

MONDAY

ONLINE

MAILING

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Top Stories

Session Countdown - Down To The Wire

With just a week to go in this year's legislative session, long-term care is remaining a front-line topic on the agenda.

News media across the state reported over the weekend that lawmakers are intent on avoiding cuts to schools, nursing homes and local government. The first job, of course, is to resolve the \$935 million budget deficit -- which at press time continues to be the major drama on the table.

The Legislature could send a budget package to the governor anyway, but it would probably be vetoed, according to reports. Gov. Tim Pawlenty can let the clock tick down and use his executive powers to right the budget on his own. The "unallotment" process requires him to empty the reserves and allows him to delay, reduce or cancel unspent payments.

This year's legislative session must adjourn Monday, May 19. Watch for Member Alerts throughout the week.

For Further Information:

Contact Kari Thurlow at kthurlow@mhha.com.

Pelican Lake Health Care Center Will Close June 30

Fifty full-time employees of the Pelican Lakes Health Care Center are looking for new jobs and 25 residents will need new homes after officials announced last week that the facility will end operations on June 30.

Management said that the statewide move from institutional long-term care to home-like settings is a major reason the facility will close.

The facility, which is owned by a non-profit organization, The Foundation of Rural Health Care of Burnsville, has been a part of the community since 1957. The foundation is looking at various options in order to make use of the building in Ashby once the nursing home ceases operations.

The nursing home's administrator, Shayla Henneberg said the nursing home staff, in coordination with state and Grant County agencies, will work as a team to relocate the residents. The Workforce Center in Fergus Falls will assist staff members in their pursuit of new jobs.

For Further Information: Contact Bill Floyd at bfloyd@mhha.com

CMS Proposes "Recalibration" of PPS Rates that Would Result in Cuts to SNFs

On May 5, CMS released a proposed rule on Medicare PPS rates for the year that begins on Oct.1.

The rule proposed rule "recalibrates" the rates paid to skilled nursing facilities (SNFs). The adjustments, if adopted, will result in a 3.3 percent reduction in the rates paid to SNFs for the upcoming rate year. The market basket inflation factor for the upcoming year is 3.1 percent, so the net impact on SNFs is a reduction of 0.2 percent or around \$60 million nationwide.

The recalibration of rates is based on a review of the impact of the 2006 changes, when the Medicare PPS RUG system was changed from 44 groups to 53 groups.

The implementation of that change was designed to be budget neutral, but the CMS review of claims data after the implementation showed that facility revenue under the 53 group system has increased. The changes proposed for the upcoming rate year would, in the view of CMS, restore the budget neutrality of the 2006 RUG system conversion.

CMS is proposing to adopt a final rule for the Oct. 1, 2008, rates in August. In addition, the President has proposed eliminating the inflation increase for this year, which would make the rate cut more severe.

In its final budget, Congress will determine what, if any, cuts are applied to the SNF rates. AAHSA is strongly opposed to the elimination of the inflation factor and the proposed "recalibration" of rates.

We will be informing members of how they can assist AAHSA in lobbying to prevent rate cuts.

For Further Information: Contact Jeff Bostic at jbostic@mhha.com.

Speaker Confirmed for Financing Forum

Robert Clark of Medtronic has accepted our invitation to serve as the Minnesota Business Partnership panelist at the long-term care financing solutions forum Wednesday, June 4, at the Humphrey H. Humphrey Center. Clark will serve on the panel looking at viable state approaches to long-term care financing.

The Minnesota Health & Housing Alliance, in partnership with the Center for the Study for Politics and Governance at the Hubert H. Humphrey Institute of Public Affairs, AARP Minnesota and AAHSA are sponsoring this groundbreaking forum.

The registration deadline for this free event is Friday, May 23, but members are encouraged to sign up early because space is limited. A brochure was mailed to members last week.

For Further Information:

Contact Beth Gabrysiak at bgabrysiak@mhha.com

News Briefs

MHHA Launches HWS Online Community

As part of MHHA's online communities, now housing-with-service providers will have a new way to share information, raise issues and connect with their MHHA peers working in housing-with-services.

The more members who actively use this online community, the more valuable a forum it will become.

The Housing-with-Services online community launches with Assisted Living, Memory Care and EW/GRH Reimbursement as identified categories for member discussion and sharing of information. Additional topic areas can be added as needed. This online community offers you the opportunity to view and share information in three ways:

1. **Announcements** with the latest news affecting your work or news items related to a particular topic.
2. **Discussion forums** that offer you the opportunity to follow and participate in conversations over days, weeks and even months. You can choose how to receive the postings by setting your preferences when you subscribe to an online community.
3. A **shared document area** related to the forum allowing users to organize and categorize documents for easy sharing.

Interested members are encouraged to log in today and begin participating in the Housing-with-Services online community. Subscribing is easy:

1. Access Online Communities by logging in to the member area of the MHHA web site, <http://www.mhha.com>, and click on "Communities" from the blue navigation bar or select "Online Communities" from the main navigation bar.
2. The Online Communities web page is divided in three areas: "My Community News", "My Communities" (communities that you are subscribed to), and "Other Communities" (communities that are available for you to subscribe to.)
3. Go to the "Global Preferences" link found in the gray navigation bar (below your name). On this screen you will again see which communities you are subscribed to and which are available for you to subscribe to. Select the community that you would like to join and click on the word "Subscribe." (Some communities will be set up by invitation only, e.g., a committee, and the MHHA administrator will have already subscribed you to this community.)
4. On the same screen, choose how you would like to receive forum posts and/or news bulletins - either immediately via e-mail from each post; a digest of a day's posts, a digest of a week's posts, or not receiving e-mails but reading online on your own time.

As new Online Communities are added under "Other Communities," just follow the above instructions to "Subscribe" and set your preferences.

5. You are now ready to participate, so click on "Communities" from the blue bar and select the forum you would like to post to. You can respond to an existing question by clicking on that subject line or you can create a new discussion topic of your own by clicking "Create New Topic."

To help, members can access a step-by-step Reference Guide on how to use MHHA's Online Communities, available online at: <http://www.mhha.com/inc/data/OnlineCommunitiesRefguide.pdf>.

In the near future, MHHA will launch another online community for Assisted Living Nurse Network (ALNet), where participants can discuss issues, see updates and review notes from ALNet meetings.

For Further Information: Contact Mary Youle at myoule@mhha.com.

MDH Releases OHFC Report

The Minnesota Department of Health has released its latest annual report on the activities of the Office of Health Facilities Complaints (OHFC). There were 892 complaints involving 1111 allegations against nursing homes and 2,769 incident reports from nursing homes involving 2,901 incidents in FY2007.

The report describes the functions of OHFC, its statutory and regulatory responsibilities, and its administrative structure. The report also presents data on complaints, incident reports, investigations, and findings for the state fiscal year ending June 30, 2007, and the two preceding years.

The data continue to demonstrate the bulk of OHFC's activities continue to concern care centers rather than other licensed providers like hospitals, supervised living facilities, home care agencies, hospice programs, hospice residences, and freestanding outpatient surgical centers.

Fifty percent of complaints (from the public in general, not from the facility) in FY2007 involved nursing homes. This is down slightly from 52 percent two years earlier. Incident reports filed by providers involved care centers 83 percent of the time, unchanged from two years previously.

Care centers and members of the public tend to report different things. For example, the most common events reported by facilities are falls (26 percent, or 751 falls) and unexplained injuries (23 percent, or 667 injuries).

The public reports falls and unexplained injuries only 6 percent and 2 percent of the time, respectively. What the public does report, however, is complaints about general health care (30 percent, or 338 reports) and patient rights (14 percent, or 156 reports).

OHFC investigates only a small percentage of all the complaints and reports. In 2007, OHFC investigated 801 out of a total of 5,096, or slightly less than one-sixth of the complaints and reports.

Of these 801 investigations, 418 were conducted onsite by OHFC investigators. The data on results include some investigations carried over from the previous year and exclude some not completed within FY2007.

Out of a total of 595 onsite investigations, only 187, or 31 percent, were substantiated. This represents less than four percent of the total complaints and facility reports. For every facility in which OHFC substantiates an allegation, there are 25 facilities for which the allegation is not substantiated.

The report also provides data broken out for nursing homes. There were 397 onsite investigations in nursing homes. OHFC issued deficiency citations to 48 facilities (a few nursing homes are counted twice in that number) and state correction orders to 33 facilities.

The report does not indicate whether or to what extent facilities received deficiency citations and correction orders for the same complaint or report, but such duplication does sometimes occur. Even if there were no duplication, however, the substantiation rate for nursing homes would be slightly over 20 percent, well below the 31 percent rate overall.

The report looked at a number of other aspects of OHFC's activities. For example, it indicates that pressure from CMS to investigate more complaints or reports is contributing to delays in finalizing the reports.

It also discusses the recent insistence from CMS that certified facilities report to OHFC immediately when required under the federal regulations, rather than simply reporting to the common entry point. The report features the findings of CMS's evaluation with respect to requirements for time investigation, completing of reports, and similar administrative criteria.

Members may download this report by clicking <http://www.mhha.com/inc/data/OHFCReport2008.pdf>

For Further Information: Contact Darrell Shreve at dshreve@mhha.com.

MDH Releases Annual Quality Improvement Report

The Minnesota Department of Health has released its annual quality improvement report, as required by statute.

Each year MDH reports to the legislature on its quality improvement efforts for the federal fiscal year and presents its major objectives for the next year. This report describes the experiences in the 12 months ending on Sept. 30, 2007, and the plans for the year ending Sept. 30, 2008.

The report discusses these three special focus areas for FFY 2007--evaluating the new post-certification review process, encouraging culture change, and improving the consistency of the survey process. The major findings are:

- **New PCR process**--20 percent of facilities selected for the random PCR had a deficient practice, compared to 19.1 percent of all facilities the preceding year that would have met the criteria for a possible random PCR. MDH considers these rates to be essentially consistent, suggesting that providers do not fail to make corrections because they are in the random PCR pool and have only a 25 percent chance of being selected for an on-site PCR.
- **Culture change**--MDH participated in several culture change events during the year, including the Culture Change Coalition Summit in March 2007 and the Pioneer Network's national conference held in Minnesota in August. In addition, the department included resident-centered or resident-directed care as criteria in its Nursing Home Technology Pilot Grant Program.
- **Consistency of the survey process**--Minnesota continues to cite more deficiencies than any other state in Region V and Minnesota ranks 8th nationally. (The report states Minnesota ranks ninth, but the table in Appendix D shows Minnesota to be 8th.) Of the states that issue more deficiencies than Minnesota, only California has more facilities.

The department's principal goal during 2008 will be the implementation of the Quality Indicators Survey, or QIS, a process that will run through 2010. The department expects to train additional survey staff, implement QIS in other regions of the state, analyze survey process variations, develop a plan to reduce variations, and hold discussions with stakeholders on the

best way to use the broad set of data that will now be available through the QIS process.

Additionally, the department will be working with stakeholders to examine state survey regulations and practices that are not currently part of QIS and determine how they will continue to be met.

In the near future, CMS plans to release QIS protocols for investigations of complaints and the department will need to discuss and develop plans for the roll-out of that protocol.

The report contains a number of graphs and tables that include data on citations by team, scope and severity, the two informal dispute resolution processes, and similar items. Members can download this report by clicking <http://www.mhha.com/data/QIReportonNHs2008.pdf>.

For Further Information: Contact Darrell Shreve at dshreve@mhha.com.

CMS Releases Proposed Rule on Medicare Hospice Program Rates

On May 1, CMS released a proposed rule, <http://edocket.access.gpo.gov/2008/pdf/08-1198.pdf> on hospice program rates for the year that begins on Oct. 1, 2008.

The rule proposes to phase-out a special wage index adjustment that has been included in the rates for over a decade, and that change combined with the annual inflation factor increase results in an average rate increase estimated at 1.9 percent.

The special wage adjustment, known as the "Budget Neutrality Adjustment Factor" (BNAF) was instituted to minimize disruption when a new wage index system was put in place in 1997.

CMS is proposing to phase-out the BNAF over the next two years, and the first year of the phase-out reduces the average rate increase from an estimated inflation adjustment of 3 percent to only 1.9 percent. A final rule, including a final inflation factor amount for the upcoming rate year, will be published in August.

For Further Information: Contact Jeff Bostic at jbostic@mhha.com.

Falls Prevention Grants Available; Applications Due June 9

Grant funds are now available from the Minnesota Falls Prevention Initiative (MNFPI), a statewide initiative promoting independence and quality of life among older adults by reducing falls and fall-related injuries.

MNFPI will award grants of \$1,000 or \$2,000 to up to 10 Minnesota community-based organizations to address either of the following two categories: Fall Prevention Partnership Development or Fall Prevention Community Activity projects. Applications are due June 9 and grants will be announced on June 16.

The application is found at <http://www.mnfallsprevention.org/professional/MNFPGrants.doc>

Fall Prevention Partnership Development grants are targeted to community-based organizations that will develop partnerships in local communities to increase fall prevention knowledge, coordinate fall prevention efforts and referral procedures, or increase the availability of fall prevention interventions.

Partners to consider include the Area Agency on Aging, local public health departments, public safety organizations (e.g., fire and emergency medical services), public works departments, social service providers, health care service providers, local policy makers, and others. Examples of proposed activities include:

- Holding a planning summit to identify community priorities and strategies for preventing falls.
- Completing a community inventory of fall prevention programs and services, identify gaps in programs and services, and develop a plan to fill the gaps.
- Developing a coordination, referral and linkage plan among organizations that offer fall prevention programs and services.

Fall Prevention Community Activity Projects are designed to strengthen an existing aging or health network or coalition to specifically address fall prevention among older adults. MNFPI encourages these activities to take place during Fall Prevention Awareness month (Sept. 2008), particularly on the first day of fall (Sept. 22, 2008). Activities could include:

- Convening a multidisciplinary group of professionals to develop and implement a plan to promote the use of screening questions and referral procedures. (The falls prevention web site has posted information on screening at <http://www.mnfallsprevention.org/professional/screening.html>.)
- Hosting a community education and screening event that includes representatives from partner organizations and addresses fall risk factors, such as an occupational therapist demonstrating assistive devices, pharmacists offering medication reviews, eye doctor offering vision assessments, physical therapist demonstrating exercises, and/or a podiatrist to discuss foot care and footwear.
- Hosting an education session for public safety organizations (e.g., fire and emergency medical services), public works departments, social service providers, health service providers, volunteer networks and/or local policy makers on fall prevention.

Consortiums of community based organizations are encouraged to apply but must select a lead organization that will be

responsible for overall coordination.

MNFPI's falls prevention website has a variety of resources for both consumers and professions. It is found at <http://www.mnfallsprevention.org/>.

For Further Information: Visit <http://www.mnfallsprevention.org/contactus.html>.

DHS Announces a New Data Collection System for VA Reports

The Minnesota Department of Human Services (DHS) has released bulletin #08-25-02, which describes how the Social Service Information System (SSIS) will now be used to collect vulnerable adult (VA) report data that comes to the county Common Entry Point (CEP).

Although this bulletin is written for county staff and does not directly impact providers, providers may be interested to know that this new automated system is designed to generate better data and improve efficiency in the reporting system.

Until now, CEPs have taken oral VA reports and then distributed them to the appropriate lead agency -- County Adult Protection Unit, Minnesota Department of Health Office of Health Facility Complaints (MDH OHFC), and DHS Licensing Division -- for further assessment. Prior to 2008, a copy of the report was also sent to the DHS Adult Protection Unit for data collection purposes.

The Social Services Information System (SSIS) was chosen to host the centralized data base for the VA reporting system. SSIS is currently being utilized by all 87 counties, plus two tribes for child protection/child welfare and 84 counties currently use SSIS for adult services in some fashion.

Though SSIS was a system initially designed for child protection, a new vulnerable adults (VA) module is now available on SSIS Version 5.0. Both the CEP report taking and investigative findings or outcome reporting are now automated and available using SSIS. Scott, Washington, Hennepin and Itasca counties have participated in pilot testing since November, 2007 and installation of SSIS Version 5.0 has been accomplished in a staggered fashion from March 20-28, 2008.

According to the bulletin, this new information system will:

- Improve the timely response to reports of alleged VA maltreatment
- Improve the efficiency of work processes between the CEP and lead investigative agencies
- Increase the quality of data regarding VA maltreatment in Minnesota
- Provide business support to county adult protection in local investigations of maltreatment alleging involvement with caregivers, non-licensed providers or self-neglect.

For Further Information: Visit bulletin #08-25-02, found at <http://tinyurl.com/62dlhd>.

Hospice Update from AAHSA

The American Association of Homes and Services for the Aging (AAHSA) has provided the following updates on anticipated rate cuts and recent reports on hospice services.

Expected Rate Cuts

Lori Anderson, CMS Acting head of home health and hospice said, "As laid out in the 2008 PPS rule, CMS will repeat this year's 2.75 percent cut in 2009." According to AAHSA, Anderson hinted that while another case-mix change will not occur this year, another change could be in store for 2010, but she stated that it will be nowhere as drastic as the changes that took effect this year.

For Further Information: Contact Peter Notarstefano at pnotarstefano@aahsa.org.

Bills Would Delay Hospice Repayments to Medicare

In April, bills were introduced in the U.S. House and Senate that would place a three-year moratorium on retroactive repayments from hospice providers to Medicare. The bills would also authorize a comprehensive study of Medicare hospice benefits.

In the last five years, the use of hospice by patients with less predictable life expectancies, such as those with Alzheimer's disease, has increased substantially.

In 1998, congress removed limits on how long a person could receive Medicare hospice services but did not remove a cap on the aggregate amount that hospices could be reimbursed each year. The Centers for Medicare and Medicaid Services (CMS) has begun asking hospice providers for millions of dollars in repayments that exceed Medicare reimbursement limits.

MedPAC Releases For-Profit Versus Non-Profit Hospice Report.

AAHSA announces that a recent MedPAC report shows an 11.8 percent profit margin for for-profit hospices and a 2.8 percent profit margin for non-profit hospices.

The report also found that average length of hospice stays rose 30 percent from 2000 to 2005, and that for-profit hospices have accounted for 90 percent of the 1,000 new hospices that have been opened since 2000. MedPAC will issue recommendations later this year, but AAHSA expects one of the main recommendations will focus on the need to reform the hospice payment system.

For Further Information: Contact Morgan Gable at mgable@aahsa.org.

University of Michigan Study Focuses on Hospice Availability

More than a third of Americans now die under the care of a hospice service, a huge increase from just a decade ago and a major advance in end-of-life care. But a new University of Michigan study reveals major gaps in the availability of hospice care across the country - gaps that the researchers attribute directly to the way hospice care is currently funded in America.

Most strikingly, the study finds that communities with lower average incomes and education levels, and areas with large concentrations of elderly people, are far less likely to be served by a hospice than communities with wealthier, more educated and younger populations.

Analyses to date have not shown that hospice saves money overall, but it does result in lower hospitalization, resuscitation and treatment costs. Despite hospice's benefits, previous research has shown that elderly people, members of minority groups and people in rural areas are far less likely to use hospice. The new analysis probes the reasons why, by looking at hospice availability using mapping technology.

For Further Information: Visit <http://www.medicalnewstoday.com/articles/103844.php>.

Loveland LSC Presentation Available

Jim Loveland, the head of the engineering section at the Minnesota Department of Health, has made available his presentation at the Minnesota Health Care Engineers Association.

At the MHCEA meeting on May 2, Loveland presented information from a recent Life Safety Code meeting with CMS officials in Chicago. MHHA summarized his presentation in *Monday Mailing* on May 5, but members will want to download his presentation if no staff attended the meeting in Hinkley or anyone needs the electronic version. To download the version, click on <http://tinyurl.com/62bnjb>.

New Report on Medicaid HCBS Policy from Rutgers Center for Health Policy

The Rutgers Center for State Health Policy recently issued a discussion brief, "*Advancing Medicaid HCBS Policy: From Capped Consumer to Consumer-Directed*," written by Paula Acosta and Leslie Hendrickson.

The report gives a historical perspective on long-term care and discusses the current home and community-based (HCBS) policy environment and issues related to the Deficit Reduction Act of 2005.

For Further Information: Visit <http://www.hcbs.org/files/136/6774/ConsumerChoice.pdf>.

Member News

Member News

In this week's Member News, http://www.mhha.com/index/Member_News read about Catholic Eldercare's President/CEO Retiring and Pamela Hayle, Augustana Health Care Center, elected to Leadership Role. Send your news to Bill Floyd at bfloyd@mhha.com.

Association News

MHHA's Public Policy Forum Set For June 10

The deadline for the adjournment of the 2008 Legislative Session is fast approaching and MHHA staff are already planning for the "critical must-know information" members will need to have for the aging services provider community.

Members will want to set aside Tuesday, June 10, for MHHA's Public Policy Forum. It will be held at the University of Minnesota Continuing Education Conference Center in St. Paul.

Registration materials will be sent to members in the next week

For Further Information: Contact Heidi Simpson at hsimpson@mhha.com.

Date Set for District G Golf Classic

The annual MHHA District G Golf Classic will be held Friday, July 18, at Valleywood Golf Course in Apple Valley.

The cost of the event is \$80 per person and includes 18 holes of golf with cart, a box lunch, two beverage tickets, a buffet dinner with special awards and prizes.

For further Information: Contact Eric Iverson at Augusta/Apple Valley at eliverso@augustanacare.org.

Keynote Speaker Announced For 2008 Midsummer Conference For Senior Living

Andrew Carle will be the featured speaker at this year's Midsummer Conference for Senior Living Wednesday, July 23, at the University of Minnesota Continuing Education and Conference Center in St. Paul.

Carle is an Assistant Professor and founding Director of the Program in Assisted Living/Senior Housing Administration at George Mason University in Fairfax Virginia. The program is the first in the nation dedicated exclusively to the field of senior housing. Carle's work has been featured in or on USA TODAY, The Washington Post, Business 2.0, National Public Radio, FOX Morning News, Retirement Living TV, and in numerous senior housing and international publications.

Carle's morning keynote address will explore exciting and innovative new models of senior housing and technology that you'll want to consider as you plan your organization's future.

He will also give a second presentation in a breakout session that will share the results of a national mystery shopping project that his students were involved in. This project is something your organization can incorporate into its own customer service and marketing efforts. A Promotional brochure will be available in early summer.

For Further Information: Contact Heidi Simpson at hsimpson@mhha.com.

MHHA to Co-Sponsor Workshop With Minnesota Homecare Association

MHHA will be co-sponsoring a one day workshop Wednesday, June 11, with the Minnesota HomeCare Association "MDH Tools for Success: Class A Licensed Only Providers" (Non-Medicare) at the Twin City Event Center in Minneapolis.

The program is designed to bring this group of providers up to date on the many Minnesota Class A rules and regulations before the surveyors arrive.

The program features specific practices and common issues and provide solutions to help you remain in compliance to avoid survey deficiencies and costly fines.

Expert faculty includes Janet Nicol from the Minnesota Department of Health who surveys Class A agencies who can speak from direct experience about compliance and regulatory issues. Joining her will be Jeanette Mefford, a principal with Mefford, Knutson and Associates and Lores Vlaminck, the MHCA nurse consultant.

In addition to their knowledge and expertise, they will be sharing important information, tools and ideas from a practical and day-to-day Class A provider perspective.

The registration fee for MHHA or MHCA members is \$110 per person and the brochure is online <http://www.mhha.com> under 'Events' for viewing. Registration for this program will be handled through the Minnesota HomeCare Association. Registration questions may be directed to Annie Xiong at MHCA (651) 635-0607 or axiong@mnhomecare.org.

For Further Information: Contact Heidi Simpson at hsimpson@mhha.com.

Minnesota Nursing Home Administrator Clock Hours Approved

It's never too early to start working on earning LTC administrator clock hours in the new licensure year. MHHA member LTC administrators attending the following programs will earn clock hours for:

- LTC Financing Solutions (June 11) - 3.25 clock hours
- Successfully & Legally Operationalizing EW & GRH (4 locations in May and June) - 4.5 clock hours

For Further Information: Contact Heidi Simpson at hsimpson@mhha.com.

Mark Your Calendar to Attend Annual Meeting

MHHA's signature leadership event, the Annual Meeting & Leadership Forum, will be held Sept. 16-19, at Madden's on Gull Lake in Brainerd.

Our annual gathering tees off with a golf tournament on Tuesday and will feature thought-provoking keynote speakers, high-level concurrent sessions and unbeatable networking with peers.

Big Name Speakers Just Announced

- Wednesday morning's keynote will feature Terry Paulson, Ph.D. who is a psychologist and recognized expert on the human side of change management. He is the author of several books including They Shoot Managers Don't They. Learn more about Dr. Paulson at <http://www.terrypaulson.com>.
- Spend Thursday morning with Chip Bell, whose company, The Chip Bell Group, helps organizations build a culture that supports long-term customer loyalty. He has authored and co-authored seventeen books including Customer Loyalty Guaranteed: Create, Lead and Sustain Remarkable Customer Service. Learn more about Dr. Bell at <http://www.chipbell.com>.

Attention Business Partners:

Now is the time to consider donating gifts and prizes for the Fourth Annual MHHA Golf Tournament Tuesday, Sept. 16.

Watch for your 2008 Annual Meeting registration brochure in mid June.

For Further Information: Contact Adam Suomala at asuomala@mhha.com.

Education Solutions At-A-Glance

Click Here - <http://tinyurl.com/2egar8> - for more information or to register

Preparing the New LTC DON for a Successful Future, May 20-22, June 17-19, July 22-24, Aug. 26-28

*Sponsored by Alliance Purchasing and MSC

Housing-with-Services Management Certificate Program, June 4-5 (Minneapolis)

*Sponsored by Upper Lakes Foods, Inc.

Successfully and Legally Operationalizing the EW and GRH Programs

*Sponsored by Thrifty White Pharmacy Services

May 22 - Alexandria

June 11 - Mankato

June 16 - North Oaks (Twin Cities)

June 19 - Wadena

Class A Licensing program, June 11 (Minneapolis)

Co-Sponsored with the Minnesota HomeCare Association

Midsummer Senior Living Conference, July 23 (St. Paul)

*Sponsored by Orbovich & Gartner Chartered and Professional Portable X-ray Inc.

Legal Issues for Senior Housing Providers, July 24 (St. Paul)

Nurse Managers in Home Care Settings Certificate Program, July 29-30, Aug. 13-14, Sept. 9-10 (St. Paul)

Innovation and Technology Conference, Aug. 6-7 (Blaine)

MHHA Annual Meeting & Leadership Forum, Sept. 16-19 (Brainerd)

Marketing & Sales for Senior Living Communities Certificate Program, October 13, 14, 15 (St. Paul)

*Sponsored by Welsh Construction and Genesis Architecture

Assisted Living Home Care Conference, Oct. 22 (St. Paul)

Co-Sponsored with the Minnesota HomeCare Association

Financial Management for Home Care Providers, Fall date to be announced (Twin Cities)

Co-Sponsored with Minnesota HomeCare Association

2009 Institute for Older Adult Services, Feb. 11-13, 2009 (Minneapolis)

MHHA Education On Demand

Any time, any place. Download these Video Casts from the 2008 Institute.

Click Here to Order - <http://eseries.mhha.com/source/Orders/index.cfm>

Making Dreams Come True (session 120)

Culture Change: Do More Than Look At Me - Involve Me (session 105)

Motorized Assistive Devices: Balancing Individual Rights and Safety (session 133)

Creating Relationship-Centered Environments For Living (session 206)

Ethical Dilemmas in Refusal of Care: The Challenge and Solution (session 222)

Your MHHA.com

MHHA's First Online Community Stirs Plenty of Discussion

Members will want to check out the great discussion that took place last week on MHHA's first Online Community - Culture Change Connection. Participation is open to all members. Just click on Online Communities from the main navigation at <http://www.mhha.com> and log in.

MHHA's Online Communities are designed to help members connect and communicate with their colleagues on a variety of topics in one central place. It's a great way for members to learn and share with one another and use that knowledge to benefit the people they serve.

The two current Online Communities are:

1. **Culture Change Connection** - An online community designed to advance person-directed living in Minnesota. Share promising practices, connect with a community of supportive colleagues and access the information needed to succeed at every step in the culture change journey.
2. **Housing-with-Services** - An online community designed to provide housing-with-services providers with up-to-date information and to enable them to share issues, questions, tips and resources with their peers. (see article in this issue of Monday Mailing).

For a step-by-step Reference Guide on how to use MHHA's Online Communities, click here:

<http://www.mhha.com/inc/data/OnlineCommunitiesRefguide.pdf>. For assistance in using MHHA's Online Communities,

contact Jenny Mims at jmims@mhha.com or 651-645-4545.