

October 2009

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QCC Gears Up for It's 10th Conference!

Be sure to reserve Wednesday, Dec. 16 for our 10th city-wide conference.

We will come together at the Crowne Plaza to explore our theme, *"The Future of Long-Term Care - Developing the Knowledge Workers of Tomorrow"*. Participants

will be inspired to learn, imagine and prepare for the ever-changing long-term care system. A special feature of this year's conference will be

"QCC Champions" - to be selected by each facility. These Champions

will be recognized at the December 16 conference. Details about regis-



QCC CONFERENCE X
DECEMBER 16 2009

tration and how you can select your QCC Champion are coming soon.

QCC Rocks Pioneer Conference 2009 | Little Rock, Arkansas



The QCC had a significant

presence at the August conference of the Pioneer Network. This was the first year the QCC participated as a major sponsor where our new logo was prominently displayed on

all conference material. Additionally, the QCC's exhibit booth, featuring videos from QCC facilities and past QCC conferences, attracted conference participants from around the

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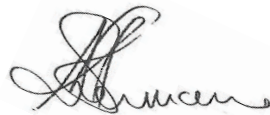


Co-Chair Corner

Greetings,

As leaders of the Quality Care *Community* we are pleased to share this first edition of “Community” with you. In it, you will find valuable information and updates concerning QCC. Since 2002, our commitment to improving the quality of long-term care through union-management partnerships has grown deeper and wider. As we approach our *tenth* city-wide conference, we are proud of all that we have accomplished for the residents, families and staff in our facilities. The journey continues.

In meeting the considerable challenges facing us, we are confident that by working together, and welcoming new members to our “community”, we will develop successful strategies, grounded in the principles of person-centered care. We hope you find this publication informative and useful. We look forward to hearing from you – and hope to see you on December 16.



Allan Sherman
Vice President
1199SEIU
QCC Co-Chair



Scott Amrhein
President
CCLC
QCC Co-Chair

Pioneer Conference 2009 (cont.)



JHH Drumming Circle

country who were curious about our unique partnership approach to person-centered care.

Four QCC facilities presented workshops that highlighted their labor-management work. Congratulations to Cobble Hill, Isabella, Jewish LifeCare – Manhattan, and Parker

Jewish. The response to the JHH “Drumming Circle” workshop was so enthusiastic that they will reprise their highly interactive presentation at our QCC December conference. In total, over 50 QCC facility and Union staff attended this year’s conference.



CMS official, Karen Schoeneman at QCC exhibit



QCC Participants on the move



Visiting the Clinton presidential library

Pressure Ulcer Improvement: QCC Joins In!

For many QCC member homes, issues related to pressure ulcers are a constant source of attention and resources. To aid in this effort, the QCC Leadership is encouraging all facilities to make pressure ulcers the # 1 focus of their labor-management and person-centered care activities. Together with

Advancing Excellence, IPRO, the GNYHA-CCLC Collaborative, and DOH, the QCC seeks to highlight the importance of improving our approaches to prevention and treatment of ulcers, utilizing a joint union-management approach. *For more information, contact 212.894.4315.*

>>Two regional learning forums are scheduled for:

Brooklyn/Queens/Staten Island
November 4, 2009
8AM—12PM
CNR

Manhattan/Bronx
October 28, 2009
8AM—12PM
Morningside House

QCC's Got A New LOOK!

In January, the QCC Steering Committee decided to make a small, but significant, change in our name. By a unanimous vote the Quality Care Committee is now the Quality Care *Community*. This



change more accurately reflects our growth and philosophy of inclusion. Our "community" welcomes residents, families,

advocates and anyone who wants to work together to improve long-term care. To formally acknowledge this change we developed a new logo, which now appears on all of our material.

"The Gerontologist" Features QCC Activities

This eminent journal features articles about research in long-term care. Their August issue includes an article entitled, "Role for a Labor-Management Partnership in Nursing Home Person-

Centered Care", which describes activities in two of our QCC facilities. This 18-month study, funded by the Commonwealth Fund, summarizes the research team's inter-views and observations of

staff engaged in union-management culture change activities. 1199SEIU and the Continuing Care Leadership Coalition are prominently cited. You can read the full article by going to:

<http://gerontologist.oxfordjournals.org/cgi/reprint/gnp123?ijkey=4Nv5mBHp8FLohwF&keytype=ref>

Collective Bargaining Agreement Contains New QCC Language

Pension funds and rising benefit costs were the primary concern of the emergency CBA negotiations this past summer. However, the QCC Steering Committee members also used this opportunity to update language regarding the scope and focus of the QCC. The current contract, which runs through 2015, encourages facilities to continue innovations in areas such as career ladders, technology and new job roles and responsibilities. The new "Contract Language Subcommittee" will develop guidelines to "ensure flexibility to effectuate change while providing protections for employees and the Union in a rapidly changing environment."



Town Hall Meetings Highlight Need for Continued Funding

As the New York State legislature plans to re-visit budget allocations for this year, the CCLC, with support from 1199SEIU NH Division, is organizing a series of town hall meetings throughout the New York area. Local elected officials have been invited to hear from their constituents (nursing home residents, families and staff) about the need for continued budget support. Meetings are scheduled for:

- October 14 – Menorah Home & Hospital for Aged & Infirm

- November 3 – United Hebrew Geriatric Center

For more information, contact Donna Bennett at CCLC: 212 506-5426.

We Want to Hear from You!

Why wait for a conference to celebrate the exciting and innovative Person-Centered Work happening in your home? We invite you to share your stories with the QCC! We will be sending updates regularly to stay in touch between events. Send us highlights of your experiences, successful changes & implementation activities, and pictures!

>>Submissions can be sent to:

Janice.dabney@labormanagementproject.org

or

sakara.bey@labormanagementproject.org



1199SEIU LABOR MANAGEMENT PROJECT