

Tuesday, July 10, 2018, 11:30 pm – 1:00 pm
Webinar Recording Available

In the new world of data-driven and outcome-focused quality, agencies are being asked to learn, think, track and react differently. Engaging the growing millennial workforce and understanding their mindset and motivation will be key for the agency in defining duties, assessing skill sets and identifying team leaders. Hear how the agency's future is strengthened and quality advanced by models of engagement for a new generation.

The presentation will review the characteristics of quality improvement leadership, the QAPI program and team members for all types of organizations. Additionally, it will focus on the new COP operational requirements for QAPI. The experts will discuss:

- Working and communication characteristics of Boomers and Millennials.
- Using a variety of communication styles to activate a QAPI program throughout the organization.
- Effectively using Boomers and Millennials in various aspects of the QAPI program.



Continuing Education:

The presenters and program planners have no conflict of interest regarding this webinar. RNs and LPNs must participate in the entire presentation for contact hours to be awarded. To apply for nursing contact hours, please e-mail a typed list, and attach an evaluation form and a completed sign-in sheet, listing the individuals at your facility that participated and noting those requesting contact hours.

Individuals requesting contact hours will receive a certificate of contact hours earned. Please make sure that you enter the Contact Person's name in the Registration Form. All correspondence and site registration information will be sent to this person. No commercial support has been provided for this program.

Presenters:

Donna Floyd, RN, BSN. Donna is principal and consultant at The Crag Business Group, Inc., has experience in management of national, regional and start-up organizations, including home health agencies. She has held positions as an agency administrator, clinical nurse manager, and VP of Program Development. She is experienced with home health agencies and licensure rules in multiple states.

Robert Floyd. Robert is the COO of The Crag Business Group, Inc., and is a 35-year veteran of management, with extensive knowledge and experience in human resources and risk management. As a management consultant, Robert has developed a strong analytical process and highly effective training methods to facilitate necessary changes within organizations.

Registration Fee: Member rate is \$169.00 - Non-members \$269.00

Performance Improvement and the Millennial Workforce

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Convenience: Enjoy the convenience and cost-efficiency of a webinar – watch the speaker’s slide presentation on the internet while listening by telephone or through your computer’s microphone and speakers (VoIP). There is no limit to the number of attendees from your agency who may participate at your site using one phone line and a computer with internet access.

Confirmation: Prior to the webinar, a GoToWebinar link will be e-mailed to you. You will need to register through this link to attend the webinar. You will be sent a confirmation which will include a join link to access the webinar, a dial-in number and an access code to listen in via telephone. You will also be sent any pertinent handouts, if available, an evaluation and certificate. **The webinar will take place from 1:00 p.m. to 2:30 p.m. EST.**

Registration: The registration deadline is March 2, 2018. Registrations may not be shared between agencies – the agency’s registration covers the access of only one phone line/computer access to the webinar. Multiple site participation for your agency will require a separate registration fee for each connection. Please note: if your agency has sent in 1 registration but 3 people from your agency register through the GTW link, your agency will be invoiced for the additional 2 registrations. The handouts will be emailed to you to the email address you provide. Please feel free to provide an additional email address as a backup.

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Performance Improvement and the Millennial Workforce Tuesday, July 10, 2018, 11:30 pm – 1:00 pm	\$169	\$269

Registration:

Attendee Name: _____ Agency Name: _____
Agency Address _____ Agency City, State, Zip: _____
Attendee Email: _____
Phone: _____ Alternate Email: _____

Payment:

I owe the amount of \$_____ for the courses selected above.

My check payable to (HCANH) is enclosed.

Charge my:



Credit Card Number _____ Exp. Date _____ Security code _____

Name (as it appears on card) _____

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Signature (required) _____

Register online at www.homecarenh.org/education or

Mail, fax or e-mail this form to:

Home Care Association of New Hampshire, 8 Green Street, Concord, NH 03301

Fax: 603-225-5817, Ph: 603-225-5597, E-mail information to: info@homecarenh.org

Please contact the HCANH if you have questions about registering.