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Employee retention and a culturally competent environment are directly linked. To honor the diversity in your workplace, acknowledge it, address it and celebrate it.

By Maureen M. McAndrews

**FEATURE ARTICLES**  
**Medication Education**

With special training, non-licensed professionals can administer medications in long-term care and assisted living facilities.

By Phillip Wizwer, RPh, MS, FASCP, & Henry T. Kozek, RPh, MPA

**Best Long-Term Care Team Winner**

Learn to quantify internal and external standards by using benchmarks.

By Mauro Hernandez, PhD. Plus a sidebar, The Benchmarking Challenge, by Steven Littlehale, MS, APRN, BC, & Jeffrey Merselis, MBA

Benchmarking Challenge, by Steven Littlehale, MS, APRN, BC, & Jeffrey Merselis, MBA

**Following an Opportunity**

Some LTACHs developed by long-term care providers are successful while others fall short of the mark. Here's what makes the difference.

By Frances J. Fowler, MSN, FAAHC

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