

7:00-8:00 am Registration/Continental Breakfast/Networking

Welcome

8:00-9:00 am
General Session
(1.0 CEU)

Malcolm Baldrige National Quality Award Winner in Health Care *Commonwealth Ballroom*

The speaker will provide the overview of the roadmap to sustainable community excellence. Participants will gain the insight to face their challenges with a proven course of action, while demanding high performance and a commitment to achieve desired outcomes.

Brenda Grant, Charleston Area Medical Center

9:00-9:15 am Break/Networking

BREAKOUT 1-A: Rehospitalizations *Pennsylvania Ballroom*

This session will provide a panelist discussion from PHCA Members who have had success with reducing rehospitalizations. Discussion will assist participants to gain an understanding of best practices and systems to avoid potential costly resident rehospitalizations.

Panel of PHCA Members

9:15-10:15 am
Breakout Sessions
(1.0 CEU)

BREAKOUT 1-B: Leadership *Commonwealth Ballroom*

Panelists will discuss being a leadership champion to yield positive results regardless of your position in your organization. A Panel discussion with Silver Quality Award Winners on leadership will give participants strategies to enhance quality management and program development.

Panel of PHCA Silver Quality Award Winners

10:15-10:30 am Break/Networking

Employee Satisfaction: Means, Measures, Metrics and Motivation *Commonwealth Ballroom*

The speaker will provide insight on intentional focus and the critical few behaviors that create a culture of engagement. Participants will learn effective approaches to plan, guide and implement engagement processes. The speaker will discuss strategies to measure, manage and maintain employee satisfaction.

Align 30

Sponsor Presentation: Medline



10:30-11:30 am
General Session
(1.0 CEU)

11:30 am-12:30 pm Lunch/Networking

BREAKOUT 1-B: Discharge to Community *Pennsylvania Ballroom*

This session will highlight a panel discussion on the quality measure for Discharge to Community. Participants will gain insight from panelists on best practices to ensure prepared discharges for residents to remain in the community, while preventing rehospitalizations.

Panel of PHCA Members

12:30-1:30 pm
Breakout Sessions
(1.0 CEU)

BREAKOUT 2-B: Strategy *Commonwealth Ballroom*

Panelists will share strategic planning practices from a Silver Quality Award Perspective. The panel will discuss creations of strategies, systems and methods for achieving performance excellence.

Panel of PHCA Silver Quality Award Winners

1:30-1:45 pm Break/Networking

BREAKOUT 1-C: Activities of Daily Living *Pennsylvania Ballroom*

This session will provide a panelist discussion of best practices to ensure resident's ADL's are being monitored and programs developed to maintain function at the highest level. Panelists will review tips that ensure the highest quality of life for residents.

Panel of PHCA Members

1:45 pm-2:45 pm
Breakout Sessions
(1.0 CEU)

BREAKOUT 2-C: Customers *Commonwealth Ballroom*

Panelists will discuss customer satisfaction implications for the economic performance of facilities because it has the ability to increase customer loyalty and reduce customer complaints. The panel will discuss experiences, practices and systems based on a customer focus to ensure excellence.

Panel of PHCA Silver Quality Award Winners

2:45-3:00 pm Break/Networking

Customer Satisfaction: Measures, Metrics and Action *Commonwealth Ballroom*

The speaker will discuss techniques to measure customer satisfaction. Participants will learn how to utilize gathered satisfaction data to improve quality throughout their organization.

National Research Corporation

Sponsor Presentation: Johnson Pharmaceuticals



3:00-4:00 pm
Closing
General Session
(1.0 CEU)