

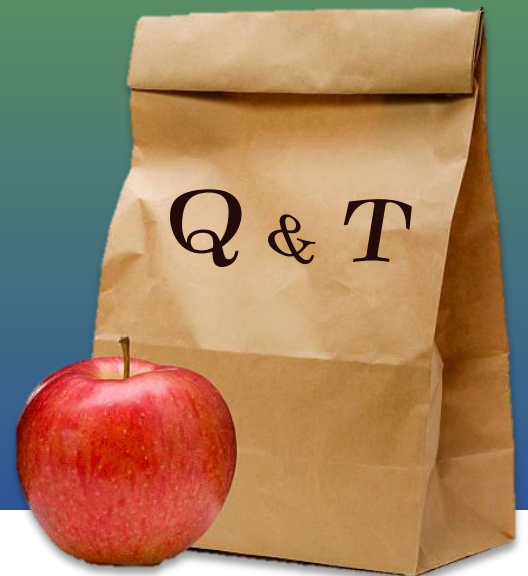
# Quality & Technology Mondays

Virtual Lunch-and-Learn Series



With COVID-19 social distancing and the health emergency's ongoing time demands, HCA is transitioning our previously scheduled Quality & Technology Symposium into a virtual lunch-and-learn series dubbed "Q&T Mondays."

REGISTER NOW



Starting at noon on four Mondays in June, we will feature curated topics to support your team's quality quotient and tech savviness from the comfort and safety of their remote location of choice, helping to solve problems or bridge gaps prompted or exposed by the public health emergency while rethinking processes anew.

## Webinar Dates:

June 8, 2020  
June 15, 2020  
June 22, 2020  
June 29, 2020



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## Virtual Lunch-and-Learn Series



### Session 1:

June 8, 2020, Noon-1:30PM

#### Strategies for Maintaining Quality Care during a Pandemic: Virtual Panel Discussion

##### Panelists:

Anthony Dawson, RN, MSN, Vice President of Quality and Customer Experience, VNSNY

Andrea Lazarek-LaQuay, RN, MS, Chief Clinical Officer, Nascentia Health

Diane Law, Director of Quality Improvement, VNS Westchester

Lisa Lemery, MS, OTR, Agency Director, Eddy Visiting Nurse & Rehab Association/St. Peter's Health Partners

##### Moderated by:

Rebecca Fuller Gray, Executive Vice President for Clinical and Program Affairs, HCA

Home care clinical experts from across New York State will discuss their agencies' strategies for supporting quality of patient care while navigating the COVID-19 pandemic. Panelists will highlight critical pivot points, changes in use of technology and other adaptations they have implemented to support patients and staff as well as how they are preparing for a possible second wave.

### Session 2:

June 15, 2020, Noon – 1:30PM

#### Considerations for Use of Telehealth and Virtual Visits in Home Care

Katy Cook, M.S., CTC, Project Manager, Telehealth, Adirondack Health Institute

Nancy DelMastro, Telehealth Project Specialist, Adirondack Health Institute

The COVID-19 pandemic has prompted shifts in the delivery of care from in-person to virtual. Was your agency telehealth-ready or did it experience a mad dash to obtain new technology and get your clinical team up to speed? Join telehealth experts Katy Cook and Nancy DelMastro from the Adirondack Health Institute to hear their insights on some best practices for use of telephonic and virtual visits and suggestions for ways to use technology to mitigate the isolation of homebound clients. A brief reimbursement update will also be provided.

### Session 3:

June 22, 2020, Noon – 1:30PM

#### Relationships and Trust: Their Impact on Quality Outcomes

Dr. Warren Hébert, DNP, RN, CAE, FAAN, Chief Executive Officer, Homecare Association of Louisiana

Engagement, connectedness, and trust impact health care outcomes. Instinct tells us so, as does a rich history of scholarship on the subject in recent decades. The Pew and Fetzer Foundations explored a "new paradigm" of relationship-centered care in the mid-nineties. This work was followed by Mary Koloroutis's "Relationship-Based Care" framework (2004), Stephen M. R. Covey's *The*

*Speed of Trust* (2006) and Press-Ganey Nursing Executive Christina Dempsey's *Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality, and Experience* (2017). Building on these concepts, Dr. Warren Hébert will explore tools and resources that enhance relationships and build trust with patients and families, enhance our rapport with colleagues, deepen self-awareness and self-stewardship, and broaden our connection with society. We will explore the impact of an initial meeting, scripting, eye contact, touch, shared decision-making, motivational interviewing, and the developing science behind impactful virtual engagement. Relationships and social interactions take on new importance in light of COVID-19. Are you ready to have your furniture rearranged?

##### Learning Outcomes:

- The attendees will be able to name three resources that are proven to enhance relationships and outcomes.
- The learner will be able to discuss motivational interviewing as a tool to advance connectedness with patients and families.
- The attendee will be able to list three vital aspects of the virtual engagement that differ from an in-person visit.

### Session 4:

June 29, 2020, Noon – 1:00PM

#### Savvy and Strategic: Technology Choices for Your Pandemic Playbook

Tim Rowan, Consultant and Editor of Home Care Technology: The Rowan Report

During this pandemic, we have learned the answer to one vital question: What are the characteristics of the agencies that will thrive? And that is: they will be using the latest technologies. In our current environment's accelerated embrace of new technology, your agency needs fundamental technological assets and processes to stay competitive. Electronic health records are a must, but so too are systems and data analytics that improve care plans, reduce medical errors, prevent hospital readmissions, and protect your agency against payment denials. Veteran home care technology consultant and Editor of Home Care Technology Report Tim Rowan will bring you the benefit of his experiences with every kind of software tool suited for post-acute care organizations. You will leave with at least one idea to improve your bottom line and your competitive positioning.

*Tim Rowan is the Founder and President of Rowan Consulting Associates and serves as Editor of the Home Care Technology Report. Rowan holds a Master of Arts degree in Education from Loyola University, Chicago. After ten years in adult religious education positions, he moved to the computer and network hardware and software industry in the fledgling personal computer era, eventually landing back in adult education for a technical training firm. It was there that Tim was introduced to home health care through one of his training clients, who lured him aboard as their first CIO.*



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## Virtual Lunch-and-Learn Series



### Webinar Series

Starts at Noon

June 8, 2020

June 15, 2020

June 22, 2020

June 29, 2020



### TWO WAYS TO REGISTER:

Scan & Email form to Info@hcanys.org

OR

Fax to

(518) 426-8788

### REGISTRATION

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_ Email: \_\_\_\_\_  
(Required)

Phone: \_\_\_\_\_ Ext. \_\_\_\_\_

#### Names of Additional Registrants from the same agency:

Participant 2 Name \_\_\_\_\_ Email \_\_\_\_\_

Participant 3 Name \_\_\_\_\_ Email \_\_\_\_\_

Participant 4 Name \_\_\_\_\_ Email \_\_\_\_\_

### REGISTRATION FEE\* : (per login)

#### HCA Member

Single Webinar (select option)

\_\_\_ June 8 \_\_\_ June 15

\_\_\_ June 22 \_\_\_ June 29

\$79.00 x \_\_\_ logins

#### Full Series

\$259.00 x \_\_\_ logins

#### Non-Members

Single Webinar (select option)

\_\_\_ June 8 \_\_\_ June 15

\_\_\_ June 22 \_\_\_ June 29

\$119.00 x \_\_\_ logins

#### Full Series

\$329.00 x \_\_\_ logins

Confirmation: Prior to each event, you will receive a confirmation email containing your access information for the webinar. For audio you can use the dial-in number provided in the email or listen through your computer audio. You will be able to download any pertinent handouts from the webinar dashboard under the "Handouts" tab.

Registration: **The registration deadline for the full series is June 4, 2020.** Registrations may not be shared within or between staff or agencies – registration covers the access of only one login to the webinar. Each participant from your agency must be registered.

Cancellations: Those received one week prior to scheduled webinar are refundable less a 25% administrative fee. Cancellations must be received in writing via e-mail to info@hcanys.org. No refunds will be given once course materials and log-in information have been provided. No refunds for no shows. Substitutions are permitted.

### PAYMENT – Please check method of payment.

Checks must be received by date of program.

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\*Make checks payable to: **HCA Education and Research**

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