

Long-Term Care Leadership~ Satisfaction for Everyone 2-Part Series Teleconference



Thursday, November 15, 2007, 2:30 - 3:30 PM MT &
Thursday, December 6, 2007, 2:30 - 3:30 PM MT

Hosted by CFMC, QIO- Colorado (In collaboration with the following states: ID, MT, NE, ND, SD, WA, & WY)

Two-part teleconference series

Part one of this series will focus on staff satisfaction, the use of consistent caregiver assignments, and research on what motivates staff to remain committed to your nursing home.

Part two of this series will focus on how resident and family satisfaction surveys can drive internal quality improvement efforts within the nursing home.

Who Should attend: Administrators, Directors of Nursing, Quality Improvement Team Members, & any interested residents, family, staff, and Ombudsman

Part 1: Employee Satisfaction Surveys: What Do We Do Now? Teleconference featuring Mary Tellis-Nayak, RN, MSN, MPH Thursday, November 15, 2007 from 2:30 - 3:30 PM MT

Purpose: Session 1

Understanding the relationships between employee satisfaction and resident quality of life and care are crucial factors that need to be taken into consideration when setting up successful quality improvement in the long term care setting. Staff satisfaction surveys provide vital information to leaders in long term care that can improve both quality of life and quality of care for residents, and overall satisfaction and retention of long term care staff.

Objectives:

1. Determine who is responsible for addressing staff satisfaction survey results, including who the results should be communicated to and what the most important things are to communicate
2. Identify ways to make improvements and check for success
3. Describe how research correlates staff perceptions on the importance of the workplace environment to retaining cherished caregivers

Speaker Information:

Mary Tellis-Nayak, RN, MSN, MPH has worked in long-term care for 30 years. She has worked in various areas of care for the elderly including hospital-based SNFs, home health agencies, freestanding nursing homes, and large multi-facility organizations. She was the president/CEO of the American College of Health Care Administrators and has been involved in quality improvement programs throughout her career. In leading JCAHO's program for long-term care accreditation, she developed the first set of standards for dementia care units, subacute care, and long-term care pharmacies. Most recently she developed the first set of standards for Person-Centered Care within the Aging Services department at the Commission on the Accreditation of Rehabilitation Facilities (CARF) as well as standards for Alzheimer's programs across the aging continuum. Mary is currently the Vice President of Quality Initiatives for My InnerView, a company dedicated to providing management intelligence for long-term care. She is currently on the editorial boards of Caring for the Ages and Advances in Post-Acute Care.

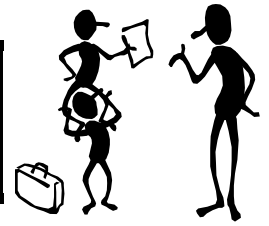


This material was prepared by CFMC, the Medicare Quality Improvement Organization for Colorado, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services.

The contents presented do not necessarily reflect CMS policy.

PM-110-092 CO 2007

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Part 2: "Resident Satisfaction Data Viewed Through New Lenses: The Key to Resident Satisfaction and Quality Outcomes" Teleconference featuring Diane Peters, RN, MS, NHA Thursday, December 6, 2007 from 2:30 - 3:30 PM MT

Purpose- Session 2:

Understanding the relationships between resident satisfaction and quality outcomes is a critical element for successful quality improvement in long term care. Resident satisfaction data contain vital information to guide and assist in improving the quality of care outcomes for the long term care resident and is important information for staff who take care of them.

Objectives:

1. Understand the relationships between resident/family satisfaction and quality outcomes
2. Interpret and apply resident and family satisfaction data to guide satisfaction improvement in a design that involves staff and residents
3. Integrate resident and family satisfaction into the facility's quality improvement and public relations strategies

Speaker Information:

Diane Peters has over 35 years of experience in healthcare that includes work as a clinician, a Healthcare Administrator, Regional Assisted Living Director, educator, healthcare lobbyist, and a quality improvement consultant. She is currently the Director of leadership & Quality Initiatives at Pathway Health Services, a national health consulting firm.

Diane's background has provided educational and practical experience in acute care, long term care, assisted living and home health/hospice. Diane has served on several national and regional committees and work groups focused on culture change and quality improvement in healthcare delivery and healthcare workforce development. She has conducted numerous presentations and workshops on quality leadership, management, and organizational system improvement.

Registration information for both sessions on the next page!



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Registration Information

These conference calls are FREE. All facilities planning to attend must register for the teleconferences to reserve phone lines. Due to the high volume of phone lines, each facility will be limited to one line. However, you are encouraged to invite all staff to listen to each conference! These sessions will also be recorded and will be available at www.cfmc.org approximately 3 weeks after the teleconference.

Receipt of registration form must be faxed or mailed by November 12, 2007 for Session 1 and by December 3rd for Session 2. Please use this registration form.

To register, please complete the following information and fax or mail the completed form to:

CFMC
Attention: Laura Koski
23 Inverness Way East, Suite 100
Englewood, CO 80112-5708
Phone: 303-695-3300, ext. 3345
Fax: 303-695-3350
Email: Lkoski@coqio.sdps.org

CFMC will e-mail a conference call packet to your facility to the contact person named below (unless otherwise instructed). Included in the e-mail will be instructions on how to call into the conference and presentation materials that may be copied for all staff attending the call.

Name (please print): _____

Title: _____

Name of facility: _____

Phone: _____ Fax: _____

Email (Required– please note that the call information will be sent to this e-mail address approximately two days before the teleconference): _____

I would like to register for (check all that apply):

Session 1: (Thursday, 11/15/07 with Mary Tellis-Nayak):

Session 2: (Thursday, 12/06/07 with Diane Peters):



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