

# Employee Satisfaction + Patient Satisfaction = \$uccess

3-Part Webinar Series • January 25, February 9 & 22, 2017 • 12:00—1:00 pm CST

Organizations with a good working environment have the leverage to achieve patient satisfaction in home care. By focusing on compassion and kindness, as well as recruitment and retention, this webinar series will delve into the strategies that will move the needle in the right direction. Each webinar will demonstrate practical ways to make your agency stronger and more receptive to positive change. These webinars will be recorded and available through April 26, 2017.

### *Improving Outcomes with a Culture of Kindness Wednesday, January 25, 2017*

There is growing frustration with programs that promise to improve outcomes, but are not improving patient satisfaction ratings. Researchers have shown that intelligent kindness and increased staff attention to the patient leads to stronger patient connections and higher patient satisfaction. These connections increase trust and in turn lead to improved clinical outcomes. Learn how a “culture of kindness” produces improved outcomes and higher patient satisfaction in an organization with higher staff satisfaction & retention.

### *Workforce R&R- Improved Recruitment and Retention in Today’s Marketplace – Thursday, February 9, 2017*

Home Health and Hospice providers are losing clinical staff at rates of 15-20% every year. This revolving door incurs more costs to recruit and train qualified clinicians, leaving little time and money to focus on retention. Recruitment and retention are not “one size fits all” and neither is longer term staff education and support. Learn how to create an effective orientation model that will attract (and keep) the staff you need. Explore two pathways for orientation and an ongoing process of staff education and support that encourages staff development and promotes satisfaction.

### *Patient Centered Care – The Formula for Your \$uccess - Wednesday, February 22, 2017*

Bring the previous two programs on employee and patient satisfaction together to improve your critical financial success! Currently there are three very similar models of Patient Centered Care Management that can achieve the partnered goal you and CMS desire from your agency. These integrated care models encourage staff to practice at the full limits of their licensure, find true satisfaction in their work, and at the same time significantly increase patient’s interest and willingness to have an active role in their care.

**About our Speaker: Kathy Roby, BSN, MA, MS, CHCE, Senior Project Manager, Qualidigm.** Kathy is the Consulting Director at Qualidigm, which is New England’s QIN-QIO. She has lectured nationally on transformational change in the home healthcare setting. Roby has assisted large and small agencies develop strategic initiatives to improve quality, safety, and cost-effective service.

## Registration Form

Registration fees are for 1 phone connection. For additional sites, copy this registration form & send in with proper payment amount.

Company \_\_\_\_\_  
Participant Name \_\_\_\_\_ Email Address \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_

Employee/Patient Satisfaction

### Registration Fees:

**MAHC Members**—\$379.00 full series

**Non-Members**—\$579.00 full series

**TOTAL AMOUNT ENCLOSED** \_\_\_\_\_



### Mail Registration & Payment to:

Missouri Alliance for HOME CARE

2420 Hyde Park, Suite A

Jefferson City, MO 65109

Phone: (573) 634-7772 Fax: (573) 634-4374

**Cancellations:** Refunds will NOT be issued for cancellations received after January 23, 2017 and non-paid registrations will be billed full conference price. Cancellations received prior to January 23, 2017 will receive a 90% refund.

**Confirmation:** Prior to the webinar, a GoToWebinar link will be e-mailed to you. You will need to register through this link to attend the webinar. You will be sent a confirmation which will include a join link to access the webinar, a dial-in number and an access code to listen in via telephone. You will also be sent any pertinent handouts if available, and the sign-in sheet, and evaluation. **PLEASE NOTE: There are NO CE’s available for this webinar.**

**Recordings:** Each webinar will be recorded & available to registrants, at no additional fee, through April 26, 2017.