Is Your Facility Maximizing HCAHPS Scores? How to Increase Your Patient Perception with Housekeeping & Textiles

Webinar NE-021313  Wednesday, February 13, 2013 1:30 p.m. – 3:00 p.m. (CST)

Overview
Standards for proper processing, delivery, distribution and handling of textiles are becoming more stringent. OSHA, EPA, CDC and APIC are changing the rules on how healthcare textiles are processed and how patient rooms are to be cleaned. HCAHPS scores will dictate going forward how Medicare reimburses healthcare facilities. This webinar will answer the question of whether your hospital is meeting those standards and if you are doing everything you can to maximize your HCAHPS scores.

Target Audience
Environmental Services Staff, Nursing, and Infection Control

Objectives
At the completion of this webinar, attendees will:
1. Have ideas that can be implemented with staff to ensure readiness for any inspection on textile handling and cleaning standards
2. Share ideas to keep their facility compliant but keep costs in doing so to a minimum
3. Receive take-away value on how to increase patient perception of their experience and increase HCAHPS scores for maximum reimbursements

Faculty
Angela McGee is the President and CEO of Spin Linen Management in Omaha, Nebraska. Prior to joining Spin Linen she was the sales manager for Hospital Laundry Services in Chicago, Illinois. She has 15 years of experience in textile management in healthcare and is a certified member of the Healthcare Laundry Accreditation Council (HLAC). Ms. McGee holds a BA in Business Administration from the University of Nebraska-Lincoln

Mike McDonnal is a textile sales representative for Medline Industries in Mundelein, Illinois. He has 10 years of experience in healthcare textile sales. His organization has grown into America’s largest privately held manufacturer and distributor of healthcare supplies and services. Medline Industries manufactures and distributes over 125,000 medical and surgical products to healthcare institutions. Mr. McDonnal works with hospitals, long-term care facilities, surgery centers, home care and hospice agencies, and physician offices providing consulting and management services encompassing the supply chain and logistics.

Certificates of Attendance
Certificates of Attendance will be issued to all registrants. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for recorded sessions.

Registration
$190 for AHA members
Registration includes one Internet connection and one telephone connection at one location and an unlimited number of participants from your organization in one listening room.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received an e-mail with instructions via the e-mail provided on the registration form or if you are unable to download or open presentation materials, at least three business days prior to the event, please contact Anna Sroczynski at 501-224-7878, or via e-mail to asroczynski@arkhospitals.org. Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event.
Cancellation Policy
Refunds, minus a $25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Fax cancellation/refund requests to the Education Department at 501-224-0519.

REGISTRATION FORM

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Registration Fee $190 for AHA members
Registration fee covers one or multiple participants at one location (one connection per registration) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person________________________________________________________________________________________
Organization ____________________________________________________________________________________________
Mailing Address ____________________________________________________________________________________________
City, State, Zip ____________________________________________________________________________________________
Telephone _____________________ Fax ___________________ E-mail _________________________________________________

Method of Payment

Check in the amount of $_________ payable to the Arkansas Hospital Association is enclosed.

Credit Card # _____________________________________  □ Visa  □ MasterCard  (AmEx and Discover Not Accepted)

Cardholder’s Billing Address (including zip code) ____________________________________________________________________________________________

Expiration Date ______________ Name on card ____________________________________________________________________________________________

Signature ______________________________ Card Holder’s Phone #____________________________

Mail form and payment to
Education Department, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; phone: 501-224-7878; or fax form with credit card information to 501-224-0519.