



CUSTOMER SATISFACTION

March 19 and 20, 2008
Springfield and Whittington



Illinois Health Care
ASSOCIATION
Since 1950

1029 South Fourth Street
Springfield, IL 62703-2224

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Illinois nursing home administrators and social workers will earn 3 clock hours of continuing education for attending. Registered nurses will earn 3 contact hours of continuing education credit for attending.

The Illinois Health Care Association is approved as a sponsor of continuing education for nursing home administrators and social workers by the Illinois Department of Financial and Professional Regulation. Oakton Community College, Alliance for Lifelong Learning, Continuing Education for Health Professionals is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Linda Hollinger-Smith, RN, PhD, FAAN is Senior Vice President for Research for Life Services Network of Illinois. Dr. Smith was crucial in the refinement and expansion of the Confidence Customer Satisfaction Survey that is the recommended survey tool for the **Road to Excellence**.

This seminar is also being offered by the Illinois Council on Long Term Care (773.478.6613 or nursinghome.org) at the Hilton in Oaklawn on Wednesday, March 5 and at the Holiday Inn in Skokie on March 11. Life Services Network (630.325.6170 or lsni.org) will be offering this seminar at Bobak's Signature Events and Conference Center at Seven Bridges in Woodridge on March 13. Please contact each association for information regarding their sessions.

Membership discounts for this seminar at all locations are available for members of the Illinois Council on Long Term Care, the Illinois Health Care Association, and Life Services Network of Illinois.

