

# CHC EDUCATION

Intermediate Level Webinar  
Applicable for Private Pay Agencies

## Improve communication and management of your in-home staff

Learn how at this informative Webinar: *Communicating, Monitoring and Managing Field Staff*

Working successfully with staff who operate independently in home settings creates challenges for any manager. How do you successfully foster strong communications, the culture your agency espouses and compliance with organizational and physician orders?

Attend this Webinar and make sure your organization supports strong communication habits. Learn how to become more effective in managing field staff, and how to make them feel like an integral part of your organization.

### What You Will Learn:

- Learn how to set up an effective communication process and tracking system
- Identify your agency's culture and why that's important in building morale with field staff
- Learn how to build and maintain loyalty and how to spread your agency culture to in-home staff
- Discover how to encourage appropriate independent decision-making while maintaining good supervisory reporting systems
- Learn how to clearly articulate supervisory instructions so field staff understand the message

Register online now at  
[www.chcforum.org/seminars](http://www.chcforum.org/seminars)  
or download the registration form and fax or mail with your payment.

INS-0805093014

### CHC Webinar

August 5, 2009

11:00 am - 12:30 pm ET

**HCP Chapter Members:** \$159  
**HCP Members:** \$169  
**Non-Members:** \$269

Price includes one connection. Additional fees will be charged if there are multiple connections. Cancellations received five days prior to the event will receive a refund, less a \$50 administrative fee. No refunds will be issued after that date. There are no refunds for no-shows.

### Who Should Attend

Agency owners, administrators and operations staff, including nurses, nurse supervisors, other supervisors and managers. Applicable for Private Pay agencies.

### Presenter

**Lucy Andrews, RN, MS, CHHA**  
At Your Service Home Care, Inc.

Lucy is a nurse with almost 30 years of experience in health care with an emphasis on home care. She is CEO of At Your Service Home Care Inc., a Concierge Home Care Agency in Santa Rosa, California.

Lucy currently serves on the Board of Directors for the California Association for Health Services At Home (CAHSAH) and the Advisory Board of the National Association for Home Care and Hospice's (NAHC) Private Duty Services.

Lucy advocates for seniors and disabled at the local, state and national level, and she is the Chair of the Policy and Advocacy Committee for CAHSAH.

Presented by:

 **chc** Community Health Care Services Foundation, Inc.  
The premier educational resource for home and community-based care

CHC is a non-profit affiliate organization of the New York State Association of Health Care Providers, Inc. (HCP).

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Complete and return the form below with your payment, or register online at [www.chcforum.org/seminars](http://www.chcforum.org/seminars). Fee includes program tuition and downloadable materials. Log-in instructions will be emailed.

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