

# Optimizing the Healthcare Experience for Patients: Improving Service & Clinical Outcomes

a seminar presented by



PO Box 309, Chester, MD 21619 – 443-416-7710

**Social Workers, Case Managers, ALMs, NHAs, CDPs & PTs– Please Join us:**

**Thursday June 20, 2019**

**Holiday Inn Express: 1020 Kent Narrows Rd, Grasonville, MD 21638**

**Registration at 8:30am – Program 9:00am-12:15pm**

## COURSE DESCRIPTION

There is increasing evidence that good customer service not only pleases patients and caregivers but it is also highly linked with better clinical outcomes. This interactive program will cover simple inexpensive ways to increase the level of customer service in a nursing home/rehab environment. It will specifically address how to implement these strategies with patients who have dementia, mental health conditions and personality disorders as well as those who are receiving rehab services. The program will also discuss ways to use humor and better bedside manner to increase satisfaction for family caregivers which will in turn increase better clinical outcomes for the patient.

\*This workshop is designed for intermediate and advanced level social workers & case managers who have practiced in counseling settings and/or with older adults.



**Stephanie Goldstein, BSW, LBSW**

Stephanie Goldstein, BSW has worked as a social worker in healthcare for over 15 years. She graduated from Salisbury State University with a degree in social work. Stephanie has worked in various settings and in various capacities ranging from mental health to aging. For over 10 years, she has spent her time focusing on the aging population and working with individuals and families in a subacute and long-term care setting. She currently works as a Care Manager outside of Baltimore, Maryland. Her goals have always been to inform and educate residents and families on options and promote self-determination.



## REGISTRATION INFORMATION

For questions, concerns or to register, contact Darlene Snow at [darlene@jenerationshealth.com](mailto:darlene@jenerationshealth.com). Please indicate if you need special accommodations at the time of registration.

### Objectives:

After attending this course, participants will be able to

- Participant will identify 3 reasons that good bedside manner/patient service leads to improved clinical outcomes
- Participant will list 3 strategies that have been demonstrated to improve clinical outcomes
- Participant will discuss strategies for building trust with patients
- Participant will identify 3 types of patients/caregivers that are in particular need of good bedside manner/customer service

### Agenda:

**9:00am-9:50am:** Participant will identify 3 reasons that good bedside manner/patient service leads to improved clinical outcomes

**9:50am-11:05am:** Participant will list 3 strategies that have been demonstrated to improve clinical outcomes

#### 15 minute BREAK

**11:20am-11:40am:** Participant will discuss strategies for building trust with patients

**11:40am-12:15pm:** Participant will identify 3 types of patients/caregivers that are in particular need of good bedside manner/customer service

### Wrap Up/Conclusions/Evaluations

Jenerations Health Education, #1494, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Jenerations Health Education maintains responsibility for this course. ACE provider approval period: 01/26/2018-01/26/21. Social Workers completing this course receive 3 continuing education credits.

- Approved for 3 credits for Case Managers through CCMC
- Pending approval for 3 contact hours for nursing home administrators through NAB
- Approved for 3 hours for assisted living managers through the Office of Healthcare Quality's Assisted Living Unit
- Jenerations is a Certified Sponsor of professional continuing education with the National Council of Certified Dementia Practitioners and International Council of Certified Dementia Practitioners for members holding certifications as CDP, CDCM and CADDCT. This is approved for 1 CEU
- This program has been approved by the Maryland Board of Physical Therapy Examiners for 0.3 CEUs

\*Successful completion of this seminar will require attendance for the entire event as well as completion & submission of the evaluation form.

\*Certificates distributed by presenter at the end of the program.

**For grievances, contact Jenerations Health Education at 443-416-7710 or [contact@jenerationshealth.com](mailto:contact@jenerationshealth.com).**