

Advancing Your Community

Positive Results
through **Decreasing**
Turnover AND
Increasing
Resident
Satisfaction

Thursday, April 28, 2011

LOCATIONS

Live Seminar:

Metro-Tech Conference Center, OKC

Video Conference:

OU Tulsa Schusterman Center, Tulsa Campus

Sponsored by:



www.okahsa.org

Approved by NAB for 6 hours CEU

Oklahoma Association of Homes
& Services for the Aging
P.O. Box 1383
El Reno, OK 73036



PLEASE ROUTE TO:

✓ Administrator
✓ Director of Nursing
✓ Leadership Team

Advancing Your Community

Discover proven practices that bring positive results:

- ⊕ A realistic model for self-scheduling
- ⊕ An accountable model for supervisors and team leaders
- ⊕ Principles to implement for excellent customer satisfaction
- ⊕ Employment empowerment in your customer service program

*Approved for 6 hours CEU credit by the National Association of Boards of
Examiners of Long Term Care Administrators*

Advancing Your Community

Positive Results through Decreasing Turnover and Increasing Resident Satisfaction

There are two critical components necessary in order to have a successful community: **dedicated staff and quality customer service.**

You must have dedicated staff that embraces a team concept. Like never before, you are being challenged to find the quantity and quality of individuals to develop and maintain your team. It is possible to **reduce your turnover** and develop a team-based model that will dramatically affect morale, communication, quality of delivery and movement toward employer-of-choice status through the techniques that will be shared.

It has never been more important to take control of your **customer satisfaction** program. Scores are now accessible to consumers, competition is everywhere and customers expect more. Attendees will be exposed to principles and results-oriented methods that will ensure that you exceed customer service expectations.

This program will provide proven strategies and practical approaches to decrease your turnover and increase your resident satisfaction.



- Develop a strategy to implement these principles
- Implement an ongoing strategy to market what you are improving
- Prepare the organization for improved customer service by engaging staffing in the process
- Organize the customer service program so it provides a positive return on investment

Faculty
Clint Maun will return for an enlightening, invigorating, and inspiring presentation that is sure to invoke a new sense of **energy and direction** for all long term care professionals. Clint Maun is nationally recognized for his innovative leadership in healthcare consulting and research.

Clint has over 40 years experience in healthcare management, leadership, quality enhancement and self-development programs. His visions, ideas, techniques and concepts are currently at work in thousands of organizations throughout the country. Clint can provide **proven and practical** approaches to address the challenges facing long term care providers today.

AGENDA

- 8:00 a.m. -- 8:30 a.m.
- 8:30 a.m. -- 12:00 p.m.
- 12:00 p.m. -- 12:45 p.m.
- 12:45 p.m. -- 4:00 p.m.

April 28, 2011

- Registration
- Program
- Lunch - Provided
- Program

Objectives:

- Develop a specific method for the unit/shift to maintain scores on success. This includes call-ins, overtime, agency utilization, tardiness, and floating.
- Implement a realistic model for pilot projecting and self-scheduling
- Implement a successful self-reporting system that develops team-based accountability
- Design a team approach that accomplishes measurable results to reduce turnover
- Implement an accountable model for supervisors and leaders
- Learn 8 effective principles of excellent customer satisfaction

Target Audience:

The content of this seminar would be of interest for long term care administrators, directors of nursing, management staff, direct care staff, and your entire staff!

Registration Fees:

CEU credit
 Pre-registered: \$75.00
 Late Registration: \$90.00

It is important to check-in by 8:30 if you are receiving CEU credit.

Non-CEU Attendees
 Pre-registered \$60.00
 Late Registration \$75.00

Registrations must be received by April 13 to receive the pre-registration rate. Cancellations received prior to April 13 will receive credit, less a \$15.00 processing fee. Cancellations received prior to April 25 will receive 50% credit. Substitutions are accepted. Registration fee includes lunch. On-line registration available at www.okahsa.org/education for credit card payments.

Continuing Education Credit

This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for 6 clock hours of continuing education credit.

Seminar Information

For additional information, contact Mary Brinkley, OKAHSa, 405-640-8040

Locations

There will be a live seminar in OKC and a video conference in Tulsa.

OKC

Room: Auditorium
Metro-Tech Conference Center
 1900 Springlake Drive
 OKC, OK 73111

DIRECTIONS

From I-35

- Exit on NE 36 Street
- West to M L King Ave.
- Turn right onto M L King Ave.
- Left at Metro-Tech Main Entrance

From I-44

- Exit on M L King Ave.
- South 1.5 mi. past Springlake Dr
- Right at Metro-Tech Main Entrance

TULSA

Learning Center Building
Room 145
OU Tulsa Schusterman Center
 4502 E. 41st Street
 Tulsa, OK 74135

DIRECTIONS

From I-44

- Take the Yale Exit from I-44.
- Turn North on Yale.
- Take Yale one quarter mile.
- The Schusterman Center is on your LEFT (west side).
- Turn Left on Boren Blvd.
- The Learning Center will be on your left.

* See "Registration Fees" for details. Includes Lunch
 Please make check payable to: OKAHSa, and mail to: P.O. Box 1383, El Reno, OK 73036

| NAME (please print) | NHA License No. | *Pre-Reg. due by April 13 CEU-\$75/Non-CEU \$60 | CEU's | LOCATION |
|---------------------|-----------------|--|------------------|----------|
| | | | YES NO OKC TULSA | TULSA |
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| | | | YES NO OKC TULSA | TULSA |
| MEMBER CODE: | | | | |
| TOTAL: | | | | |

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Facility: _____ **Phone:** _____

Address: _____

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