



***The Quest for a Life of Quality
Practices, Perceptions and Interactions
that Make or Break Resident/Client
Satisfaction***

Instructor: Claudia S. Blumenstock, LNHA,
President & CEO, Copernicus, Inc.

**December 5, 2018 – Tulsa – OSU
Tulsa – 700 N. Greenwood Avenue – Tulsa
- Conference Center Entrance – BS
Roberts Room**

**December 6, 2018 – OKC - Care
Providers Oklahoma office (seating limited
– register early) – 1201 N. Harvey Ave**

Quality of Life is an individual's "sense of well-being, level of satisfaction with life and feeling of self-worth and self-esteem." For every older adult, satisfaction is paramount to the way in which they experience their lives. Satisfaction for each of our residents/clients is defined uniquely and individually. Our responsibility across all levels and departments is to purposefully know and develop relationships with every person in our care. A deeper understanding of satisfaction allows us to meet the needs and desires of the older adults we care for.

Under the revised nursing home regulations, the requirement for Quality of Life can be cited if a facility is found to have a significant deficiency to the degree that constitutes immediate jeopardy. In the senior living industry, providing an exceptional quality of life experience can be the difference between a great environment where every older adult wants to live or

struggling to make ends meet because your residents or clients are unhappy.

This 6-hour, interactive workshop focuses on enriching meaningful connections with older adults, strengthening the rapport among employees to foster a more integrated organizational community and developing collaborative communication partnerships between elders and staff.

Learning objectives include:

- Examine the impact of the older adult perspective, the value of respect and the power of empathy as we more deeply strive to understand each person's interpretation of a quality life.
- Consider strategies to more fully integrate families into the caregiving team
- Develop skills to accept conflicting workplace perspectives, techniques to create a respectful organizational atmosphere, strategies to adjust language and behavior and approaches to embrace an ever-changing work environment.
- Examine contrasting interpretations of personalized care, the task-oriented tendency of "talking to" rather than "talking with" older adults, conversation bridges that encourage empowerment and approaches that encourage inquisitiveness.

Schedule:

7:45 a.m.	Registration
8:30 a.m.	Workshop begins
10:00 a.m.	Break
10:15 a.m.	Workshop resumes
11:45 a.m.	Lunch (lite lunch provided)
12:30 p.m.	Workshop resumes
2:00 p.m.	Break
2:15 p.m.	Workshop resumes
3:45 p.m.	Q & A
4:00 p.m.	Adjournment

Check-in: 7:45 a.m. to 8:30 a.m.

Meeting time: 8:30 a.m. to 4:00 p.m.
(Meeting begins promptly at 8:30 a.m. - Educational hours will be deducted for late arrival/early departure.) Sessions must be attending in full to receive continuing educational hours.

Cost: Registration is required for all participants

\$75 per person member NO CEU's
\$175 per person non-member NO CEU's
\$125 per person member WITH CEU's
\$225 per person non-member WITH CEU's
Workshop payment must be received by no later than Monday, December 3, 2018.

CEU's: 6 hours of continuing education for RCAL/NH/ADC/HCA. This program has been approved for Continuing Education for 6 total participant hours by NAB/NCERS—Approval #20191204-6-A46617-IN Tulsa & Program ID:20191204-6-A46822-IN OKC.

This program meets the curriculum requirements 310:664-5-4 of the Home Care Administrator Registry with the Oklahoma State Department of Health for Home Care Administrators for 6 hours of continuing education.

Registration: Visit Care Providers Oklahoma website at www.careoklahoma.com. Deadline to register is close of business on Friday, November 30, 2018.

Lodging: A list of hotels in the area of meeting is located at www.careoklahoma.com – Education – Hotel listing.

Register on-line at: www.careoklahoma.com

Questions? Contact CPO at 405-524-8338

Claudia Blumenstock, founder of Copernicus, Inc., is a nationally recognized presenter and consultant. Her work focuses on providing a more engaging aging environment for older adults by improving customer satisfaction and enhancing the patient/resident experience. Educational programs deliver innovative and interactive learning experiences about loss, humor, communication, relationships and collaboration to caregivers in long-term care environments. Through a visceral and interactive learning model, session participants gain an empathetic awareness of aging, which deepens their understanding of how to be compassionate and caring and at the same time, multiplies their opportunities for richer encounters with the older population. She also provides training and coaching for organizational leadership which centers on conflict resolution and infusing creativity into the workplace. Currently, Ms. Blumenstock is a Coach on a New York State Department of Health funded grant project with the goal of improving resident satisfaction in long term care facilities. Surveys are used to measure satisfaction and coaching is employed to improve quality. She is also an Oasis Program Master Trainer, a person-centered approach to dementia care.

Who should attend: Licensed Administrators, Nurses, Direct care staff working in nursing facilities, assisted living facilities, ICF-IID facilities and Home Health Care.

