

May 4, 2023

Echoes from Administrators

ACHCA MA Chapter welcomed practicing administrators to another live gathering of our virtual community of peers leading facilities across the Commonwealth.

Registrant Facilities Included:

Alliance Health & Human Services
Ascentria Care Alliance
Bethany Health Care
Blaire House of Worcester
Brandon Woods of New Bedford
Broad Reach Healthcare - Liberty Commons
Chelsea Jewish Lifecare
Christopher House
Clifton Assisted Living
Courtyard Nursing Care Center
CRNC
Diocesan Health Facilities
Emerson Hospital Rehabilitation & TCU
Evergreen health group
Genesis
Hathorne Hill
Health Concepts Ltd
Holden Rehabilitation & Skilled Nursing Center
JML Care Center
John Scott House
Landmark Management Solutions
Life Care Center of Acton
Life Care Center of Wilbraham
Life Care Centers of America
Madonna Manor
Maplewood Senior Living
National Healthcare Associates
Nemasket Healthcare Center
Notre Dame Healthcare
Palmer Healthcare Center
Regal care
Rehabilitation Associates
Royal Health Group
Salter Healthcare
Sarah Brayton Nursing Center
Saugus Rehab
Sterling Village
The Doolittle Home
The Overlook Masonic Health Center
Veterans' Home in Holyoke
Westfield Center
Westfield Gardens

Twenty-five administrators were present for our check-in and update, affording another informal opportunity to convene and hear what colleagues had happening in their buildings.

Representation continues to span 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: anecdotal reports on several standard survey experiences in various regions of the state, as well as feedback on Steve Davis's recent presentation at the ACHCA MA Chapter's annual meeting in



Foxboro.

Steve is the Division Director for DPH's Division of Health Care Facility Licensure and Certification, in addition to having served as a licensed nursing home administrator prior to joining DPH.



ECHO participants expressed appreciation for his candor, and the depth of information. The explanation of how DPH is in the final stages of getting standard surveys back on cycle was also noted to be helpful. Especially of further interest is:

- Cross-tagging.
- The disproportionate frequency of citations in MA compared to other states (“Why?”).

The resultant impact of both of these practices on a facility’s 5-star rating, which cascades through to exclusion from ACO programs adds to the significance, also reducing access to beds for acute partners and hurting facility occupancy.

There is continued desire to have the slides he presented since visuals to the monitors at the meeting made it difficult for some to see. Steve reports that as of 5/5, he’s awaiting response from DPH on whether they may be released.

Anecdotal Standard Survey Experiences Reported Include:

- **A 5-6 day survey** with 6 surveyors (3 or 4 training) in a small (<50 bed) building. Ultimately the survey sample was “all of the residents”. Good interpersonal dynamics with team and facility staff.
- **A 2-3 day survey**, with 5 surveyors in a 100+ bed facility. Some surveyors were familiar from prior surveys, but some new as well. Good interpersonal dynamics and communication with team and facility staff also noted at this survey.
- **A 5 day survey**, first for the facility since early 2020, which began on a Sunday morning at 6:30 AM. Again, communications and work with facility team and surveyors was not noted to be problematic.

Areas of focus were reported as “usual”, though a particular interest in air mattresses, settings, orders, etc. was mentioned.

Complaint Unit Survey Experiences Reported Include surveys with:

- One with no hint of outcome at exit.
- Another where the facility was not sure of exact nature of complaint/allegation throughout the survey.
- And a third where surveyor left suggesting that “there should not be any findings”.

Final 2567’s were reported to be about a month after.

IDR?

There were questions about how to attend IDR, with some not realizing that the meeting is no longer in-person. ACHCA will continue sharing the link in advance of the meeting with its membership list each month. [This link](#) will take you to the May 24th meeting – 1 PM.



Bev?

After apparent bounce-backs from emails to Bev Kercz, long-time presence in the CMS Region I office, there was discussion about whether she had retired and who was taking her place. Another participant noted that MSCA was working to find out current status, so hopefully more info will be forthcoming.

Our Workforce Experiences have included:



There was a sense of “better but still sucks” with regard to recruitment and hiring. Emerging areas of difficulty are now dietary, in addition to the challenges with nurses and CNA’s.

Further discussion was about what was working, with combinations of public job boards, social media, paid Facebook and signs out front all referenced as making a difference, although none as a silver bullet. Referral bonus programs were reported to be no more than modest successes at best, with current staff needing frequent reminders and individual communications or they seem to “forget”.

Karen Laganelli at Notre Dame was so gracious as to share Facebook sites they were referred to by their marketing firm SageAge....”with the message is to get yourself on as many of these as you can”.

- **Now Hiring - South Shore Jobs** <https://www.facebook.com/groups/539064146219351/>
- **Massachusetts Job Board - Now Hiring** <https://www.facebook.com/groups/164664004083435/>
- **Massachusetts Jobs Hiring** <https://www.facebook.com/groups/massachusettsjobs/>
- **Real Job Postings of Massachusetts** <https://www.facebook.com/groups/RealJobPostingsofMassachusetts/>
- **Massachusetts Jobs** <https://www.facebook.com/groups/massjobs/>
- **Help Wanted Massachusetts** <https://www.facebook.com/groups/588795504492331/>
- **Healthcare careers** <https://www.facebook.com/groups/1692793270967066/>
- **North Shore Massachusetts Job Postings** <https://www.facebook.com/groups/243093050618603/>
- **Central MA Jobs** <https://www.facebook.com/groups/1943105222583108/>
- **Massachusetts Allied Healthcare Job Board** <https://www.facebook.com/groups/822500172047573/>

Karen also included the contact information for their marketing firm’s account sirector:

➔ Emily Gordon ■ egordon@sageage.com ■ (913) 961-1529 ■ SageAge.com

CEU Certificates for today’s meeting will be sent to all participants, with plans for another ECHO group as the summer winds down.



[Follow the ACHCA MA Chapter on LinkedIn](#) so you don’t miss the notice on the next ECHO in your email!

Stay up-to-date on future events at <https://achca-machapter.org/upcoming-events/> with an October 11th golf tournament.

Information on previous events (including handouts when available) are posted at <https://achca-machapter.org/previous-events/>.

Not yet an ACHCA member? Join <https://www.achca.org/membership> . Is your company like [Advinia Care](#), [Alliance Health and Human Services](#), [Bane Care](#), and [Life Care](#) all of whom either reimburse or prepay ACHCA dues for their MA administrators?