This 3-day workshop will provide strategies for managing the people, residents and business of LTC. Aspects of the DON role included are personnel management, resident care best practices, survey and regulatory compliance, and financial management. Each area will be covered providing specific, practical approaches to deal with the challenges a DON faces daily.

A strong and effective Director of Nursing (DON) is essential for a successful SNF operation. Becoming an effective DON is more than just being oriented to the job; and, turnover is expensive. This unique workshop, designed specifically for Director of Nursing and other Nurse Leaders in Long Term Care (LTC), offers training in every aspect of the DON’s role which includes managing residents, staff, and compliance. This skill building workshop will provide the current or future DON with skills and knowledge necessary for a solid foundation which creates a positive working environment focused on quality of care, staff involvement, and systems which achieve compliance.

Attendees will receive a comprehensive training manual that can be used as a resource in your facility as well as forms and procedures on CD which allow customization to fit your operational needs.

Who should attend?

- Director of Nursing
- Assistant Directors of Nursing
- Nurse Managers including Charge Nurses
- Staff Development Coordinator
- Other Nurse Educators

This workshop is designed to develop leadership skills and provide valuable information to prepare the participant for success in the very complex environment of Long Term Care. Content is designed to address the needs of the Nurse Manager new to the role. Experience in the Long Term Care setting will be helpful.

Why THIS training is one of the best investments you can make this year!!

- **Interactive learning format** — This workshop is designed to combine didactic instruction and open discussion to facilitate connection between the topic and real-world application of principles and practices. Participants are encouraged to actively engage in the learning process.
- **Small Class Size** — With a smaller group, more interactive activities are provided with all questions answered to ensure optimal learning experience.
- **Program manual and CD** — Each attendee receives a comprehensive program manual which includes all educational materials and small group activities with sample procedures and forms which can be implemented in your facility.
- **Polaris Group experience** — Polaris Group has been an established expert providing consulting and education to Long Term Care facilities for over 25 years.

Institute Questions: 1-800-275-6252 ext. 250

Click here to register: www.polaris-group.com
Instructor:  
Sarah McGinley, RN, BSN, MA, RAC-CT  
Senior Nurse Consultant

Sarah McGinley, Senior Nurse Consultant for Polaris Group has over 40 years of experience in Health Care, with 21 of those in Long Term Care. Her employment background includes clinical practice, education, management and administration in both acute and long term care settings. As a DON, she developed and implemented staff-based Quality Assurance programs and achieved deficiency free surveys. Sarah has presented workshops and seminars throughout the country for Long Term Care professionals to include MDS 3.0, RUG-IV, Resident-Centered Care Planning, QAPI, and Clinical Programming; and is recognized as a dynamic and practical educator.

Dates & Locations/Continuing Education Credits:

April 21-23: St. Louis, MO  
November 10-12: Orlando, FL

Continuing Education Credits:  
Administrators - 19 CECs  
Nurses - 19 CECs

Day of Training:

- Registrant to make own hotel reservations
- All class times are 8:30 a.m. to 5:00 p.m.
- Coffee or soda provided. Meals are on your own.
- Fee includes: Three days of training, training manual, and CD

- Course Fee: $979/per person  
  - $779/per person, if registered 30 days in advance
- Refund/Cancellation Policy: All refund requests required in writing. Please refer to our website for complete refund policy information.

Interested in a Group Training!?  

We can bring the Institute to you!  
You will have the benefit of having your staff all hear the information at the same time; and access to our experts speakers and materials. Call 800-275-6252 ext. 237, Sales Department to learn more about our specialized group training!

Institute Questions: 1-800-275-6252 ext. 250  
Click here to register: www.polaris-group.com
# LTC Director of Nursing - Roadmap to Success: Course Outline

## Day One:

**Module 1: Effective Leadership Skills**
- Leadership Principles and Styles
- Communication/Listening
- Supervision/Delegation
- Creating a Culture
- Time Management
- Managing Change

**Module 2: Leading an Effective Team**
- Building An Effective Workforce
  - Hiring/Performance Evaluations
  - Employee Discipline
  - Employee Retention/Positive Feedback
  - Job Descriptions
  - Staff Meetings
- Engaging Staff in Problem Solving
- Effective Employee Development
  - Adult Education Principles
  - Orientation
  - Continuing Staff Development
  - Competency Skill Testing
  - Annual Education Requirements

**Module 3: Effective Support Relationships**
- In-House Departments
- Outside Vendors
  - Medical Staff
  - Pharmacy/Lab
  - Hospice Agencies

## Day Two, continued:

**Module 4: Effective Care Management**
- Effective Policy, Procedures and Protocols
  - Definitions and Application of Each Category
  - Consistency with Best Practice
  - Guidelines for Development
- Effective Clinical Programs
  - Purpose of the Clinical Programs
  - Components and Best Practices of Clinical Programs
  - Essential Clinical Programs
  - Monitoring the Implementation of Clinical Programs
  - INTERACT/Professional Standards
- Effective RAI Process Oversight
  - MDS Requirements and Scheduling
  - Care Area Assessments
  - Care Planning and Conferences
  - Using QMs to manage clinical care
  - Medicare MDS cycle review

**Module 5: Effective Resident Care Systems**
- Care Delivery Systems
  - Resident-Centered Care and Choice
  - Culture Change
- Assignments
  - Consistent Assignment
  - Set Rotations
  - Change of Shift Reports
- Rounds
  - Clinical/Environmental
- Documentation Systems
  - Progress Notes
  - Flow Sheets
  - Charting by Exception

## Day Two, continued:

**Module 6: Effective QAPI & Risk Management**
- Overview of the QAPI Process
  - Developing a QAPI Plan
  - Monitoring Performance
    - Performance Indicators
    - Data Sources/Analysis
  - Performing Root Cause Analysis
  - Performance Improvement Projects
- Risk Management
  - Reportable Events and Incident Reports
    - Hospital Transfers
  - Effective Investigations
    - The Initial Investigation and Documentation
    - Summarize Findings and Document
    - Trending and Root Cause Analysis
    - Appropriate Reporting
- Infection Control Program
  - Tracking and Trending
  - Reportable Infectious Diseases
  - Immunizations and TB Testing
  - Employee Health

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Day Three:
Module 7: Managing the Survey Effectively
- Survey Preparation
  - Cycle and Preparation
    - Survey Binder Preparation
    - Completion of CMS forms 671/672/802
    - Identify High Risk Residents
    - Prepare Staff for the Survey
  - Survey Tasks: Traditional Survey
    - Offsite Preparation
    - Entrance Conference
    - Facility Tour
    - Finalize Survey Sample
    - Information Gathering
  - Survey Tasks: QIS Survey
    - Offsite Preparation
    - Entrance Conference
    - Facility Tour for overview of Facility Only
    - Stage I: Preliminary Investigation
    - Stage II: In-depth - Triggered in Phase I
- Statement of Deficiency
  - Scope and Severity/Remedies
  - Survey Impact and the 5-Star Rating System
- Plan of Correction
  - Time Frames
  - Writing the Plan of Correction
  - Appeal Process/Informal Dispute

Day Three, continued:
Module 8: An Effective Medicare Program
- Evaluating Inquiries for Admission
  - Eligibility/Financial Analysis
- Skilled Coverage Requirements
  - RUGs: Non-Therapy/Therapy
- Technical Components
  - Medicare as a Secondary Payer
  - Certification and Re-Certification
  - Notices of Non-Coverage
  - Documentation
    - Skilled Service
    - Support for Therapy
    - ADL Documentation
- The PPS and Medicare Meetings

Module 9: Effective Financial Management
- Staff: The Biggest Budget Item
  - Staffing Variables
  - Acuity Classification Systems
  - Calculating FTE’s
  - Position Control
- Schedules
  - Scheduling Basics
  - Scheduling Tips
  - Attendance
  - Overtime
- Reimbursement
  - Sources
  - Managing Cost
- Budgets
  - Costing-Out Nursing Service
  - Creating a Budget
    - Productive Hours
    - Non-Productive Hours