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**Epicare Associates, Inc.** provides outsourced training to healthcare organizations and corporations specializing in clinical and staff development programs. Epicare utilizes clinical experts for all of their programs.

All programs are updated to meet the latest regulations for training by OSHA, TJC and applicable State Agencies

**INQUIRIES:**

Epicare Associates, Inc.  
585 Bloomfield Ave. Suite 5C  
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[www.epicare.com](http://www.epicare.com)

**Privacy Statement**

*Epicare Associates, Inc.* reserves the right to make changes in speakers, and/or schedules. We are not responsible for problems stemming from registrants' organization's hardware or telecommunications services. Recording of conferences and webinars is strictly prohibited. If any meeting is cancelled, for any reason, including acts of God, strikes, etc., the liabilities of *Epicare Associates, Inc.* is limited to a full refund of tuition and fees only.

**Cancellation Policy**

Epicare reserves the right to cancel any program, at any time. If a class is cancelled due to insufficient enrollment or unforeseen circumstances, a full refund will be provided.

***For participant cancellations:***

- » You may send a substitute; however, you must call or email and give Epicare that person's name ahead of time.
- » Cancellations permitted up to 14 calendar days prior to the event, full registration refund less \$50.00 administrative charge.
- » Cancellations up to 7 calendar days, 50% refund.
- » No refunds will be issued 7 calendar days prior to the event.

**Certificates**

Your fee includes a contact hour certificate. Replacements are \$5.00 each.



***Presents***

**Performance  
Improvement  
Specialist**

**This two day intensive program is designed to prepare experienced healthcare professionals to conduct performance improvement activities within their clinical setting.**



***Offering to  
Organizations for  
On-Site Training of  
their Employees***

Our Programs include orientations, cross training and continuing education.

## Purpose

At the completion of this course the participant will be able to:

- ❖ Differentiate between leading and managing.
- ❖ Utilize assertive communication and conflict resolution techniques.
- ❖ Apply basic financial management principles.
- ❖ Delegate effectively to staff in assignment planning and follow-up.
- ❖ Navigate the process of interviewing, orienting, coaching and evaluating staff.
- ❖ Fosters positive team building skills
- ❖ Explain the legal issues that commonly effect managers.

## Who Should Attend

- ⌘ New Nurse Managers, Charge Nurses and Supervisors
- ⌘ Nurses who would like to be PI Specialists.
- ⌘ Professionals who would like to expand their ability to Conduct performance improvement activities within the clinical setting including:
  - ✓ Nurse Practitioners
  - ✓ Clinical Nurse Specialists
  - ✓ Patient Educators
  - ✓ Allied Health Professionals

## Agenda

### Day 1

7:30 – 8:00am	Introductions/Breakfast
8:00 – 9:00am	Overview and History of Performance Improvement in Healthcare
9:00 – 9:45am	Understanding the Culture of Safety
9:45 – 10:00am	Break
10:00 - 10:30am	Regulatory Agencies and Professional Practice
10:30 - 12:00pm	Developing a Performance Improvement Plan in Healthcare
12:00 - 1:00pm	Networking Lunch
1:00 - 4:00pm	The Use of Data in Perf. Improvement

### Day 2

8:00 - 9:30am	Unit Based Performance Improvement Activities
9:30 - 9:45am	Break
9:45 - 10:45am	Effective Meetings
10:45 - 12:00pm	Presentation Skills
12:00 - 1:00pm	Networking Lunch
1:00 - 3:30pm	The Regulatory Survey Process
3:30 - 4:00pm	Summary/Evaluations/Presentation of Certificates

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13.0 contact hours is awarded for this two day course.

## Faculty

### SALLY ANN CORBO, Ed.S, APN-BC, NEA-BC

Sally is the President of Epicare Associates, Inc. a consulting firm specializing in outsourced training for healthcare organizations. She has an extensive teaching background and was previously the Director, Nursing Education at The New York Hospital-Cornell Medical Center. She also served as clinical faculty for JCAHO and adjunct faculty at Seton Hall University. Additionally, she has published numerous journal articles and maintains a private practice as a psychiatric advanced practice nurse. She is certified by the American Nurses Association as a Clinical Specialist in Adult Psychiatric and Mental Health Nursing and Nursing Administration Advanced.

### STEVEN BACKFISCH, JD

Steve is a partner with Lindabury, McCormick, Estabrook and Cooper, PC located in Westfield, New Jersey. He has twenty-five years of experience in civil litigation, including employment, product liability, catastrophic personal injury, and medical malpractice defense.

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### **Testimonials**

“Overall I found the learning experience extremely valuable”