.org](mailto:news@achca.org).



# member news

The Massachusetts Senior Care Association (Mass Senior Care), the state's largest long term care provider association, has elected **Bill Bogdanovich, CNHA, CALA, CAS, FACHCA** of the Massachusetts Chapter as Chairman of its Board of Directors for 2014. Congratulations to Bill!

The NJBIZ Best 50 Women in Business awards program honors New Jersey's most dynamic women in business that have been making headlines in their field. Hats off to **Toni Lynn Davis, CNHA, FACHCA** from the New Jersey Chapter for receiving this recognition!

*Kudos* to Immediate Past Chair, **Tim Dressman, CNHA, CALA, FACHCA**, and the staff at St. Leonard in Centerville, Ohio! The assisted living community earned the Tier one recognition level as part of the National Center for Assisted Living's Quality Initiative Recognition Program (QIRP), for achieving the Customer Satisfaction Quality Initiative Goal.

*Congratulations* to proud grandpa, **Keith Knapp, PhD, CNHA, FACHCA**, on the birth of his second grandchild, Avery Jo.

*Congratulations* to **Roberto Muñiz, FACHA**, of the New Jersey Chapter, who was recently appointed as a Board of Director of LeadingAge.

*Congratulations* to **Kathleen A Pajor, FACHCA**, President & Executive Director of Beechwood Post Acute & Transitional Care/ Long Term Care who has been chosen as one of 2014's "20 to Watch" by Provider magazine. Kathy is also the Connecticut Chapter President.

*Hats off* to **Andrea Rathbone**, Massachusetts Chapter Member and Administrator of D'Youville Senior Care in Lowell! She was recently selected by AHCA's Provider Magazine as one of the top "20 to Watch" emerging leaders in long term care from across the country.

The following **Ohio Members** have recently received a deficiency-free survey. ACHCA congratulates them on their efforts:

**Gregory Ackerman** (Anchor Lodge Limited, Lorain), **Paul Kocsis, CNHA, FACHCA** (Bayley Place, Findlay), **Wendy Dolyk** (Commons of Providence, Sandusky), **Cydney Bare, CNHA, FACHCA** (Fairhaven Community, Upper Sandusky), **Deborah Welker** (Kenwood by Senior Star, Cincinnati), **Timothy Dressman, CNHA, CALA, FACHCA** (St Leonard, Centerville) and **Thomas Widney, CNHA, CALA, CAS, FACHCA** (Wesley Glen, The Health Center, Columbus)

The Ohio Chapter would like to congratulate the two W. Phillip McConnell Student Scholarship Fund Winners: **Lance Nickles** (Ohio) and **Darla Hayden** (Kentucky).

*Kudos* to **Jimmie Williamson, PhD**, South Carolina chapter member, for being named the next president and executive director of the SC Technical College System. Mr. Williamson will begin his new job on March 17, 2014.

*Congratulations to the following 2014 award winners.* These individuals will be recognized during the Awards luncheon on Sunday, April 6, 2014 at the 48th Annual Convocation and Exposition:

- Distinguished Service to ACHCA Award - **Stephen Esdale, CNHA, FACHCA** (Massachusetts)
- Distinguished Nursing Home Administrator Award - **Michael Duffy, FACHCA** (New Jersey)
- New Administrator Award - **Sara Sherwood** (Maine)
- Outstanding Member - **Molly Savard, CNHA, FACHCA** (Connecticut)
- Outstanding Member - **Allan Swartz, FACHCA** (Minnesota)
- Public Service - **Govind Bharwani, PhD** (Wright State University, Ohio)
- Champion Award - **Saint Joseph College of Maine** (John Pratt, FACHCA, Assistant Program Director, Health Administration Programs)
- Business Partner Award - **Redilearning Corporation** (Michael Hemlepp, CEO)

**Eli Pick Facility Leadership Award** - Each year, ACHCA recognizes the leaders of top-performing Skilled Nursing Facilities (SNFs) across the country through the Eli Pick Facility Leadership Award. Eligibility letters were mailed to Administrators of 1,297 Skilled Nursing Facilities (SNFs). This year, ACHCA received 297 attestations in which 273 administrators met the eligibility requirement of being the administrator of record for the SNF for the 2013 calendar year. The recognized administrators represent thirty-six states from across the country. Award winners who have chosen to be present during the 48th Annual Convocation and Exposition will be recognized for their accomplishments during the Awards Luncheon to be held Sunday, April 6, 2014. To learn more about the Eli Pick Facility Leadership award, please visit [www.achca.org/awards](http://www.achca.org/awards).

# member updates

## ACKNOWLEDGEMENTS (OF DONATIONS)

All gifts, memorials, and tributes received by ACHCA are gratefully acknowledged. They honor the individual in a special way and enable ACHCA to fulfill its mission. This issue acknowledges donations received between July 1, 2013 and December 31, 2013. Donations received after December 31, 2013 will be acknowledged in a subsequent issue of *Continuum*. Visit the new ACHCA Donations website at <http://connect.achca.org/achcadonations>

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*John Brennan, CNHA*  
*Benjamin Dale, CNHA*

*Michael Gore, CNHA, FACHCA*  
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## ENHANCE YOUR PROFESSIONAL CREDIBILITY

Professional certification is the formal process by which a certifying agency, such as ACHCA, validates an administrative leader's knowledge, skills, and abilities in a specialty area of practice such as nursing home (CNHA) or assisted living (CALA) administration. Interested in becoming certified? Visit the Development page at [www.achca.org](http://www.achca.org) for more information.

## ARE YOU ELIGIBLE TO BECOME AN ACHCA FELLOW?

If you have made significant contributions to long term care and have maintained two continuous years of Full membership, consider becoming an ACHCA Fellow.

The designation of FACHCA demonstrates to staff, residents, and the community your commitment to your profession and to them. It signifies achieving the highest level of ACHCA membership which is a status you may keep for life as long as you maintain your ACHCA membership. Visit the Development page at [www.achca.org](http://www.achca.org) for more information.

Just a reminder: In order to maintain your fellow credential (FACHCA) you must maintain current ACHCA membership. If your membership has lapsed for 60 days or more, FACHCA reinstatement will require a new membership application and a fellow application fee of \$250.

New

# members

## ACHCA Welcomes THE FOLLOWING NEW MEMBERS

July 1, 2013 – December 31, 2013

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Rhendy Amador – Aquadilla, Puerto Rico  
Anne Ambler-Cote - Sanford, ME  
Abiola Amore - Marietta, GA  
Katie Andrus - Green Bay, WI  
Bardia Anvar - Los Angeles, CA  
Monica Aragon - Coachella, CA  
Setona Armstrong - Northport, NY  
Beth Arundel - Girard, OH  
Nahed Assal - Matawan, NJ  
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The banner features a yellow sticky note with a pushpin in the top left corner. The background is a collage of two images: an aerial view of a tropical coastline with turquoise water and a resort building, and a beach scene with a large thatched umbrella and lounge chairs. The ACHCA logo is in the top right corner.

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# ACHCA

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NATIONAL OFFICE ACHCA

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*Connect | Learn | Advance | Actualize | Lead*

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