

Upcoming Distance Learning Opportunity from MHA

WEBINAR SERIES

DATES:

See inside for details & learning objectives of each session.

Part I - March 30, 2010

Preparing for a Medicare Condition of Participation Survey

Part II - April 13, 2010

The Essential Building Blocks of a Great Quality Program

All sessions: 10:30 am - 12:00 pm MST

SELECTING SESSIONS:

You may sign up for the entire series, or just one or two sessions separately. Each session stands on its own and will have individual presentation materials. However, please be aware that the sessions do build upon one another and content may be related/referenced between sessions.

PRICING*:

MHA Members

\$165/line: One session

\$280/line: 2-part series

Non-MHA Members:

\$210/line: One session

\$370/line: 2-part series

DEADLINE FOR REGISTRATION IS
MARCH 23, 2010

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

**ONLINE REGISTRATION
NOW AVAILABLE!**

WWW.MTHA.ORG

The Link Between Quality & Survey Readiness for Small Rural and CAHs

Part I - Preparing for a Medicare Condition of Participation Survey

Survey readiness is an important piece of life inside a small rural hospital. Poor surveys can result in extra work and inefficient use of use of personnel who already are in short supply. Savvy health care providers are adopting practices that ensure they always are ready for a survey. Having those practices in place enables surveyors to conduct surveys without disrupting operations or unnecessarily impacting resources.

During this session, participants will learn practical approaches directed at continuous survey readiness. The session addresses the importance of building systems to continuously be in control of your environment so survey readiness is a natural by-product of the hospital's quality efforts.

This program will include a written tool that summarizes those important activities that a Critical Access Hospital's quality program should address in order to be not only survey ready, but also continuously in control of its environment.

Learning Objectives

- Identify key practices critical for continuous readiness for a Medicare Condition of Participation survey;
- Interpret the Medicare survey process; and
- Apply key steps hospital leadership can take for continuous readiness.

Part II - The Essential Building Blocks of a Great Quality Program

The average hospital currently invests 30 to 45 percent of its earned revenues in quality-oriented activities with most of that investment going into activities that don't truly impact quality improvement.

In this session, we will discuss the essential components of a great quality program which incorporates practical implementation strategies. This session builds on Part I of this series, and introduces an approach that uses "quality calendars" to manage and monitor quality activities in a manner that makes it easy to get it right the first time.

This program shares samples and examples of a quality calendar system currently used by more than 100 small rural hospitals in 10 states. It introduces principles related to the creation of more effective quality programs that reduce waste and increase control over the patient care environment.

Learning Objectives

- Explain three key considerations in effectively managing quality;
- Identify two ways to more effectively manage quality to minimize the risk of error; and
- Evaluate the quality calendar system approach to managing activities.

Faculty

Darlene D. Bainbridge, RN, CPHQ, CPHRM, D.D., is an experienced health care professional with 27 years dedicated to working with rural and small to mid-sized health care organizations. Her experience includes rural health care delivery, health care administration, network development, risk management and quality improvement, coupled with a clinical background.

For the past eight years, Bainbridge has been involved with the Critical Access Hospital program. Working with this new federal initiative, she served as chief executive officer for a small rural hospital where she and her team restructured the hospital and avoided inevitable closure.

REGISTRATION INFORMATION

Registration fees are \$165/line for MHA members for one session and \$280/line for the complete series. Non-MHA member fees are \$210/line for one session and \$370/line for the complete series. The registration fee includes, webinar access, one toll-free telephone connection per registered facility to hear the presenter 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. 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 March 23, 2010 at 5pm.

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 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 for each session.

The Link Between Quality & Survey Readiness for Small Rural and CAHs REGISTRATION FORM

DATE:

Part I– March 30, 2010
Part II - April 13, 2010
10:30 am—12:00 pm each day

PRICES:

MHA Members: \$165/line/session
\$280/line/series
Non-Members: \$210/line/session
\$370/line/series

REGISTER BY:

March 23, 2010 at 5pm

REGISTRATION INFORMATION

To ensure your spot at this very important workshop, 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

REFUNDS Fees will be refunded only if written cancellation is received by MHA by 5 pm on March 27, 2010. Fax written cancellation to MHA at (406) 443-3894, Attn: Jennifer Wagner. E-mails and phone call cancellations will not be accepted.

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

Participant Information:

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

Series Selection (see session dates above)

2-Part Series (\$280/\$370) Part 1 (\$165/\$210) Part 2 (\$165/\$210) *(Check up to 1 session. If more than 1, select 2-part series)*
_____ Number of lines _____ MHA Member _____ Non Member

Payment Information (All credit card information is required and must be complete).

Total Payment Due: \$ _____
 Visa Mastercard Discover American Express
Card number: _____ Expiration Date: _____
Cardholder Name: _____ CVS #* _____
Credit Card Complete Billing Address _____
Signature: _____

*The CVS number is the 3 digit number on the back of your card. For AMEX it is 4 digits on the front

- A check, payable to MHA is being mailed to P.O. Box 5119; Helena, MT 59604-5119
 Please invoice me—MHA Member Facility PO#: _____

FOR INTERNAL USE ONLY: DATE PAID: _____ REGISTRATION ENTERED (DATE): _____ BY: _____
CONFIRMATION SENT (DATE): _____ BY: _____
ACCOUNTING CODE: 08-10-14 CHECK#: _____ AMT: _____ INVOICE (DATE): _____ BY: _____



For questions regarding education, please contact:
Jennifer Wagner · PO Box 5119 · Helena, MT 59604 · (406) 457-8006 · jennifer@mtha.org