



News from Kendal® Outreach, LLC
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Kendal Outreach, LLC Receives Three-year *Leading Nurses* Grant from Department of Health and Human Services

Kennett Square, PA -- Kendal Outreach, LLC has received a grant in excess of \$800,000 from the Department of Health and Human Services, Health Resources and Services Administration to launch a nursing education, practice and retention initiative called *Leading Nurses*. Kendal Outreach, LLC and Widener University are collaborating on the grant program that will provide leadership training to 60 Director of Nursing (DON) and Registered Nurse (RN) leaders working in nursing homes in the Delaware Valley. The grant is for the project period 7/1/09 through 6/30/2012.

The goal of *Leading Nurses* is to improve the care of approximately 3,750 nursing home residents through new skill sets and evidence-based protocols learned and implemented by the nursing leaders. *Leading Nurses* consists of daylong training sessions each month during the first year followed by two additional years for the nurses to implement specific protocols to improve resident care outcomes.

This program will provide the participating nurses with skill sets in four key areas: 1) emotional intelligence and resilience training to help them understand themselves as leaders; 2) leadership skill development to help them manage others; 3) change management skills to help them and those they supervise to embrace new methods in resident care; and 4) evidence-

based clinical protocols for them to implement in their facilities. Throughout the three years, the participating nurses will receive ongoing support from peer mentors, faculty, and the *Leading Nurses* program staff members.

Chronic turnover and performance problems in the long-term care field have fueled a quest for more effective and practicable ways of developing, managing, and retaining nurse leaders. This follows a growing acknowledgement that the quality of long-term care is largely dependent on the staffing levels, competence, and performance of nursing staff.

"The faculty of the Healthcare MBA at Widener University is pleased to be part of this exciting project in collaboration with a nationally recognized leader in senior services, Kendal Outreach, LLC," commented Caryl Carpenter, Professor of Health and Medical Services Administration at the School of Business Administration at Widener. "Directors of Nursing in nursing homes have tough jobs. This training program will give them the support and skill set they need to be effective nurse leaders in an important segment of the health care industry."

"We are delighted and honored to receive this grant award from the Department of Health and Human Services Health Resources and Services Administration", commented Beryl Goldman, Project Director for *Leading Nurses* and Director for Kendal Outreach, LLC. "We understand that this is the first award given to a long term care initiative by this agency in at least 4 years. Through this project, we have a great opportunity to profoundly impact nurse leaders and the provision of quality care in long term care in Pennsylvania, New Jersey and Delaware."

This Kendal Outreach/Widener collaboration is an extension of a demonstration project launched in December 2003, *The Kendal-Widener Management Skill Development for Nursing Leaders: Improving the Work Environment for Direct Care Workers*. This program focused on organizational factors that have been shown to impact recruitment and retention. The results of this pilot initiative was that nursing staff were more satisfied, less frustrated, and less inclined to quit when they perceived higher levels of information sharing, more knowledge acquisition opportunities, greater input into work-related decisions, and rewards for development and performance.

Kendal Outreach, LLC is a not-for-profit organization offering creative solutions in health care. It is part of the Kendal System of communities and services for older adults (www.kendal.org). Kendal organizations work with older people and others in the broader community to create conditions that foster independence, well-being, security, and fulfillment in later years.

For more than 18 years, Kendal Outreach, LLC has built a reputation for creating programs and projects that improve the quality of care in nursing homes. It earned its outstanding reputation by setting standards for providing quality health care and services for those in nursing homes and the elderly. It is accredited by the National Continuing Education Review Services of the National Association of Boards of Examiners of Long-Term Care Administrators and the Maryland Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

For additional information on the grant or Kendal Outreach, LLC, please contact Neil Beresin or visit www.kendaloutreach.org.