

Nursing & Assisted Living Facility Professional

“NEWS AND VIEWS YOU CAN REALLY USE”

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SENT EACH MONTH TO YOU AS A MEMBER OF THE HEALTHCARE HEROES

THE HAT ADVANTAGE by Rebecca Adelman

GRIT AND GROWTH MINDSET IN SENIOR CARE SERVICES – WHAT’S YOUR SCORE?



Last month, I was privileged to attend the 2015 Claims & Litigation Management Alliance Women’s Leadership Forum. Dynamic leaders met in New York City to share career challenges and accomplishments and leadership competencies. Michele Coleman Mayes,

chief legal officer for New York’s Public Library and co-author of *Courageous Counsel: Conversations with Women General Counsel* in the Fortune 500, was keynote speaker. Ms. Coleman Mayes delivered valuable lessons on grit and growth-mindset. This month, we will explore how these theories can be applied to the healthcare industry and how to cultivate them.

In recent years, scholars, practitioners, and the lay public have grown increasingly interested in measuring and changing attributes other than cognitive. These so-called noncognitive qualities are diverse and collectively facilitate goal-directed effort (e.g., grit, self-control, growth mind-set), healthy social relationships (e.g., gratitude, emotional intelligence, social belonging), and sound judgment and decision making (e.g., curiosity, open-mindedness). Angela Duckworth, an assistant professor at the University of Pennsylvania, focuses her research on a personality trait she calls “grit.” She defines grit as “perseverance and passion for long-term goals.” Her research finds that as a trait, grit had better predictability for success than IQ. Take the Grit Test! (Enclosed with this column). What’s your Grit Score?

The experts break it down and list these attributes as the building blocks of grit:

- A clear goal
- Determination despite others’ doubts
- Self-confidence about figuring it out
- Humility about knowing it doesn’t come easy
- Persistence despite fear
- Patience to handle the small obstacles that obscure the path
- A code of ethics to live by
- Flexibility in the face of roadblocks
- A capacity for human connection and collaboration

- A recognition that accepting help does not equate to weakness
- A focus and appreciation of each step in the journey
- An appreciation of other people’s grit
- A loyalty that never sacrifices connections along the way
- An inner strength to help propel you to your goal

In the healthcare industry, and particularly in senior care, there are many challenges that exist, including regulatory compliance, operational and management decisions and day-to-day delivery of quality care. Cultivating our own grit and fostering others to find their true grit can elevate our human capital and enhance our performance. But how? Here are a few ideas:

Understand and teach that frustration and confusion are signs of progress

- Praise effort
- Trust your gut
- Be resilient
- Trust your gut
- Be inventive and creative again and again
- Commit to your purpose
- Growth-Mindset

Of these ways to build grit, one of the key lessons I received at the conference pointed to Stanford psychologist Carol S. Dweck’s seminal insights about “growth” vs. “fixed” mindsets. People who view talent as a quality either possess or lack have a “fixed mindset.” According to Dweck, people with a “growth mindset” enjoy challenges, strive to learn, and consistently see potential to develop new skills. Out of these two mindsets, which we manifest from an early age, springs much of our behavior, our relationship with success and failure in both professional and personal contexts, and ultimately our capacity for happiness. In the healthcare industry, encouraging a “growth mindset” team can create a greater culture of goal-setters achieving the highest standards and quality performance.

Continued on page 3



Pathway to Rehabilitation Excellence

Tina Jackson
VP of Human Resources

By Blue Health Solutions

Heart and Soul: Wellness For The Mind And Body

Do you want to maintain wellness to the best of your ability over your lifetime? Then you must consider every aspect of your health—body, mind and spirit—and make choices that increase your chances of wellness.

The Body

No one gets a guarantee against cancer, heart disease and other illnesses. But by taking the best possible care of your body, you can reduce the risk of some diseases and strengthen it to fight against others. Establish regular follow-up appointments with your Primary Care Physician.

Also be sure to:

- **Eat right.**
- **Drink plenty of water.**
- **Maintain a healthy weight**—Consult your doctor for your recommended weight.
- **Exercise regularly**—with aerobic activity, strength training and stretching.
- **Get sufficient sleep**—Most people need 6 to 8 hours each day.
- **Relax**—Teach your body to breathe deeply and loosen your muscles daily.

Those are the basics, but you might also need to make some important changes such as these:

- **Limit your alcohol use.**
- **Use caffeine products moderately**
- **Quit smoking.**
- **Give up recreational drug use.**

The Mind

It's possible to get perfect scores at the doctor's office and strive to take good care of your body, only to feel less than well. Why is this? Perhaps you are neglecting the needs of another important health component—your mind. Is it running faster than you are or bogged down with negative attitudes? Maybe it's overwhelmed by the amount of "no-fun" tasks you pile onto it daily, with no breaks for playing, leisure, hobbies, etc. Notice your thoughts: What is the overall tone of your thinking—is it negative or positive? Looking on the bright side improves your total health.

You can also nurture your mind with:

- **Stress management**—Learn how to let go of worry and literally let go of excess work.

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- **Continual learning**—Exercise your brain by taking a new class or learning new skills or hobbies.
- **Play**—Feed your mind daily doses of humor, recreation and special interests.
- **Social support**—Regular time with friends is vital to your health.

If your thoughts remain negative no matter what you do or if you notice confusion, persistent memory problems or anything else that seems out of the ordinary, consult your doctor. You might need his intervention to help restore your mind's health.

The Spirit

What does it mean to have spiritual needs? You surely recognize your desire to love and be loved.

That's the foundation of your greatest spiritual need. You also need to feel secure, protected, hopeful and trusting—needs that inspire many to seek out a "higher being." Whether or not you believe in such a power, you might try some of these suggestions to nurture your spirit:

- Build a time of "stillness" into each day, free from distractions, interruptions, etc.
- Forgive—Bitterness and resentment destroy your health.
- Nurture your self-esteem.
- Accept change and your inability to control all things.
- Explore local places of worship.
- Pray

For more information, please contact Tina Jackson at tjackson@fprehab.com or call 888-531-2204

Getting on the Same Page

by Paige Hector, LMSW

Can You Hear Me Now?



I would like to tell you a story, about something simple that made a profound difference in the lives of two – or more - people. A few months ago, I had the privilege of doing a home visit for a gentleman who was admitted to our palliative care service. He had a variety of medical diagnoses and recent hospitalizations and was referred to the palliative team to help establish goals of care and treatment. Let's call him Jack and his wife Beth.

From his current medical condition to his past, to his goals and needs, we discussed a wide variety of topics. One of the challenges complicating their lives was Jack's hearing impairment. We had to sit very close to him, speak loudly, and look directly at him in order for him to participate in the conversation. This challenge not only affected our communications, it also affected, rather significantly, his relationship with Beth, their friends and the community in general. Jack has hearing aids but doesn't like wearing them so they sit in a drawer.

At the heart of person-centered care is psychosocial well-being which is manifest in a number of different ways. The ability to communicate with other people is intrinsic to the experience of being human: to hear and to be heard. When a person's hearing is impaired, that vital source of interaction can suffer, sometimes to the point of being misinterpreted as cognitive impairment or a mental illness. As Helen Keller was quoted to have said, "When you lose sight, you lose touch with things; when you lose hearing, you lose touch with people".

Jack grew tired of the effort around being able to hear the conversation, even with our attempts to make it easier for him. As the palliative nurse proceeded with her physical assessment of Jack, I spoke with Beth about her experience as a caregiver, her concerns and needs. We talked about the hearing problem and I suggested she consider explore hearing devices that use a small microphone attached to headphones or earbuds. We ended the visit and I corresponded with Beth via email over the next couple weeks.

The extent to which Jack's hearing loss was impacting their lives was significant. While they sometimes went out for meals, they had long since stopped trying to communicate in a restaurant. Talking in the car was impossible as clearly Beth had to keep her eyes on the road and wasn't able to look at Jack when they spoke. Little by little, they were losing pieces of their relationship and the ability to communicate with each other easily.

Beth did her homework and purchased a device. (The brand name is irrelevant and this is not an advertisement for any particular device.) She shared with me the impact that being able to hear and communicate with each other again has had on their lives and their relationship. In an email Beth wrote, "The [device] has quickly become invaluable for us. Whenever Jack asks me to explain something to him I'm so thankful that he can hear what I say rather than guess. In the past he would catch a word here-and-there. Many times this led him to misunderstand what I was saying which, occasionally, resulted in some horrendous arguments."

Now, they go out to eat and enjoy the entire experience, including the car ride! I recently found out that they even took an overnight

trip, something that they never would have considered previously. Jack loves audio books and now enjoys them even more that he can hear each word which, in Beth's words, "soothes his moods and distracts him from whatever is causing his agitation."

Jack and Beth had some friends over for dinner. Jack was using his device while their friend was using his hearing aids. Jack was following, and participating, in the conversation while it was apparent that their friend was struggling. He tried Jack's headphones and it was like a whole new world opened up to him! So, the blessing of being able to hear was then passed along to their friend.

Sometimes, I wonder if we get so caught up in the medical diagnoses, treatment options, and medications that we forget the basics: the essence of quality of life and ultimately quality of care.

No one knows what the future will bring for Jack with his illnesses but at least he will be able to hear what his providers are telling him and to participate in the decision-making to the best of his ability. Now, that's the essence of this small story. We live in an unprecedented time. Little things can make such a huge difference, if we take the time to find out what is needed, and what can be done.

Paige Hector is a clinical educator, who gives workshops and seminars across the country on diverse topics including clinical operations for the inter-professional team, meaningful use of data, advance care planning, refusal of care, documentation and care plans. She is skilled at inspiring staff to critically evaluate their own organizations and then gives them the resources and guidance to make necessary changes. Contact Paige at 520-955-3387 or at paigehector@gmail.com plus you more discover more about her at www.paigeahead.com

The HAT Advantage continued from page 1

Developing more grit and growth mindset also creates stronger commitment to the organization and motivates innovation and increased learning. Findings support that employees will have more trust in their company, investment in the future (retention), creativity and ethics. Greater collaboration and management potential are at the heart of a strong origination that can adapt, grow, and improve. With quality improvement a focus in our industry and the threat of increased fines as part of the recent budget compromise, achieving organizational goals and building and fostering a grit and growth mindset culture will help position our companies for even greater success with the challenges day-to-day and those that lie ahead.

Please feel free to share your "Grit Score" (from the Grit Scale that's on page 4) and ways you think we can all improve our scores!

Rebecca Adelman, Esq. - Ms. Adelman, PLLC is a founding shareholder of Hagwood Adelman Tipton and practices in the Memphis, Tennessee office. She is the chair of the firm's Strategic Planning Committee and Women Rainmakers Mentoring Program. For 25 years, Rebecca has concentrated her practice in insurance defense litigation representing national insurance carriers and self-insureds with a concentration in healthcare law. Please feel free to contact her at radelman@hatlawfirm.com.

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12- Item Grit Scale

Directions for taking the Grit Scale: Here are a number of statements that may or may not apply to you. For the most accurate score, when responding, think of how you compare to most people -- not just the people you know well, but most people in the world. There are no right or wrong answers, so just answer honestly!

1. I have overcome setbacks to conquer an important challenge.
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
2. New ideas and projects sometimes distract me from previous ones.*
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
3. My interests change from year to year.*
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
4. Setbacks don't discourage me.
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
5. I have been obsessed with a certain idea or project for a short time but later lost interest.*
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
6. I am a hard worker.
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
7. I often set a goal but later choose to pursue a different one.*
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
8. I have difficulty maintaining my focus on projects that take more than a few months to complete.*
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
9. I finish whatever I begin.
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
10. I have achieved a goal that took years of work.
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
11. I become interested in new pursuits every few months.*
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all
12. I am diligent.
 - Very much like me
 - Mostly like me
 - Somewhat like me
 - Not much like me
 - Not like me at all

Scoring:

1. For questions 1, 4, 6, 9, 10 and 12 assign the following points:
 - 5 = Very much like me
 - 4 = Mostly like me
 - 3 = Somewhat like me
 - 2 = Not much like me
 - 1 = Not like me at all
2. For questions 2, 3, 5, 7, 8 and 11 assign the following points:
 - 1 = Very much like me
 - 2 = Mostly like me
 - 3 = Somewhat like me
 - 4 = Not much like me
 - 5 = Not like me at all

Add up all the points and divide by 12. The maximum score on this scale is 5 (extremely gritty), and the lowest score on this scale is 1 (not at all gritty).



KESSLER'S CORNER

by Chip Kessler

A TIME FOR THANKSGIVING

Gosh, it's hard to believe but we're drawing close to the end of another year. Doesn't it seem like just yesterday that we were ringing in 2015?

Yet the months go by. With Thanksgiving drawing close, it is the perfect opportunity to express my gratitude to you, and a lot of outstanding people that make this publication so successful. We're now in our 5th year and response to what we deliver each month is at an all time high.

To begin with I want to say "thanks" to all of you that receive this publication each month, and for the many kind words you have passed along through the years. We like to feel that we are bringing you news and information that is insightful and useful, and from your feedback we are succeeding on these fronts. Next on my thank you list, are some great companies and organizations such as DART Chart Systems, Functional Pathways, and the HAT Law Firm that have been loyal supporters of what we are doing in the nursing and assisted living community across the country.

What draws you to each issue, is a very talented group of columnists who are very well versed in their particular fields and have earned my thanks: folks such as Sheila Capitosti and her outstanding writing/communications team at Functional Pathways; our Olympic athlete and motivational whiz Meg Stone; Joel VanEaton; our newest contributor Paige Hector; and the marvelous Rebecca Adelman.

As I've shared with you before, when I first conceived of putting out a monthly newsletter many years ago, Rebecca was the first person I contacted. I did so for two reasons: first, to get her opinion if such a publication would be potentially well received, and second to see if she would be a regular monthly contributor. Rebecca was very enthusiastic on both fronts. In fact, I'm proud to say that Rebecca has been the major driving force with her well-written articles month after month. She is as steady as they come. Her contributions are certainly good enough to earn your monetary investment (as are the other columnists I earlier mentioned) for this publication however there are no such plans to offer the *Nursing and Assisted Living Professional* newsletter on anything but a complimentary basis as we've done from the start.

Last but not least, I want to express my appreciation to two great ladies who toil behind the scenes to make this newsletter go. One

is Jessica Suzore, Rebecca Adelman's able assistant, who is the brains behind making sure the publication is placed in our weekly Hot Button e-mail blast, and second is Lori Wilhoit the graphics and design expert that takes all of the various elements in print and puts it all together for your reading pleasure. Their contributions are sincerely appreciated!

On a personal note, I also wish to thank those of you, that through the years, have been clients of the programs and services I offer through my organization, Extended Care Products. Many of you have been with us since we first went national back in 2002 and for this you have my sincere gratitude. In 2016, we'll enter our 14th year, and the same appreciation goes to those of you in the assisted living and nursing facility population that have found us through the years and have invested in what we offer, whether you discovered us in 2015 or sometime before.

Speaking of 2016, there are two major goings on at Extended Care Products that either have begun already, or will be announced in the weeks ahead. The first actually was introduced a short while ago; it's a web site that specifically outlines what ALL nursing and assisted living facilities are facing. I won't go into much detail here because the web site, and the video message contained there do a very good job of explaining the situation. Go to LawyersWhoSue.com and discover what I mean.

Next is something that's been in the works for quite some time. I've already alluded to it in these pages, and more news is soon forthcoming. It's not the announcement of a new organization or a group per-say; it's more of a movement, recognition if-you-will that's long overdue and is well deserved because you've earned it. It's under the banner of "The Healthcare Heroes!" Keep reading for more details about the most important program, Extended Care Products and this publication has ever sponsored.

In the meantime, "Happy Thanksgiving!"

Chip Kessler is General Manager of Extended Care Products. Over the last 14 years he's created, developed, and produced some 24 staff training and family education programs for our nation's nursing and assisted living facilities. Two of these programs alone have sold over 300,000 copies each. Discover more at ExtendedCareProducts.com or at 1-800-807-4553.

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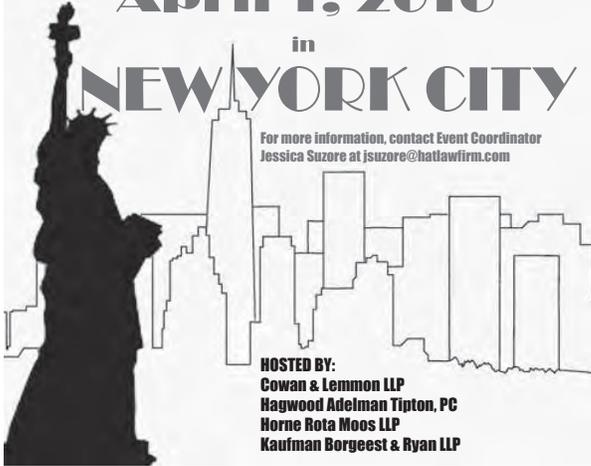
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