Is Your Facility Maximizing HCAHPS Scores? How to Increase Your Patient Perception with Housekeeping & Textiles (NE-021313)

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 health care textiles are processed and how patient rooms are to be cleaned. HCAHPS scores will dictate going forward how Medicare reimburses health care 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.

Learning Objectives:

- Attendees will be given ideas they can implement with staff to ensure readiness for any inspection on textile handling and cleaning standards
- Sharing of ideas to keep your facility compliant but keep costs in doing so to a minimum
- Provide take-away value on how to increase patient perception of their experience and increase your HCAHPS scores for maximum reimbursements

Target Audience: Environmental Services Staff, Nursing, Infection Control

Date: February 13, 2013   Time: 1:30 p.m. – 3:00 p.m. (Central)

Faculty:

Angie McGee
President & CEO
Spin Linen Management
Omaha, Nebraska

Angela McGee is the President and CEO of Spin Linen Management. Prior to joining Spin Linen she was the sales manager for Hospital Laundry Services in Chicago, Illinois. She has fifteen years-experience of textile management in health care 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
Textile Sales Representative
Medline Industries
Mundelein, Illinois

Mike McDonnal has ten years-experience in health care textile sales. His organization has grown into America’s largest privately held manufacturer and distributor of health care supplies and services. Medline Industries manufactures and distributes over 125,000 medical and surgical products to health care 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.
This Webinar is being presented in cooperation with the Nebraska Hospital Association Course
NE-021313

Registration:
There is a site fee of $175.00 for NDHA Member Hospitals and $300.00 for Non-members
for this course. Member Hospital is referred to as an individual freestanding facility, not a
hospital system. The registration fee provides you with one phone number, Web connection
and a downloadable handout. Numerous people at one physical site are encouraged to
participate in the Web Conference through one registration (utilizing the same telephone/Web
connection). If any additional locations or facilities are added into your connection, additional
registration fees will be charged. If participants at your site require more than one
telephone/Web connection, additional registration fees will be charged.

Prior to the program you will receive an e-mail containing instructions on how to connect to
the conference. This e-mail will also contain codes to access the conference call. Advance
registration by February 4, 2013 is required to ensure delivery of instructional materials. A late
fee of $25.00 will be charged for any registrations after this date. This fee is necessary,
as we are being charged a late fee for any last minute registrations that require an
overflow line on the bridge. If you do not receive an e-mail from Linda Simmons prior to the
program with your handouts and dial-in information, please contact her at 701 224-9732.

Please contact Linda Simmons at 701 224-9732 or lsimmons@ndha.org for further
information. You may register by fax (701) 224-9529, online at http://www.ndha.org under
Education or by mail PO Box 7340, Bismarck ND 58507.

Registration fees are non-refundable unless notice of an individual’s cancellation is received
at NDHA five working days prior to the event, in which case a cancellation fee of $50.00 will
be deducted from your registration fee. If notice of cancellation is received after this date, there
is no refund. You will be billed whether or not you attend the program.

NE-021313 Is Your Facility Maximizing HCAHPS Scores? 2/13/13

Facility ____________________________________________________________

Contact Name/Title __________________________________________________

E-Mail ____________________________________________________________

Phone Number ____________________________________________________
