

Mission Possible: SNF Department Head Briefing



Session Title: Steering Survey Success

Presentation Date: 10/24/2023

Presented By:

- Janine Lehman, RN, RAC-CT, CLNC
Director of Legal Nurse Consulting

Contact Person: Janine Lehman 812-471-7777 jlehman@proactivemedicalreview.com
Proactive Medical Review and Consulting

Course Description:

This 12-month webinar series runs January-December 2023 and focuses on skill building for serving effectively as Long-Term Care Department Heads with an emphasis on effective leadership, operations and systems in the LTC setting. Guidance will include strategies for avoiding common deficiencies, performance improvement and QA activities, team building, productive meetings, and customer service. This session will discuss specific tips and strategies for staying survey ready throughout the year, and for following a schedule that will help to concentrate on survey focus areas and issues. Sample tools will be provided/reviewed.

Projected Learning Outcomes/Course Objectives: At the conclusion of each session, the learner will:

1. Identify the survey focus areas/issues that should be reviewed
2. Implement an effective schedule/process for concentrating audits/reviews of survey focus areas and issues
3. Describe the tips and strategies that will maximize being survey ready throughout the year

Course Content

15 minutes	Survey focus areas/issues that should be reviewed
15 minutes	Effective schedule/process for concentrating audits/reviews of survey focus areas and issues
15 minutes	Review of tools for completing survey audits/reviews
10 minutes	Tips and strategies that will maximize being survey ready throughout the year
5 minutes	Closing Comments/Q&A

Target Audience: Department Heads, Administrative/Supervisory Staff

Instructional Level: Intermediate

Contact Hours: 1.0