Quality Leadership Series

PROGRAM OVERVIEW

The goal of the Quality Leadership Series is to provide a comprehensive array of resources, skills training and educational support for health care professionals working in Skilled Nursing Facilities (SNF). Each of the sessions is grounded in evidence and values-based quality improvement methods and designed to provide practical tools and knowledge that can immediately be applied in skilled nursing facilities.

PROGRAM OBJECTIVES

- Identify leadership skills and qualities of effective leadership
- Understand the impact of individual leadership styles on staff and residents
- Identify characteristics of person-centered care and its impact on regulatory compliance and documentation
- Comprehend effective communication skills and application in supervision / management
- Understand the causes, stages, and resolution of conflict
- Identify and demonstrate problem solving and conflict resolution techniques
- Learn to integrate coaching and mentoring skills into daily management
- Understand the value of customer satisfaction and strategies to support employees

PROGRAM REQUIREMENTS

Space for this program is limited to 40 participants. Applicants must be employed in a SNF located in New York State. Facilities are encouraged to register more than one team member. Priority will be given to those submitting their completed application by the deadline. Registration will be confirmed after the application deadline of February 26th.

PROGRAM COORDINATORS

Jackie Pappalardi, RN, BSN
Executive Director, Foundation for Quality Care
Jackie is a registered nurse with 40 years of service in the public and private health care delivery system. She has leadership experience working with providers to achieve accreditation, develop and implement emergency management programs, shape facility wide quality improvement practices and foster strong collaborative partnerships.

Lisa Volk, RN, B.P.S., LNHA
Director, Clinical & Quality Services
Lisa has 35+ years of experience in the long-term care setting. She has held roles as Director of Nursing, Administrator and Executive Director. Lisa has extensive knowledge in team building, employee engagement and innovative practices which lead facilities to achieve consistent high-quality outcomes. Member of the AHCA Clinical Committee.

PROGRAM REQUIREMENTS

Application Deadline
February 26, 2021
A Letter of Interest and Letter of Support are Required

Please Apply Online: NYSHFA-NYSCL.org/

Point of Contact:
Melony Spock | 518.462.4800 ext. 21 | mspock@nyshfa-nyscal.org

This Program Series is for SNF Professionals who have the Ability of “Care and Caring” in Their Organizations: Quality Improvement Specialists, LNHA, DON and other Members of the QI Team.

3-DAY PROGRAM

March 18, 2021
9:00 am – 1:15 pm

» LEADERSHIP SKILLS
- Identify and Define Leadership Skills
- Demonstrate Communication Skills for Effective Leadership

March 23, 2021
9:00 am – 1:15 pm

» PERSON-CENTERED CARE
- Identify Characteristics of Person-centered Care and Its Impact on Regulatory Compliance and Documentation
- Review of Person-Centered Care and Its Impact on Regulatory Care

March 25, 2021
9:00 am – 1:15 pm

» COACHING
- Demonstrate Use of Problem-Solving Process and Coaching Skills

12 Hour CEU Package - NAB Approved

We are Offering this Program at NO COST to Facility or Participant!

Thanks to the Generous Support of the Iroquois Healthcare Association