



## THE C&A EDUCATION EXPERIENCE

### Don't Miss Out On Our 2012 Webinar Series!

**Practical Solutions:** This year's webinar series is *focused on the "how to" of regulatory and accreditation compliance!* C&A will help you *drive regulatory compliance* by using internal tracer activity, *manage your survey* using proven command center techniques, *build a successful PI program, address the most challenging requirements* and more!

**Stay Up to Date:** Excellent way for your organization to *stay up to date* on the *latest accreditation and regulatory news, changing standards, best practices for compliance throughout the year, and receive continuing education credits!*

**Expert Consultants:** Developed and delivered by C&A's *expert consultants* who stay on the cutting edge of developments from regulatory and accrediting bodies.

**Unlimited Attendance:** Purchase of webinar series includes access for one phone line and one computer log-in to the web-based presentation, but there is *no limit to the number of staff* at your organization who you can *invite to participate and receive continuing nursing education credits.* The purchase *also includes access to an audio recording* of the webinar so that staff can listen at their convenience.

#### 2012 TJC & CMS Webinar Series January 9<sup>th</sup>

How to Handle a CMS Survey

#### February 13<sup>th</sup>

Managing the Life Safety of Your Facility

#### March 19<sup>th</sup>

Tracer Workshop: Maintaining a Safe Environment

#### April 16<sup>th</sup>

What's New? What's Scoring?  
How Can We Fix It!?

#### May 14<sup>th</sup>

The Survey Command Center

#### June 18<sup>th</sup>

Tracer Workshop: Procedural Areas

#### July 23<sup>rd</sup>

Building a Successful Performance Improvement & Patient Safety Program

#### August 20<sup>th</sup>

How to Meet TJC's Accountability Measures

#### September 24<sup>th</sup>

TJC Update - The Latest from Executive Briefings

#### October 15<sup>th</sup>

Tracer Workshop: Safe Practices

#### November 5<sup>th</sup>

Assuring LIP & Staff Excellence:  
Orientation, Competencies &  
Professional Practice Evaluation

#### December 10<sup>th</sup>

Year in Review



# 2012 TJC & CMS Webinar Series Schedule

All webinars will be held from 11:00 AM - 12:15 PM, Eastern Time.

<p><b>January 9, 2012</b>  <b>How to Handle a CMS Survey</b>  <i>Whether it's "for cause" or a full survey, knowing what to expect from an unexpected CMS visit is critical to success!</i></p>	<p><b>July 23, 2012</b>  <b>Building a Successful Performance Improvement &amp; Patient Safety Program</b>  <i>It's more than a plan on paper!</i></p>
<p><b>February 13, 2012</b>  <b>Managing the Life Safety of Your Organization</b>  <i>From e-SOC requirements to effectively conducting and documenting EC and LS testing requirements – this program will give you the "how to's!"</i></p>	<p><b>August 20, 2012</b>  <b>How to Meet TJC's Accountability Measures</b>  <i>How to build processes that support compliance.</i></p>
<p><b>March 19, 2012</b>  <b>Tracer Workshop: Maintaining a Safe Environment</b>  <i>A focus on Infection Control &amp; Prevention &amp; the Environment of Care.</i></p>	<p><b>September 24, 2012</b>  <b>TJC Update: The Latest From Executive Briefings</b>  <i>Hear about the latest standards and survey process changes.</i></p>
<p><b>April 16, 2012</b>  <b>What's New? What's Scoring? How Can We Fix It!?</b>  <i>We'll share practical solutions to hot topics.</i></p>	<p><b>October 15, 2012</b>  <b>Tracer Workshop: Safe Practices</b>  <i>A focus on Medication Management and the NPSGs!</i></p>
<p><b>May 14, 2012</b>  <b>The Survey Command Center</b>  <i>Learn how a well designed command center can assure your TJC, CMS or DOH survey is well-managed!</i></p>	<p><b>November 5, 2012</b>  <b>Assuring LIP &amp; Staff Excellence: Orientation, Competencies &amp; Professional Practice Evaluation</b>  <i>Learn how to best to benefit from the Medical Staff and Human Resources requirements!</i></p>
<p><b>June 18, 2012</b>  <b>Tracer Workshop: Procedural Areas</b>  <i>A focus on Consent, Sterilization and Anesthesia.</i></p>	<p><b>December 10, 2012</b>  <b>Year in Review</b>  <i>A recap of the most challenging standards, what we've learned from recent surveys and what to expect in 2013!</i></p>

Note: Topics subject to change based on changing regulatory requirements or trending issues.

In order to receive continuing education credit hours for your participation in the session, the electronic evaluation feedback form must be completed within 2 weeks of the educational activity.

Courtemanche & Associates is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

# 2012 C&A Webinar Series Registration Form

## Registration Information

Participant Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Organization: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Department: \_\_\_\_\_

Email Address: \_\_\_\_\_

Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## Select the Series You Would Like to Purchase

- 2012 TJC & CMS Webinar Series** - \$2,300 for the series
- 2012 TJC & CMS Individual Webinar Sessions** - \$225 per session  
Please check the box(es) of which sessions you are purchasing:
- 1/9 - How to Handle a CMS Survey
  - 2/13 - Managing the Life Safety of Your Organization
  - 3/19 - Tracer Workshop: Maintaining a Safe Environment
  - 4/16 - What's New? What's Scoring? How Can We Fix It!?
  - 5/14 - The Survey Command Center
  - 6/18 - Tracer Workshop: Procedural Areas
  - 7/23 - Building a Successful Performance Improvement & Patient Safety Program
  - 8/20 - How to Meet TJC's Accountability Measures
  - 9/24 - TJC Update: The Latest From Executive Briefings
  - 10/15 - Tracer Workshop: Safe Practices
  - 11/5 - Assuring LIP & Staff Excellence
  - 12/10 - Year in Review

## Payment Options

- VISA
- MasterCard
- Please Send an Invoice  
Email: \_\_\_\_\_
- Check Enclosed, Payable to "Courtemanche & Associates"

Cardholder's Name: \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_

Card Number: \_\_\_\_\_

3 or 4 Digit Security Code: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

## Easy Ways to Complete Your Registration!

- Mail the completed form to PO BOX 23659 Charlotte, NC 28227
- Fax the completed form to (704) 573-4538 Attention: Lauren Hannan
- Email the completed form to [lauren@courtemanche-assocs.com](mailto:lauren@courtemanche-assocs.com)
- Call (704) 573-4535 with questions or for registration assistance

P.O. Box 23659 | Charlotte, NC 28227  
P: 704.573.4535 | F: 704.573.4538  
[www.courtemanche-assocs.com](http://www.courtemanche-assocs.com)

