

SOLUTIONS. . . Long Term Care at the Tipping Point

The **Colliding Forces: Census, Workforce, Satisfaction, Financial Wellbeing**

This interactive, practice-enriched program will equip leaders with solutions to thrive in a new era of aging services. The participant will travel on a journey beginning at a 50,000 foot view of the colliding challenges which impact long term care today; census, workforce, satisfaction, financial wellbeing; then move to the 1,000 foot view to gain insights into best practices which address the challenges. The last leg of the journey is the 100 foot view, where participants will acquire tools to add to their toolbox which will help address facility specific challenges and increase leader effectiveness, while promoting continuous quality improvements.

COURSE OBJECTIVES

1. Describe how the strategic plan drives organizational success, recognizing the need to incorporate workforce initiatives into the plan
2. Identify and discuss the top 5 long term care challenges
3. Understand how advocacy can directly impact workforce issues
4. Analyze turnover costs in relation to retention costs
5. Identify the motivational differences among different generations within today's workforce
6. Define the strategies to address workforce challenges
7. Gain practical knowledge of workforce solutions and be empowered to implement change in your community.

FACULTY

Fran Roebuck Kuhns is President and CEO of WRC Senior Services, an organization with 400 employees involved in 10 programs which provide senior health and housing services serving 500 seniors daily. Her strong leadership skills and motivation provide the foundation for her successful management and quality improvement for senior health and housing. As a registered nurse and a nursing home administrator, she has first-hand knowledge of the issues faced daily in the long term care profession. Ms. Kuhns will use her extensive experience to guide attendees through workable solutions to the challenges of census, workforce, resident and employee satisfaction, and financial wellbeing.

TARGET AUDIENCE

The content of this seminar would be of interest to long term care administrators, nurses, human resources and your entire leadership team.

AGENDA **September 23, 2010**

8:00 - 8:30 a.m. Registration
 8:30 - 12:00 p.m. Program
 12:00 -1:00 p.m. Lunch - **Provided**
 1:00 - 4:00 p.m. Program

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

REGISTRATION FEES

CEU credit Pre-registered: \$75.00 Late Registration: \$90.00
 Non-CEU attendees Pre-registered: \$60.00 Late Registration: \$75.00

Registrations must be received by September 13 to receive the pre-registration rate. Cancellations received prior to September 13 will receive credit, less a \$15.00 processing fee. Cancellations received prior to September 20 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 Long Term Care Administrator Boards (NAB) and approved for 6 clock hours of continuing education credit.

SEMINAR INFORMATION

For additional information, contact Mary Brinkley, OKAHSA, 405-640-8040, or go to www.okahsa.org.

LOCATION

Room: Big Dipper/Carousel
 Metro-Tech Conference Center
 1900 Springlake Drive, Oklahoma City, OK 73111

DIRECTIONS

From I-35

Exit on NE 36th Street
 West to M L King Ave.
 Turn right onto M L King Ave.
 Left at Metro-Tech Conf. Ctr.
 entrance

From I-44

Exit on M L King Ave.
 South 1.5 mi. past Springlake Drive
 Right at Metro-Tech Conf. Center
 entrance

Solutions... Long Term Care at the Tipping Point
 Thursday, September 23, 2010 - Metro-Tech Conference Center, OKC

Sponsored by:
 Oklahoma Association of Homes and Services for the Aging

Facility: _____ Phone: _____
 Address: _____

Name: (please print)	NHA License No.	*Pre-Registration by Sept. 13 CEU \$75, Non-CEU \$60	CEUs
1. _____	_____	After Sept. 13: CEU \$90, Non-CEU \$75	YES NO
2. _____	_____		YES NO
3. _____	_____		YES NO
4. _____	_____		YES NO
Member Discount Code _____	Total _____		

* Payments received after September 13 must pay the late fee. Registration fee includes Lunch.
 Please make check payable to: OKAHSA and mail to P.O. Box 1383, El Reno, OK 73036
 Approved by NAB for 6 Hrs. CEU credit.



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Satisfaction, Financial Wellbeing**

**September 23, 2010
Metro-Tech Conference Center, OKC**

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

Solutions...for your Long Term Care Community

- How workforce issues directly impact your census
- The real cost of workforce turnover
- Achieving improved employee and resident satisfaction by addressing workforce issues
- Positive impact to your financial status as a result of your commitment to workforce issues

PLEASE ROUTE TO: ✓ Administrator
 ✓ DON
 ✓ Leadership Team

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