



**Technical Assistance Webinar**  
**Resident Satisfaction and  
Integrating the Results in Your  
Quality Improvement Program**  
**February 3<sup>rd</sup> and 26<sup>th</sup> 3:00p.m. (E.T.)**

***Topic***

Measuring Satisfaction and Integrating the Results in Your Quality Improvement Program -- Learn the value of finding out what your residents and staff think and how to use that information to make their lives even better!

***Faculty***

Mary Tellis-Nayak, Consumers and Nursing Home Staff!

***When***

**Part 1: February 3<sup>rd</sup>, 2009, 3:00 – 4:15 p.m. Eastern Time (Call-in begins at 2:45 p.m. E.T.)**

**Part 2: February 26, 3:00 – 4:15 p.m. Eastern Time (Call-in begins at 2:45 p.m. E.T.)**

***Who***

Directors of Nursing, Certified Nursing Assistants, Administrators, Family and Resident Councils

***Where***

Bring a cup of coffee or soda to your nursing home's conference room. You can use a telephone line and follow along with handouts, or you can follow along on your computer.

***Registration***

Go to <http://www.directeventreg.com/registration/event/79283140> to register for Part 1 of the teleconference and <http://www.directeventreg.com/registration/event/79286517> for Part 2. The content for these teleconferences are two different and we suggest that you listen to both. After you register, you will receive three separate numbers that you will need to access the call. These include the call-in number, the direct event pass code for the conference and your registration ID. ***Please keep these in a safe place until the day of the teleconference!***

***Handouts***

The Power Point presentation will be posted on [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org) by January 26, 2008 for Part 1 and February 20<sup>th</sup> for Part 2. You will be able to download the presentation and follow along with the speakers.. There will also be other information to download and read on Resident Satisfaction that you may find helpful.

***On the Day of the Teleconference***

On the day of the teleconference, starting at 2:45 p.m. E.T., call the number given to you when you registered and enter the direct event pass code and your registration ID. You will be connected to the conference. To view the Power Point Presentation online, go to <http://IDTConnect.com>, click on "join conference," sign-in as a participant with the Conference ID (2025089407 NO Dashes!), and enter your name.

***CEUs are not available for this webinar. Please contact your LANE for additional information.***