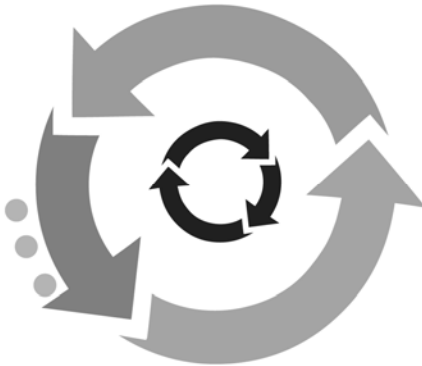


The Virginia Health Care Association &
The Virginia Center for Assisted Living
present

Quality in Motion
Planning and Implementing an Effective Program

December 1, 2009



Holiday Inn - Select Richmond
1021 Koger Center Boulevard
Richmond, VA 23235-4756
804.379.3800

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PROGRAM OVERVIEW

In long term care, quality is critiqued by many people and organizations using different measures, values and expectations. Quality management is best critiqued by resident outcomes, customer and staff satisfaction, fiscal responsibility with three main components: quality control, quality assurance and quality improvement. It focuses both on product quality and the means used or required to achieve it. Quality management, therefore, is dependent on quality assurance and control of processes, as well as products or services, to achieve more consistency.

This program will present an overview of quality expectations and the underlying principles of an effective quality assurance program. Participants will become familiar with tools for day-to-day and scheduled monitoring of quality through tracking and investigations of their facility's programs. Presenters will challenge attendees and to distinguish between proactive vs. reactive programs and quality assurance vs. risk management. This interactive program will offer the opportunity to become familiar with the roles of respective members of the quality assurance team and to hear from a panel of providers about team members' responsibilities for creating and maintaining a successful action plan.

PROGRAM OBJECTIVES

Participants in the program will be able to:

- Examine regulatory requirements for a facility's quality assurance program;
- Explore similarities between quality assurance and risk management;
- Apply the Human Development Model to create an action plan;
- Identify essential components of a Quality Assurance/Quality Improvement "toolbox"; and
- Apply the team approach in the quality assurance process.

WHO SHOULD ATTEND?

Administrators, DONs, charge nurses, CNAs, quality team members

PRESENTERS

Mary Chiles, RN, Chiles Healthcare Consulting

Donna Duss, RN, MSN, Director of Health Care Services, Vinson Hall Retirement Community

Jonathan Evans, MD, Medical Director, Blue Ridge Long Term Care Associates

Helen Gillespie, RN, Director of Compliance & Risk Management, Commonwealth Care of Roanoke, Inc.

Shirley W. Hrebik, BA, NHA, Compliance Officer, Dogwood Village of Orange County

Mary Tellis-Nayak, RN, VP Quality Initiatives, MyInnerview

Kimberly Pasquino, RN, Administrator, Coliseum Park Nursing Home

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AGENDA

- 8:30 a.m. – 9:00 a.m. Registration & Continental Breakfast
- 9:00 a.m. – 9:30 a.m. *Using SMART Data as a Quality Improvement Tool*
Mary Chiles, RN
- 9:30 a.m. – 11:00 a.m. *“The Road to Quality”: Requirements and Expectations for an Effective Program*
Donna Duss, RN, MSN
- 11:00 a.m. – 11:15 a.m. Break
- 11:15 a.m. – 12:45 p.m. *Applying the “Human Performance Model” to Quality Assurance/Quality Improvement*
Mary Tellis-Nayak, RN
- 12:45 p.m. – 1:30 p.m. Lunch
- 1:30 p.m. – 2:00 p.m. *Group Plans for Improvement Opportunities*
Mary Tellis-Nayak, RN
- 2:00 p.m. – 3:00 p.m. *Creating a Quality Assurance/Quality Improvement “Toolbox”*
Donna Duss, RN, MSN
- 3:00 p.m. – 3:15 p.m. Break
- 3:15 p.m. – 4:15 p.m. *Creating and Maintaining Team Momentum: Successful Implementation of a Quality Assurance Program*
Panel
Jonathan Evans, MD
Helen Gillespie, RN
Shirley W. Hrebik, BA, NHA
Kimberly Pasquino, RN

CONTINUING EDUCATION

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Virginia Health Care Association is a Certified Sponsor of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB). This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for six clock hours and 6 participant hours. State licensure boards, however, have final authority on the acceptance of individual courses.

