

Person Centered Care (PCC) Pilot Collaborative Learning Session 2

Thursday, January 20, 2005
8:30 a.m. to 5 p.m.

Health Services Advisory Group
1600 East Northern Avenue, Suite 100
Phoenix, AZ 85020

OBJECTIVES

- Identify two best practices shared by peers to incorporate during the PCC journey.
- Describe at least two ways to instill leadership skills and empowerment in direct-care staff.
- Understand staff and resident PCC experiences.
- Demonstrate a system to quantify PCC efforts via monitoring of key quality measures and calculating workforce turnover/retention rates.

AGENDA

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

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

9:15 a.m. **Quantify Your PCC Successes**.....Joe Bestic, NHA, BA
Clinical Quality Specialist, HSAG

- CMS Initiatives/Quality Measure Tracking
- Workforce Turnover and Retention

10:15 a.m. **Break**

10:30 a.m. **Facility Presentations—A Homework Update**.....Joe Bestic

- Beatitudes Campus
- Fountain View Village
- La Posada
- La Rosa
- Life Care Center of Scottsdale
- Maravilla Care Center
- The Terraces of Phoenix

12:15 p.m. **Lunch/Video “Culture Change in Long-Term Care: A Case Study”**Joe Bestic

- 1:00 p.m. **Facility Presentations—A Homework Update (Continued)**.....Joe Bestic
- Weyrich Health Care Center at Westminster Village
Facility Presentation/Resident and Staff Reflections
- 1:45 p.m. **The Leadership Challenge**.....Stewart Segall, PhD, SPHR
Director, Corporate Human Resources, HSAG
- 3:00 p.m. **Break**
- 3:15 p.m. **Island Hopping!**.....Kathy Bailey, LMSW
Clinical Quality Specialist, HSAG
- 4:15 p.m. **Breakout Session—Peer Sharing**.....Joe Bestic
- 4:50 p.m. **Questions, Next Steps, and Wrap-Up**

Certificates of Attendance Distributed

NEXT MEETINGS

Teleconference 3—February 17, 2005
Teleconference 4—March 17, 2005
Learning Session 3—Phoenix, April 21, 2005

