



2018 Optimum Life® Continuing Education Series



Leadership In Healthcare: *It's All About People*

Sara Terry, SVP, Resident and Family Engagement

Healthcare leadership includes directors, managers and clinical team leaders responsible for the day-to-day provision of clinical care as well as patient and resident support services. They make care and services happen; yet often support and professional guidance for individual leadership and management development is often inadequate. We'll explore leadership traits that are essential in healthcare settings and the role leadership plays in associate engagement, patient engagement and patient outcomes. This presentation will also include case studies and current examples on exploring ways to improve the "Patient Experience."

Following this presentation the participant will be able to:

- Understand the foundation of leadership in healthcare: Why is it important? What does it impact?
- Identify the traits of leadership required to have engagement and outcomes in healthcare settings.
- Apply leadership to engagement and outcomes-share examples and apply to the associate's job function.
- Improve the Patient Experience through the impact of leadership.

- The Optimum Life CE series is a pre-recorded webcast.
- This activity has been submitted to the Ohio Nurses Association (OBN-001-91) for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.
- For questions call Carol Cummings at (630) 988-1826.
- This educational offering has been reviewed and approved for 1.0 hour by National Continuing Education Review Service (NCERS) of the National Association of Long Term Care Administrator Boards (NAB).
- This activity is pending approval from the National Association of Social Workers.
- This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with 1.0 clock hour.
- Brookdale Senior Living Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #0221.

