

Courtemanche & Associates'  
2012 Annual Conference



May 16th - 17th, 2012  
Philadelphia, PA

Developing a Culture of Change

The Picture of Compliance

## Learn More About

**TJC & CMS Survey Experiences**  
**Challenging Standards**  
**Practical Solutions**  
**Best Practices**

## What Did Last Year's Attendees Have to Say?

*"This conference should be mandatory to keep up-to-date! The "Reader's Digest" version of this involved information is priceless!"*

*"Thanks for the eye-opening information that often times supports what I have told my organization and receive resistance!"*

*"This conference is always a wealth of information. Speakers are excellent and provide most current information available."*

*"What a great conference! The keynote speaker provided great information and the Survey Experiences provided great open discussion!"*

*"Thank you for your guidance and insight into The Joint Commission world. Putting the information to where the "rubber meets the road" was very helpful."*

*"All information was extremely relevant to my role and the delivery and professionalism of presenters was unsurpassed."*

*"The topics covered were informative and pertinent to our jobs. The speakers kept it fun and the audience drawn in!"*

*"The opportunity to share experiences and the interaction with other attendees is priceless!"*

*"Another wonderful conference! The personal attention and Q&A opportunities are great attributes of the sessions. Thank you for helping others provide safer quality of care to those we serve. You have made a difference in my career!"*

*"This conference was informative and educational but also laid back and comfortable!"*



### Who Should Attend:

Chief Executive Officers

Chief Medical Officers

Chief Nursing Officers

Survey Coordinators

Facilities Managers

Quality Leaders

Patient Safety Officers

Health Care Professionals

Safety Officers

Risk Managers

### Topics Include:

CMS Conditions of Participation – What's New?

Patient-Provider Communication – Meeting Current Requirements

Survey Experiences - An Interactive & Open Dialogue

TJC & CMS Survey Updates & Hot Topics

### Keynote Speaker:

Ann Scott Blouin, RN, PhD, FACHE, Executive Vice President for the Division of Accreditation and Certification Operations at The Joint Commission, will be this year's keynote speaker. In her role at The Joint Commission, Dr. Blouin is responsible for executive leadership of accreditation and certification for more than 18,000 health care organizations and programs, including all activities related to surveys, eligibility and application processes, customer account management and federal deeming compliance requirements.

With more than 30 years of health care administration, consulting and clinical nursing experience, Dr. Blouin has held positions of program administrator, vice president for nursing and executive vice president for operations at two Chicago area community teaching hospitals and a Chicago academic media center.

## About Courtemanche & Associates

Founded in 1994, C&A is an interdisciplinary healthcare consulting firm specializing in all areas of regulatory and accreditation compliance. We offer a unique approach to survey readiness, accelerating performance improvement initiatives, prioritizing clinical performance measures for outcome management, and igniting an organizational spirit of change. Partnering with healthcare organizations, we seek to simplify achievement of regulatory compliance, enhance patient care, foster a culture of safety, and improve efficiencies and productivity.

With many years of clinical and administrative experience, our consultants serve hospitals, academic, behavioral, long term care, ambulatory, home care, and office practice settings. C&A's reach extends to urban, metropolitan, university, and rural settings to synergize healthcare providers in performance improvement and regulatory compliance.

Courtemanche & Associates is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Credit hours will be available for participation in this two day conference, upon full attendance and receipt of session evaluations.

## Why You Should Attend

Change is happening at an accelerated rate in today's healthcare environment. Transforming the care delivery system to enhance patient safety and quality care is at the forefront of change initiatives. Creating the structures and processes to meet organizational goals begins by embedding accreditation and regulatory requirements into the fabric of the organization. C&A has developed a conference to provide not only the latest information on TJC and CMS requirements, but also to help create the culture to support sustainable improvements in patient care and safety. Join us to participate in a collaborative learning environment, network with colleagues and share best practices.

**Courtemanche  
& Associates**  
*Healthcare Synergists*

## Additional Conference Opportunities

### Pre-Conference Workshops

Interact with experienced consultants on innovative topics important to regulatory and accreditation success. C&A offers two pre-conference workshops to choose from:

- CMS Surveys - Who Conducts Them? What to Expect? How to Respond?
- Infection Control - From Planning to Successful Implementation and Evaluation!

### Networking Night

C&A hosts a networking reception for colleagues to get to know one another outside of the main conference agenda and share experiences, strategies and solutions! An optional dinner with the C&A team and Best Practice Partners is available for further networking.

### Pennsylvania Hospital Tour

Join us in visiting the nation's first hospital, founded in 1751 by Benjamin Franklin and Dr. Thomas Bond. Highlights of the tour include the Gallery Pavilion, Great Court, Historic Library, Surgical Amphitheatre, Physic Garden and Pine Building. C&A will arrange transportation to and from the conference hotel to Pennsylvania Hospital.



## Hotel Information

### Courtyard Philadelphia Downtown

21 N. Juniper Street  
Philadelphia, PA 19107  
(215) 496-3200

Only 10 minutes from the Philadelphia International Airport, this hotel is located in the “Heart of Center City” across from City Hall and within walking distance of the Financial & Historic Districts, Avenue of the Arts and renowned restaurants and shopping.

The Marriott offers parking for \$31/day for offsite and \$38/day for valet.

### Registration Information Deadlines

**Early Bird Registration** - \$549/pp before 3/15/2012

**Regular Registration** - \$649/pp after 3/15/2012

**Group Rate** - \$499/pp for organizations with 3+ PAID registrations

## Conference Registration

### Email

Send the completed registration form to Courtemanche & Associates’ Education & Client Relations Coordinator, Lauren Hannan, at [lauren@courtemanche-assocs.com](mailto:lauren@courtemanche-assocs.com).

### Fax

Fax the completed registration form to (704) 573-4538, Attn: Education & Client Relations Coordinator, Lauren Hannan.

### Mail

Send the completed registration form to:

Courtemanche & Associates  
P.O. BOX 23659  
Charlotte, NC 28227

Please call C&A’s Main Headquarters at (704) 573-4535 with questions or for registration assistance.

### Conference Wrap-Up

For necessary travel arrangements, please note the conference will end at 2:00 PM on May 16th, 2012.

## Cancellations, Refunds & Substitutions

All cancellations must be confirmed in writing or via email. Written cancellations received by C&A 30 days or more prior to the conference will receive a full refund, minus a \$100 cancellation fee. Cancellations after April 16th, 2012 will not be refunded. It is permissible to send an alternate participant; however, you must notify C&A, via email, with the new participant’s full name, title, credentials, email address, phone number and address within 30 days prior to the conference. Participant(s) who do not cancel in writing will be considered as “no shows” and will not be eligible for refunds.



# REGISTRANT INFORMATION

Provide information as it should appear on your badge and on the registration list. Please type or print legibly.

First Name _____		Last Name _____	
Organization _____		Title _____	
Street Address _____			
City _____		State _____	Zip _____
Phone Number _____		Email Address _____	
Number Attending From Your Organization _____ (Note: Please attach a separate registration form for each participant)		System Affiliation _____	

## Payment Calculations

## CONFERENCE OPTIONS

### C&A 2012 Annual Conference - May 16-17, 2012

- \$649 per person
- \$499 Group Rate (per person, for organizations with 3+ PAID registrations)

Note: Paid registrations do not include Best Practice Partner Winners or registrations provided in client contracts.

### Pre-Conference Session Workshops - Tuesday Afternoon, May 15, 2012 (Optional)

Note: These sessions run concurrently with each other so participants may choose only one workshop.

- CMS Surveys – Who Conducts Them? What to Expect? How to Respond?  
\$225 per person after March 15th, 2012
- Infection Control - From Planning to Successful Implementation and Evaluation!  
\$225 per person after March 15th, 2012

### Networking Dinner Hosted at Maggiano's - Wednesday Evening, May 16, 2012 (Optional)

- \$80 per person

### Pennsylvania Hospital Tour - Tuesday Morning, May 15, 2012 (Optional)

- \$25 per person

### Conference Manual

A FREE electronic manual will be provided online to all registrants before the conference. Participants may choose, by March 28, 2012, to purchase a hard copy of the manual for a fee of \$75. Hard copies will not be available unless ordered.

- \$75 Conference Manual, Hard Copy

## PAYMENT METHODS

Please select one of the following payment methods. Note: Conference registration will not be processed until payment is received.

- Check Enclosed (Payable to Courtemanche & Associates)
- Please Invoice My Organization, Email My Invoice To: \_\_\_\_\_



- Please Charge My VISA or MasterCard, Number: \_\_\_\_\_

Exp Date: \_\_\_\_\_ CID: \_\_\_\_\_ Signature: \_\_\_\_\_

Total: \_\_\_\_\_



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