



**Courtemanche
& Associates**
Healthcare Synergists

2010 Webinar Series

Courtemanche & Associates webinars are an excellent way for your entire staff to stay up to date on the latest accreditation and regulatory news, changing standards, and best practices for compliance throughout the year. Our webinars are developed and delivered by C&A's expert consultants who stay on the cutting edge of developments from regulatory and accrediting bodies such as The Joint Commission (TJC) and the Centers for Medicare and Medicaid Services (CMS).

C&A's 2010 webinar series is provided by a combination of telephone-based audio participation (using a toll-free number) and web-based slideshow presentation. Each webinar series purchase includes access for one phone line and one computer log-in to the web-based presentation, but there is no limit to the number of staff at your organization who can participate and receive continuing nursing education credits.

Healthcare organizations must register for these programs in order to receive access information & presentation materials. Please sign up today! Registration information follows the schedule.

Courtemanche & Associates Healthcare Synergists is an Approved Provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

The C&A 2010 Joint Commission Monthly Update Webinar Series

Webinars will be held on Mondays from 12:00 Noon - 1:00 pm Eastern Time on the following dates:

- January 11, 2010 – Accreditation Participation Requirements & Situational Decision Rules
- February 8, 2010 – Partnering for S3 Score Improvements
- March 8, 2010 – Survey Experiences – What Surveyors are Asking
- April 12, 2010 – On the Horizon: Communication, Language & Culture Requirements
- May 3, 2010 – Challenges in the Environment of Care & Strategies for Success
- June 7, 2010 – Update on TJC Survey Process & Activities, Mid-Year
- July 12, 2010 – Using Tracers as Proactive Risk Assessments
- August 9, 2010 – Maneuvering the Post Survey Process
- September 20, 2010 – TJC Update – The Latest from Executive Briefings
- October 4, 2010 – Patient Partnering for Safe Care (NPSG & Related Standards)
- November 8, 2010 – Life Safety Issues & Related Concerns
- December 13, 2010 – Update on TJC Survey Process & Activities, Year End

The C&A 2010 CMS Monthly Update Webinar Series

Webinars will be held on Wednesdays from 12:00 Noon - 1:00 pm Eastern Time on the following dates:

- January 20, 2010 – Medical Staff Condition of Participation
- February 17, 2010 – CMS Annual Report to Congress – Update on Look-Back Surveys
- March 17, 2010 – Organ, Tissue & Eye Procurement and Transplant Conditions of Participation
- April 14, 2010 – Patient Partnering to Enhance Core Measure Results
- May 12, 2010 – Pharmacy Services Condition of Participation
- June 16, 2010 – CMS Mid-Year Update/Focus on Challenging Issues
- July 21, 2010 – Surgical & Anesthesia Services Conditions of Participation
- August 18, 2010 – Clinical Services COPs – Including Rehabilitation, Respiratory, & Nuclear Medicine
- September 22, 2010 – Using the Interpretive Guidelines to Prepare for a CMS Survey
- October 13, 2010 – Physical Environment Condition of Participation
- November 17, 2010 – Patient Rights Condition of Participation (including Restraint & Seclusion)
- December 15, 2010 – CMS End of Year Update/Focus on Challenging Issues

Courtemanche & Associates 2010 Webinar Series Registration Form

1. Registration Information:

Participant Name: _____

Organization: _____

Department: _____ Title: _____

Street Address: _____

City, State, Zip: _____

Email Address: _____ Phone Number: _____

2. Please Select the Webinar Series You Would Like to Purchase:

- The 2010 Joint Commission Update Webinar Series – \$1,600 for all 12 Sessions
- CMS Monthly Update Webinar Series – \$1,800 for all 12 Sessions

3. Payment Options:

- Visa MasterCard Please Send an Invoice
- Check Enclosed, Payable to "Courtemanche & Associates"

Cardholder's Name _____

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Card Number _____

3 or 4 Digit Security Code _____ Expiration Date _____

4. Four Easy Ways to Complete Your Registration:

- Mail the completed form to PO Box 23659, Charlotte, NC 28227
- Fax the completed form to (704) 573-4538, Attention: Christina Martin
- Email the completed registration form to christina@courtemanche-assocs.com
- Call (704) 573-4535 with questions or for registration assistance