

DADS Transition to HHSC

New Name – Same Services

The 84th Texas Legislature, 2015, transferred programs and services from the Department of Aging and Disability Services (DADS) to the Health and Human Services Commission (HHSC) effective September 1, 2017. We are still here performing the same functions as before. However, in the process of updating website links, you may find some of our prior DADS web links are no longer available.

You will find us under the umbrella [HHS website](http://www.hhs.texas.gov): www.hhs.texas.gov

From that home page, you can navigate to “Doing Business with HHSC” and then to “Licensing, Credentialing and Regulation” in the drop down menu. From there you can scroll down and find all the functions formerly carried out by DADS Regulatory Services. A link to The Forum can be found under the heading of “Nursing Facility Administrators Licensing” on the left hand side of the webpage. Or, scroll down below and find the relevant shortcut.

Most e-mail addresses are updated by simply replacing “dads” with “hhsc” – i.e., firstname.lastname@hhsc.state.tx.us. Our phone numbers haven’t changed. See the “How to Contact” page in The Forum for the relevant phone numbers, the same as before. Give us a call if you have any questions!

Long-Term Care Licensing and Credentialing links:

- [Licensing, Credentialing and Regulation](#)
- [Nursing Facility Administrator Licensing and Enforcement](#)
- [Nurse Aide Registry](#)

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- [Medication Aide Program](#)
- [Employee Misconduct Registry](#)
- [Employability Status Check Search](#)
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Fostering Stability in the Workplace

Communication Skills to Combat Cynicism

It has been established that the best quality of care happens in facilities where staffing is stable and consistent over time. That's true from the top down¹.



As an administrator, you have a huge influence over your employees' quality of work life and their willingness to stay put and do good work. But how much influence do you have over your own quality of work life? How do you feel about your own work situation? Are you feeling burnt out, ineffective or cynical about your ability to create a positive environment for your residents, employees, and for yourself? Studies have shown that the single biggest indicator of an administrator's likelihood to leave their position is cynicism, followed by emotional exhaustion².

In some cases, it may be that your work environment is just not a good fit. Perhaps it's best to move on to a new job and a new environment where you can be more effective and feel some sense of satisfaction and accomplishment. But that may not be your first choice, or not the best thing for the facility. Maybe you came into a difficult situation and really want to turn it around for the sake of the residents. How do you stop the

¹ Geletta S, Sparks PJ. [Administrator turnover and quality of care in nursing homes](#). *Annals of Long-Term Care: Clinical Care and Aging*. 2013;21(4):27-30.

² Mullaney, Tim. [Increasing cynicism is no. 1 predictor of nursing home administrator turnover, research shows](#). McKnight's Long-term Care News, Feb. 6, 2014.

momentum of negativity in a facility and transform the work culture into something positive where everyone can thrive, including yourself?

The best means of fighting cynicism will depend largely on the source of that cynicism. Having a strong sense of community in a facility is thought to insulate an administrator against cynicism². If the feeling of a strong supportive community is lacking, why is that?

Is the business leadership plan at odds with the mission of the facility? As an administrator, you are pulled in two directions: making a comfortable home and providing excellent care for your residents, versus ensuring a profitable business model. But sometimes pennywise is pound foolish. For instance, cutting costs by providing lesser quality care may create short-term savings, but it comes at the cost of a loss in the resident's quality of life, and the reputation of the facility. That in turn may result in a drop in census – a situation that benefits no one and is likely to engender cynicism throughout the organization.

In a case like this, are you able to speak up and make yourself heard in ways that are likely to result in the successful adoption of your suggestions? If you are feeling like there is room for improvement, check out the University of Texas – McCombs Business School video series "[Giving Voice To Values](#)."

The program provides tools that will help align your personal values with your professional life and deliver your message so that it is most likely to be heard and acted upon. Modeling these skills and teaching them to others in the supervisory chain can empower your employees and combat cynicism throughout the ranks, creating the kind of supportive community that will make your job more satisfying and the facility more successful.

In addition to empowering people to speak up about their values in the workplace, it is important to foster an atmosphere of appreciation. One study showed that 79% of employees who chose to leave a job cited lack of appreciation as a primary reason³.

During a time when employee recognition programs have proliferated to the point that 90% of businesses have them in place, cynicism and lack of trust have continued to grow. The perception is that "recognition" primarily serves the business's purposes of getting more out of already stressed

³ White, Paul. [Practical tips for improving frontline staff morale](#). McKnight's Long-term Care News, Jan. 22, 2015.

employees. It is focused on external behaviors, and finding ways to manipulate that behavior³.

Stephen Covey wrote that "Next to physical survival, the greatest need of a human being is psychological survival – to be understood, to be affirmed, to be validated, to be appreciated." If that is true, then appreciation needs to be very personalized to be perceived as authentic. It can't be one size fits all, scaled to be applied to the entire organization. Appreciation that hits the mark for one person may be a complete miss for someone else.

Some helpful tips that we find useful include:

Be specific – What did the person do that you found helpful? How exactly did it help you?

Be personal – What are the particular qualities about that person that you appreciate? What makes them different from others⁴?

Look for different ways to express your appreciation – Some people like gifts, some people like one on one time, some people like public recognition, some people like an actual pat on the back, some want to be given new and bigger challenges! Tailor your approach to each individual. If one approach falls short, try another one⁵. A funny side effect of looking for reasons to appreciate someone is that quite often, we start to appreciate them more. And they in turn find more reasons to appreciate us. It's hard for cynicism to grow and thrive in that kind of an atmosphere! It may not be possible to control our work environment and make it exactly what we would like, but we can control how we think and speak about it, and take our new skills with us into all our endeavors.

⁴ White, Christy. [How to make someone feel appreciated](#). Feb. 2, 2016.

⁵ Hassell, David. [What the 5 love languages can teach us about job satisfaction](#). 15Five. Retrieved Mar. 15, 2018.

We Are Live Streaming!

NFAAC Meetings on Video

You can now virtually attend Nursing Facility Administrators Advisory Committee (NFAAC) meetings online through live streaming! See below for a calendar of upcoming meetings and follow the link when the time comes to attend. Or, if you've missed a meeting and would like to see what happened, go to the second link to find archived videos.

Nursing Facility Administrators Advisory Committee

Texas Health and Human Services
Commission

Professional Credentialing
Enforcement Unit

10:30 AM – 3:00 PM

John H. Winters Complex

701 West 51st Street, Austin, Texas

1st Floor, Public Hearing Room 125E, C, & W



Meeting Calendar Dates:

Friday, February 23, 2018

Friday, May 11, 2018

Friday, August 10, 2018

Friday, November 9, 2018

[Live stream video](#)

[Archive video](#)

Continuing Education

PASRR Courses for LNFAs

HHSC is now offering training approved for Licensed Nursing Facility Administrator (LNFA) continuing education on the **Preadmission Screening and Resident Review (PASRR) Process**.

PASRR is a federally mandated program that is applied to all individuals seeking admission to Medicaid-certified nursing facilities, regardless of funding source. Distinct roles and responsibilities in the PASRR process are held by the following PASRR process participants:

- referring entities (anyone that refers an individual to a Medicaid-certified nursing facility);
- nursing facilities; and
- local intellectual and developmental disability, mental health, and behavioral health authorities

To complete this training, please visit the HHSC [PASRR training page](#) at the following link, select from the courses listed, create a login, and follow instructions. For an introduction to PASRR please begin with the first course listed on this page, **PASRR Referring Entity**. Each course on this training page is valid for two hours of LNFA continuing education credits. Please note that the courses referenced on this page are not endorsed nor maintained by HHSC Regulatory Services, but may be optionally used to complement Regulatory Services PASSR training and resources.

All Applicable state and federal laws, rules and regulations must be complied with at all times.

The Texas Administrative Code applicable rules may be found [here](#).

Inspiration

Cynicism and Hope

What is a cynic? A man who knows the price of everything and the value of nothing.

~ **Oscar Wilde**

Inside every cynical person there is a disappointed Idealist.

~ **George Carlin**

Cynicism is intellectual treason.

~ **Norman Cousins**

Our choice is between cynicism and hope. Hope is a decision you make. Hope means believing in spite of the evidence and then waiting for the evidence to change. Be the ones that we have been waiting for.

~ **Jim Wallis**

May your choices reflect your hopes, not your fears.

~ **Nelson Mandela**

So don't get cynical. Cynicism didn't put a man on the moon. Cynicism has never won a war, or cured a disease, or built a business, or fed a young mind. Cynicism is a choice. And hope will always be a better choice.

~ **Barack Obama**

Once you choose hope, anything's possible.

~ **Christopher Reeve**



For Your Information

Helpful information and resources at your fingertips

HHSC (DADS) Computer Based Training

The following new CBTs Outlining Commonly Cited Regulatory Deficiencies for 2015 are now available:

[10 Most Frequently Cited Deficiencies in Nursing Facilities](#) for Fiscal Year 2015 covers common citations and suggests areas where providers might implement quality assurance steps and performance improvement methods in nursing facilities.

[10 Most Frequently Cited Deficiencies in Nursing Facilities Life Safety Code](#) for Fiscal Year 2015 also suggests areas where providers might implement Life Safety Code quality assurance steps and performance improvement methods in nursing facilities.

Continuing Education

Looking for continuing education courses (CEUs)?

- [NAB Continuing Ed](#)
- [Medical Updates: Our Courses](#)
- [Relias Academy – Healthcare Continuing Education](#)
- [HHSC Joint Training Opportunities](#)

CEUs relating to Dementia Care:

- [CPI Dementia Care Specialists Continuing Education Units](#)
- [CEU FAST](#)

Helpful NFA Licensure Information

Have you moved recently? Has your e-mail address changed? Be sure to [update your contact information](#).

NFA Online Licensing System

[Licensing activities are now carried out online](#).

NFAs must disclose their personal contact information on all applications. Do not substitute the facility's contact information. Failure to comply may result in a fine.

The NFA licensing program can be contacted at (512) 438-2015

NFA Referrals

Referrals against NFAs are mailed via certified mail and regular mail. Failure to sign and return the green card will not deter the referral from moving forward.

The preferred method of communication regarding NFA referrals is via e-mail at: PCEU@hhsc.state.tx.us

CEU's for referral sanctions must be NAB approved and have prior approval from HHSC.

Contact the following for more information:

CHA Seminars-	Linda Rogers	(512) 336-1005
Seasons Seminars-	Mary Crompton	(1-800) 258-7246
Diamond Decisions-	Hue Adams	(903) 360-5805

Preceptor Training

Date: None scheduled at this time

Time: None scheduled at this time

Where: 701 W. 51st (public hearing room)

Fee: \$25.00 (checks and money orders only)

For more information, contact Nursing Facility Administrator Licensing - (512) 438-2015.

Did You Know?

Multiple outbreaks of communicable diseases have been identified in nursing facilities across the state in recent months, including:

- Mumps
- Influenza
- Viral Gastroenteritis

Nursing facilities must be aware of the potential for outbreaks of any communicable disease, and respond appropriately when and if they occur.

[Read the full announcement.](#)

HHSC Contact Numbers

Licensing & Credentialing

Training, testing, licensing, certification and/or permitting, registry and administrator status, change of name and/or address, reciprocity, renewals

- Nurse Aide Registry - (512) 438-2050 (Nurse Aide Certification Program)
- Nurse Aide Training & Competency Evaluation Program - (512) 438-2017
- Medication Aide Program - (512) 438-2025
- Nursing Facility Administrator Licensing - (512) 438-2015
- [Nurse Aide Certification Status](#)

Professional Credentialing Enforcement Unit (PCEU)

Referrals, sanctions, revocations, employee misconduct, investigations, employability status

- Nurse Aide/Medication Aide Enforcement Program - (512) 438-5801
- Employee Misconduct Registry (EMR) Program - (512) 438-4436
- Nursing Facility Administrator (NFA) Investigations/Enforcement Program - (512) 438-4417
- [Employability Status Check Search](#)

Regulatory Services

- Provider Licensure and Certification - (512) 438-2630
- Provider Licensing Enforcement - (512) 438-4860
- Survey & Certification Enforcement - (512) 438-2398
- Open Records - (512) 438-2633
- Policy, Rules and Training - (512) 438-3161

Consumer Rights and Services

- [Incident/Complaint Intake](#) - (1-800) 458-9858, or online.

