

RESIDENT CARE

- Physical Restraint Reduction
- Nursing Assessments & Care Interventions
- Behavioral Management & Psychotropic Medication Review
- Resident Abuse
- Best Practice Protocols: Pain, Depression, Urinary Incontinence
- Working with Residents with Dementia
- Effective Activity Programming
- Working with Families

MANAGEMENT

- Team Building
- Regulatory Compliance
- Post-survey Plans of Correction
- Clinical Audits for Quality Assurance
- Evaluation of Staffing Patterns
- Management Skill Development for Nursing Leaders
- Review of Policies & Procedures
- Maintaining Optimal Level of Independence in Least Restrictive Environment
- Incorporating wellness-focused, valid and reliable assessments in independent living settings for quality improvement

SAFETY

- Bed and Side Rail Safety
- Creating and Maintaining a Safe Environment
- Appropriate Alternatives to Restraints
- Fall Prevention and Management

For further information or questions about:

- single-issue analysis
- comprehensive reviews
- strategic planning
- education
- training
- consultation

Contact Mary Scharf by phone at 610-388-5580,
or by e-mail: mscharf@kcorp.kendal.org.
Fax: 610-388-5589

Visit us on the web at
www.kendaloutreach.org.



Kendal Outreach, LLC
1107 E. Baltimore Pike
Kennett Square, PA 19348



KENDAL® OUTREACH, an affiliate of The Kendal® Corporation, is a consulting firm specializing in creative solutions for healthcare clients primarily devoted to long-term care.

The pioneer of restraint-free care, Kendal has over 35 years of management and operational experience in the development and execution of comprehensive approaches to safe, individualized, care practices. If you are having a problem, our consultants have processes that can lead to successful outcomes for your organization, your staff, and the people you serve.

The long-standing value of maintaining autonomy and dignity of the frail, elderly person through resident-centered care underlies our dedication to promote the well-being and quality of life of those served.

From single-issue analysis to comprehensive reviews and strategic planning, education and training, our consultative services are discreet, cost-effective and evidence-based with positive outcomes.



The Kendal Consulting Team

The Kendal Consulting Team of experts is highly specialized and uniquely positioned to tailor interventions to meet the specific needs and goals of each organization.

BERYL D. GOLDMAN, Ph.D, RN, NHA

Director for Kendal Outreach, LLC

plays a critical role in facilitating restraint free policies and care practices. Currently, she oversees the *Pennsylvania Restraint Reduction Initiative*, a 10-year train-the-trainer project; and the implementation portion of The Pennsylvania Department of Health's *Best Practices Project*, now in its fifth year; and also led the implementation for a one-year project, *Models to Improve Care*, sponsored by the Ohio Department of Health. In addition, Beryl serves as the Outreach Leader for the national Hospital Bed Safety Workgroup—representatives of academia, the health care industry, and government working together for safety.

SABITA BALGOBIN, MSN, RN

has been a nurse educator for the *Pennsylvania Nursing Care Facilities Best Practices Project* since its inception in 2001. Throughout her 30 years in the field of aging, she has held staff and administrative positions in long term care, and faculty positions in nursing programs. As a supervisor in the Connecticut Department of Health for four years, she was responsible for assuring the quality of the Federal Survey process in long term care facilities. She has since consulted with facilities to analyze and create systems change, and has taught interdisciplinary care planning.

RUTH BISH, RN

has extensive nursing experience, having been a staff member, RNAC, and assistant director of nursing in long term care. Since 2000, she has been a nurse educator for the *Pennsylvania Nursing Care Facilities Best Practices Project*. Ruth's primary areas of expertise are implementation of quality improvement protocols in areas such as depression, pain, incontinence, pressure ulcers, functional improvement, and improvement in quality of life through a systematic paradigm shift process.

NEIL BERESIN, M.ED, BA

has a diverse background in psychology and education, and experience in geriatric case management and family crisis intervention. His expertise in long term care is restraint reduction, and bed and side rail safety. He has been a regional director for the *Pennsylvania Restraint Reduction Initiative* for the past 10 years.

JANET DAVIS, BA, ACC

has been a Certified Activities Director since 1991, a Certified Activities Consultant since 1997, and has over 25 years' experience in long-term care with particular expertise in dementia care, activity planning, fall management, and safe bed systems. She has been a regional director for the *Pennsylvania Restraint Reduction Initiative* for the past 10 years.

KAREN RUSSELL, LPN

has 26 years of professional nursing experience in acute and long-term care settings, practicing as a staff nurse and a staff development coordinator. She has served as a regional director for the *Pennsylvania Restraint Reduction Initiative* since July, 1998; her expertise is in physical and chemical restraint reduction, fall management, comprehensive assessment processes, and resident-family relationships.

SYBIL SCHWARTZ, RN, MA, M.ED

has served in a variety of nursing, education, and marketing roles in health care and academic settings throughout her professional career. Since 2001 she has been the project director for *Collage®: The Art and Science of Aging*, a computerized program designed to help maintain individuals living independently. The program is a shared vision of leaders, organizations, health care practitioners, and researchers in the field of aging working together to improve the lives of older adults.

SARA WRIGHT, MSN, CRNP

Gerontological Nurse Practitioner, has over 25 years of nursing experience in the acute, ambulatory, home health, and long-term care settings. As a member of the *Pennsylvania Restraint Reduction Initiative* since 2000, she serves as nurse practitioner/consultant to long-term care facilities across the Commonwealth with a major emphasis on chemical restraint reduction.