

The Value of Values

In June, FSA will convene a Value Summit. We have sent invitations to all member organizations to attend. The purpose of the Summit is to work together as FSA member organizations in articulating our vision of bringing Quaker values to senior living in today's world. We'll do this by: sharing concrete examples of what the values mean "in action" as we confront today's realities of senior living; reflecting on why "I" do what "I" do and why "we" do what "we" do; and considering what may differentiate a Quaker-inspired senior living organization.



Our hope is that these conversations lead to developing a shared understanding of what distinguishes a Quaker-values approach to senior living, the hallmarks, and the competitive advantage. Participants will have the opportunity to share practices from their organization that reflect a "Quaker lens," and consider learnings to apply in their own organizations. The design of the Summit will provide participants an opportunity to experience ways to stimulate values-based conversations that can be replicated in their individual organizations. We also imagine that we will identify possibilities for FSA related to programs, services, and membership. The Summit is also seen as a way to nourish the commitment to a Quaker-values inspired senior living in a changing world and support the passing of the "generational" torch of this important work.

For those of you who are not participating in the Summit, we will be sharing outcomes in a number of ways - in future issues of this newsletter, most likely a written summary report, and perhaps a video!

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The Board's Duty of Foresight

More than 100 board and staff members from FSA and APG (Anabaptist Provider Groups) gathered at Tel Hai Retirement Community in Honey Brook, PA on April 21 to discuss "The Board's Duty of Foresight."

Keynote speaker Jeff De Cagna of Foresight First LLC challenged attendees to think about the difference between strategic planning and "foresight thinking" and the importance of devoting time to this in what he called "The Age of Transformation." Jeff described the continual cycle of sense-making (what could be?), meaning-making (how will we?), and decision-making (what if we?) that boards should be engaged in as they fulfill their governance responsibilities. An afternoon panel discussion featured two board members from FSA organizations and two from APG organizations sharing how their boards address these responsibilities.



FSA and APG will collaborate on a second program for boards in 2017. "Governance Best Practices Workshop: Board Compliance and Quality Benchmarking" will be held on October 13 at the Holiday Inn at the Morgantown exit of the PA Turnpike. Further information and registration will be available closer to the date.

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Upcoming Events

Annual Meeting
Sept. 28

How to Create a Thinking
Environment
Sept. 29

Introduction to Quakerism
Oct. 11

Governance Best Practices
Workshop
Oct. 13

iHeart Media Women of Excellence Sponsorship

On Saturday, April 1st five FSA organizations in the Philadelphia Metropolitan area (Barclay Friends, Chandler Hall, Foulkeways, Kendal~Crosslands Communities and Pennswood Village) sponsored the iHeart Media WDAS **Women of Excellence** Sponsorship.



The 3rd Annual Women of Excellence Luncheon paid tribute to women who made a difference in the African American tri-state community. Over 1000 women were in attendance. The sponsorship among other elements included a booth at the event, promotional items placed in bags, ads on the radio station and the following two interviews conducted by Marsha Wesley Coleman on behalf of the organizations. The idea for the sponsorship stemmed from a discussion of the Admissions Marketing Peer Group on partnership efforts in diverse marketing.

[Click here to hear the radio interviews and see additional pictures from the event.](#)



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Jeff Bezos Letter to Shareholders

Sometimes you read something that stimulates your thinking, and you continue to go back and read it again and again and again. Jeff Bezos, Chief Executive of Amazon, recently wrote a letter to the shareholders of Amazon.com which is one of those pieces.

“There are many ways to center a business. You can be competitor focused, you can be product focused, you can be technology focused, you can be business model focused, and there are more. But in my view, obsessive customer focus is by far the most protective of Day 1 vitality.

Why? There are many advantages to a customer-centric approach, but here’s the big one: customers are *always* beautifully, wonderfully dissatisfied, even when they report being happy and business is great. Even when they don’t yet know it, customers want something better, and your desire to delight customers will drive you to invent on their behalf. No customer ever asked Amazon to create the Prime membership program, but it sure turns out they wanted it, and I could give you many such examples.”

[Click here to read the full letter](#)

Peace Church Compliance Program

Medicare A Refresher Monday, October 23, 2017

PCCP is proud to present a one-day Medicare A refresher program, presented by Stephanie Kessler and Tracy Montag of RKL’s Senior Living Services Group. The one-day session will include the medical and technical requirements for Medicare A coverage, physician orders, documentation, billing requirements, PEPPER reports and the billing impact of noncompliance. This session is designed for RNAC’s wanting a refresher, Administrators, DONs, Social Workers, Billing staff, and Triple Check Team Members. We have applied for NHA credits. Additional information and registration will be available in June.

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4th Annual PCCP Compliance and Risk Management Conference

Communication Strategies for Compliance and Risk Management - Mitigating Your Internal Risks

October 24-25, 2017 Crown Plaza King of Prussia, PA

The 4th Annual PCCP Compliance and Risk Management Conference, **Communication Strategies for Compliance and Risk Management- Mitigating Your Internal Risks** is designed to bring the latest information on the many different aspects of compliance and risk that affect today's CCRC's. The general session is being presented by Kristy Grant-Hart, author of "How to Be a Wildly Effective Compliance Officer". Concurrent sessions of the conference will allow attendees to hear about hot topics such areas as:

- Legal Updates for Compliance and Risk Management
- Sexuality and Dementia in Long-Term Care
- Creating and Implementing a QAPI Plan
- Falls Prevention Panel Discussion
- Hot HIPAA Topics
- Fundraising Ethics: Special Considerations When Your Donors Are Older Adults
- The Intersection of Audit and Compliance
- Advance Directives

We have applied for NHA credits. Additional information and registration will be available in June.

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Administrative Professionals Day

We want to thank our Administrative Professionals for all the hard work they do to make FSA run smoothly. Thank you Maureen O’Pella, Ellen Moser, and Kim Weichel.



Welcome 2017 Interns

Congratulations to the new interns for the 2017 FSA Internship program. Good luck interns!



Rachel Arndt - Friends Village at Woodstown (pictured above with Human Resources Director Craig Petry)

Joshua Beach - Friendsview Retirement Community

Emily Carnes - Friends Home in Kennett

Morgan Kempmeier - Foxdale Village

Candace Kottmyer - Friends Village at Woodstown

Samantha Kramer - Chandler Hall

Brandon Packard - Chandler Hall

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Karina Soto - Foxdale Village

Hannah Young – Broadmead

2017 Management Series

In this three-part workshop series facilitated by Marsha Wesley Coleman, Director of Leadership Development and Training for Friends Services for the Aging (FSA), managers and supervisors will experience interactive workshops in a co-learning environment as we explore ways to manage within the framework of values in our organizations.

September 20: Session One – Building Capacity of Self

October 18: Session Two – Building Capacity of Others

November 15: Session Three – Building Capacity of Your Organization

Cost \$500

The deadline for registration is August 1, 2017. [Click here to register.](#)

All Workshops will be held at the NHS Training Center (350 Sentry Parkway, Building 640, Suite 200, Blue Bell, PA – Directly across from the FSA Office)

For more information, contact Marsha Wesley Coleman at Coleman@fsainfo.org or **215-646-0720**

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