

MHCA EDUCATION POLICIES

PLEASE READ THESE CAREFULLY!

1. Payment (Season ticket, Check, Visa, MasterCard) must be received with registration in order to be properly registered for any MHCA educational event. Payment must be received before or on the day of the seminar. If for any reason payment cannot be made during the allotted time, a \$15.00 admin fee will be charged for each registrant. CEU's and certificates will be issued when the seminar has been paid in full.
 2. Should the MHCA need to invoice any individual/facility for an educational event, a \$15.00 administrative fee will be applied for each person registered.
 3. In order to receive a refund of educational event registration fee(s), the individual/facility must submit proper cancellation notice seven (7) days prior to the seminar. This cancellation notice must be in writing. (Telephone cancellations will not be accepted.) Any individual who registers for a seminar, but fails to file the proper cancellation notice will be billed and must pay the entire seminar fee.
 4. The only exception to the seven (7) day requirement for cancellation must be due to survey, personal illness or death in the immediate family. Again, this request for refund must be submitted in writing, stating the reason for cancellation. (Telephone cancellations will not be accepted.)
 5. An individual who has pre-registered for a seminar may transfer his/her registration to a person working in the same facility, management company, or office who has not pre-registered in the event that the original registrant is unable to attend.
 6. Smoking cannot be permitted during class.
- If you need special aids for services identified under the Americans with Disabilities Act, please call MHCA at 601-956-3472.
 - A light jacket or sweater is recommended as the meeting room's temperature may be difficult to control.



“DON Training”
Sponsored by

Ridgeland, MS 39157
Suite 125
1076 Highland Colony Parkway

MHCA
Mississippi Health Care Association
Leading the way in long-term care.

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Presents



“DON Training”

August 4th & 5th, 2010

MHCA Auditorium
1076 Highland Colony Parkway
Ridgeland, Mississippi

Phone: 601-956-3472

Fax: 601-977-0273

www.mshca.com



Demetria (Demi) Haffenreffer, RN, MBA, has made Long-Term Care her profession since 1973, first as a Director of Nursing and for the last twenty-five years as a consultant. She is a past Director and Vice-President of the Oregon Health Care Association

and has served as President of the Oregon Long-Term Nurses Association. She has been serving as a member of the American Healthcare Association (AHCA) Quality Improvement Committee since 2003. In 2006 she was appointed as a member of the Board of Senior Examiners for the AHCA's Quality Improvement Award, an award granted to the top performing facilities in the Nation. She became a Master Examiner in 2009.

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 care giver and facility. She has taught workshops nationally and internationally on a variety of subjects pertinent to Long-Term and Community Based Care, has authored numerous policy and procedure manuals, and has published articles in Provider Magazine. She has been a guest speaker for State and National healthcare organizations, and is a Trainer with the AHCA Leadership Excellence Program as well as one of the designers of that program; and the AHCA Train the Trainer program.

Her depth of knowledge, breadth of experience and her communication skills have made her a sought after resource and advocate for facilities facing regulatory disputes, as well as for expert review and testimony for attorneys facing litigation in the Pacific Northwest and nationwide.

Upon successful completion of this activity, the following contact hours will be awarded:
11 nursing contact hours

Course Description/Overview

In today's regulatory and economic climate, performance excellence is more vital than ever. This two-day seminar will show you how to achieve award winning excellence for your facility, including a systems approach to key aspects of quality improvement and survey management. Day 1 topics will include a comprehensive review of the quality of care requirements as well as how to establish systems and standards in each Ftag. On day 2, Demi will present information on basic and advance methods for continuous quality improvement, including measuring and analyzing data. Participants will take home a manual with a number of tools for use in their facilities.

Day 1

- Course Overview
- DNS Role and Responsibilities
- Review of the twenty system approach to quality
 - Compliance Issues
 - System Development
 - Application of the Requirements to Survey Situations

Day 2

- The Quality of Care Requirements continued
 - Compliance Issues
 - System Development
 - Application of Requirements to Survey Situations
- Quality Management System
 - Key Components
 - Quality Defined
 - Setting Performance Measures
 - Measuring and Analyzing
- Survey Management
- Leadership and the role it plays in a quality management system

*******PLEASE NOTICE*******

Upon receiving payment for this course, you'll be given a website and password to download materials prior to this class. **It is imperative that you bring this information to class along with the latest Long-Term Care Survey Manual.** Once this information is received, the fee for this class is non-refundable. Please provide us with legitimate e-mail address and/or phone number so this information can be provided prior to class.

**DON Training
 MHCA Auditorium
 Registration 8:00-8:30 am
 August 4th & 5th, 2010**

Attendees:

Facility: _____

Address: _____

Phone: _____

Fax: _____

E-Mail _____

Seminar Pricing:
Members (per person) - \$200.00
Non-Members (per person) - \$400.00

Method of Payment:
 Check or Money Order # _____

Season Ticket # _____

Visa MasterCard

Credit Card # _____

Exp Date _____ V Code _____ Total _____

Signature _____

**Registration will not be processed
 unless payment is included.**

Send Payment and Registration to:
 Mississippi Health Care Association
 1076 Highland Colony Parkway, Ste 125
 Ridgeland, MS 39157
 Phone: 601-956-3472 • Fax: 601-977-0273
 Register on-line at
 www.mshca.com