

# MHCA

Mississippi Health Care Association

*Leading the way in long-term care.*

PROACTIVE  
LTC CONSULTING

SNF Department  
Head Briefing

Essential lessons for department heads

MISSION

POSSIBLE

## SNF Department Head Briefing Webinar Series: *MISSION POSSIBLE*

### CUSTOMER SERVICE CONCEPTS FOR THE CREW

**December 19, 2023 1:30 pm**

#### IMPORTANT INFORMATION

- Each licensee (NHA) MUST register separately and will receive an individual webinar link. Individual links should NOT be shared with others.
- Only ONE licensee (NHA) per registration and login link will have CEUs reported.
- Each Licensee (NHA) must attend the entire webinar using their personalized login link to receive CEUs. Provide your NAB number at the time of registration to have CEUs reported.
- Handouts & Sign In sheets will be sent to registrants the day before the webinar.
- This program is pending for Continuing Education for 1.0 total participant hours by NAB/NCERS approval. CEUs will not be granted for attendance by phone or for viewing of recorded webinar.
- Proactive Medical Review will report CEUs to NAB. Certificates of attendance should be printed from the NAB website and submitted to MSBNHA by each NHA. MHCA does not provide NHAs certificates of attendance for Proactive webinars.

**MEMBERS \$80 per Registrant**

**NON-MEMBERS \$240 per Registrant**

Registrant Name \_\_\_\_\_ Title/Discipline \_\_\_\_\_

Registrant Email \_\_\_\_\_ NHA NAB Number \_\_\_\_\_

Facility \_\_\_\_\_ Phone # \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

**If paying by credit card, register online at [MSHCA.COM](http://MSHCA.COM)**

**\*\*\* If paying by check, email registration to [memberservices@mshca.com](mailto:memberservices@mshca.com)\*\*\***

**Then mail check with copy of registration to:**

Mississippi Health Care Association

303 Brame Road Ridgeland, MS 39157

Phone: 601-898-8320

MHCA Educational Policies can be found on the  
MHCA website at [www.mshca.com](http://www.mshca.com)

If you need special aids for services identified under the  
Americans with Disabilities Act, please contact MHCA.