Leadership Spotlight: Trauma ("I'm fine!")

Have you ever had someone ask you “How are you doing?” You might imagine yourself often responding with the phrase, “I’m fine.” But the reality might be quite different. Lyn Ketelsen MBA, RN, a 40-year health care veteran recently led a session on The Gratitude Group about the trauma we as leaders and providers experience in our professional lives and how we have been culturized to suppress it.

The experiences amassed throughout our time as leaders in health care become inherently part of who we are as individuals and professionals. These experiences become our “war stories,” perhaps our badges of honor. We share our stories as a way to decompress and connect with one another. Ketelsen shares that these collected career stories are representative of our skills, our fears, and even valor, for all the things we have been through. They are badges or tokens perceived as won for handling things “other people cannot.”
TOP STORIES

NAHC Backyard Advocacy: Share Your Story

Welcome to week 6 of NAHC’s Advocacy campaign. Congress is headed back to Washington, D.C. this week to debate some key legislation and this week as part of our summer backyard advocacy campaign we are asking to stretch your story telling muscles and share your home care story with your representatives.

Legislators, and regulators, are real life people just like you. Sharing your story can help them better understand the importance of home health care and hospice services and connects them directly with the challenges facing you as patients and families today in accessing quality care and services.

Report: Big Investment in HCBS Needed to Support Long-Term Care Needs

A new report from the Bipartisan Policy Center, Bipartisan Solutions to Improve the Availability of Long-term Care, calls for significant investment in expansion of home and community-based services (HCBS) in order to expand
access to long-term care, which will become increasingly necessary in a rapidly aging society.

“For decades, policymakers have sought to improve access to long-term services and supports (LTSS) and to strengthen these services’ financing,” reads the report. “Today, about half of 65-year-olds will need LTSS at some point in their life. This need will grow as baby boomers age and require more care.”

About 14 million U.S. adults reported a need for LTSS in 2018, according to the American Association of Retired Persons.

More than 800,000 senior and disabled Americans are on waiting lists for HCBS, though most observers believe the true number is far higher than that. The average wait time for HCBS is about three years.

When given the choice, seniors overwhelmingly choose home health care

Imagine you’re in the hospital waiting to be discharged. You’ve come a long way since you were admitted for a serious injury like a broken hip or an illness such as pneumonia, but you still have a long road to recovery ahead.

Where do you go now?

For many seniors, the answer is home. Research shows that an overwhelming number of Medicare beneficiaries prefer to recover in an environment that is
safe, comfortable, and familiar. Even before the COVID-19 emergency ravaged nursing homes and overwhelmed hospitals, more and more seniors favored having the option of high-quality home health care. As demand grows in the future, buoyed by a surge of baby boomers entering the Medicare program, Maryland lawmakers are leading the way to modernize access to home health care.

READ THE REST @ the Capital Gazette

Ipsos PX Pulse: Consumer Perspectives on Patient Experience in the U.S.

The Beryl Institute and Ipsos have released the sixth edition of the Ipsos PX Pulse, a tracking and trending report of U.S. consumer sentiment as it pertains to their healthcare experience.

The report continues to trend data related to the consumer experience from data first collected pre-pandemic in December 2019 through the current rise of the Delta variant in August 2021. In addition, this report explores several additional timely topics related to the patient experience including a deep-dive into health system perceptions and trust, provider communications related to COVID-19 vaccines, consumer site of care and telemedicine preferences, and we revisit questions related to racial and ethnic disparity last explored in June 2020.

READ THE REST @ The Beryl Institute
H3IT: IT Solutions for Home Care & Hospice

**REGISTER**
- October 2, 2021
- Online only

H3IT 2021, the Home Healthcare, Hospice, and Information Technology Conference, is the 8th annual international conference for all stakeholders interested in innovative approaches to improving quality of care and outcomes in home care. The program for this year’s online meeting includes cutting edge presentations, keynotes, and a panel.

Building upon the success of the first seven years, the conference provides an authoritative forum where evidence-based findings, information, and tools are communicated to achieve better health outcomes, quality of care, utilization of and access to care, and reduced care costs in home and hospice care settings. H3IT’s interdisciplinary and applied elements make the conference highly relevant to the patients, providers, payers, vendors, and governments.

H3IT is online this year.

READ THE REST @ PD Home Care at NAHC

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Home Care Training Summit on October 21

Home Care Pulse will hold the Home Care Training Summit on October 21, 2021. In this free, full-day event, Home Care Pulse’s training experts—together with other top experts we’ve gathered from around the industry—will talk about the most important topics in training and give you the knowledge you need to use it as a competitive advantage.

The conference will address topics like:
What’s changing in training, and what you can do to provide the best training around

- How to use training programs to power caregiver recruitment and retention
- How to get caregivers to embrace new training programs
- Why training managers have one of the most important jobs in home care

Learn more about the 2021 Home Care Training Summit.

Applications Now Open for PX Research Grants and Scholar Program

The Beryl Institute’s Patient Experience Grant & Scholar Programs is now accepting applications and will continue to do so until October 28, 2021.

The Beryl Institute established the Patient Experience Grant Program in 2010 for health care professionals and expanded it in 2012 to include a complementary scholars program for doctoral students. The mission of both programs is to broaden the conversation on the value and impact of patient experience by providing grant funding for research projects and a means to disseminate this knowledge.

Now in its twelfth year, the program has supported nearly 150 research projects representing 100 health care organizations and 20 universities from the U.S., Canada and Australia.

Their grant programs award $1,000 to health care professionals and scholars conducting research in patient experience. Recipients will be announced in
Creating a New Generation of Home Care Leaders with the NAHC Mentoring Program

The National Association for Home Care and Hospice (NAHC) is pleased to announce the launch of a new membership benefit, the NAHC Mentoring Program. This program seeks to pair individuals at the early and middle growth stage of their careers with current established leaders of the home care and community-based service industry for a structured mentorship with the goal of fostering involvement and growth in the NAHC Community through:

- Networking
- Navigating Conferences
- Committee Engagement
- Leadership Development
- Advocacy Efforts

The NAHC Mentoring Program is a great new opportunity for up-and-coming industry professionals to learn how to navigate and excel in the Association and how best to use membership to benefit their career. For established industry veterans, the NAHC Mentoring Program is a great opportunity for established leaders to give back to the industry and lay a strong foundation for the next generation of home care and hospice executives.

Learn more and apply.
RESOURCES

The Human Experience 2020: Vision for the Future of Health Care - The Beryl Institute

Littler Operational Guidelines for the Home Care Industry Amid COVID 19 - Littler Mendelson, P.C.

Private Duty Home Care at NAHC is a fully integrated service line of the National Association for Home Care & Hospice focused on Leadership, Education, Advocacy, and Innovation exclusively for the private duty home care community.

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