

The New York Association of Homes & Services for the Aging (NYAHSA)
and
The Foundation for Long Term Care (FLTC)
present:

**Quality Assurance in the Adult Care Facility (ACF):
Key Considerations**

Two related ACF audio seminars
speaker:

**Frank Rose, ACSW, LCSW, Consultant
NYAHSA ProCare, Albany, N.Y.**

New York state has been statutorily requiring Quality Assurance (QA) programs in adult homes since the mid-1990s, but long before that in practice. Through training, regulation and survey practices, the Department of Health has encouraged all ACFs to make quality the key ingredient in improving facility operation and resident care.

These sessions will provide you with information about QA and ideas about how to construct and implement a program in your facility or how to review your existing program for continuing effectiveness.

Seminar 1

Developing a Quality Assurance Program for Your ACF

An Audio Seminar

Tuesday, March 23, 2010, from 10 to 11a.m.

Seminar 2

Taking the Next Step:

Making Your ACF Quality Assurance Program Work for You and the Residents

An Audio Seminar

Friday, April 30, 2010 from 10 to 11a.m.

Please see page two for seminar descriptions.

Who Should Attend?

Adult Care Facility Administrators

Nursing Home Administrators

Please see page three for continuing education credit information.

Don't Delay – Fax Your Register Today

Seminar Descriptions

The two seminars are related, though you may participate in either or both. Credit will be awarded for each program, and you must register for each of them separately.

Seminar 1 - March 23

Developing a Quality Assurance Program for Your ACF

This session will provide an overview of QA and its role in ACFs.

We will:

- **Review the current definitions, policy and regulations regarding QA in ACFs**
- **Identify the principles of QA and how they can be applied in ACFs**
- **Identify the benefits of implementing QA in ACFs**

This session will help ACF operators and administrators understand the importance of a QA program in their facility, the benefits for operation, resident care and resident and staff satisfaction. We will also discuss the considerations and steps necessary in developing such a program.

Seminar 2 - April 30

Taking the Next Step:

Making Your ACF Quality Assurance Program Work for You and the Residents

This session will focus on the operational aspects of QA in ACFs.

Topics include:

- **Recognizing the importance of staff, resident and family participation in the QA process and the factors influencing their perceptions**
- **Identifying indicators of QA practices in various areas of ACF operation**
- **Exploring best practices in developing and implementing ACF QA plans**

This session will explore the benefits and challenges of making a QA program operational. It will help participants understand the relationship between facility operation and continuous quality review.

Cost/Convenience

- A reasonable fee per toll-free connection.
- **One connection** with your speakerphone can accommodate an unlimited number of staff.
- No travel is necessary. You and your colleagues can listen from your facility.

Registration Fee

NYAHS A Member \$69 per connection per seminar

Non-Member \$89 per connection per seminar

Fee includes **one** toll-free telephone connection, **one** e-mailed handout and **one credit request**.

We recommend that you fax the registration form to (518) 434-4385 with check to follow.

Substitutions are permitted. No refunds will be given.

How the Seminars Work

For the March 23 seminar, registration must be received by March 17, 2010.

The person registered will receive a confirmation of registration.

If you do not receive a confirmation, you are not registered.

On March 19, each registrant will be sent an **e-mail** from Cindy Wayman (cwayman@nyahsa.org) containing instructions for joining the March 23 seminar as well as the seminar materials, in a PDF format (you will need Acrobat Reader, available free at www.adobe.com, to download materials and copy for all those listening in).

Please make sure this e-mail has not been redirected to a spam or junk e-mail folder.

No more than five (5) minutes prior to the program, you may dial the special toll-free number for the seminar.

At the beginning of the program, instructions will be reviewed with all registrants regarding procedures for the Q&A period and what to do if you experience any technical difficulty.

For the April 30 seminar, registration must be received by April 26, 2010.

The person registered will receive a confirmation of registration.

If you do not receive a confirmation, you are not registered.

On April 28, each registrant will be sent an **e-mail** from Cindy Wayman (cwayman@nyahsa.org) containing instructions for joining the April 30 seminar as well as the seminar materials, in a PDF format (you will need Acrobat Reader, available free at www.adobe.com, to download materials and copy for all those listening in).

Please make sure this e-mail has not been redirected to a spam or junk e-mail folder.

No more than five (5) minutes prior to the program, you may dial the special toll-free number for the seminar.

At the beginning of the program, instructions will be reviewed with all registrants regarding procedures for the Q&A period and what to do if you experience any technical difficulty.

Accreditation

The Foundation for Long Term Care, the educational affiliate of NYAHS A, is a certified sponsor of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and has submitted each program for a maximum of **one hour** under their sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses.

A certificate of attendance will be provided for one hour for Assisted Living or ACF Administrators.

REGISTRATION FORM
Quality Assurance in the Adult Care Facility (ACF):
Key Considerations

Two related Adult Care Facility (ACF) audio seminars

NYAHSA Member \$69 per connection per seminar

Non-Member \$89 per connection per seminar

Fee includes **one** toll-free telephone connection, **one** e-mailed handout and **one credit request**.

Please fax (518) 434-4385 or mail your registration form.

No refunds will be given. Substitutions are permitted prior to the day of the seminar.

For the March 23 seminar, registration must be received by March 17, 2010 and materials will be e-mailed to the person registered on Friday, March 19.

For the April 30 seminar, registration must be received by April 26, 2010 and materials will be e-mailed to the person registered on April 28.

Reminder: Each participant seeking continuing education credit must be registered before the seminar.

Name _____

Title _____

Facility _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-Mail _____

I AM REGISTERING FOR:

Seminar 1 - March 23, 2010, from 10 to 11a.m.
Registration Fee _____ x _____ number of connections = amount due \$ _____

Seminar 2 - April 30, 2010, from 10 to 11a.m.
Registration Fee _____ x _____ number of connections = amount due \$ _____

Total Amount Due \$ _____

Payment is by check only.

We recommend that you fax the registration form to (518) 434-4385 with check to follow.

Questions??

Contact Cindy Wayman at cwayman@nyahsa.org. or (518) 449-2707, ext. 115, fax (518) 434-4385.

Make check payable & mail to:

FLTC, 150 State Street, Suite 301, Albany, NY 12207-1698, Attn: Sandy Kelley

Intent on improving the quality of your Adult Care Facility (ACF) or Assisted Living Facility?

Expanding into the assisted living field?

The New York Association of Homes & Services for the Aging (NYAHSA) now offers its exclusive NYAHSAProCare consulting services for ACFs, Assisted Living Programs (ALPs) and Assisted Living Residences (ALRs)!

Here are just some of the assisted living/ACF services that NYAHSAProCare can offer:

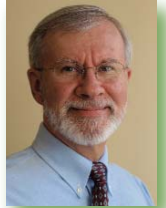
- ✓ **Operational consulting**
- ✓ **Survey preparedness**
- ✓ **Crisis management/post-survey consulting**
- ✓ **Mentor new administrators and other key personnel**
- ✓ **Targeted training on a wide range of issues**
- ✓ **Navigate regulations and hurdles in developing a new assisted living service**
- ✓ **Documentation consulting**
- ✓ **Quality assurance consulting**

“My goal was to have a bird’s-eye view of what kind of shape we were in after just starting up our ALP a year ago, and Frank absolutely provided that. For me, it was valuable because I had to know where we stood before we had years of bad habits. Frank was a bulldog. He went after everything, and I would do it again.”

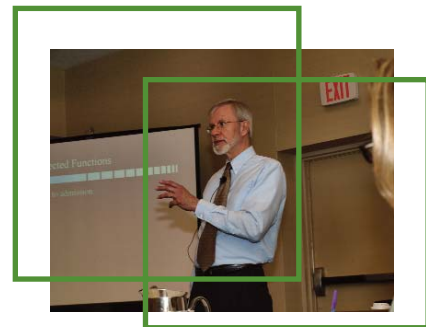
– Anne Dooley
Executive director,
Good Shepherd-Fairview Home
Binghamton, N.Y.

NYAHSAProCareSM consultant

Frank Rose is uniquely qualified to help you navigate the complex regulations and facets of assisted living in New York. He holds an MSW, is certified by the state as a Licensed Masters Social Worker and is a member of the Academy of Certified Social Workers. He was employed for more than 25 years by the New York State Departments of Health and Social Services as a specialist in adult residential care, focused on ACF and assisted living policy, statute, regulation, surveillance and training. He assisted providers, professional associations, advocacy groups, individuals and other state agencies and served as the Director of the Bureau of Policy and Standards and the Director of the Bureau of Surveillance and Enforcement. As a ProCare Consultant, Frank brings that expertise to assist ACF and assisted living providers by conducting operational and quality reviews, application preparation, mock surveys, survey preparedness and post-survey activities including deficiency correction, mentoring and training of key personnel and staff and targeted review and training on specific service areas or issues.



Because the ProCare team participates in an ongoing dialogue with regulators and policy makers at the state and federal levels, we are a cut above consulting firms who don't have the same access to up-to-the-minute information.



For more information about what NYAHSAProCare can do for you, visit www.nyahsa.org/pro_care or call (518) 449-2707.