

NCHCFA Presents

Silver Quality Award Workshop

November 7-8, 2017

Raleigh, NC

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NCHCFA
5109 Bur Oak Circle
Raleigh, NC 27612
919-782-3827

Registration:
8:30 am - 9:00 am
Each Day

Seminar:
9:00 AM - 4:00 PM
9:00 AM – 1:00 PM

Cost:
NCHCFA member - \$150
**light breakfast and lunch
included*

This seminar has been
approved by the
NC State Board of Examiners
for NHA for
10 Administrative hours.

NCHCFA is a registered
sponsor of continuing
education with the NC State
Board of Examiners for NHA.

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919-782-3827
919-787-8418 (fax)

Now that your facility has achieved the Bronze Award for its commitment to quality, it may be time to apply for the Silver Award to recognize your achievement in quality. In this one and half day workshop, you will walk through the application process and apply the criteria to your organization. At the end of the workshop, participants will have the framework for the Silver AHCA/NCAL Quality Award application.

Learning Objectives

- Translate your Bronze application into a Silver Organizational Profile
- Understand the structure and demands of the Silver Quality Award criteria
- Learn how examiners will use key evaluation tools to score your application and how you write to meet the demands of these tools
- Develop an outline to address the basic demands of the Silver criteria and key systems to either describe or develop your application
- Discover effective strategies to avoid the four most common application mistakes

Agenda

November 7th: 9:00 AM – 4:00 PM

November 8th: 9:00 AM – 1:00 PM

- Summary of the Silver Application Process
- Technical and Survey Requirements Review
- Review the Quality Award Re-Certification Policy
- Review the Key Factors Worksheet, Table of Expected Results, and Silver Scoring Guidelines
- How to Transition the Bronze Application to the Silver Application's Organization Profile
- Silver Application Criteria Review
- Develop Silver Application Framework and Guideline

It is strongly suggested that at least two representatives from each registered facility be in attendance. Each registrant will be e-mailed a list of documents to bring to the workshop.

Who Should Attend?

- Member facility administrators
- Member facility corporate staff
- Directors of Nursing

Cancellation Policy

You must notify NCHCFA in writing within 48 hours of the seminar to be eligible for a refund. Charges will still apply if a registrant fails to attend or cancels less than 48 hours in advance. An alternate may be sent. NCHCFA reserves the right to cancel the program if insufficient enrollment occurs. You will be notified prior to the seminar date and full refund will be issued.

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Instructors:

Linda Estes, RN, BS, LNHA

Linda has more than 35 years of progressive experience in health care management with budgeting, profit and loss responsibility, customer oriented service, employee selection and training, strategic and tactical planning, marketing, management and clinical training and chart audits. Linda received her Bachelor of Science in Applied Organizational Management from Tusculum College in Greeneville, TN. She also received her Associate of Science in Nursing from Walter State Community College and completed the Licensed Practical Nursing Program at Greeneville-Greene County Vocational School. Linda is currently the Director of Quality and Regulatory Affairs at the Tennessee Health Care Association where she analyzes survey trends, coordinates education courses, and promotes quality care in member nursing homes. Linda has been a Senior Quality Examiner for the American Health Care Association (AHCA) since 2007.

James Krob, LNHA

James has been in Long term care for almost 30 years with almost 25 of those years as a nursing home administrator. James' undergraduate degree is in psychology and while obtaining his Master's Degree in Business Administration from Ashford University, James studied many courses in Quality Improvement practices which encompassed all sectors of business including healthcare. James has been part of the ACHA quality awards for many years with several different companies. James has written and won two bronze awards and a silver award. James started with the ACHA quality award program as a Senior Examiner, reviewing Silver Awards and providing feedback to allow the applicants an opportunity to continue to grow in their quality journey. Over the last two years, James has been a Master Examiner reviewing gold level award applications, providing feedback and site visit reviews.

Amy Fann, MSN, RN, LNHA

Amy has been in Skilled Nursing for almost 22 years as a nurse leader and nursing home administrator. Amy's undergraduate degree is in nursing from the University of North Carolina at Chapel Hill and her master's degree is in Nursing Leadership from East Carolina University. Amy has served with the AHCA quality award program as a senior examiner for seven years and has served as a team leader for two years. She has coached the winners of 14 Bronze and seven Silver awards. Amy has also served for 2 years as the chairperson for the North Carolina Healthcare Association Quality Committee.

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Facility: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Email: _____

Confirmations will be emailed to this address

Please list below the names of all persons registering, and their administrator license number *if applicable*:

Name: _____ Admin #: _____

Name: _____ Admin #: _____

Name: _____ Admin #: _____

Name: _____ Admin #: _____

Name: _____ Admin #: _____

Name: _____ Admin #: _____

Method of Payment

Check Enclosed Visa MasterCard Bill Me (NCHCFA members only)

American Express

Credit Card Information: _____

Expiration Date: _____ / _____ 3-Digit Security Code: _____

Authorizing Signature: _____

SPACE IS LIMITED TO 22 REGISTRATIONS! THIS WILL BE FIRST-COME, FIRST-SERVE.
NCHCFA will offer another seminar if seats become sold out.

Please fax your registration form to 919-787-8418 OR email to KarenL@nchcfa.org