

**Friday Review—10/18/19**

Hello and Happy Friday! Playing catchup today after being at the AHCA/NCAL Convention and Expo this week. If you were there, I hope you enjoyed it. If you couldn’t make it, please think about putting it on your calendar for next year.

**RIHCA Delegation**—RIHCA had 25 members in attendance at this year’s event. It was three full days of seminars, learning new tips and techniques, catching up with old friends, making new friends, awards, and yes, even some time set aside for fun. To that end, attached is a photo of some of your RIHCA members before Wednesday night’s gala which included dinner and a great concert by Kool and the Gang.

**Congratulations again**—Speaking of awards, Susan Whipple, administrator of Cedar Crest Nursing Centre in Cranston, did us all proud by crossing the stage to accept her Silver Quality Award from AHCA/NCAL. Cedar Crest is one of only 184 homes in the country to earn Silver this year and the only one in Rhode Island. Also recognized were Cherry Hill Manor and Greenville Skilled Nursing and Rehabilitation Center for earning the Bronze Quality Award.

**Tidbits from the Opening Session**—Several AHCA and NCAL leaders addressed us during Monday’s opening session. Several phrases were especially meaningful to me. One speaker talked about our “passion for compassion” as a reason we all do what we do. Another talked about the AHCA “Why I Care” campaign which highlights employees making a short video telling why they serve in the long-term care industry. Maybe we should start a similar program in RI? And AHCA/NCAL President and CEO Mark Parkinson urged all in attendance to “stay focused on the mission.” He talked about highlighting the good we do each day noting that “hundreds of hugs” are given before lunch and thousands of acts of kindness take place daily.

**More Good News**—As one of his last official acts, retiring AHCA Board Chair Michael Wylie announced that the AHCA Board has agreed to extend Mark Parkinson’s contract for an additional three years, with an option for two more. In other business, Debbie Meade of Georgia was elected as AHCA Chair for the next two years and Helen Crunk of Nebraska was elected Chair of NCAL.

**Avoid Nurse Burnout**—McKnight’s published an article this week offering three tips to avoid nurse burnout. I’m sure with some modification this could be expanded to all employees. A link to the article is here: <https://www.mcknights.com/marketplace/3-ingredients-to-reduce-nurse-burnout/>

**Closing Remarks**—The closing keynote speaker at this year’s convention was Brad Montgomery. Brad is a motivational speaker who presents funny business keynotes aimed at being inspirational and promoting leadership. He talked about the power of words, and how simply by telling someone they are awesome, you will improve both their life and yours. He used some of his own real-life experiences to show how the power of a simple compliment has paid many dividends. He urged us all to recognize and celebrate the small victories we experience in our lives every day.

So, let me try out his advice. I appreciate all that you do each and every day to improve the lives and experiences of our members, our staff and especially our residents. Yes, you truly are awesome!

Now, let’s hope the Patriots can be awesome on Monday night as they test their skills against the newly revitalized New York Jets. It has worked these last few weeks, so I will say it again: Go Pats!