

Kentucky Association of Health Care Facilities

# 2014 ANNUAL REPORT



Kentucky's Voice for Long Term Care

## Message From the Chair

As Chairman of your KAHCF Board of Directors, and as the Association celebrates its 60th anniversary this year, it is a good time to reflect on this past year and prepare for what lies ahead for providers and the Association.

Our primary focus has been on two things – Medical Review Panel legislation and the challenging legal environment for Kentucky providers, and the American Health Care Association’s (AHCA) Quality Initiatives and continuing to promote the quality care provided in Kentucky’s facilities.

Kentucky’s long term care profession continues to face our nation’s worst environment for long term care litigation. In responding to previous attempts to enact Medical Review Panel legislation on our own during the past two legislative sessions, KAHCF joined forces with other health care providers and the business community to form the Care First Kentucky Coalition during this year’s legislative session. The coalition’s efforts focused on pursuing medical review panel legislation and showing how the lack of medical liability reform in Kentucky is making it difficult to retain and recruit healthcare providers.

While the Kentucky State Senate passed the bill, the House of Representatives once again refused to take up the issue. Despite falling short again in the House, the coalition’s efforts increased awareness on the plight of our caregivers. The coalition held a rally in the Capitol Rotunda during the session in support of medical review panel legislation, and KAHCF led a Crusade for Caregivers rally last summer in the State Capitol that recognized our award-winning caregivers and facilities across our Commonwealth. KAHCF will continue to work with members of the Care First Kentucky Coalition and our elected officials to address the legal environment facing our profession.

The Association also continues to tout Kentucky’s efforts to provide quality care and meet the AHCA’s Quality Initiatives. Kentucky’s providers were among the first to meet and exceed national benchmarks set by the Centers for Medicare and Medicaid Services (CMS) for reducing the off-label use of antipsychotics 15 percent and reducing unnecessary rehospitalizations. The Association continues to facilitate in these advancements by offering top-notch education programs led by nationally recognized industry leaders, including AHCA President Mark Parkinson who spoke at our Quality Summit this past spring.

The past few years have been challenging times for our profession and challenges remain. Yet through it all, we continue to do what we have always done - provide quality, compassionate care for our residents. Despite the challenges and difficulties ahead, I am confident that our members will persevere and remain the leaders for providing quality long term care to our residents.

Sincerely

Ken Urlage, *Administrator*  
*River Valley Nursing Home*



*Ken Urlage*

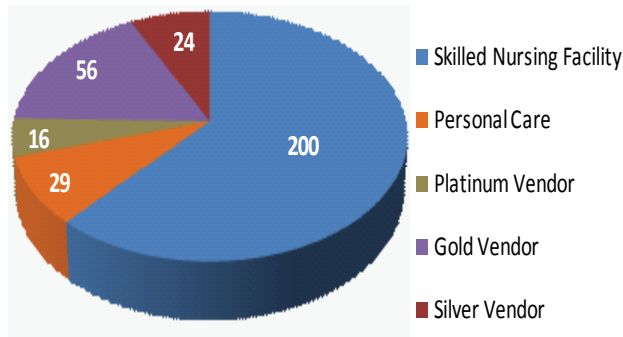


*Past Ira O. Wallace Award recipients with the  
2013 winner, Janine Lehman*

## About KAHCF

Since its founding in 1954, the Kentucky Association of Health Care Facilities' mission has been to advocate for our members, and our vision is to represent all long term care in the Commonwealth of Kentucky. The Association's professional staff has a combined 160 years of experience in long term care settings, averaging nearly 18 years per person. They serve on a variety of state and national groups, including: AHCA Survey and Regulatory Committee, AHCA Affiliate Policy Task Force, AHCA Quality Network, AHCA Long Term Care Meeting Professionals and Society of Long Term Care Communicators, KAHCF Quality Subcommittee, Kentucky Safety and Prevention Alignment Network (KSPAN), Kentucky State Regional Infection Prevention and Epidemiology Program (KSTRIPE), Kentucky Coalition for Person Centered Care (KCPC), NHQCC Advisory Council, Billing Work Group, Pharmacy Work Group, Quarterly Medicaid Advisory Council, Technical Advisory Council, and the MDS Task Force.

### Association Membership by Type



## KAHCF Executive Committee

Ken Urlage, Chair  
Debra Finneran, First Vice Chair  
Terry Skaggs, Second Vice Chair/Payment for Services Committee Chair  
Chris Page, Secretary  
Teresa Kiskaden, Treasurer  
Wanda Meade, Immediate Past Chair  
Mary Haynes, Non Proprietary Chair

## KAHCF Board of Directors

Susan Arnold, Eastern District Director  
Sally Baxter, KY Board of Nursing Representative  
Lisa Biddle-Puffer, Member-at-Large  
Melodie Bingham, Vendor Representative  
Conjuna Collier, Northern Bluegrass District Director  
Robert Flatt, Central District Director  
Rick Foley, KY Medicaid Advisory Council Representative  
Mike Gavin, Member-at-Large  
Jim Grady, Member-at-Large  
Jason Gumm, Midwestern District Director  
Chris Minnich, Independent Owner Representative  
Kim Nall, Facility Standards Committee Chair  
Mike Sims, Western District Director  
John Vinson, Jr., Personal Care Committee Chair  
Greg Wells, KY Board of Licensure Representative  
Jean Wells, Legislative Committee Chair

## Kentucky Health Care Foundation

The mission of the Kentucky Health Care Foundation, Inc., is to *enhance quality care through research, education, innovation, and partnership as supported by charitable contributions*. The Foundation, founded in 1998, is a 501(c)3 charitable, tax-exempt organization that has given individuals an opportunity to enhance their education and technical skills.

### KHCF Board

Debra Finneran, President  
Greg Wells, Vice President  
Mike Smith, Secretary/Treasurer  
Delbert Ousley, Board Member  
Chris Page, Board Member  
Ken Urlage, Board Member  
John Vinson, Sr., Board Member



The Kentucky Health Care Foundation raises funds for scholarships with a raffle and silent auction.

## Scholarships

One of the Foundation's most important goals is to aid in attracting and retaining quality employees for facilities in Kentucky in order to provide quality long term care for the elderly. At the time of this publication, a total of 107 scholarships have been awarded, totaling over \$183,000 since the Foundation's inception in 1998.

## AHCA Quality Initiatives

Announced in February 2012, the AHCA Quality Initiative aims to further improve the lives of individuals receiving care in skilled nursing centers by setting measurable goals in four key areas of quality of care:

- safely reduce hospital readmissions within 30 days during a skilled nursing stay by 15 percent by March 2015;
- increase staff stability by reducing nursing staff turnover by 15 percent by March 2015;
- increase customer satisfaction by having 90 percent of residents and families willing to recommend their center to others by March 2015; and
- safely reduce the off-label use of antipsychotics by 15 percent by the end of 2013.



KAHCF has actively promoted these initiatives to its membership, providing numerous education sessions to meet these goals and encouraging members to enter their data using the Long Term Care Trend Tracker and other tools.

## AHCA State Affiliate Innovation Award

As a result of its efforts, KAHCF was honored to receive the 2013 State Affiliate Innovation Award as part of AHCA's Quality Initiative Recognition Program. The Innovation Award recognizes a state affiliate for

its unique approach in encouraging skilled nursing centers to participate in the Association's national Quality Initiative, which sets measurable goals for providers to improve the quality of care in their centers. KAHCF shares the State Affiliate Innovation Award with fellow state affiliate, the Massachusetts Senior Care Association.



"We are extremely honored to receive this award, but the real reward is seeing how long term and post-acute care providers in Kentucky have truly embraced this national quality effort," said Ruby Jo Lubarsky, KAHCF President. "KAHCF just hopes to do whatever we can to help our members in their efforts to improve the lives of their residents and celebrate their success."

Receiving this award in its first year of the Recognition Program, KAHCF initiated a number

of tactics to assist its member providers with focusing on the Quality Initiative goals. The state Association created a Quality Initiative committee; dedicated conferences and meetings to the goals; and provided training to providers on antipsychotic toolkits as well as a program shown to reduce hospital readmissions called INTERACT II. KAHCF also incorporated the Quality Initiative into many of its communication materials to members, and launched a series of radio releases and advertisements on reducing antipsychotic use in individuals living with dementia and promoting person-centered care.

## AHCA Quality Initiative Recognition Program for Members

The AHCA Quality Initiative Recognition Program also honors member skilled nursing centers for accomplishing one to all four of the goals. KAHCF praised the number of member providers which are being recognized through the program. In the Quality Initiative's initial year, 56 KAHCF member centers safely reduced hospital readmissions; 15 member centers increased staff stability; six increased customer satisfaction; and 96 safely reduced antipsychotic medications in accordance with the initiative's goals. Many Kentucky members also reached multiple goals at once: five KAHCF skilled nursing members achieved at least three goals and 33 accomplished two goals. As a state, Kentucky was one of the first in the country to meet the anti-psychotic goal.

Three KAHCF members met all four goals: **Williamsburg Health and Rehabilitation Center, The Terrace Nursing and Rehabilitation Facility in Berea, and Berea Health Care Center**. They were recognized, along with KAHCF, at the AHCA Quality Summit in February.



*Williamsburg Health and Rehabilitation Center administrator Michelle Jarboe was among those recognized at the AHCA Quality Summit for meeting all four AHCA Quality Initiative targets.*

## AHCA Quality Award

Implemented by AHCA/NCAL in 1996, the National Quality Award Program is centered on the core values and criteria of the *Baldrige Performance Excellence Program*, which assists long term care providers in achieving their performance excellence goals. Three KAHCF members won these awards:



### **Bronze**

Somerwoods Nursing and Rehabilitation Center, Somerset  
Essex Nursing and Rehabilitation Center, Louisville



### **Silver**

Masonic Home of Shelbyville

The program has three levels: Bronze, Silver, and Gold. Facilities begin the quality improvement process at the Bronze level, where they develop an organizational profile with essential performance elements such as vision and mission statements and an assessment of customers' expectations. Bronze winners must demonstrate their ability to implement a performance improvement system. Silver winners have demonstrated systematic advancements in quality, plans for continued improvement and sustainable organizational goals.

## Other affiliations and efforts to promote quality

Improving and maintaining quality takes a multi-faceted approach, and the Association participates with various partners to achieve quality. Among these partnerships are Advancing Excellence in America's Nursing Homes, the Nursing Home Quality Care Collaborative, and National Partnership to Improve Dementia Care in Nursing Homes.

## Public Relations

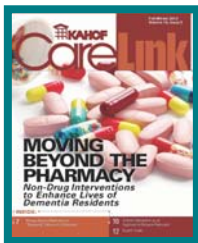
The Association continued its Public Relations efforts to educate and inform the public about the high quality of care provided in its member facilities, and the special people who care for the residents and build relationships with their families.

Media highlights include:

- More than 50 newspaper articles printed throughout Kentucky. Those articles include releases on Quality Award winners from the November banquet.
- Audio news releases sent to stations in Kentucky via Richard Farmer had a high usage rate. Those releases were on Dr. David Gifford, award winners, and AHCA President Mark Parkinson.
- The Association continued using the Kentucky News Network for a pair of ads that ran during the summer. These ads focused on the AHCA Quality Initiative and the important role long term care plays in communities providing jobs, supporting local events, and caring for friends and family.

Three times a year the Association prints **Heroes of Long Term Care**, which provides facilities the opportunity to recognize staff and volunteers, celebrate National Nursing Home Week with pictures of activities in their facilities and honor Quality Awards winners.

**CareLink**, the Association's magazine, is published twice a year and focuses on trends and issues long term care providers are facing. This year, Reducing the Use of Antipsychotics and Infection Control were featured in the magazine, along with the Buyer's Guide.



Fall 2013 Edition



Spring 2014 Edition

This year saw the Association dive into social media with its Facebook page and Twitter account, which was used during the Legislative session. The Facebook page has received nearly 700 likes and posts have included Quality and Best Places to Work winners, National Nursing Home Week activities, and other recognition for its members.

## Quality Award Program

The Public Relations Committee met several times to revamp the KAHCF Quality Awards Program. A workgroup was convened to realize that purpose, focusing on quality care, making it easier for facilities to enter and increasing the number of participants.

Recommendations by the workgroup and the committee were approved by the Association's Board of Directors and implemented for the 2014 competition.

The Facility of the Year competition also has been retooled. The Association has partnered with OzzCare and Eastern Kentucky University to develop a customer satisfaction survey at no cost to the Association or the facilities entering the competition. And the video format has been redone to highlight a story that is unique to the facility.



2013 KAHCF Facility of the Year  
Williamsburg Health & Rehabilitation Center

## Professional Development

### *Learning across the state, throughout the year*

KAHCF offers its members a variety of opportunities to learn about current developments in long term care. The Association provides training and networking at statewide and district educational offerings, such as its Annual Meeting & Trade Show and Quality Summit. KAHCF offers diverse offerings through its featured speakers and programs from industry-specific to motivational and leadership-oriented, to webinars and curriculum to help members enhance their knowledge and skills in long term care and earn continuing education credits for licensure renewals.

### Annual Meeting and Trade Show

The largest long term care conference in Kentucky, KAHCF's Annual Meeting brings together over 1,000 attendees for learning, provides access to quality products and services through a 135-booth trade show, and delivers great networking opportunities for members and vendors. The 2013 theme was A Beacon for Quality and the Opening General Session speaker was Dr. David Gifford, Senior VP of Quality and Regulatory Affairs for AHCA, who focused on Effective Strategies to Achieving Excellence and AHCA's Quality Initiatives.

### Quality Summit



*Governor Mark Parkinson  
AHCA/NCAL President & CEO*

This year's Spring Education conference in Bowling Green was renamed the KAHCF Quality Summit emphasizing AHCA's four Quality Initiatives (Safely Reduce Hospital Readmissions, Increase Customer Satisfaction, Increase Staff Stability and Safely Reduce the Off-Label Use of Antipsychotics). The featured speaker was Governor Mark Parkinson, AHCA/NCAL President & CEO. His Opening General Session speech – "How We Win" – discussed the challenges long term care providers face now, but also how future trends can be a benefit.

### Statewide Education Seminars

Held in September 2013, these three full-day seminars in Louisville, Lexington and Bowling Green focused on navigating the quality measure landscape and how it affects all aspects of long term care. Everything a provider does from receiving reimbursement to tracking satisfaction of residents, families and staff revolves around measuring quality. Nursing home quality measures are tools that help measure or quantify healthcare processes, outcomes, patient perceptions, and organizational structure and/or systems that are associated with the ability to provide high-quality health care and relate to one or more quality goals.

### The Amazing Race to Quality - Nurses Symposium

This full day of training focused on the role of the healthcare leader which is key to achieving the AHCA's four Quality Initiatives. Attendees learned ways to engage your Physicians to Reduce Antipsychotic medications in your facility and review strategies that are needed to effectively reduce rehospitalizations.

## Care First Kentucky

The Care First Kentucky Coalition is a 22-member strong coalition that was brought together by KAHCF's leadership to support medical malpractice liability reform in Kentucky. Members of the coalition, which included many of the state's leading health care provider and business groups, all agreed to the following statement of support.

### Statement of Support

We support legislation to create an independent medical review panel process for proposed claims against Kentucky health care providers. The increasing cost of civil litigation, whether through legal fees, higher liability insurance premiums, defensive business practices or simply reduced investment opportunities, is a significant burden for Kentucky's health care and business communities. Medical review panels will have a stabilizing influence on our medical malpractice system, making the state far more attractive to employers while helping retain and attract quality health care providers.

#### Healthcare Organizations

- Kentucky Academy of Family Physicians
- Kentucky Association of Health Care Facilities
- Kentucky Association of Health Plans
- Kentucky Chapter of the American College of Emergency Physicians
- Kentucky Dental Association
- Kentucky Hospital Association
- Kentucky Medical Association
- Kentucky Pharmacists Association
- Kentucky Psychiatric Medical Association
- Leading Age Kentucky
- Signature Healthcare
- St. Elizabeth Healthcare
- The Association of Mature American Citizens
- The Kentucky Assisted Living Facilities Association

#### Business Organizations

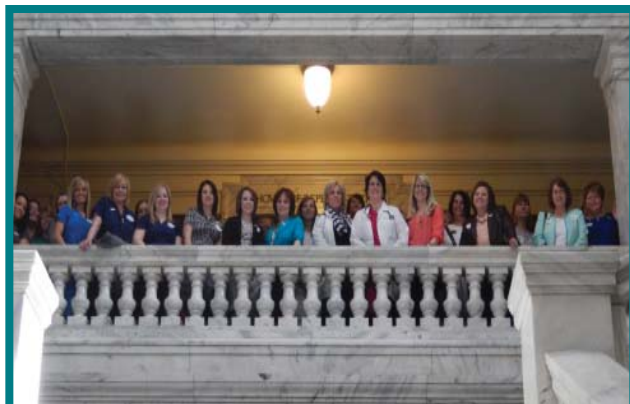
- Commerce Lexington
- Greater Louisville, Inc.
- Greater Owensboro Chamber of Commerce
- Hardin County Chamber of Commerce
- Kentucky Chamber of Commerce
- Kentucky Civil Justice Alliance
- Northern Kentucky Chamber of Commerce
- Partnership for Commonsense Justice



### Caregiver Rally at the Capitol

In an effort to draw further attention to the issue and urge the House to take up Senate Bill 119 (SB119) for a vote, the Care First Kentucky Coalition held a supporter rally in the Capitol Rotunda on March 11, 2014.

During the rally, several speakers including Senator Julie Denton, the bill sponsor; Dave Adkisson, President and CEO of the Kentucky Chamber of Commerce; Dr. Andrew H. Henderson, a Lexington-based physician; and Cathy Willis, a Kentucky caregiver, gave remarks to a crowd of over 100 caregivers and lawmakers about the importance of passing medical review panel legislation. Two large posters, displaying our impressive list of members and a graph illustrating Kentucky's failure to pass meaningful liability reform, flanked the speakers as they spoke.



*Some of Kentucky's long term care providers wait to greet legislators after a rally in support of SB 119 which would have established Medical Review Panels.*



*Senator Julie Denton (R-Louisville), who sponsored SB 119, speaks during a rally for the bill.*



## Crusade for Caregivers

On August 20, 2013, KAHCF hosted an award ceremony in the Capitol Rotunda where 12 awards were presented to individuals and long term care facilities that have gone the extra mile to provide quality care to their residents. Speakers including KAHCF representatives, legislators, and caregivers presented to a crowd of more than 200 guests, highlighting the quality care that Kentucky nursing homes provide.



*Senator Brandon Smith (R-Hazard) and Representative Rick Nelson (D-Middlesboro) presents recognition awards to the staff at Middlesboro Nursing and Rehabilitation Facility, including Director of Nursing Jimmie Carol Prater.*



*Senator Dan Seum (R-Louisville) presents a recognition award to Robert Flatt, Administrator at Essex Nursing and Rehabilitation Center in Louisville.*



*Senate President Robert Stivers (R-Manchester) congratulates caregivers from his district, including Susan Arnold, the 2013 Administrator of the Year.*

Additionally, the KAHCF Facebook page has continued to serve as a platform for drawing attention to positive stories of long term care. The page has been used to highlight Crusade for Caregiver winners, KAHCF award winners, spotlights on specific long term care homes, and positive news stories about the nursing home industry.

In order to continue the Crusade for Caregivers initiative and garner more "likes" on our Facebook page, the "Crusade for Caregivers Facebook Challenge" in the month leading up to the annual KAHCF Awards dinner was launched. Member facilities were encouraged to try and get the most "likes" on the page and messages showing support for Kentucky caregivers. The facility with the most "likes" won the KAHCF social media award. Hundreds of page likes and messages were achieved through this contest.

## Legislative

### Strong Public Policy and Advocacy

As Kentucky's largest Association representing long term care facilities, KAHCF welcomes the opportunity to share our members' message with our state's elected government officials and public policy makers. Through our internal and external government affairs team, KAHCF utilizes its decades of experience in Frankfort to interact with legislators and government officials on a daily basis. KAHCF also utilizes its membership to develop personal relationships through facility tours and other grassroots advocacy efforts so our elected officials can see and hear first-hand how their decisions impact long term care.

### Legislative Efforts

- 57 different bills monitored during the 2014 Legislative Session
- All 138 Kentucky Legislators contacted by KAHCF Members
- Working Key Legislators:
  - House & Senate Leadership Officers
  - Health & Welfare Committee Members
  - Appropriations & Revenue Committee Members
  - Led aggressive campaigns for Medical Review Panel Legislation in 2012, 2013, & 2014
- Initiated the formation of the Care First Kentucky Coalition in 2014

### Grassroots & Advocacy Campaign

- Online Advocacy Tools and Resources:
  - Identify and Contact Legislators;
  - Legislative Tracking Tables;
  - Advocacy Toolkit;
  - Issue Briefs; and
  - Social media tools

### Advocacy & Lobbying

- Efforts resulting in one of the most active initiatives in Frankfort:
  - 14 new legislative handouts during the 2014 session;
  - 11 unique action alerts & member messages;
  - Aggressive Letter-to-the-Editor Campaign;
  - Over 20 major media statements, releases, or op-eds from KAHCF and supporters;
  - Television ads in support for medical review panel legislation;
  - Statewide radio spots;
  - Over 300 calls to key legislators during the 2014 legislative session;
  - Over 50 facility visits with legislators across the state; and
  - Dozens of member visits with legislators in Frankfort.

### KAHCF Political Action Committee

- Only PAC for the long term care profession in Kentucky
- Among the top 3 largest PACs within the Health Care Industry in Kentucky
- Over \$35,000 raised in 2013
- Providing access and a forum for members to discuss long term care issues with candidates for elected office



*Dr. Steven Stack of Lexington and attorney Michael Sutton of Louisville answer questions about Medical Review Panels on KET's Kentucky Tonight.*

## Regulatory

As Kentucky's long term care providers continue to operate in a challenging regulatory environment, KAHCF continues to assist and support members in addressing survey and enforcement issues.

### **Direct Communication & Regular Meetings with the Kentucky Office of Inspector General**

KAHCF utilizes its professional relationships with the Kentucky Office of Inspector General to communicate member concerns and relay questions in an effort to address and clarify regulatory issues and facilitate regulatory compliance.

### **Civil Monetary Penalties (CMP)**

KAHCF shared concerns about the disparate amount of CMPs being levied in Kentucky, as well as within CMS Region IV, with all six (6) members of Kentucky's Congressional delegation. This effort resulted in all six Congressional Representatives signing onto a letter to CMS requesting an explanation of such disparate CMP fines in Kentucky and CMS Region IV. KAHCF continues to discuss this problem with our Congressmen while AHCA continues to raise awareness of this issue to Central CMS.

### **State Operations Manual**

Some member facilities have experienced a deviation from the State Operations Manual (SOM) and this has resulted in increased CMPs. Per the SOM, the intent of an Allegation of Compliance (AOC) is to address the immediacy of a regulatory situation and the plan of correction is deferred. Due to delay in acceptance of a reasonable AOC, additional CMPs are experienced. As a result of discussions in which KAHCF participated, the following Clarifications on Survey Issues were released:

- A Survey & Certification Memorandum was issued by Central CMS directing the Survey and Enforcement Regions to follow the existing guidelines of the State Operations Manual.
- Central CMS clarified that Appendix Q of the SOM is to be used as guidance in determining Immediate Jeopardy.
- An acknowledgement was made by a Central CMS Administrative leader that more work needed to be done with the Civil Monetary Penalty Analytic Tool utilized by the survey agencies to determine the CMP fines. This was identified as a result of a CMS study of the utilization of the CMP Analytic tool by State Survey Agencies.

## Reimbursement

On the Medicaid front, Kentucky nursing facilities received a 2% Medicaid inflationary adjustment through an increase in the provider tax for capital and non-capital components on July 1, 2013. The Association worked with the Cabinet for Health & Family Services leading up to the date of the rate increase and the Cabinet agreed to increase the provider tax to fund the inflationary increase for the nursing facility standard price. At the time of this writing, no definitive inflationary increase has been determined for July 1, 2014, rates. Rate impact from facility appraisals, completed in early 2014, will also take effect July 1, 2014.

Effective January 1, 2014, the Commonwealth of Kentucky made the decision to expand eligibility under the Kentucky Medicaid Program, and established the Kentucky Health Benefit Exchange (KHBE) to allow Kentucky's uninsured to obtain health insurance coverage.

The Association met with Executive and Legislative Branch representatives on behalf of Personal Care Homes and requested a \$4.5 million appropriation to be included in the state budget. Although at the conclusion of the legislative session, no provision was made in the budget for increased funding, the Association will continue to advocate for this needed service.

Regarding Medicare, Protecting Access to Medicare Act of 2014 extended the therapy caps exceptions process to April 1, 2015, and delayed implementing ICD-10 until October 1, 2015. Additional provisions in the legislation included what CMS calls a "value-based purchasing program" for skilled nursing centers that establishes a hospital readmission reduction program. This incentive structure for reducing hospital readmissions will result in providers seeing a 2% cut in Medicare reimbursement beginning in fiscal 2019, but up to 70% of that reduction will go into a rewards pool to be paid back to providers.

Association staff will continue to actively work on behalf of nursing facility providers to address reimbursement issues so that facilities can continue to provide quality care to Kentucky's long term care residents.

## KAHCF AND STATEWIDE INSURANCE SERVICES, INC. (SIS) FISCAL PERFORMANCE

Financial goals are set each year by means of a combined annual budget by the Board of Directors of KAHCF and SIS, as the entities share overhead functions. During the year, staff and elected leadership work together to ensure that the budget goals are achieved.

Once again the Finance Committee and both Boards have approved the Association's Combined 2014-2015 Budget. The Investment Reserve Account has increased by 11% over the prior year due to the investment direction of Stock Yards Bank & Trust.

Statewide Insurance Services, Inc., which is wholly owned by KAHCF, was created in 1992 to generate additional financial resources for KAHCF and enhance benefits to the membership. Strategic alliances of SIS that benefit membership are:



- **COMS Interactive, LLC** – Clinical process enhancement solution that stabilizes and improves resident health while improving financial outcomes for skilled nursing facilities. Helps to reduce hospital readmissions and drive significant clinical outcome improvement.



- **AHCA and HealthCap** – HealthCap is the 3rd largest professional and general liability insurance company serving the senior living industry. HealthCap provides best in class risk management and claims management services, with significantly lower claim frequency and claim severity compared to their peer group.



- **Assured Neace Lukens** – A full service insurance agency providing insurance, claims management, captives, employee benefits & clinical management services tailored to the senior living industry. Neace Lukens offers the broadest access of insurance carriers, with coverage tailored for the senior living industry, and is the only Kentucky based agency appointed with HealthCap, the professional liability insurer endorsed by SIS and AHCA.



- **Relias Learning** – Delivers comprehensive, affordable online training allowing your staff to provide top-quality care and support to seniors and their families. (formerly known as Silverchair Learning Systems)



- **Special Care Management, LLC** – is a Kentucky-based company that specializes in the onsite delivery of dental, vision, and podiatry services to residents of long term care communities using portable equipment.

Through these alliances, we continue to seek ways to enhance member benefits and to increase Statewide's financial contributions to KAHCF.

Both KAHCF and its subsidiary continue to build a fiscally secure foundation. We look forward to this continued success as we serve the needs of the membership.