

Don't Delay, Register for the AHCA/NCAL Quality Symposium Today!

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Registration Deadline is January 31, 2012

You are invited to join us for the 4th Annual AHCA/NCAL *Quality Symposium: Inspiring Excellence in Long Term Care*, February 23-24, 2012 at the Westin Galleria in Houston, Texas.

The AHCA/NCAL Quality Symposium is a comprehensive, dynamic and highly interactive two-day event with program offerings that support quality initiatives and performance excellence for long term care professionals. AHCA/NCAL is proud to announce that **Marilyn Tavenner**, *Administrator for the Centers for Medicare & Medicaid Services*, will deliver the symposium's welcoming remarks to attendees.

In today's ever-changing environment of long term care, some of the most relevant factors affecting quality care include: customer service, staffing and staff turnover issues, hospital readmissions and use of off label anti-psychotic drugs. These are just some of the topics that will be address as part of the [20 symposium sessions](#) offered. Speaker, session descriptions and a complete schedule of event are posted [online](#).

Quality Symposium attendees can earn up to 10 CEUs by attending sessions.

NEW Intensive Session Option

On the first day of the event, attendees may choose to participate in an intensive four-hour session on Interventions to Reduce Acute Care Transfers—INTERACT.

INTREACT is a quality improvement program designed to improve early identification, assessment, documentation, and communication about changes in the status of residents in skilled nursing facilities. The goal of INTERACT is to improve care and reduce frequency of potentially avoidable transfers to the acute hospital which can result in complications and billions of dollars in unnecessary healthcare expenditures.

Note: Attendees not participating in the INTERACT session can select from the following concurrent sessions also held on the first day of the conference, Thursday, February 23rd.

- **AHCA/NCAL Quality Message**, 8:30am – 10:00am – *Welcome remarks delivered by Marilyn Tavenner*
- **Purpose Driven Teams**, 10:15am – 11:45am
- **Hospital Readmissions**, 10:15am – 11:45am
- **Person-Centered Care and Performance Excellence**, 10:15am-11:45am

Additionally, attendees can boost their CEU count by attending one of three *pre-symposium workshops** on **Wednesday, February 22:**

- Fine Tuning Your Silver Application

- The Path to Mastery™ -- The Relationship of Person-Centered Care to the Baldrige Criteria
- Quality Assurance and Performance Improvement (QAPI)

**Pre-symposium workshops require an additional fee.*

Call for Poster Sessions

We are looking for Poster Sessions that illustrate improvements in: Leadership, Strategic Planning, Customer Focus, Measurement Analysis and Knowledge Management, Workforce, and Process Management. Visit the Quality Symposium web page for an application and submission guidelines.

For more information on this exciting event visit: gs.ahcancal.org.