

# 2014 AIPP REGIONAL TRAINING WORKSHOP

## *Defining and Creating the Culture Around You*

A **FREE** seminar presented by the Arkansas Innovative Performance Program

### SPEAKERS:



**Featured Speaker:**  
**C.W. Miller, President**  
*Custom Training Concepts*

**Guest Speakers:**  
**Melinda Davis, OTR/L, CEE**  
*Director of Rehabilitation,*  
*Arkansas Health Center*

**Shelley Muscovalley, RN, CEE**  
*Eden mentor, Department of Human*  
*Services, Division of Medical Services,*  
*Office of Long Term Care*

### PURPOSE:

We hear the terms “culture change” and “person-directed care” used so frequently. Do we embrace these ideas with a full understanding of their true meaning, or do we view them as merely the latest catchy phrases? The culture of our nursing homes is changing. We have created an environment that encourages our staff to provide care that goes beyond the diagnosis to the person. How will these changes in culture affect your current organization? Culture change is more than a physical transformation of your nursing home or an enhanced dining program. It is an emotional and psychological way of viewing the community in which we live, the approach that we take when providing care, and the environment that we create for our residents.

**9 A.M. – 4:30 P.M.**

Registration will begin 30 minutes prior to workshop.  
Lunch is on your own.

### JAN 24 FT SMITH

Mercy Hospital  
7301 Rogers Ave.  
Hennessy Conference Room

### JAN 28 JONESBORO

St. Bernards Hospital  
225 E Jackson Ave.  
Annex Building - Stroud Hall

### FEB 11 HARRISON

North Arkansas College (South Campus)  
1515 Pioneer Dr.  
John Paul Hammerschmidt Building / Conference Center

### FEB 24 CAMDEN

Ouachita County Medical Center  
638 California Ave.  
W.K. Green Education Center

### FEB 25 LITTLE ROCK

Baptist Health Medical Center  
9601 Interstate 630, Exit 7  
Gilbreath Conference Center



For more information, please call the AIPP team at 1-877-375-5700 or email [aipp@afmc.org](mailto:aipp@afmc.org).

# AIPP REGIONAL TRAINING WORKSHOP

## *Defining and Creating the Culture Around You*

### OBJECTIVES

- Understand what constitutes an organizational culture
- Discover how cultures change and evolve
- Examine the current organizational culture
- Define person-directed care and domains of well being
- Use the domains of well being to measure and improve person-directed care
- Identify the cause-and-effect relationship of a changed culture
- Envision the desired culture

### TARGET AUDIENCE

All long-term care staff.

### SUCCESSFUL COMPLETION

Successful completion of this activity for continuing education credit is defined as attending the entire session.

### DISCLOSURE STATEMENT

It is the policy of the Arkansas Foundation for Medical Care (AFMC) to ensure balance, independence, objectivity and scientific rigor in all sponsored or jointly sponsored educational programs. Faculty and course planners are required to disclose any relationships with commercial entities related to their topic(s) that could be considered a conflict of interest or potential source of bias. All faculty and planners have disclosed no such relationships or affiliations. Faculty is also required to disclose when any product is mentioned that is not labeled for the use under discussion or is still investigational.

AFMC, the Medicare Quality Improvement Organization for Arkansas, operates under contract with Arkansas Medicaid and the Centers for Medicare & Medicaid Services (CMS), a federal agency within the U.S. Department of Health and Human Services, to accomplish health care quality improvement for Arkansas.

### CONTINUING EDUCATION

#### **Nurses and Long-Term Care Administrators:**

This program is approved for 5.5 CE hours for nursing home administrators and/or nurses by the Arkansas Department of Human Services Nursing Home Administrator Licensure Program. Approval ID# AR 5915-AIPP13-5.5

### CONTACT INFORMATION

For more information, please call the AIPP team at 1-877-375-5700.

### REGISTRATION INSTRUCTIONS

You may complete the attached registration form and return it by one of these methods:

- **REGISTER ONLINE** by going to [events.afmc.org](https://events.afmc.org), selecting the date and title of the event you wish to attend, and then selecting "Register"
- Email to [aipp@afmc.org](mailto:aipp@afmc.org)
- Phone **501-212-8600**
- Fax to **501-372-5926**

## SPEAKERS

### **C.W. Miller**

Mr. Miller, founder and president of Custom Training Concepts, has been creating high-performance teams in a variety of industries for more than 25 years. He has written more than 100 articles and training programs dealing with human interaction, emotional intelligence, leadership and management. He has lectured to executives nationwide on such topics as quality assurance, cost containment, time management and customer satisfaction.

### **Melinda Davis, OTR/L, CEE**

Ms. Davis is director of rehabilitation at Arkansas Health Center. She has been a licensed occupational therapist for 17 years, primarily in long-term care. She became a certified Eden educator (CEE) in August 2011 and has trained various professionals from certified nursing assistants to Office of Long Term Care surveyors on the principles and benefits of true culture change. She recently became certified to train various levels of long-term care providers on Dr. Al Power's "Dementia Beyond Drugs," which focuses on using alternatives to medication to enhance the well-being of elders.

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Please make copies for additional attendees.

## Defining and Creating the Culture Around You

Featuring C.W. Miller



### I will be attending:

- JAN 24 FT SMITH   
  JAN 28 JONESBORO   
  FEB 11 HARRISON   
  FEB 24 CAMDEN   
  FEB 25 LITTLE ROCK

(  DR.  MR.  MRS.  MS. ) FIRST NAME: \_\_\_\_\_ MI: \_\_\_\_\_ LAST NAME: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ DEGREE/CREDENTIALS (IF ANY): \_\_\_\_\_

FACILITY/ORGANIZATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ EXT: \_\_\_\_\_ FAX: \_\_\_\_\_ EMAIL\*: \_\_\_\_\_

\*(Email required for confirmation of registration.)\*

#### PROFESSION (Check all that apply)

- Administrator
- Certified Nursing Assistant
- Dietary Manager
- Dietitian
- Environmental Services
- Medical Records/HIM
- Nurse
- Occupational Therapist
- Ombudsman
- Pharmacist
- Physical Therapist
- Physician Assistant
- Respiratory Therapist
- Social Worker
- Speech Therapist
- Other \_\_\_\_\_

#### SETTING (Check all that apply)

- AFMC/QIO
- Assisted Living Facility
- Home Health
- Hospice
- Hospital
- Nursing Home
- State/Federal Agency
- Other \_\_\_\_\_

#### ROLE (Check all that apply)


- Administration/Management
- Billing/Coding
- Case Management/UR
- Clerical
- Clinical
- Education
- Legislator
- Medical Records
- QA/QI
- Research/Analysis
- Student/Resident
- Other \_\_\_\_\_

#### HOW DID YOU HEAR ABOUT THE CONFERENCE?

(Check all that apply)

- AFMC personal contact
- AFMC website
- Email
- Fax
- Journal
- Mailer
- Word of mouth
- Other \_\_\_\_\_

Special needs: \_\_\_\_\_

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#### WHAT TYPE OF CREDIT DO YOU TYPICALLY CLAIM FOR YOUR PROFESSION? (See agenda for available credit. Check all that apply.)

- AAFP
- AAPC (Professional Coder)
- AHIMA
- CCMC (Case Management)

- CPHQ
- Dietitian
- LTC Administrator
- Nursing

- Occupational Therapy
  - Pharmacy
  - Physical Therapy
  - Physician
- AMA PRA Category 1 Credit™

- Respiratory Therapy
- Other: \_\_\_\_\_
- None

**ONLINE REGISTRATION NOW AVAILABLE!**

Visit [events.afmc.org](http://events.afmc.org) or fax completed form to 501-372-5926.