



Maine Hospital Association

presents

“The Link Between Quality and Survey Readiness for Small Rural and Critical Access Hospitals”

Two-Part Webinar Series*

**Session I: “Preparing for a Medicare Condition of Participation Survey”
Tuesday, March 30, 2010 (12:30 - 2:00 p.m.)**

**Session II: “The Essential Building Blocks of a Great Quality Program”
Tuesday, April 13, 2010 (12:30 - 2:00 p.m.)**

***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.**

Session I: Preparing for a Medicare Condition of Participation Survey Tuesday, March 30, 2010

Overview:

Survey readiness is an important piece of life inside a small rural hospital. Poor surveys can result in extra work and inefficient 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

Session II: The Essential Building Blocks of a Great Quality Program Tuesday, April 13, 2010

Overview:

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 calendars 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 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.

Target Audience for all three sessions:

Chief Nursing Officers, Chief Compliance Officers, Nursing Directors/Managers, Staff Nurses, Department Heads, Quality and Risk Management Directors, Compliance and Joint Commission Directors, Staff Development Directors, Education Directors, Infection Control Directors.

Registration Fee:

\$175 per site per session for MHA members

\$275 per site per session for non-members

The registration deadline is one week prior to each session. Advance registration is required to ensure the delivery of instructional materials.

Cancellation Policy:

Cancellations made prior to the registration deadline will be issued a refund, less a \$25 administrative fee. Cancellations made after the deadline will be charged 50% of the registration fee. No refunds will be issued for those who do not cancel in advance of the program.

Connecting to the Program:

All registration fees are per phone connection. Complete the attached registration form and return it to the Maine Hospital Association. Upon registering for the program, notify all participants and arrange a meeting room and speaker phone, if desired. After you register for the program, you will receive a confirmation notice from MHA. Prior to the program, you will receive instructions on logging into the program. You will also receive the speakers' handouts via email. Approximately 5 to 10 minutes before the program, dial in to be connected to the session.

**If you have not received a confirmation notice 48 hours prior to the program, please call Leslie Gagne at (207) 622-4794 to confirm your registration has been received.
Confirmation notices will be sent via email when available.**

Registration Form

The Link Between Quality and Survey Readiness for Small Rural and Critical Access Hospitals (Webinar Series)

March 30, 2010 & April 13, 2010

12:30 p.m. - 2:00 p.m.

Important Note: Information for accessing the program will be emailed to the following contact person prior to the program date.

Name and Title of Contact Person: _____

Telephone: _____ Fax: _____ Email: _____

Organization: _____

Address: _____ City: _____ State: _____ ZipCode: _____

The registration fee is: **\$175** per site per session for **MHA members**

\$275 per site per session for **Non-members**

The fee covers **one** telephone connection and includes a set of handouts (which can then be copied). If more than one connection is placed, your hospital will be billed accordingly.

Please register us for the following sessions:

Session I: "Preparing for a Medicare Condition of Participation Survey" March 30

Session II: "The Essential Building Blocks of a Great Quality Program" April 13

Payment Method: Check enclosed (payable to **Research & Education Trust**)

Check being mailed

Credit Card

Credit card amount authorized \$ _____

Credit Card # _____ **Visa MasterCard Amex**

Exp. Date _____ Name on Card (*please print*) _____

Signature _____

Please send completed registration form along with payment to: Leslie Gagne, Research & Education Trust, 33 Fuller Road, Augusta, Maine 04330 or fax (mail payment separately) to 207/622-3073. If you have questions, please call Leslie Gagne or Carol Sinclair at 207/622-4794 or by email at lgagne@themha.org or csinclair@themha.org.