



**Courtemanche  
& Associates**  
*Healthcare Synergists*

## The C&A Speakers Bureau: Addressing a Broad Range of Educational Services

In addition to our world-class consulting services, Courtemanche & Associates provides a spectrum of educational offerings available onsite at your location, through web-based programs, and at national conferences. We also have a small conference center in Charlotte, NC, available for any educational program you may need.

Let C&A provide you with a speaker for your next board retreat, leadership strategy meeting, medical staff education session or any other educational opportunity. Our speakers have expertise in enhancing organizational synergy, creating the call for cultural change around patient care and safety and all aspects of accreditation & regulatory compliance.

Choose from presentations designed to familiarize organizations with organizational synergy concepts and regulatory and accreditation requirements, such as CMS hot topics, challenging Joint Commission (TJC) standards and survey processes. Sessions typically focus on systems critical to the safety and the quality of care, treatment, and services, and education can be customized to meet the specific needs of your organization. Our most popular educational topics are: National Patient Safety Goals, CMS and TJC Similarities & Differences, TJC Survey Process, Medication Management, Infection Prevention, Emergency Management, Life Safety Code Compliance, and Leadership & Medical Staff Requirements and Expectations.

Bring Synergy Enhancement™, C&A's unique approach to assisting organizations in minimizing risk and maximizing clinical, operational, and financial outcomes, to your next governance retreat. Synergy Enhancement™ addresses concepts key to the leadership triune (governance, administration and medical staff) of the organization—ethical leadership, collaborative decision-making and patient-centered care.

### Meet Our Speakers & Consultants

Courtemanche & Associates will provide executive-level, medical staff and other experienced consultants for your next retreat or education session. A select list of our featured speakers is provided here:

- **Judy Courtemanche**, CEO
- **Darlene Christiansen**, VP, Synergy Enhancement
- **Jill Ryan**, VP, Business Development
- **Nancy McLean**, Senior Consultant
- **Sharon Dills**, Associate Consultant
- **Marty Piepoli**, Senior Consultant
- **Physicians & Others Available Upon Request**

Consultant & speaker bios are available on our Web site at: [www.courtemanche-assocs.com/page/team.aspx](http://www.courtemanche-assocs.com/page/team.aspx).



# C&A Speakers Bureau—Request for Additional Information

C&A has an extensive menu of educational modules for you to choose from in order to tailor an onsite educational experience to meet the needs of your organization. We can also customize educational sessions on specific topics or for specific groups within your organization.

Please complete the form below, and a member of the C&A Client Relations team will customize a proposal for your organization to partner with C&A to make your next educational program a success!

## 1. Please Select the Topic Area(s) that Interest You:

### Synergy Enhancement

- Enhancing Synergy Through Leadership
- Strategies & Practical Approaches
- Other: \_\_\_\_\_

### The Joint Commission (TJC)

- TJC Survey Process Update
- Survey Coordinator Strategies
- Challenging Standards
- Tips for Conducting PPR & Developing MOS
- How to Run a Survey Command Center
- Other: \_\_\_\_\_

### Leadership

- Key Expectations & Responsibilities
- Creating a Culture of Safety
- Enhancing Leadership through Synergy
- The Role of Governance
- Other: \_\_\_\_\_

### Patient Safety

- Practical Solutions to Challenging NPSGs
- Understanding TJC & CMS Expectations
- Other: \_\_\_\_\_

### Centers for Medicare & Medicaid Services (CMS)

- CMS Annual Report to Congress
- CMS Conditions of Participation for Hospitals
- Responding to a CMS Survey
- Medical Record Requirements
- Nursing & Patient Care Services
- Other: \_\_\_\_\_

### Environment of Care, Life Safety & Emergency Mgmt.

- The Life Safety Specialist and the Survey Process
- Avoid Life Safety Requirements for Improvement
- EC, LS & EM Standards Update
- Other: \_\_\_\_\_

### Medical Staff

- Professional Practice Evaluation
- An Introduction to TJC for the Medical Staff
- Other: \_\_\_\_\_

### Customized Educational Session(s) from C&A

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## 2. Contact Information:

Name \_\_\_\_\_

Organization \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

Email Address \_\_\_\_\_ Phone \_\_\_\_\_

## 3. Four Easy Ways to Submit Your Request for Additional Information:

- Email the completed registration form to [Laura@courtemanche-assocs.com](mailto:Laura@courtemanche-assocs.com)
- Fax the completed form to (704) 573-4538, Attention: Laura Rabell
- Mail the completed form to P.O. Box 23659 Charlotte, NC 28227, or
- Call C&A at (704) 573-4535 to speak with Laura Rabell, your Director of Client Relations