

November 9, 2022



Echoes from Administrators

ACHCA MA Chapter welcomed practicing administrators to the launch of an virtual community of peers leading facilities across the Commonwealth.

After over two years of constantly changing demands from every corner, it was an informal opportunity to convene and hear what colleagues had happening in their buildings.



Thirty administrators registered, with 18 finding their way to the zoom. (Next time, we'll have an email monitored during the zoom in case anyone hits a technical snag, as we did lose a few folks.) Representation spanned a cross-section of corporate/multi-facility, non-profit, and freestanding organizations from across the state.

Similarly, participants have been licensed and in their buildings for as little as a year or two, while others count tenures in decades.

Our Survey & Regulatory Experiences Included:



- ◆ **Surveyor scrutiny on testing** – sampling a list of employees and wanting to see results over periods back like 6 months.
- ◆ **Surveyor scrutiny on COVID notifications** to families, staff, residents, etc.
- ◆ **Surveyors arriving in facilities as early as 6AM**, in some cases wearing scrubs (which was noted to throw off 11-7 staff initially thinking they were incoming staff/agency).
- ◆ **Large teams and many new surveyors were reported**, which posed some basic challenges (e.g. enough laptops, etc.) in addition to resulting in what felt like a significant diversion to front line staff in getting their usual work done and be responsive to survey team.
- ◆ **More frequent questions** from the complaint unit through HCFRS on facility self-reports were noted.
- ◆ **2567's** are seeming to take longer, with cases where even IJ's were called some time after-the-fact (weeks/months).
- ◆ Some facilities had been surveyed recently, while others had not since pre-pandemic.

Registrant Facilities/Companies

AdviniaCare
Alliance
Broad Reach /Liberty Commons
Catholic Memorial Home
Chelsea Jewish Lifecare
Christopher House
Diocesan Health Facilities
Eisenstein Flaherty
Emerson Rehab @ TCU
Erickson Living
Genesis
Life Care
MA ACHCA
Notre Dame Health Care Center
Regal Care
Rehabilitation Associates
Salter Healthcare
Sarah Brayton Nursing Center
Serenity Hill Nursing and Rehabilitation Center
Seven Hills Pediatric Center
Sterling Village
The Overlook
Westfield Gardens

- ◆ **Phase III preparation levels** ranged from early stages to further along, with most efforts on ensuring policy and procedure development than operationalization. Focus areas mentioned included Trauma-Informed Care, Reporting, Infection Prevention and QAPI.
- ◆ On participant also noted having a recent **OSHA on-site inspection**, which posed its own unique demands and focus areas, fit testing records being specifically noted.

Our Workforce Experiences have included reports of:



- ◆ A bit more **applicant flow** in the last 4 weeks.
- ◆ Fewer “ghosting” applicants.
- ◆ **Indeed** remaining a primary platform for posting positions.
- ◆ Significant efforts also being made to:
 - Develop/strengthen **relationships with education partners** (nursing schools, tech programs).
 - **Promoting CNA to LPN.**
- ◆ **RCA** recruitment efforts were noted to be bringing in not more than “a few”.
- ◆ **Sign-on bonuses** were reported to be pretty prevalent, as well as robust amounts of “pick up” and other bonuses to help cover shifts.

Reimbursement / Financial / Census discussion was somewhat limited as the hour was coming to a close. Overall,



- ◆ Occupancy seemed less of a stressor with regard to demand, though limitations imposed by the facility based on staffing seem common.
- ◆ Geri-psych beds and difficulties with placement in emergent situations was noted to be a continuing challenge.

Closing polls and considerations and subsequent feedback included:

- ◆ Most reporting this a good use of their time.
- ◆ Interest in doing another session – perhaps in January.
- ◆ Question of whether there should be changes to the discussion areas (which were categorized between survey/regulatory, workforce and reimbursement/financial/census), or if this would work for subsequent gatherings.

CEU Certificates were emailed to all on 11/19/22.