LeadingAge Washington

Avoiding Failures - Creating Successful Systems and Processes

WEBINAR

Speaker: Demi Haffenreffer, RN, MBA

WEBINAR: DATE & TIME:

Tuesday, November 28th * 1:00 —3:00 p.m. (Dial In details will be sent with confirmation)

OUR SPEAKER:

Demi Haffenreffer, RN, MBA, has made long-term care her profession since 1973, first as a DNS and for the last thirty-five years as a consultant. Demi is known as a dynamic and interesting presenter. Her thorough knowledge of the regulations combined with her extensive hands-on experience provide for practical, everyday solutions to the challenges facing the caregiver & community.

LEARNING OVERVIEW:

Today's long term care landscape is complex and requires critical thinking and strategic vision to implement successful systems and processes that drive quality and positive outcomes. Sometimes in spite of focused effort and careful design, there is failed practice. This workshop will help discover the major systems and processes that should be in place in your facility to ensure you are utilizing every possible resource to facilitate quality care and prevent failed practice. Learn how to utilize critical thinking, leadership qualities, and interpersonal communications with your team. We will discuss the ten major causes of failed practice and solutions to resolve issues and maintain compliance.

Who Should Attend?

DNSs in Long Term Care—Bring your Team to the table!

YOU are the Management "Change Agents"!

Cancellation Policy

Cancellations must be received 3 days prior to be refunded (less a $25 service charge). No refunds are possible after that date—replacements welcome.

Objectives

- Review the top Clinical and Non-clinical systems required for positive outcomes for care and services.
- Examine the ten major causes of failure.
- Explore the components of successful systems and processes in order to prevent failures.

REGISTRATION INCLUDES: Materials and 2 DSHS credits

FEES: Member $99.00 ☐ **Non Member $149** ☐

Name(s)/Title(s): _____ _____

Est. # on the call: _____

Community/Business: _____ **Address:** _____

Main email for confirmation: _____ **Phone:** _____

Total fees: $ _____ ☐ Please Invoice ☐ Credit Card ☐ Check Enclosed

Card # _____ **Exp. Date:** _____

CC Billing Address _____ **Name on Card:** _____

To register— Fax: (253) 964-8876 or Scan/Email: cmeritt@LeadingAgeWA.org

Questions: Call 1(253) 964-8870 * www.LeadingAgeWA.org Address: 1102 Broadway, Suite 201, Tacoma WA 98402