



Sustaining Lessons Learned from PIPs
Webinar – Wednesday, July 12, 2017
10:30 am to 12:00 p.m. CST – Webinar Recording Available

The goal of performance improvement projects (PIPs) is to make improvements to address a problem. Lack of success in problem solving is often the inability to sustain improvements over time. Quality improvement is tied to the hospice's underlying systems of care and it's important to understand the impact service delivery approaches have on quality improvement. This Webinar will dive into case studies and offer practical strategies on how you and your organization can achieve sustainable benefits from PIPs.

At the completion of this Webinar, participants will be able to:

- Describe how quality improvement is tied to your hospice's underlying systems of care
- Explain how alignment of organizational resources drives a culture of improvement and facilitates the sustainability of improvements.
- Identify strategies for sustaining quality improvement lessons learned from PIPs

Faculty



Regina Shannon Bodnar, RN, MS, MSN, CHPCA is the Executive Director of Carroll Hospice and is a registered nurse with over 30 years of clinical and leadership experience. Reggie graduated from the University of Rochester with a BSN in Nursing and received a Masters degree in Anatomy from New York Medical College and an MSN in Oncology Nursing from Yale University. Reggie has worked in community and university oncology settings and transitioned to hospice care in 1993 as the Director of Clinical Services of Gilchrist Hospice Care where she guided the hospice to become the largest provider of end-of-life care in the State of Maryland. She currently serves on the NHPCO Board of Directors and also has served as the President of the Hospice and Palliative Care Network of Maryland.

Gail Forsyth

Gail is the Quality and Accreditation Specialist for Carroll Hospice in Westminster, MD. She has six years of experience in quality improvement and survey preparedness for hospice providers and spent three years working for the National Hospice and Palliative Care Organization.

Registration Fee: Member rate is \$130.00 - Non-members \$230.00. Indicate if you will be calling into the live webinar or purchasing the audio recording (fee is the same). The live webinar includes the opportunity to ask questions of the presenters. If you desire to purchase both the live webinar and the audio recording, pay the registration fee and an additional \$30.

Continuing Education: The presenters and program planners have no conflict of interest in regard to this webinar. RNs and LPNs must participate in the entire presentation in order for contact hours to be awarded. To apply for nursing contact hours, please mail an evaluation form and a \$10 processing fee for each individual requesting hours. Additionally, send in a completed sign-in sheet, listing the individuals at your facility that participated and noting those requesting contact hours.

Individuals requesting contact hours will receive a certificate of contact hours earned. Please make sure that you enter the Contact Person's name in the Registration Form. All correspondence and site registration information will be sent to this person. No commercial support has been provided for this program.

Ohio Council for Home Care and Hospice is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) (OH -157, 4/1/2019).



**Webinar - Sustaining Lessons Learned from PIPs
Registration Form**

July 12, 2017 - 10:30 am to 12:00 p.m. CST

REGISTRATION INSTRUCTIONS:

1. Use a separate form for each registration. Photocopy of original is acceptable. Each registration is for one (1) phone connection only. **SHARING OF REGISTRATION OR FEES WITH OTHER AGENCIES AND/OR INDIVIDUALS IS PROHIBITED.**
2. **No registration will be accepted without payment in full.** The webinar fee must be paid in full before the registrant will be allowed to participate in the program. A confirmation will be sent via email to verify site registration, as will the handouts, Internet link and 800 number for entering the webinar, and instructions for participation. If your **Contact Person** does not receive the E-mail confirmation two (2) business days prior to the webinar, please contact our office to verify your status.
3. **Faxed or scanned/emailed registrations will be accepted only with payment by a credit card.** Credit card information must be complete and contain the authorized signature. Submitted registrations represent your commitment to attend and cancellation policies will apply.
4. **Please note our cancellation policy:** If you cancel your registration prior to five business days before the program, you will receive a refund less 25% for administrative costs. All cancellations must be made in writing. No refunds for cancellations or exchanges within five business days of the program. If due to unforeseen circumstances we must cancel this event, registrants will receive a full refund.
5. Payments are not deductible as charitable contributions for federal income tax purposes. However, payments may be deductible under other provisions of the IRS.

Please complete the following information and mail, fax, or email:

Contact Person: _____ E-mail: _____

Agency: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

REGISTRATION FEE PER SITE/PHONE CONNECTION: Registration fees are for one (1) phone connection. For additional sites, please copy this registration form and send in with proper payment amount. Indicate if you will be calling into the live webinar or purchasing the audio recording (fee is the same). The live webinar includes the opportunity to ask questions of the presenter. Contact hours may be earned for listening to the audio recording up to 6 months following the live webinar.

<u>Member</u>	<u>Non-Member</u>	TOTAL AMOUNT ENCLOSED
<input type="checkbox"/> \$130.00	<input type="checkbox"/> \$230.00	<input style="width: 150px; height: 20px;" type="text"/>

Live webinar or audio recording? Live Webinar Webinar Recording

I wish to purchase the live webinar AND the audio recording (Pay registration fee and an additional \$30)

Payment Information: Credit Card Check

Name on Card: _____ Card Number: _____

Exp Date: _____ 3-Digit Code: _____ Billing Zip Code: _____

Signature: _____ Date: _____