

# Arizona Nursing Home (NH) Workgroup Meeting

Thursday, January 19, 2006

8:30 a.m. to 4:00 p.m.

Health Services Advisory Group  
Carter Marshall Conference Center  
1600 E. Northern Avenue, Suite 100  
Phoenix, AZ 85020

## OBJECTIVES

- Identify two workforce retention best practices
- Learn how to collect process measures using the Nursing Home Improvement Feedback Tool (NHIFT)
- Discover the importance of analyzing satisfaction survey results
- Learn successful quality measure (QM) management approaches
- Identify two ways to support process change in your nursing home

## AGENDA

8:30 a.m. **Registration, Networking, and Continental Breakfast**

9:00 a.m. **Welcome Back and Introductions.....**Mary Fermazin, MD, MPA  
*Vice President, Health Policy & Quality Measurement, HSAG*

9:15 a.m. **Nifty NHIFT.....**Joe Bestic, NHA, BA  
*Clinical Quality Specialist, HSAG*

10:00 a.m. **Break**

10:15 a.m. **Workforce Retention.....**Stewart Segall, PhD, SPHR  
*Director, Human Resources, HSAG*

11:15 a.m. **“What Works!”.....**Panel Presentation

12:15 p.m. **Lunch**

1:00 p.m. **Satisfaction Survey Drill-Down**.....Stewart Segall and  
Mark Plunkett, PhD  
*Senior Health Care Scientist, HSAG*

2:00 p.m. **Leading and Coaching a Change Process**.....Breakout Session

2:45 p.m. **Break**

3:00 p.m. **What’s In It for You—Surviving the Future**.....Mary Fermazin

3:45 p.m. **Wrap-Up and Next Steps**.....Joe Bestic

***Certificates of Attendance Will Be Distributed***

**Approved by the Arizona Board of Examiners of Nursing Care Institution Administrators  
and Assisted Living Facility Managers for:**

**5.75 NCIA CEU Credits**