

Unlock Your Inner Leader



NHHCA Leadership Development Series

empower your leaders



Do you see leadership potential among your staff?
Do you have current leaders who want to build upon their skills?
This series will present them with the keys to drive their team to success!

Do you have a manager or key employee that you want to mentor, someone who has the potential to be a leader? Are you or one of your current leaders looking to refresh management skills? Are you a new manager looking for some education and direction? This training series is geared towards all current or potential managers in Nursing Homes and Assisted Living Facilities.

Wednesday, July 10th

NURSING SPECIFIC SESSION

Effective Strategies to Improve Clinical and Performance Outcomes

Wednesday, July 24th

Finances 101: Everything You Need to Know from Finance to Budgets

Wednesday, August 14th

Delegation & Mentoring

Wednesday, September 4th

Improving the Improvement: Championing a Quality Culture

Wednesday, September 25th

Relational Intelligence: How To Connect, Communicate & Collaborate Your Way To Success

Wednesday, October 9th

Building an Effective Team

Wednesday, October 23rd

In Control! Time Management Workshop How to Focus on the Important, Manage the Necessary, and Enjoy Life Along the Way

Wednesday, July 10th

NURSING SPECIFIC SESSION

Effective Strategies to Improve Clinical and Performance Outcomes

- Recognize the changes in Quality Measures and understand how it impacts your Five Star Rating
- Identify and assess changes in health status utilizing care pathways and clinical tools
- Explore specific clinical and performance measures to ensure quality outcomes
- Understand the SNF readmission measure and how it affects performance under the value based purchasing program

Instructors: Joyce Johnson, RN-BC, MA; Pamela Heckman, RN; and Tim Boyd, MS, MBA, RN

Joyce Johnson is a Project Coordinator for the Qualidigm, the NH QIN-QIO. Joyce has more than 30 years of experience in nursing, quality improvement and health education. For the past three years, she led the Transitions of Care Initiative in New Hampshire and Vermont while at NHCQF. She has developed and helped healthcare providers implement interventions to improve the quality of healthcare outcomes by reducing unnecessary hospital transfers and readmissions. Her expertise is in the conceptual and practical implementation of quality improvement initiatives

Pamela Heckman is a Project Coordinator for HealthCentric Advisors. Pam was previously employed by NHCQF & Qualidigm, where she worked as a Quality Improvement Specialist with nursing homes and has over 18 years of experience in the home health care industry. Previously, Ms. Heckman was supervisor at the Episcopal Long Term Home Health Care Program, and supervisor of the Episcopal AIDS Home Care Program in Buffalo, NY. She also participated in the development of Benedict House, the first home in Western New York for people living with AIDS.

Tim Boyd is a Quality Improvement Consultant at the New England QIN-QIO, and has over twelve years clinical nursing, risk management, and quality improvement experience. Prior to joining New England QIN-QIO, Mr. Boyd was a project manager for four quality improvement projects in conjunction with the Institute for Healthcare Improvement's Better Health, Lower Cost for Patients with Complex Needs collaboration and a quality improvement specialist for the Medicare quality Improvement Organization for Maine, New Hampshire and Vermont. He has also served as clinical faculty at the University of New Hampshire's Department of Nursing and has clinical nursing experience as an emergency nurse. Mr. Boyd holds an MS in Nursing from the University of New Hampshire, and a BS in Recreation and Park Management from the University of Maine, and spent the early part of his career as a park ranger, photojournalist, and photo editor.

Wednesday, July 24th ***CORE SESSION***

Finances 101: Everything You Need to Know from Finance to Budgets

- Develop a detailed understanding of the operating budget as a reflection of an organizations mission, policies and procedures and priorities.
- Explain the components of an operating budget, focusing on the nursing component

- Describe how to use an operating budget as the basis for financial improvement and improvement opportunities

Instructor: Lynda Goldthwaite, RN, BSN, NHA

Lynda Goldthwaite is a Registered Nurse and a Licensed Nursing Home Administrator. For over 30 years, Lynda's career in the nursing realm encompasses practice in the areas of acute care, family practice, assisted living, and skilled and long term nursing care including roles as a Director of Nursing, and as a Regional Manager of Clinical Operations, for a total of 35 years of Healthcare Management experience.

Wednesday, August 14th ***CORE SESSION***

Delegation & Mentoring

- Learn about the term delegation and describe the delegation process including the "Five Rights of Delegation"
- Learn about the responsibility of the nurse for supervision of delegated tasks
- Explore the relationship between communication and the delegation process
- You will demonstrate the application of these principals utilizing various case scenarios
- Learn how to encourage personal career growth among your team members

Instructors: Lynn Carpenter, NHA and Siobhan Folan, RN

Wednesday, September 4th ***CORE SESSION***

Improving the Improvement: Championing a Quality Culture

- Learn about and apply concepts of Quality, Performance, and Process Improvement
- Learn techniques that enable leaders to become Quality Champions
- Learn how to construct a high-performing health care delivery system
- Begin to apply these concepts to quality initiatives in your nursing home
- Learn about QAPI requirements
- Leave the session with a QAPI Plan outline

Instructor: Julie Normand, RN

Julie Normand, RN is the Director of Quality Assurance at Bedford Nursing & Rehabilitation Center, with 15 years long term care experience. Julie's education focuses on how to break down the barriers to a successful Quality Assurance Program. The work shop will also include how to complete all the required elements of a QAPI program. Bedford Nursing & Rehabilitation Centers, Quality Assurance program, has been designated "Peer Coach" for the state of New Hampshire by the Quality Indicator Organization.

Wednesday, September 25th *CORE SESSION*
Relational Intelligence: How To Connect, Communicate & Collaborate Your Way To Success

Technical skills get you in the game, relational skills enable you to win the game. We have all worked with someone who possesses knowledge and expertise but are lacking in the area of people skills. Interpersonal and communication skills are essential to an engaging, supportive, high-performing workplace. This session will focus on ways to enhance your ability to work well with others and, therefore, increase your value.

- Determine 3 ways to make a great first impression
- Learn how to build rapport and make a sincere, personal connection
- Identify 4 personal styles and how to effectively communicate with each style
- Explain the 4-step conflict resolution process
- List 7 practices of exceptional communicators

Instructor: Del Gilbert

Del Gilbert is the owner of Accelerating Excellence. His expertise is in the human side of business. He consults, trains and speaks on building high-performance in people and organizations. Del has held leadership positions in the healthcare field for the past 35 years.

Del holds a Bachelor of Arts degree in Psychology and a Master's in Business Administration. He is a Certified Leadership Coach and a Certified Master Trainer. He served as Chief Learning Officer and Director of Organizational and Service Excellence at St. Joseph for 15 years.

Del's bi-weekly podcast, Accelerating Excellence with Del Gilbert, can be heard on iTunes, Google Play, Spotify and Stitcher; he also has a bi-weekly blog that can be found at delgilbert.com.

Wednesday, October 9th *CORE Session*

Note Date Change

The Leader's Role in Building an Effective Team

- Learn the key competencies required to build an engaged, inspired and effective team.
- Improve interpersonal relationships and build rapport
- Create an inclusive culture that discourages bullying and welcomes new team members
- Learn how to hold people accountable while maintaining dignity and respect
- Help your team have less stress and more well-being at work and in their personal lives
- Learn when to consult your HR representative regarding employment policies and procedures

Instructor: Cheryl A. Bond, Ed.D, SPHR

Cheryl, the Founder and President of Essential Resilience, is an accomplished learning and organizational development professional with more than 20 years of experience in a variety of corporate cultures including Wang Laboratories, Hale and Dorr, Liberty Mutual, and BAE Systems. She established Essential Resilience to devote all of her energy to her unique approach to increasing individual and organizational resilience and well-being. Cheryl holds a B.S. from Salem State College and an M.Ed., CAGS, and

Ed.D. from Boston University. In 2012 she was a keynote speaker at the Patient Safety conference sponsored by Catholic Medical Center in Manchester, NH, discussing the connection between emotional resilience and patient safety.

Wednesday, October 23rd *CORE SESSION*
**In Control! Time Management Workshop
How to Focus on the Important, Manage the Necessary, and Enjoy Life Along the Way**

Do you desire to be a high-performer who is effective, confident and in control? Most people are distracted, diffused and disorganized. As a result, many people feel out of control. Is that you?

- Do you have too many things to do?
- Do you get caught up in urgent at the expense of the important?
- Do you feel busy but are not experiencing the desired results? If you answered yes, this course is for you.

Learning Objectives:

- Develop a way to keep all your tasks in one place.
- Determine your most important priorities.
- Develop a weekly and daily plan that allows for important work, routine work and interruptions.
- Discover your personal energy cycle and how to work with, not against, it.
- Learn the 5 levels of delegation and when to use them.
- Learn how to effectively deal with distractions

Instructor: Del Gilbert

All NHHCA Policies and Procedures apply to this program, including required 5-day notice of cancellation. See www.nhhca.org for detailed policies and procedures.
Questions? Email info@nhhca.org or call (603) 226-4900.

ALL SESSIONS will take place in the
NHHCA Classroom
5 Sheep Davis Rd.
Pembroke, NH

9:00a - 4:00p

(8:30a check-in & light breakfast.
Lunch is included)

6.0 CEUs/session

Registration Fees:

ALL SIX (6) CORE SESSIONS*

\$650 NHHCA Members
\$950 Non-members

ALL SIX (6) CORE SESSIONS*

+ Nursing Session

\$750 NHHCA Members
\$1100 Members

***BONUS:**

Register for 6 or 7 sessions, and attend NHHCA Fall Conference & Trade Show on Sept. 18th for \$25 off normal registration fee,

INDIVIDUAL SESSIONS

\$125 NHHCA Members
\$175 Non-Members

NHHCA Leadership Development Series

Facility _____	Contact Person _____
Mailing Address _____	Contact Phone _____
City _____	Contact E-Mail _____
State & zip Code _____	_____

<p>Attendee 1:</p> <p>First Name _____</p> <p>Last Name _____</p> <p>Title _____</p> <p>E-Mail _____</p> <p>Please Select one of the following:</p> <p><input type="checkbox"/> Attendee 1 will be registering to attend all SEVEN sessions</p> <p><input type="checkbox"/> Attendee 1 will be registering to attend the SIX *CORE* sessions</p> <p style="padding-left: 20px;"><input type="checkbox"/> Please Register Attendee 1 for the Fall Conference & Trade Show</p> <p><input type="checkbox"/> Attendee 1 will be registering to the following sessions</p> <p style="padding-left: 20px;">___ Wed., 07/10 - Effective Strategies to Improve Clinical and Performance Outcomes</p> <p style="padding-left: 20px;">___ Wed., 07/24 - Finances 101</p> <p style="padding-left: 20px;">___ Wed., 08/14 - Delegation & Mentoring</p> <p style="padding-left: 20px;">___ Wed., 09/04 - Improving the Improvement</p> <p style="padding-left: 20px;">___ Wed., 09/25 - Relational Intelligence</p> <p style="padding-left: 20px;">___ Wed., 10/09 - Building an Effective Team</p> <p style="padding-left: 20px;">___ Wed., 10/23 - In Control! Time Management Workshop</p>	<p>Attendee 2:</p> <p>First Name _____</p> <p>Last Name _____</p> <p>Title _____</p> <p>E-Mail _____</p> <p>Please Select one of the following:</p> <p><input type="checkbox"/> Attendee 2 will be registering to attend all SEVEN sessions</p> <p><input type="checkbox"/> Attendee 2 will be registering to attend the SIX *CORE* sessions</p> <p style="padding-left: 20px;"><input type="checkbox"/> Please Register Attendee 1 for the Fall Conference & Trade Show</p> <p><input type="checkbox"/> Attendee 2 will be registering to the following sessions</p> <p style="padding-left: 20px;">___ Wed., 07/10 - Effective Strategies to Improve Clinical and Performance Outcomes</p> <p style="padding-left: 20px;">___ Wed., 07/24 - Finances 101</p> <p style="padding-left: 20px;">___ Wed., 08/14 - Delegation & Mentoring</p> <p style="padding-left: 20px;">___ Wed., 09/04 - Improving the Improvement</p> <p style="padding-left: 20px;">___ Wed., 09/25 - Relational Intelligence</p> <p style="padding-left: 20px;">___ Wed., 10/09 - Building an Effective Team</p> <p style="padding-left: 20px;">___ Wed., 10/23 - In Control! Time Management Workshop</p>
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Please Register online or fill out these forms and return via:

Scan/Email to: orders@nhhca.org
FAX to: (603) 226-3376

Mail to: New Hampshire Health Care Association
 5 Sheep Davis Road, Suite E
 Pembroke, NH 03275

PAYMENTS can be made at www.nhhca.org & via mail to the above address.

NHHCA Leadership Development Series

Facility _____	Contact Person _____
Mailing Address _____	Contact Phone _____
City _____	Contact E-Mail _____
State & zip Code _____	_____

<p>Attendee 3:</p> <p>First Name _____</p> <p>Last Name _____</p> <p>Title _____</p> <p>E-Mail _____</p> <p>Please Select one of the following:</p> <p><input type="checkbox"/> Attendee 3 will be registering to attend all SEVEN sessions</p> <p><input type="checkbox"/> Attendee 3 will be registering to attend the SIX *CORE* sessions</p> <p style="padding-left: 20px;"><input type="checkbox"/> Please Register Attendee 1 for the Fall Conference & Trade Show</p> <p><input type="checkbox"/> Attendee 3 will be registering to the following sessions</p> <p style="padding-left: 20px;">___ Wed., 07/10 - Effective Strategies to Improve Clinical and Performance Outcomes</p> <p style="padding-left: 20px;">___ Wed., 07/24 - Finances 101</p> <p style="padding-left: 20px;">___ Wed., 08/14 - Delegation & Mentoring</p> <p style="padding-left: 20px;">___ Wed., 09/04 - Improving the Improvement</p> <p style="padding-left: 20px;">___ Wed., 09/25 - Relational Intelligence</p> <p style="padding-left: 20px;">___ Wed., 10/09 - Building an Effective Team</p> <p style="padding-left: 20px;">___ Wed., 10/23 - In Control! Time Management Workshop</p>	<p>Attendee 4:</p> <p>First Name _____</p> <p>Last Name _____</p> <p>Title _____</p> <p>E-Mail _____</p> <p>Please Select one of the following:</p> <p><input type="checkbox"/> Attendee 4 will be registering to attend all SEVEN sessions</p> <p><input type="checkbox"/> Attendee 4 will be registering to attend the SIX *CORE* sessions</p> <p style="padding-left: 20px;"><input type="checkbox"/> Please Register Attendee 1 for the Fall Conference & Trade Show</p> <p><input type="checkbox"/> Attendee 4 will be registering to the following sessions</p> <p style="padding-left: 20px;">___ Wed., 07/10 - Effective Strategies to Improve Clinical and Performance Outcomes</p> <p style="padding-left: 20px;">___ Wed., 07/24 - Finances 101</p> <p style="padding-left: 20px;">___ Wed., 08/14 - Delegation & Mentoring</p> <p style="padding-left: 20px;">___ Wed., 09/04 - Improving the Improvement</p> <p style="padding-left: 20px;">___ Wed., 09/25 - Relational Intelligence</p> <p style="padding-left: 20px;">___ Wed., 10/09 - Building an Effective Team</p> <p style="padding-left: 20px;">___ Wed., 10/23 - In Control! Time Management Workshop</p>
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5 Sheep Davis Road, Suite E

Pembroke, NH 03275

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