



Coming Attractions

All times are Eastern except as noted

June 2 10:30 a.m.

Marketing/Sales Teleconference

June 2 1:00 p.m.

MHS webinar on measuring the value of employee retention

June 2 3:00 p.m.

Executive Assistants Teleconference

June 6-7

Executive Circle, Oak Brook Hills Resort, Chicago, IL

June 8 2:00 p.m.

Finance Aging Services Teleconference

July 19 7:30 – 9:00 a.m.

IN/MI Development, Everence, Goshen, IN

March 9-11, 2017

ELG/MHA Conference, Jacksonville, FL

MHS member organizations applauded for milestones, commitment to mission at annual Members' Meeting

The MHS Members' Meeting took place March 31 at the Sheraton Grand Sacramento, Sacramento, Calif., calling to one location nearly 100 staff representing 42 MHS member organizations that are based throughout the United States. The meeting was held in conjunction with the annual Mennonite Health Assembly.

"We are connected by mission, we are connected by MHS," said Laurie Nafziger, MHS Board Chair and CEO of Oaklawn, Goshen, Ind., calling to order the 2016 gathering.

MHS President and CEO Rick Stiffney reiterated MHS' commitment to expand its resources both domestically and abroad.

Stiffney listed leadership formation work, providing resources to organizations experiencing both decline and growth, and a new consulting business model, led by Managing Director of MHS

Consulting, Tim Ficker, as specific ways MHS will uphold this commitment in 2016.

Ficker, who began in his role with MHS in July 2015, reported about his orientation experience, which included traveling across the country to personally visit dozens of MHS member organizations.

"I observed over and over again your commitment to your mission and exceptional care," he told the assembly.

Ficker noted plans underway to extend the accessibility of MHS' consulting services by offering combined consultations for member organizations discerning similar topics.

Updates within the consulting realm was identified as one of a handful of intentional changes MHS made to balance the budget after a notably difficult financial performance in 2015.

MHS Vice President of Finance

"Members' Meeting" continued >>

Member News

Valerie McGhee began as the new CEO/Administrator at Parkside Homes, Hillsboro, Kan., on April 18th. McGhee brings over a decade of experience in longterm care. She most recently served at Via Christi Villages in Manhattan, Kan.

Health Assembly: A Consultant's Perspective

As a 20-year operator of senior housing communities, I've spent my share of time in non-profit association conferences. It's nice to be in a setting where everyone is trying their best to meet your needs, to make you happy.

A number of our MHS Consulting Associates spent much of their time in Sacramento listening to your concerns and your dilemmas, your hopes and your aspirations, such as providing quality and relevant services to both your clients today and your clients over the next ten years.

While we offered "free hours" of consulting, many of our conversations with you occurred in the hallways and lobbies of the Sheraton Grand Hotel. Here is what we heard as trends or concentrated topics that fit the category of "What keeps you up at night?":

- As federal and state reimbursement sources diminish relative to costs, how will we pay

for ever-increasing costs of operations?

- As the tsunami of Baby Boomers approach the age to seek senior housing options with higher expectations of services—but lesser financial assets that their parents before them—how can we adapt and remain affordable?
- As historically stand-alone and sometimes geographically isolated communities facing the challenges above, can we survive if we go it alone or must we consider affiliation or a merger with a larger system?
- With so many of our member CEO's approaching retirement, how can we all hope to attract new leaders with experience and with a commitment to our Anabaptist values?

These are just a few of the topics we addressed in Sacramento and are currently helping our member organizations wrestle with. If we can be of assistance to your organization, please don't wait until you run into us in Jacksonville next year. Give us a call at (239) 839-0534!

>> *“Members’ Meeting” continued*



Alisa Miller and Joe Landis networking

Alisa Miller reported that these efforts had resulted in “modest improvement” in MHS’ latest financial reports.

Two executives were officially welcomed at the meeting: Jay Biere, CEO of new member Meadows Mennonite Retirement Community, Chenoa, Ill., and Mike Leiter, Executive

Director of OrrVilla Retirement Community, Orrville, Ohio.

MHS Senior Vice President Mim Shirk asked member organizations celebrating significant milestones this year to share pictures and a brief overview about their work. These milestones ranged from 20 to 120-year anniversaries. Themes of growth, change and overcoming the odds surfaced, affirming the monumental impact MHS’ member organizations have as they deeply connect with the communities they serve.

Shirk also highlighted a variety of upcoming opportunities for members, including the Valued Leadership website, the Values-based Leadership Program, Gift Development Leadership Program and the Great Transitions Retreat.

More information on all of these offerings, and others, can be found at mhsonline.org.

The next Members’ Meeting will be held in conjunction with the 2017 Health Assembly, slated for March 10, 2017 in Jacksonville, Fla.

A Fond Farewell



Moniqua Acosta’s last day was January 29. Thank you, Moniqua, for your contributions to MHS and APG for the last nine years. We wish you well in your new job at Landis Homes in the volunteer services department.

Upcoming opportunities for members, include:

- Valued Leadership website
- The Values-based Leadership Program
- Gift Development Leadership Program
- Great Transitions Retreat

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An abundance of opportunities for 200+ participants at 2016 Health Assembly



A warm welcome is given at the 2016 Health Assembly's Student Reception.

"I wanted to take the time to personally thank you, and the other sponsors, for the wonderful opportunity to attend the MHA conference. I had a great time and have experienced personal and professional growth because of my time there. I appreciated the acceptance, leadership, and guidance from the members and others in attendance. I am highly considering attending next year as well as a new nurse."

—Kristy Wertz,
EMU nursing student

Dozens of workshops, three keynote addresses, off-site events, music, worship and plentiful California sunshine made for a full and enriching 2016 Health Assembly, themed "Finding Abundance in Scarcity." The event was held March 31-April 3 in Sacramento, Calif.

Over 200 health and human service providers from around the United States and Canada attended. These professionals were offered tips and tools for workforce development, supplemented with intentional time and space for valuable discussion and discernment with peers, some of whom see one another on a regular basis, and others who are separated daily by hundreds, if not thousands of miles.

As apparent by the Assembly's full and diverse schedule, these tools were offered in many different ways, some traditional, others exciting first-time trials.

A first for the annual spring Assembly, Bluffton College professor Ross Kauffman, Ph.D., led a workshop via live video stream from Bluffton, Ohio.

Kauffman, who is Assistant Director of Public Health (Bluffton University–Collaborative MBA Program) used technology not only to lead the session, but to share visuals on the screen with the attendees. This proved an extremely beneficial tool given the content of his workshop, "Turning Data into Pictures."

Another rarity, Jason Abodeely's workshop, "Measuring Workplace Survival," is still underway, with a part two webinar scheduled for 1:00 p.m. on June 2.

Part one tackled the ever-relatable issue of turnover in the workplace by acknowledging the differences in definition across industry and the already in-place methods for tracking. Abodeely suggested his workshop was a 'supplement' to these 'tried and true' methods.

Instead of turnover, Abodeely argued, organizations should focus on survival, allowing for both measurement and prediction.

"Our initial session at MHA in Sacramento was well-attended and full of thoughtful participation from our member organizations. The



dialog and interest confirmed a growing desire for the meaningful use of data in making mindful business decisions,” Abodeely reflected.

“Predictive analytics is something we can all benefit from, and our next session will begin to look at how our members can take advantage of their existing data now,” he said.

Participation is “absolutely open to all,” said Abodeely, regardless if you attended Assembly or not. [Registration](#) is requested and can be completed online.

With these and many other opportunities for development, including three keynote presentations, there was no shortage of conversation points throughout the three-day gathering.

Discussion not only filled each and every small break in the schedule, it was intentionally encouraged by MHS through opportunities like the Networking Lunch, held Friday.

From “Ask an Anabaptist” to “Campus Operations” and “Healthy Humor: Fact or Fiction,” participants had a wide selection of discussion topics to choose from while they ate, appropriate considering the wealth of backgrounds these professionals represented.

Now that the 2016 Assembly is complete, planning has begun for 2017, to be held in Jacksonville, Fla., March 9-11.

The full lineup of activities and events will only expand, as next year’s Assembly will be held in conjunction with Mennonite Education Association’s Leaders Gathering. This is the second time a joint event is being planned; the first was held in 2013.

Online Resources

Web

mhsonline.org

Valued Leadership

valuedleadership.org

Facebook

facebook.com/pagesMennonite-Health-Assembly/67741971539

Rick’s Blog

mhsalliance.wordpress.com

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Without exception, MHS plans and programs report strong 2015 performance

Medical Expense Plan (MEP)

The Medical Expense Plan ended the 2015 calendar year with strong, positive financial results.

At its meeting on April 2, MEP Governing Council members heard the auditors commend MEP for its financial performance, especially its low administrative costs compared to its industry peers. Members also received an update on employees' use of Teledoc services and an explanation of various network alternatives to control pharmacy costs.

MEP's emphasis on wellness continued, with a review of a predictive modeling study that combines claims with biometric screening results. A four-year cohort analysis pinpointed specific areas of focus for the next year, in hopes of deferring future large claims.

Peace Church Health Insurance Program (PCHIP)

Now in its third year, PCHIP is exploring ways to both manage costs and provide excellent health care benefit to employees.

At its May 2016 meeting in Vermont, the PCHIP Subscribers Advisory Committee heard that overall member experience has been positive and the program financially solid. Additionally, a new member,

Tel Hai, Honey Brook, Pa., was approved to join the plan.

PCHIP was started in 2014 for members of MHS, Friends Services for the Aging and Fellowship of Brethren Homes. Seven MHS members are participating.

Peace Church Risk Retention Program (PCRRG)

PCRRG provides liability insurance and risk management for Peace Church senior living organizations. Sixteen MHS members are part of this collaboration of MHS, Friends Services for the Aging and Fellowship of Brethren Homes.

In his concluding remarks at the May meeting, Subscribers Advisory Committee Chair John Warner said, "being part of PCRRG has made the Brethren Retirement Community a better organization," a sentiment shared by others around the table.

Now in its 13th year, the program continues to aim for strong, consistent results. To accomplish this, PCRRG has identified two troublesome 'watch' areas: falls and claims arising from short-stay services.

Resource Partners provides administrative support to both PCHIP and PCRRG.



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Rick Stiffney, President/CEO

The Last Word: 2016 Assembly yields promising outcomes

Someone once observed that national meetings like the Mennonite Health Assembly can seem like a three-ring circus.

The MHS Board and committee meetings, held a few hours before the Assembly, always seem a little compressed. There are so many other upcoming events vying for our attention! However, the board and committees met and did responsible work.

A few noteworthy outcomes:

- The MHS Consulting Board did a thoughtful review of the revamp of our consulting practice under the leadership of Tim Ficker. He has put together a very strong team of associates.
- The Finance Committee reviewed progress we are making on overall improvement of financial performance.
- The Commission for Sponsorship began deliberative discussion and review of criteria for board appointments to MHS-sponsored organizations.
- The board supported the idea of exploring with the Fellowship of Brethren Homes (a Church of the Brethren ministry) whether there are new and deeper ways that we could collaborate over the next few years-including the possibility of creating an “Anabaptist” network rather than a more narrowly-cast Mennonite network.

One of the many other “rings” at the circus was a meeting of member CEOs who comprise the International Executive Affinity Group. This group of CEOs is leaning into opportunities to develop peer relationships with Anabaptist/Mennonite ministries around the world.

MHS members are already interacting with peers in France, China, India, Southeast Asia and the Caribbean.

The International Executive Affinity Group serves to direct the volunteer staff leadership of Ron Yoder. They also are raising funds to support this work. The group set three program goals for the next three years:

- To continue the partnership with China Christian Council (Executives in Residence and professional exchanges)
- To develop several web-based ways of sharing knowledge from all the international connections already underway
- To explore expansion of MHS member engagement with the International Visitor Exchange program with MCC U.S.
- To foster more MHS member engagement in global relationships and learning