

OVERVIEW:

The long term care profession in Illinois has come together to launch a jointly developed statewide initiative called the Road to Excellence.

The 2008 goals of the Road to Excellence are:

- Measure and improve customer satisfaction
- Prevent and reduce pressure ulcers
- Manage and reduce pain

The Road to Excellence is intended to complement and support existing facility efforts and is designed to highlight in an organized and measurable way the overall success of care efforts of individual facilities and staff working together. In addition to an overview of the Road to Excellence, this seminar will focus on the first goal of the initiative - Customer Satisfaction.

The presentation will review the compliance, quality assurance and marketing benefits to the facility of conducting customer satisfaction surveys. The seminar will provide tools to help your facility prepare for the customer satisfaction survey process and tips on successful customer surveying.

The seminar will also cover how to best use the results of the satisfaction survey in comparison with other facilities in the state and in your geographic area.

This is the first in a series of Road to Excellence workshops. Be prepared for training sessions on Wound Management in May and Pain Management in June.

SCHEDULE:

8:00 AM – 8:30 AM

- Registration and Refreshments

8:30 AM – 9:15 AM

- Overview of the Road to Excellence

9:15 AM – 9:30 AM

- The Benefits of Customer Surveys

9:30 AM – 10:00 AM

- Get Ready, Get Set, Go!

10:00 AM – 10:15 AM

- Break

10:15 AM – 11:15 AM

- Using Your Survey Results

11:15 AM - 11:30 AM

- Next Steps

11:30 AM

- Closing

INTENDED AUDIENCE:

The Road to Excellence Customer Satisfaction workshop will be relevant to administrators, marketing, admissions and public relations directors, social services coordinators, activity directors, volunteer coordinators, and anyone responsible for good customer relations.

FACULTY:

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 will be used on the Road to Excellence.

Customer Satisfaction Workshop

Please complete this form and mail to LSN Foundation,
911 N. Elm Street, Suite 228, Hinsdale, IL 60521
FAX 630.325.9273

March 13th

Organization: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ Fax: _____

Registrant Name Title

1. _____

E-mail: _____

2. _____

E-mail: _____

3. _____

E-mail: _____

Registration Fees:

LSN, Illinois Council,
IHCA Members \$95.00 per person

Non Members \$190.00 per person

Total Fee Enclosed: \$ _____

Check enclosed (payable to LSN Foundation)

Please bill my Visa American Express

Discover MasterCard

Card Number: _____

Expires: _____

Signature: _____

Photocopy this form for additional registrants.

REGISTRATION DEADLINES:

Monday, March 10, 2008

This workshop is also being offered by the Illinois Council on Long Term Care (www.nursinghome.org or 773.478.6613) March 5 at the Oak Lawn Hilton Hotel and on March 11 at the Skokie Holiday Inn and by the Illinois Health Care Association (www.ihca.com or 800.252.8988) on March 19 at the Northfield Inn in Springfield and on March 20 at the Rend Lake Resort in Whittington. 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.

CONTINUING EDUCATION

Life Services Network, as an approved sponsor of continuing education through the Illinois Department of Financial and Professional Regulation will provide 2.5 continuing education credit hours/CPEs for the following professions:

- licensed nursing home administrators
- licensed clinical social workers/licensed social workers
- registered public accountants
- physical therapists/physical therapy assistants
- occupational therapists/occupational therapy assistants

Credentialing bodies and licensing boards have the final authority on the acceptance of individual courses.

QUESTIONS?

Contact the LSN Meeting Services Department at 630.325.6170 or by e-mail at meetingservices@lsni.org.



Thursday, March 13, 2008
Bobak's Signature Events and
Conference Center
at Seven Bridges
6440 Double Eagle Drive
Woodridge, IL 60517



REGISTRATION INFORMATION

REGISTRATION DEADLINES:

Monday, March 10, 2008

No registrations will be accepted at the LSN office after the registration deadline. Late/on-site registrations will be assessed a \$10.00 late/on-site fee. Cancellations prior to the cut-off date will be refunded less a \$20.00 administrative fee. No refunds will be made after the registration deadline. All registrants will receive a confirmation. If you do not receive a confirmation, do not assume you are registered. Please contact us if you do not receive a confirmation. To register, complete the registration form and mail with full payment to Life Services Network, 911 N. Elm Street, Suite 228, Hinsdale, IL 60521. With a valid VISA, MasterCard, Discover or American Express number, registrations can be faxed to 630.325.9273.

REGISTRATION FEES

LSN, Illinois Council,
IHCA Members: \$95 per person

Non Members: \$190 per person

Fees include comprehensive course materials, continuing education credits and refreshment breaks.

DATE AND LOCATION

Thursday, March 13, 2008
Bobak's Signature Events and Conference Center
at Seven Bridges
6440 Double Eagle Drive
Woodridge, IL 60517
630-968-7778
(for directions only)

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