

plante
moran

PointClickCare

T H G

Therapy
Partners

ICP
Care Pharmacy
INSTITUTIONAL

LANCASTER
POLLARD

LeaderStat
Long Term Care Management Resources

LUKENS

NEACE



BENESCH
Fredlander Coplan & Aronoff LLP
Attorneys at Law

BUCKINGHAM
DOOLITTLE &
BURROUGHS LLP
Attorneys & Counselors at Law

ComManagement Health Systems, Inc.
A Sedgwick CMS Company

Dinsmoor & Shohl LLP
ATTORNEYS

ComManagement, Inc.
A Sedgwick CMS Company



Omicare

Remedi
SeniorCare

SCHUTZER
BOGAR LLC
attorneys

Howard, Wershale & Co.
CPAs & Advisors

RLH CONSULTING

Rolf & Goffman
A Legal Professional Association

with support from our champions

Ohio
Health
Care
Association



offered through the Educational
Foundation of OHCA

Communication & Customer Service



August 4, 2010

2:00 p.m. – 3:30 p.m.

Direct Care Teleconference Series

For more
detailed
information see
www.efohca.org

Communication & Customer Service

Cannot listen in to the live conference?

Order the Handouts & CD

— Live Conference Call, Handouts & CEUs

— Handouts & CD

Still Have Questions ???

Want to know more about this seminar or anything else related to our educational services? Contact the Association at 614.436.4154.

Register 4 or more people on line and save an additional 15%.

Register on line and save 10% off the registration fee listed.

Mail-in Registration

or www.efohca.org

COMPANY INFORMATION:

Facility _____

Address _____

City _____ State _____ Zip _____

Phone (_____) _____

Date:

August 4, 2010
2:00 p.m. – 3:30 p.m.
Teleconference



Speaker:

Judy Gross is a nurse consultant with LBK Health Care, Inc. and has been involved in long-term care nursing for over twenty years as a director of nursing. She is certified in gerontology and as a director of nursing administration in long-term care. She belongs to ODONA, NADONA and is chairman of the Ohio Health Care Association Council of Nurses and has served on the Miami Valley Long-Term Care Association board that provides education in a 14 county area. Judy is also a member of the OHCA Board of Directors as District 8 Chairman.

Course Description:

Regardless of your position within the facility you probably don't immediately think of yourself in the hospitality profession, however, having the honor to impact a person's life in a memorable way is a great position to be in. You directly impact the service experience that the patient and their family receive at your facilities. Providing exceptional customer service is a vital component of long-term care. This session will provide real life examples of the importance of the behavior of staff and the impact it has on customer service. Tips on how to communicate with co-workers and families will also be shared. Discussion will also take place regarding dealing with complaints. Great customer service starts with you!

In addition, the program will include time for those participating to ask questions of the instructor as well as materials for facilities to utilize to facilitate follow up discussion as a compliment to their facilities staff development efforts on this important topic.

Objectives:

1. How does everyday behavior effect communication and customer service?
2. Ways to help each other in the work place to not be the reason workers and residents leave your facility.

CEUs:

This program is approved for one (1.0) hour of credit for nursing home administrators and nurses. Individual attendance will be monitored throughout the call. Only those attending the entire call will be awarded continuing education credit. Upon receipt of your request for continuing education form, certificates will be mailed to the facility.

One low Price for unlimited participants!

How it will work:

One week prior to the teleconference, you will receive an email with the toll-free number and access code for your contact person at the facility to enter the teleconference, as well as any handout materials and continuing education request forms. The number and access code are only valid for one connection (phone line). Any additional connections will be billed the teleconference registration fee.

CEUs & Other Education Requirements:

Each program will include time for those participating to ask questions of the instructor as well as materials for facilities to utilize to facilitate follow up discussion as a compliment to their facility's staff development efforts. Each participant will receive a certificate of attendance which can be used toward meeting the annual in-service education requirements for state tested nursing assistants in skilled nursing facilities (Rule 3701-17-07.1 (K) OAC).

How much does it cost?

Facilities will pay just one low fee for an unlimited number of participants. The number and access code is valid only for one telephone connection at the location registered with OHCA. Any additional telephone connections will be billed for the registration fee.

Have a conflict the day or time of the call or just want other shifts to be able to hear the program? This program is being recorded and a cd-rom along with the handouts is available for purchase. CEUs are not available for listening to the CD.

It is imperative that an email address is provided.

Registration Fees:

Members:	\$ 60 (before 7/21)	\$ 75 (7/21 and after)
Non-Members:	\$ 105 (before 7/21)	\$ 130 (7/21 and after)

Payment must be included to be processed.

Send this completed form and payment to:

EFOHCA

55 Green Meadows Drive South, Lewis Center, Ohio 43035 • Fax: 614/436-0939

Name: _____

Title: _____

Email Address (**required**): _____

Checks accepted with mail-in registrations. Credit cards accepted with online registrations.
Communication & Customer Service