

Empowering Administrators for AL/PC Inspections



P.E.P.P. UNLIMITED

INNOVATIVE RESOURCES FOR THE ASSISTED LIVING INDUSTRY

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Inspection

- What emotions does this word evoke?



Inspection

Getting Ready for the Big Game!



Prepare

- Preparation equals confidence to not only the administrator but the entire staff
- Have a plan of attack for the day of inspection
- Delegate specific responsibilities to each team member
- Utilizing auditing checklists
- Be prepared for any possible challenge and interaction with inspectors

Prepare Cont.

- Train staff how to talk with inspectors
 - Respect for their position
 - Understand that inspectors have a different perspective of daily operations
 - Use tact and proper voice level and tone
 - Do not be defensive
 - Be honest
 - If uncertain of the answer to a question defer to administration

Practice – Run the Play

- Have a mock inspection
- Have a team meeting and review findings
- Have a plan of action to correct any areas that are found deficient



"Now promise me you will all be very careful."

- Have assignments given to team members to bring deficient areas into compliance

Patience

- Administrators and supervisors - keep emotions in check
- Degrading team members over a mistake
- Working with professionals and vendors



If you do not believe you can do it
then you have no chance at all.

~Arlene Wenger



Pep Talk - Empowerment

- Build Self Appreciation: Take a personal inventory of good qualities
- Repeat Affirmations:
“I know what I’m doing.” or
“I will make a great impression” or “It will all work out.”



Pep Talk – Empowerment cont.

- Fake confidence: practice can make it real

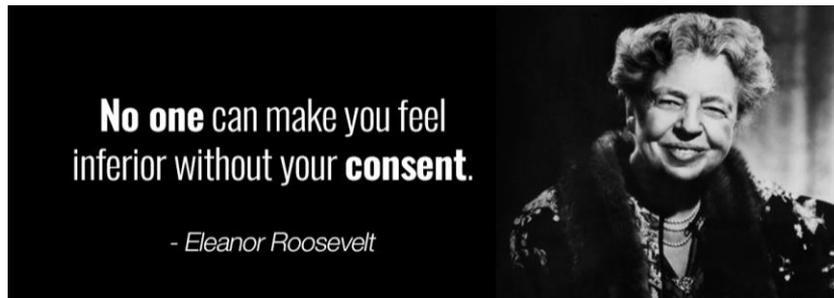


“I think, therefore I am.”

~ Rene’ Descartes

Pep Talk – Empowerment cont.

- Take ownership of thoughts: Allowing criticism from others and negative self talk to rule thoughts will reflect in behavior

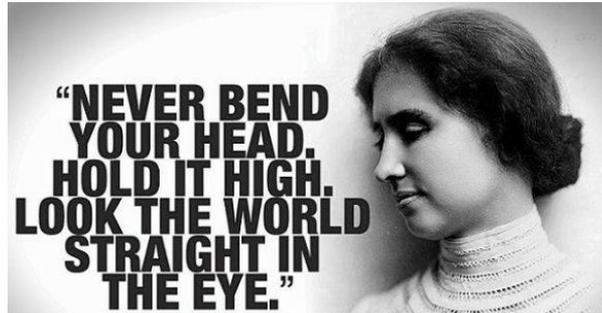


Pep Talk – Empowerment cont.

- Control speech: managing pace, pitch, and enunciation of words
- Support: find a buddy or create an informal group of people who meet to encourage each other
- Firm Handshake: a firm handshake sends a message and is noticed

Pep Talk – Empowerment cont.

- Use good posture: Standing tall is a good habit and will make one look and feel more powerful



~Helen Keller

Team Pep Talk

- Provide a pep talk
- Get the team in the zone
- Be an encourager
- Lead by example: be positive and upbeat
- Remind your team of the end goal: providing the utmost service for residents and their families



Shoe on the other foot?

- Why are there inspections?
- What if there were no inspections?
- What is an inspector's job?
- What if the roles were reversed and you were the inspector



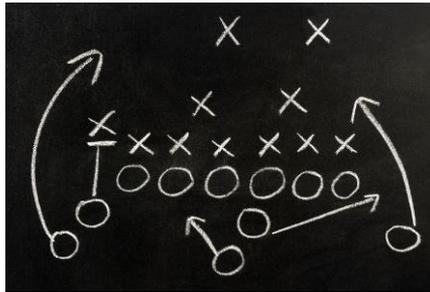
Game Day – Meet and Greet

- Be kind and courteous
- Treat the inspectors with respect
- Choose a quiet, private place for the inspectors to review documents and conduct potential interviews



Running the Offensive Play

- Have everything organized and easily accessible
- Don't waste time: use the DHS conference guide and have required items ready ahead of time in an inspection notebook



**You have to be at
your strongest
when you're
feeling your
weakest**



Recovering From a Fumble

- Be humble
- Accept the mistake with grace
- Own what is your part in the mistake and verbalize it
- Do not compound a mistake by making excuses
- Do not react in anger or defensively



Managing the Defense

- | | |
|---------------------|------------------|
| • Fear | • Annoyance |
| • Being overwhelmed | • Disappointment |
| • Hurt feelings | • Harassment |
| • Guilt | • Threats |
| • Frustration | |



“I Need To Be Right”

Characteristics of the ‘need to be right’ person:

- An insatiable need to be right
- A deep fear of being wrong
- A high need to control others
- An inability to say, "I don't know" or "I am wrong”
- Fear of hearing new information that threatens your beliefs
- Fear of letting go

“I Need To Be Right” cont.

- Preoccupation with winning approval from others
- The neurotic need to always be seen as tough, powerful and strong
- Pride at always being rational and logical
- Uncomfortable with expressing feelings
- Fear of being vulnerable
- Fear and severe discomfort about having bad feelings



**When you are right,
you have no need to be angry.
When you are wrong,
you have no right to be angry.**

~Mahatma Gandhi

Keep Calm and Play On

Follow these “do’s”.

- **Do Calm Down:** Before you discuss the issues because shouting matches rarely lead to effective solutions
- **Do Understand Your Motives:** Before you express your anger ask yourself if you are trying to defeat the person, or are you trying to solve the problem? If your motive is negative, the results may be too

Keep Calm: Listening Skills

- Is your defensiveness caused by a misunderstanding?
- The person talking to you may have meant one thing, but you took it in a totally different way
- Repeat what the other person has said before you walk away - this ensures you both understand what has been said and provides an opportunity to correct any misconceptions

Keep Calm: Be Assertive

- Do Be Assertive - Not aggressive
- Being assertive means that you express yourself effectively and stand up for your point of view, while also respecting the rights and beliefs of others
- Express yourself firmly and clearly without making insulting remarks
- Understand the importance of negotiation and compromise

Keep Calm: Be Assertive cont.

- Because assertiveness is based on mutual respect, it's an effective and diplomatic communication style
- Being assertive shows that you respect yourself because you're willing to stand up for your interests and express your thoughts and feelings
- Assertiveness demonstrates that you're aware of the rights of others and are willing to work on resolving conflicts

Keep Calm: Be Assertive cont.

- Remember: it's not just what you say — your message — but also how you say it that's important
- Assertive communication is direct and respectful
- Being assertive gives the best chance of successfully delivering a message
- Using communication that is too passive or too aggressive, may cause the message to get lost because people are too busy reacting to the delivery

Keep Calm: Be Assertive cont.

- Helps keep people from walking all over you
- It can also help you from steamrolling others
- Communication isn't just verbal. Act confident even if you aren't feeling it. Keep an upright posture, but lean forward a bit
Make regular eye contact. Maintain a neutral or positive facial expression

Keep Calm: Confrontation

- Confront: Confront others appropriately and set boundaries with them
- Know wants, needs, feelings, and communicate them
- Set the tone for constructive, collaborative problem solving

Keep Calm: Stress Management

- Control emotions and behavior
- Pay attention to the feelings and words being expressed by the other person
- Be aware of and respectful of differences
- Communicate your interpretation of said comment
- Manage stress quickly while remaining alert and calm

Keep Calm: Stress Management cont.

- Psychologist Connie Lillas driving analogy:
 - Foot on the gas. (agitated response)
 - Foot on the brake. (withdrawn response)
 - Foot on both gas and brake. (“frozen “ response)



Quick Stress Relief

- Engaging the senses: sight, sound, taste, smell, touch or movement
- Finding the right positive sensory input to create a “sensory toolbox” example: step outside for clean & fresh air, favorite scented candle, spray of favorite perfume
- Sensory-rich memories: imagining vivid sensations such as a baby’s face, beaches, forests , vacation
- Making quick stress relief a habit: practice, practice and more practice until it becomes second nature

**“PEACE IS NOT THE ABSENCE
OF CONFLICT, IT IS THE
ABILITY TO HANDLE CONFLICT
BY PEACEABLE MEANS.”**

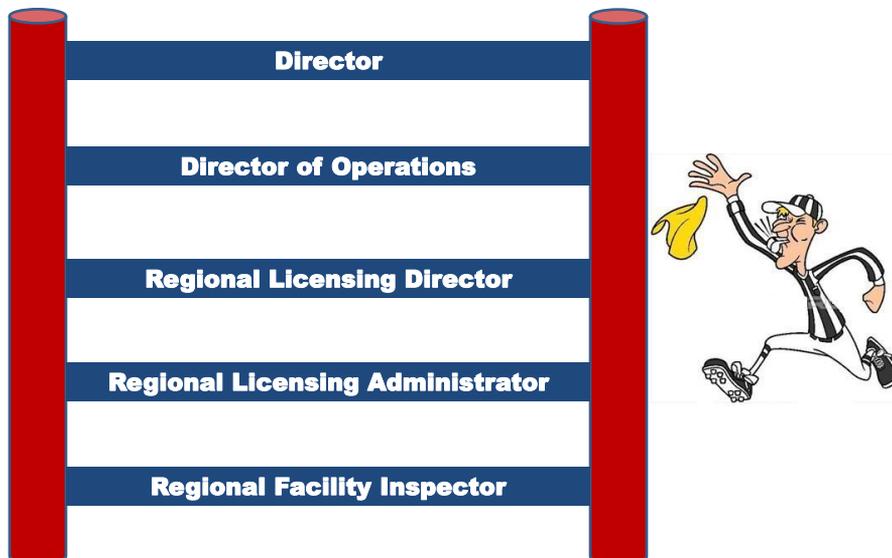
~Ronald Reagan



Taking It Up The Ladder

- When you disagree with a citation(s), you can question it in the exit conference
- Make an appeal when the discussion in the exit conference does not lead to a mutual agreement
- Do not wait to receive your citations in writing to appeal
- Be proactive, start up the ladder and make the appeal within 24 hours

Violation Appeal Procedure





- Winning does not always mean being deficiency free
- No One Is Perfect: striving to be perfect dis-empowers
- Deficiencies are an opportunity to learn and improve
- Remember you create a meaningful job by providing care, support, and services to your residents and their families on a daily basis



John C. Maxwell

**We were created for meaningful work,
and one of life's greatest pleasures
is the satisfaction of a job well done.**