

JOINT COMMISSION STANDARDS
MANAGEMENT OF HUMAN RESOURCES UPDATE
Wednesday, May 5, 2010



Registration - 8:30am
Program - 9:00am - 1:00pm
MHA Offices
Elkridge, Maryland

This program is a must for anyone who performs even one performance evaluation. These standards belong to the entire management team. Finally understand how to apply these complex and often confusing standards.

At the conclusion of this program, participants will be able to:

- ✓ Briefly discuss Human Resource Standards
- ✓ Define what constitutes a thorough competence validation
- ✓ Discuss the Human Resource tie to Patient Safety
- ✓ Identify problematic Standards

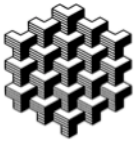
Course Outline

- Review of Human Resource Standards
- Comprehensive competence assessment
 - Psychomotor
 - Cognitive
 - Affective
- Application of standards
- Populations served
- Application to Patient Safety
- Problematic standards

FACULTY:

Sandra Burke, BSN, RN, MPH, LHRM, brings outstanding experience as a nurse executive, administrator, Risk Manager, patient safety and performance improvement expert to her role as a consultant. She is the Clinical/Joint Commission (TJC) Consultant for the Florida Hospital Association. Ms. Burke taught a wide range of programs for the Joint Commission Department of Education Programs and was consistently rated the highest of all faculty. She was one of only three people selected by Joint Commission to do the nationwide education on the new 2004 standards and survey process. She now does all clinical education programs for the Florida Hospital and six other hospital associations. She spent a month in the Kingdom of Saudi Arabia teaching continuous quality improvement. Ms. Burke has also gone to Egypt and Ireland to help both countries begin the development of standards and an accreditation process. She has published "Patient Care Trainee-Educational Employment" and her research has included a grant from Abbott Laboratories and work with the University of Florida in Perceptions of Education.

References: The Joint Commission 2010 Comprehensive Accreditation Manual



MHEI

Helping to build a better healthcare system

Management of Human Resources Update

Wednesday, May 5, 2010

MHA Headquarters

RETURN TO: Maryland Healthcare Education Institute
6820 Deerpath Road, Elkridge, MD 21075-6234
ATTN: Lisa Butler, Program Coordinator
Phone: (410) 796-6239 Fax: (410) 379-9541
lbutler@mhaonline.org

OFFICE USE ONLY

Program #: 1008-1258

Check #: Amt: \$

Rec'd:

REGISTRATION DEADLINE: April 28, 2010

PLEASE PRINT OR TYPE

(If there are more registrants, please feel free to duplicate this form)

ORGANIZATION: _____

CITY, STATE, ZIP: _____

You are not registered for this program until you receive a confirmation E-mail from the program coordinator

1. NAME: _____ DEGREE(S) _____ FACHE

TITLE: _____ PHONE #: _____

BADGE NAME: _____ E-MAIL ADDRESS: _____

2. NAME: _____ DEGREE(S) _____ FACHE

TITLE: _____ PHONE #: _____

BADGE NAME: _____ E-MAIL ADDRESS: _____

Fee: MHEI Member: \$99 per person
Non-Member: \$159 per person

The fee includes tuition, materials, lunch, and refreshments

Check Enclosed - Make Payable to Maryland Healthcare Education Institute

VISA MasterCard American Express

Card # _____ Exp. Date ____ / ____ CSC# _____

(VISA & MasterCard: 3-digits on the back of the card after the credit card number; American Express: 4-digits on the front of the card above the credit card number)

ONE OF THE ABOVE METHODS OF PAYMENT SHOULD ACCOMPANY THIS REGISTRATION FORM

REMINDER: Online registration is now available at
<http://www.mhei.org/Programs/programs.php>

REFUNDS: The registration fee is refundable if notice is received 3 business days prior to the program. If cancellation is within 3 business days of the program, a \$50 service fee will be assessed. MHEI offers a full tuition refund if you do not find the program to be helpful.

SPECIAL NOTE: MHEI wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act, please call

MHEI WEATHER POLICY: In the event of adverse weather conditions, the decision to either close or delay the opening of MHA and the program will be made by 6:15 the morning of the program. To find out if the office is closed or has a delayed opening because of weather, please call the MHA main telephone number (410.379.6200) after 6:15 AM.