



**INDIANA SOCIETY FOR SOCIAL WORK  
LEADERSHIP IN HEALTHCARE**

Volume 25, Issue 4

**Newsletter**

October 2002

[ Attention Members ]

**Join us for our next  
Board Meeting**

**Wednesday  
January 8, 2003**

*Hope to see you there!*

## President's Message

*Krystal Angevine  
Co-President*

Greetings to everyone. I am pleased to be able to tell you about the Strategic Planning Initiative undertaken by your Board of Directors. This initiative involved two sessions with consultants from the Executive Service Corps, Jackie Kenney and Bob Kirk. The final session will be on December 4 when we will finalize our strategic plans.

You can be sure that your Board is most concerned with identifying and meeting the needs of **you** and our entire membership. Our vision is that ISSWLHC will be recognized as the primary professional organization in Indiana for Social Workers in Health Care through mentoring and educational offerings. Furthermore, our vision is to ensure that our membership remains current on changes and innovations in health care social work and, therefore, viewed as experts and leaders in the field.

As you can see there are many exciting plans ahead, many of which are aimed at helping our members increase their knowledge and skills.

In order to accomplish this we are asking you to step forward and share your knowledge and talents. Here are some ways you could help:

1. Volunteer to serve on the Education Committee or the newly formed Marketing Committee.
2. Volunteer to write a grant for our annual Educational Meeting in order to bring national speakers to our area.
3. Volunteer to submit articles to our newsletter on topics which are current in health care social work so that our members are kept up-to-date and better informed. For instance, could you write about the criteria for qualification for national or state-wide programs which could benefit our clients, helpful web sites, book reviews, grant opportunities, ways you have demonstrated the value of social work to your health care organization, etc.???

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4. Volunteer to serve on our Advocacy Committee.
5. Invite a colleague to join and share the fun and opportunities with you. By increasing membership we will be able to bring bigger and better programs to our members.

Please call, fax, or email me if you are able to participate in any of these exciting projects.

Krystal Angevine  
kangevine@fmhhs.com  
phone 1-800-423-1513  
fax 812-949-5581

Take care and keep on doing good things. That is what social work is all about.

## Board Meetings

### Next Meeting: January 8

All society members are invited to attend our board meetings. Our next meeting is **January 8**. For further information, please contact Jaris Hammond or Krystal Angevine.

## Newsletter Submissions

### Next Deadline: January 17

Newsletter submissions should be directed to Elaine Rhetts, Newsletter Chair. If possible, email your articles on Word to Elaine at Elaine.Rhetts@mgh.net. If you have any questions, contact Elaine at 765-662-4678.

# Board Meeting Highlights - September 25, 2002

## Treasurer's Report

No monies have been budgeted for fall conference since questions still remain about the plan for such. Copies of report presented.

## Committee Reports

### Membership

There are eight new members who have signed up and paid registration. Membership total is at 83.

### Education

Annual meeting was a great success and the committee was congratulated for its effort. This committee does need more help in future education programs and contacts will be made to find additional participants.

### Communications

No report

### Nominations

Committee is scheduled to meet and an appropriate slate will be sent to board and membership. (Editor's note: This slate has since been sent to such)

## New Business

Michelle Meer explained a new curriculum that was being developed at the IU School of Social Work that will channel students into several different areas of the profession. Discussion developed regarding the results that this may have on licensing and future employment. Discussion of students from the school for our organization developed and it was felt that we would be able to again be a placement for one student.

Remainder of meeting was devoted to the training session provided by Ms. Kenney and Mr. Kirk of the Executive Service Corps. The Board was asked to focus on these four areas: critical issues, key results, strategic objectives and action

plan. The sessions allowed the Board to review the historical development of the organization and to review its mission in light of the changes that are taking place in the health field. It would appear that the make up of the organization continues to change as facilities of employment opportunities evolve. As an example, the discussion of the name "leadership" in our organization's title was discussed; while some may show leadership in their performing of the social work function, they indeed may not hold a leadership title.

The experience of this strategic meeting was able to show that while the Board has done a great deal over the years in providing the tasks needed, the Society needs to expand and gain new members to include others from nontraditional settings. The goals of the organization appear to be broader, some of which have been the result of board decisions and also because of changes that have taken place on the national level. There was much discussion in these areas and the Board will continue to review these at the next meeting.

Ms. Kenney and Mr. Kirk provided the material, which was discussed in the session, and have made it available to the Board. The Board expressed appreciation and will attempt to implement their suggestions. This plan includes:

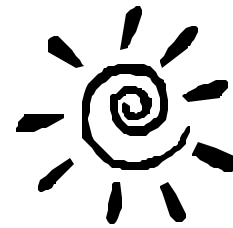
- A. To enhance annual conference by writing a grant to enhance conference resources and to market to a more diversified population.
- B. To increase the number of volunteers and each member of the board will attempt to identify one new volunteer by the next meeting.
- C. To develop a marketing com-

mittee to develop such plan.

- D. To develop a list server and locate computer and person to manage input.

The key result areas of the organization should be:

- A. Membership/Marketing
- B. Volunteers/Workers
- C. Newsletter/Communication
- D. Education Program



## Membership Matters

Just a reminder that dues are due January 1, 2003 and are \$40.00 for the year. Notices will go out by December 1, 2002 along with a form to update any personal information. Checks are to be made out to Indiana Society for Social Work Leadership in Health Care or (ISSWLHC). Please send your dues in a timely manner as it really cuts down on postage and time if second and third notices can be avoided. Thank you for your attention to this matter.

## Social Worker Spotlight

This newsletter's social worker spotlight is on Laurel Dolph. Laurel is a medical social worker at Johnson Memorial Hospital in Franklin, Indiana. There, she addresses the needs of complex medical patients, mental health/substance abuse patients as well as handling adoptions. She provides social service coverage for acute care, emergency department, maternity, and outpatient departments. She is also involved in teaching a stress management program for outpatient pulmonary rehabilitation patients. In addition to her responsibilities at Johnson Memorial, she participates in the Johnson County Council on Aging and Partnership for a Healthier Johnson County Access.

Prior to her current position, Laurel had worked as a social worker in public health and home health care. She also has experience as a hospice social worker.

Laurel attended Wittenberg University where she received her Bachelor of Arts degree in Social Work. She then went on to complete her Masters of Social Work at Indiana University – IUPUI campus.

Laurel's significant others include husband Alan and Bailey. Laurel and Alan have been married "twelve great years" and Bailey is their yellow female Labrador retriever. In the time left between work and family, Laurel enjoys reading about the Civil War as well as visiting Civil War sites. Another hobby is collecting shot glasses - so remember that on your next vacation. Lastly, she has a love for horses.

Laurel shares her appreciation for ISSWLHC and what the society does particularly in regards to continuing education offerings and the networking. Thank you Laurel for being a part of ISSWLHC.

## Gift Membership to SSWLHC

Are you looking for that perfect gift for that hard to buy staff member or professional colleague? A gift membership to SSWLHC may be the gift you are looking for. You are already aware of the important benefits that come with SSWLHC membership:

- Two free publications including the Social Work Leader and Social Work in Health Care: A Quarterly Journal
- Discounts to all SSWLHC products and educational offerings.
- 24 hour access to society information on SSWLHC's official website: [www.sswlhc.org](http://www.sswlhc.org).
- Access to the Members-Only section of the website.
- Access to the American Hospital Association's Resource Center.

When you purchase a gift membership, a letter notifying that person of your generous gift will be sent to them prior to receiving their new member packet.

To start a gift membership, please call the national office at 866-237-9542.

## ANYWAY

People are unreasonable, illogical, and self-centered;

*LOVE THEM ANYWAY.*

If you do good, people will accuse you of selfish, ulterior motives;

*DO GOOD ANYWAY.*

If you are successful, you win false friends and true enemies;

*SUCCEED ANYWAY.*

The good you do will be forgotten tomorrow;

*DO GOOD ANYWAY.*

Honesty and frankness make you vulnerable;

*BE HONEST AND FRANK ANYWAY.*

What you have spent years building may be destroyed overnight;

*BUILD ANYWAY.*

People really need help but may attack you if you help them;

*HELP PEOPLE ANYWAY.*

Give the world the best you have, and you'll get kicked in the teeth;

*GIVE THE WORLD THE BEST YOU'VE GOT ANYWAY.*





*FOR IMMEDIATE RELEASE*  
Nov. 12, 2002

*CONTACT: Karin Kennedy*  
**812-234-1499, extension 243**  
**In1pro.kkenedy@sdps.org**  
**www.hce.org**

**HHS LAUNCHES PROGRAM TO IMPROVE NURSING HOME QUALITY**  
*Will Make Quality Data on Indiana Nursing Homes Available to Consumers*

Terre Haute, Indiana— Selecting a quality nursing home for yourself or a loved one may just have become easier, thanks to the U.S. Department of Health and Human Services (HHS). The federal government today (Nov.12) released data designed to help consumers in Indiana and across the United States make more educated decisions when selecting a nursing home.

The “Nursing Home Quality Initiative,” under the auspices of the Centers for Medicare & Medicaid Services (CMS), will give Indiana residents access to quality information about individual nursing homes in the state, via a national Web site.

“The quality data from CMS is important information for consumers,” said Sharon Pygman, chief executive officer of Health Care Excel (HCE), the Medicare Quality Improvement Organization (QIO) for Indiana. “These measures aren’t just good for consumers — they’re good for nursing homes as well — and the Medicare QIO will play a critical role in the quality initiative by helping the 542 Medicare and/or Medicaid-certified nursing homes in Indiana improve care for residents,” Pygman explained. A key component of the quality initiative is the assistance that every state Medicare QIO will offer to improve quality of care in local nursing home facilities. In its effort to improve quality, the Medicare QIO has partnered with organizations that represent the nursing homes and the interests of the residents as well as with individual nursing homes across the state.

“We look forward to this new relationship with the Medicare QIO,” said Faith Laird, Vice President, Regulatory Affairs, of the Indiana Health Care Association. “Everyone has the same goal, and that is to improve the quality of nursing home care for all Indiana residents. We’re proud to be a part of this collaborative effort.”

The Medicare QIO will provide nursing homes with materials, technical support, and strategies to upgrade the clinical and organizational systems of the nursing homes. Such activities include:

- Establishment of clinical care teams;
- Training information for nursing home personnel; and
- Model policies and protocols.

“The quality data will help nursing homes identify areas in need of improvement,” said Linda Woolley, Vice President of Health Policy, for the Indiana Association of Homes and Services for the Aging. “We are always looking for ways in which to improve care and services to residents, and this initiative is a step in the right direction.”

When visiting the national Web site, consumers, and other caregivers can research specific quality measures reported on nursing homes in their area. The quality measures are calculated from resident assessment data routinely collected on residents at specified intervals during their nursing home stay. The information pertains to the resident’s physical and clinical conditions and abilities. CMS has calculated 10 of the quality measures for public reporting and

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improvement. They are divided into two categories, long-term residents and short-term residents. Among the measures are:

- percent of residents who need more help doing daily activities;
- percent of residents with pain; and
- percent of residents with pressure ulcers (bed sores).

The data show the percentage of residents in each facility experiencing certain conditions, such as pain or bed sores. When reading the percentages, the lower the number the better the rating. Consumers should keep in mind that some nursing homes specialize in particular types of care for residents, so the percentage of those kinds of patients may be higher for that particular facility.

“As consumers use this data, they must remember to use the quality information in conjunction with other criteria, including level of care, the patient’s needs, and special services. They also should make a point of visiting the nursing home and asking questions,” said Karin Kennedy, Public Relations Director, the Indiana Medicare QIO.

The quality measure information, along with other information about individual nursing homes, is available at Medicare’s consumer Web site, [www.medicare.gov](http://www.medicare.gov), and its help line, at 1-800-MEDICARE (1-800-633-4227).

"This is a new approach to bringing about better quality care in our nation's nursing homes," HHS Secretary Tommy G. Thompson said. "Not only will consumers be better informed, but nursing homes themselves will be able to see more clearly what they must do to make the quality grade. They will have to compete in the quality arena. This is a broadscale effort, and it will grow and improve over time, with improving data and new levels of collaboration to help nursing homes ensure high quality care."

Prior to making the Nursing Home Quality Initiative a national program, CMS launched a pilot program in April 2002 in six U.S. states; Colorado, Florida, Maryland, Ohio, Rhode Island, and Washington.

The Medicare QIO provides quality improvement efforts in other health care settings including hospitals, physician offices, and home health agencies. It has been working with CMS in this capacity for 18 years, providing quality improvement and Medicare beneficiary outreach to more than 870,000 Medicare recipients in Indiana.

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# Deloris Davis Scholarship

Every year the Deloris Davis Scholarship is awarded to a member of the ISSWLHC to attend the National Society of Social Work Leadership in Health Care Annual Educational Conference. The scholarship is named in honor of Deloris Davis, a long-standing member of the ISSWLHC who was the first recipient of the Society's scholarship in 1986. Deloris was always eager to learn and generous in sharing her knowledge with others.

**The recipient of the scholarship will receive \$1000 toward their expenses at the National SSWLHC Conference to be held April 3-5, 2003 in Atlanta, Georgia.**

The nominating committee to select the winner of this year's scholarship will use the following criteria:

**That the applicant:**

1. Be a member in good standing of the Indiana Society for Social Work Leadership in Healthcare.
2. Have a social work education background.
3. Have full financial support for attending the conference from his or her healthcare employer so that the scholarship would make attendance possible.
4. Prepare a brief personal statement outlining qualifications and reasons for wanting to attend the meeting.
5. Be eager to attend the conference.
6. Make a written and/or oral presentation about the conference attendance to the ISSWLHC membership at the Spring Conference.

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## SCHOLARSHIP APPLICATION

<i>Name &amp; Title</i>	<i>Healthcare Employer</i>
<i>Address</i>	<i>Phone #</i>
<i>Prior attendance at SSWLHC National Meeting?</i>	<i>Member of SSWLHC?</i>
<i>Educational Background</i>	

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please attach a one-page statement outlining qualifications and reasons why you would like to attend.  
Return completed application to:**

**Polly Jones  
P. O. Box 416  
Burlington, IN 46915**

**Or fax to:  
Polly Jones  
765-258-3668**

***Application should be postmarked no later than December 23, 2002***

## Upcoming Meetings

### Board Meeting

January 8, 2003

*All members are invited to attend.*

### National SSWLHC Conference

April 3-5, 2003

Atlanta, Georgia

### Annual ISSWLHC Spring Conference

May 7 & 8, 2003

Marten House  
Indianapolis, Indiana

## Have You Seen Our News Release

In an effort to provide media coverage and public information about ISSWLHC services, the Board of Directors has developed a news release, *Senior Citizens Unaware of Helpful Programs*, to share valuable information with all Hoosiers. This media release was sent in early July to approximately 50 news editors throughout the state of Indiana. If you happen to spot our news release, please mail a copy to me at the following address: Donna Beryl, 8202 Clearvista Parkway, Suite 10B, Indianapolis, IN 46256.



### Indiana Society for Social Work Leadership in Healthcare

c/o Elaine Rhettts

Social Service Department

Marion General Hospital

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Marion, IN 46952