

MHA Distance Learning

Creating Service Excellence Webinar

Audience:

CEO, Hospital Leadership, CNO, Nurse Leadership, Department Heads, Joint Commission, Safety Officer, QI Staff, Risk Managers, NHA

Speaker:

Lou Benson, PhD

Date:

August 26, 2010
8:00 am—9:30 am MST

Pricing*:

MHA Members: \$165/line

Non-MHA Members: \$210/line

DEADLINE FOR REGISTRATION IS

August 19, 2010

*Fees include session materials and one (1) phone line

Program Topics:

- Creating Service Excellence
- Communicate Caring Approach
- Create Great Moments of Trust
- Connecting with Partners for Service Excellence

Objectives:

- Describe ways to create a service excellence commitment among staff.
- Discuss how to develop standard operating procedures to deliver exceptional service.
- List techniques for better internal collaboration.

Program Overview

Do your staff members have the same commitment to service excellence that you do? Do they put the patient first?

Service excellence starts with understanding the needs and wants of your patients and then developing strategies to accomplish service delivery.

Service excellence is also a collaborative effort between your team and other internal partners. Without all of you working together you will not be able to achieve service excellence.

Clinical quality and productivity are important measures of success. Patient and family member satisfaction with service and care is equally important.

Faculty

Dr. Lou Bensen is CEO of Treasure Coast Hospices. Prior to joining Treasure Coast Hospices, Dr. Bensen was president of The Benson Group, a consulting firm specializing in healthcare. Lou brings practical, real work solutions to his audiences. He has delivered thousands of seminars and workshops to healthcare professionals across the country.

ONLINE REGISTRATION
NOW AVAILABLE!

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MHA

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MONTANA HEALTH
CARE PROVIDERS

Registration Information

Registration fees are \$165/line for MHA members and \$210/line for non-MHA members. The registration fee includes one toll-free telephone connection per registered facility to hear the presenter, web access information and handout materials.

To register, please complete the attached form and fax it back to MHA at (406)443-3894, Attn: Jennifer Wagner. A copy of the registration form can also be obtained at www.mtha.org.

Online registration is also available. Go to www.mtha.org for the link to register online.

If you have not received confirmation via the email address provided on the registration form 48 hours after sending registration, please contact Jennifer Wagner at (406)442-1911. **Registration deadline is August 19, 2010.**

Log-In Instructions

Upon receipt of registration, confirmation will be e-mailed to the contact person indicated on your registration form. You will receive another e-mail approximately 48 hours prior to the event with web access, dial-in information and the handouts.

It is the responsibility of the contact person listed on the registration form to download and/or access presentation materials prior to the day of the event. If your e-mail address changes, you do not receive an e-mail with instructions from MHA, or if you are unable to download or open presentation materials, please contact MHA 24 hours prior to the event to allow time to address the issue. Participants are encouraged to log in 15 minutes prior to the start of the program, as the program will begin on time.

Continuing Education

A copy of the Certificate of Attendance will be sent with the handouts and dial-in information. This Certificate should be copied and issued to all participants attending the session. Completed certificates should be placed on file at your hospital as evidence of attendance. You may apply on an individual basis with the appropriate accreditation organization for consideration of continuing education credits. This webinar is approved for 1.5 contact hours.

Refunds

Fees will be refunded only if written cancellation is received by MHA by 5 pm on August 24, 2010. Fax written cancellation to MHA at (406)443-3894, Attn: Jennifer Wagner. E-mails and phone call cancellations will not be accepted.

Creating Service Excellence Registration Form

Date:

August 26, 2010
8:00—9:30 am MST

Prices:

MHA Members: \$165/line
Non-Members: \$210/line

Registration Deadline:

August 19, 2010
5pm

Series Overview

Patient and family member satisfaction with service and care is important. Learn to create a service excellence commitment among staff and develop operating procedures.

Contact Person: Please fill out the contact information for the person that will be responsible for receiving and distributing dial-in information and handouts.

Registration Information

To ensure your spot at this webinar, please fill out the information below, completely, and fax to MHA at (406)443-3894, Attn: Jennifer Wagner. **You may also register online at www.mtha.org.**

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Participant Information:

Facility Name: _____
Contact Name: _____
Email Address: _____
Facility Address: _____ City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____

YES! We wish to participate in the webinar. I understand we will be emailed the dial-in number, agenda, and materials prior to the conference. _____ **Number of lines** _____ **MHA Member(\$165/line)** _____ **Non Member(\$210/line)**

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A check, payable to MHA is being mailed to P.O. Box 5119; Helena, MT 59604-5119

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