



The Orange Peel

July, 2010
Volume 1, Issue 8

The Official Newsletter for California Association of Health Facilities, Orange County Chapter

Special Interest Articles

Wine Tasting

Advancing Excellence
Campaign

This issue brought to you by:



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JEAN STEEL – A SHOW STEALER!

Good Customer Service and Good Communication are Key

Jean Steel attended our June meeting and gave a great discussion about customer service and good communication practices in the long term care industry. Ms. Steel's points were filled with funny anecdotes and engaging examples, she stole the show!

Some important ideas and thoughts imparted by Ms. Steel are outlined briefly below:

In today's world, with blogging, email, and other public dissemination of personal opinions, reputation is everything.

As with reputations, first impressions are also very important. You can have the most beautiful facility in the world but if does not matter if your staff isn't nice.

Customer service addresses those needs that are not part of medical practice but are important to the resident.

Five ways your residents evaluate customer service:

- Reliability
- Responsiveness
- Assurance
- Feel Valued
- Empathy

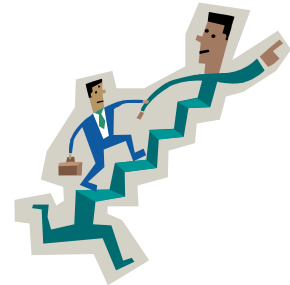
To give good customer service, one must also be able to communicate well. Whenever possible steer clear of medical jargon. Another key element is body language, be sure you know what message you are sending!

Components of a clear message are:

- o Intention
- o Content
- o Feelings
- o Results

Be direct. Clear concise directions are more easily understood and leave less room for doubt or confusion.

For more information please visit Ms. Jean Steel's website: www.JeanSteel.com or contact her via email at: Jean@JeanSteel.com.



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YOU DON'T WANT TO MISS OUT ON THESE EVENTS!

OCAHF has some great upcoming activities. Be sure to save the date and mark your calendars! Wine tasting, continuing education, and more!

September 27-28,
2010 CAHF Quality
Symposium

September 25, 2010
OCAHF Wine Tasting
South Coast Winery

October, 2010
OCAHF Nurse Council
Education Seminar

Please contact Mike Dodge at MDodge@rescare.com for more information.



"To meet your needs and address your concerns, we really need to hear from the Members directly."

- Mike Dodge, President



WE WANT TO HEAR FROM YOU!

Have some great ideas to share?

Do you have an important issue you would like to see addressed at a Chapter Meeting? Worried about Fall Risks? Looking for Staff Retention Tips? Other great questions or subjects for discussion? Let us know!

At each Chapter Meeting we will host a presentation based on the topics you would like to see discussed.

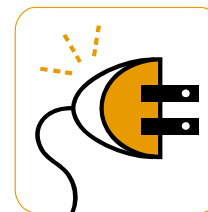
Mark your calendars! See our cover and other

articles regarding upcoming events such as the Nurse Recognition Lunch, the Orange County Disaster Summit, a new Education Seminar, etc. You don't want to miss out on these exiting events!

Other topics for discussions, requested speakers, thoughts and ideas are welcome! Thoughts and ideas from staff are also welcome.

Please contact Mike Dodge with your issues, topics and ideas at: MDodge@rescare.com.

ARE YOU ON OUR CURRENT MAILING LIST?



If not, or if you know someone else who would like to be, please contact:

Anita Bunting,
OCAHF Secretary
(760) 845-0018
ocahfboard@gmail.com

TEMECULA WINE TASTING FUNDRAISER

Join CAHF REGION V for a day of wine tasting at South Coast Winery in Temecula.

Attention all OCAHF Members!

CAHF REGION V (Orange County, San Diego, San Bernardino and Riverside Chapters) invites you to its Wine Tasting Fundraiser! Come on out and join the fun. Those **not** interested in wine tasting can spend time at Pechanga Casino Hotel.

Proceeds from this event will go to the CAHF PAC. There will be sponsorship opportunities available. Details are as follows:

When:
Saturday,
September 25th, 2010

Where:
South Coast Winery
34843 Rancho California Rd
Temecula CA
(951) 587-9463

Please RSVP to Anita Bunting at: ocahfboard@gmail.com

Further information will be sent via email, e-vite and U.S. Mail. Keep an eye out!



OC DISASTER SUMMIT

ARE YOU PREPARED?

OCAHF formed a link between CAHF's Disaster Preparedness Team and Orange County's Health Disaster Management Division, and a half-day OC Disaster Summit Training Seminar was held on May 26, 2010.

There were approximately 50 attendees at this first Disaster Summit – a great turnout!

Participants had the opportunity to enroll in the ALERT OC and CAHAN

emergency communication systems.

Our next steps in disaster planning will be a face-to-face meeting to brainstorm communication and transportation challenges for long term care facilities in Orange County.

Details for the brainstorm meeting will be announced as soon as they are available.

For more information regarding the Disaster Summit, please contact Mike Dodge at: MDodge@rescare.com.

WANT TO TELL THE WORLD HOW GREAT YOUR FACILITY IS? A FACILITY SHOWCASE IS JUST THE TICKET!

Submit a 1 page (standard 8 ½ x 11 inches) showcase of your facility for publication in the Orange Peel! Be sure to include contact information, a brief description of your facility and a photo or two.

Contact Mike Dodge for more information and submit your showcase today!

MEDLINE'S ABAQIS

MEDLINE PRESENTS NEW QUALITY IMPROVEMENT SURVEY SOFTWARE

Do surveys scare you? Does your heart rate speed up when you see the Department walk in? You are not alone!

Breathe easy – help is on the horizon. Surveys as currently run are subjective and inconsistent. However, a new objective, comprehensive and structured survey process

is headed our way. The survey process for California is scheduled to roll out in 2012.

The new survey process will be split into two parts:

Stage 1 is a preliminary statistical assessment of various care areas. If in Stage 1 the Department feels the action warrants further review, then it moves to Stage 2.

Stage 2 is an assessment to determine if a deficient practice exists and to document such deficiency.

To help make this new process easier, Medline introduced its new software Abaqis.

This software allows you to run your own quality improvement survey and walks you through each of the same type of issues brought up at survey. For more information on Abaqis please contact:

Nursing Home Quality
Attn: Ellen Sandler
Ellen.Sandler@nursinghomequality.com



Fun Fact: The brain of an adult human weighs around 3 pounds (1.5 kg). Although it makes up just 2% of the body's weight, it uses around 20% of its energy.
(Courtesy of: <http://www.sciencekids.co.nz>)

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"Providers Giving Quality Care".

SHOUT OUT FOR SPONSORS

Get your name up in lights (sort of!)

OCAHF is looking for a few good sponsors. Following are the sponsorship levels available:

Headliner for Orange Peel:

* Our newsletter is distributed to members and non-members and is posted on the CAHF Blog. **Diamond Sponsor:**

* Name is included in our Agenda;

* Table top distribution of your Agency information;

* 15 minutes to describe to attendees how your agency can help them.

Facility Profile:

Submit a photo and one page description of your facility for inclusion in the next Orange Peel!

Other Items:

There are other Raffle Prizes and Fundraisers available as well. Please contact Anita Bunting if you are interested in sponsoring!

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Fun Fact: Children laugh roughly 400 times a day, while adults only laugh 15 times a day on the average. When did we get so serious? Lighten up and laugh people!



(Courtesy of www.funfactz.com)

Advancing Excellence Campaign

Nursing Home Campaign

CAHF's CEO Jim Gomez has set a new goal for 2010... to have 600 California LTCs join Advancing Excellence in America's Nursing Home Campaign.

CAHF is still striving to reach its goal of 600 Members. We have registered 409 Members so far. If you have not yet joined – check out the AEC today!

The Advancing Excellence Campaign (the "AEC") is a national

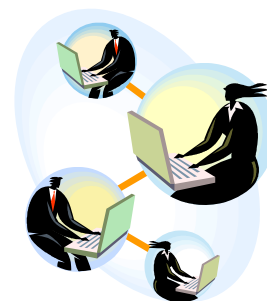
and state effort designed to help nursing homes improve quality of care and life in nursing homes. Supported by many groups, including CMS, CAHF and Aging Services of California, the AEC provides free resources to assist nursing home management and care.

Goals of the campaign are to improve care, reduce care issues and increase resident, and family satisfaction. The AEC offers free webinars and downloadable videos, new ideas, resources and training to track progress and compare your nursing

home to others in the state.

Visit their website at: www.nhqualitycampaign.org for more information.

JOIN THE ADVANCING EXCELLENCE CAMPAIGN TODAY!



We're on the Web!
See us at:
www.cahf.org/blog.html