Courtemanche & Associates
2014 Webinar Series

Stay Up to Date
Stay current on the latest accreditation and regulatory news and receive nursing CEUs!

Latest Trends and Practical Solutions
This series focuses on the “how to” of regulatory and accreditation compliance and provides insight into the latest survey trends.

Expert Consultants
Developed and delivered by C&A’s expert consultants who stay on the cutting edge of developments in the field.

Unlimited Access
Your purchase includes one access line, but there is no limit to the number of staff who can participate and receive CEUs.
<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 13, 2014</td>
<td><strong>Understanding &amp; Addressing Alarm Safety</strong></td>
<td>Are your ears ringing from the thousands of alarms going off in your hospital unit? Most of these are not life threatening, but the few that are could mean the difference between life or death for a patient. Get tips and practical solutions on how to improve the safety of clinical alarm systems in your organization with our expert consultant, Marty Piepoli, who brings over 30 years of experience in healthcare including Life Safety and Environment of Care.</td>
</tr>
<tr>
<td>February 10, 2014</td>
<td><strong>Hot Topics &amp; Challenging Areas</strong></td>
<td>Are you trying to wrap your mind around the hot topics and challenges you’ll face in upcoming TJC/CMS surveys? What do you need to think about regarding your physical environment and issues pertaining to medication ordering and scope of practice? Are you grappling with pressing issues such as infection prevention, care planning and others? In this webinar, we will discuss these and other issues.</td>
</tr>
<tr>
<td>March 10, 2014</td>
<td><strong>CMS Survey Process Revisited</strong></td>
<td>We all know that a lot rides on having a successful CMS survey and that these surveys seem to be occurring more frequently. There are increases in the number of deficiencies being found in the survey process and there is an emphasis throughout the entire process on patient rights. Find out in this session what you need to know and do to be prepared for that unexpected survey. Walk away from the session with a checklist of action items you can take to be ready.</td>
</tr>
<tr>
<td>April 14, 2014</td>
<td><strong>The High Reliability Journey</strong></td>
<td>Creating a culture that eliminates a tolerance for patient risk is paramount to becoming a high reliability organization (HRO). What are other hallmarks of an HRO? What are the steps that must be taken to achieve high reliability? This webinar will unpack what is meant by high reliability, help you recognize where your organization is in that process, and provide you with measures you can take as you embark on the high reliability journey.</td>
</tr>
<tr>
<td>May 19, 2014</td>
<td><strong>Latest Challenges in the Physical Environment &amp; Infection Prevention</strong></td>
<td>According to The Joint Commission’s reporting by the CDC, nearly 2,000,000 patients in the U.S. contract an infection during a hospital stay. Of these, 90,000 die as a result of the infection. With such alarming statistics, what are the critical things you should do to prevent infections? From hand hygiene to disinfection and sterilization to appropriate ventilation, C&amp;A will present common occurrences in the physical environment that promote infection and leave you with immediate steps you can take to mitigate patient risk due to infection.</td>
</tr>
<tr>
<td>June 16, 2014</td>
<td><strong>Accountability for All!</strong></td>
<td>The regulatory journey requires participation by both formal and informal leaders and medical staff at all levels. When a culture of collaboration is created, an organization’s performance improvement accelerates. Where are you along that trajectory? Find out ways that all members of the team can assume accountability for the common purposes of furthering patient safety.</td>
</tr>
<tr>
<td>August 4, 2014</td>
<td><strong>Mid Year Update</strong></td>
<td>What are the trends in surveys around the country? What are the key issues other organizations are facing with their surveys and how might that relate to your organization? Hear from one of our world-class consultants about their experiences working with dozens of clients around the country. All cases presented will be anonymous but will discuss the major issues that you may face in your own TJC and CMS survey processes.</td>
</tr>
<tr>
<td>September 22, 2014</td>
<td><strong>Focus on Behavioral Health</strong></td>
<td>There are so many considerations that must be made when thinking about issues pertaining to behavioral health organizations. Whether it is the physical environment, treatment planning or staff training; patient safety is paramount. This session will address the issues and present you with some important strategies for how you can focus on behavioral health.</td>
</tr>
<tr>
<td>October 20, 2014</td>
<td><strong>Creating a Just Culture While Advancing Patient Safety</strong></td>
<td>Achieving the best possible patient outcomes for your organization is a crucial goal. To reach this goal, a culture must be created where all members of the staff are encouraged to identify and report potential for risk without fear of penalty. Creating a just culture while advancing patient safety is the theme of this session. You will walk away with a better understanding of ways to create such a culture in your own organization.</td>
</tr>
<tr>
<td>November 17, 2014</td>
<td><strong>TJC &amp; CMS Update</strong></td>
<td>Learn about the latest interpretations of key topics pertaining to The Joint Commission’s survey process. Summarizing from the Executive Briefings forum, the C&amp;A consultants will share changes to accreditation requirements and discuss what you need to consider as you prepare for your next survey.</td>
</tr>
</tbody>
</table>
2014 C&A Webinar Series Registration Form

Registration Information

Participant Name: ________________________________
Organization: ________________________________
System Affiliation (if applicable):____________________
Title: ________________________________

Street Address: ________________________________
City/State/Zip: ________________________________
Email Address: ________________________________
Phone Number: ________________________________

*Please note, each registration provides for one log-in

Select the Series You Would Like to Purchase

- 2014 TJC & CMS Webinar Series
  Early Bird Price of $1,625 for all 10 sessions (Price from December 9, 2013 on will be $1,925 for the series)

- 2014 TJC & CMS Individual Webinar Sessions (Select from the list below)
  Early Bird Price of $195 for each session (Price from December 9, 2013 on will be $225 for each)
  Please check the box(es) of which sessions you are purchasing:
    - 1/13 - Understanding & Addressing Alarm Safety
    - 2/10 - Hot Topics & Challenging Areas
    - 3/10 - CMS Survey Process Revisited
    - 4/14 - The High Reliability Journey
    - 5/19 - Latest Challenges in the Physical Environment
    - 6/16 - Accountability for All
    - 8/4 - Mid-Year Update
    - 9/22 - Focus on Behavioral Health
    - 10/20 - Creating a Just Culture
    - 11/17 - TJC & CMS Update

Payment Options

- VISA
- MasterCard
- Please Send an Invoice
- Check Enclosed, Payable to “Courtemanche & Associates”

Cardholder’s Name: ________________________________
Cardholder’s Signature: ________________________________
Card Number: ________________________________
3 or 4 Digit Security Code: ________________________________
Expiration Date: ________________________________

Complete Your Registration

- Mail the completed form to: PO Box 23659 Charlotte, NC 28227
- Fax the completed form to: (704) 573-4538 Attention: Andrea Marsh
- Email the completed form to: andrea@courtemanche-assocs.com

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.