



Ascend Advisory Group

Educational Programs

The Ascend Group is pleased to offer our updated educational programs for 2018 - all of our programs are focused on helping healthcare providers move organizational performance and improve effectiveness relating to leadership, operations, staff engagement, and referral/patient satisfaction.

Our programs can be delivered in a variety of formats including live webinars and onsite sessions.

We also specialize in providing seminars, breakout sessions, panel discussions, and general educational sessions for conferences and special events. Our conference sessions can be customized and delivered in one hour, half-day, full-day, or multi-day session depending on content preferences and scheduling needs.

About Us

We have deep expertise and experience in assisting post-acute care providers, including home care agencies, long-term care providers, durable medical equipment providers, and home infusion providers improve operational, financial, and organizational performance.

We are committed to sharing our many years of experience, insight, perspective, and best practices gleaned from working with providers across the care continuum.

Program Titles

Traits of Highly Effective Health Care Leaders: Tips, Tactics, and Insights and Best Practices

High-performing leaders move the actions to meet the goals, while others move the goals to meet the actions. This high-impact session is jammed-packed with hard-hitting takeaways designed to help leaders drive performance and influence the behaviors of the people they lead.

What attendees will learn:

- The core competencies associated with highly effective healthcare leaders
- Tips and techniques for developing effective front-line leaders
- The leader's role in process and performance improvement
- How "smart" leadership can improve outcomes, customer satisfaction, and quality
- How to implement tactics that can reduce "leadership variance"
- How effective leaders leverage proven communication tactics that get results

- How to hardwire vital behaviors in staff that lead to better results and sustained performance
- How to effectively use "idea systems" and huddle boards to gather, share, and implement improvement ideas
- How to use simple, yet effective leader rounding techniques designed to influence employees' behavior, attitude, and performance
- How to use our tools within our *Leadership Toolkit* to help with communication, performance management, team building, etc.

10 Ways to Improve Any Process/Workflow and Get Results That Last

It is not uncommon for teams to struggle with getting movement on process improvement efforts. The same issues and problems seem to return over and over again. Chances are these teams are making one (or more) of the common mistakes associated with stalled process improvement efforts.

Whether you are trying to improve administrative processes or care delivery processes, understanding effective and proven process improvement techniques can help ensure success. This program will provide the insight and methods that can improve efficiency, enhance productivity, improve quality, and achieve process performance excellence. The four dimensions of change – people, process, technology, and culture will also be discussed.

What attendees will learn:

- How to define and measure success
- How to identify (and reduce) waste and inefficiency within processes & workflow
- How to structure, execute, and manage process improvement initiatives
- Basic project management tips and techniques
- The common mistakes associated with failed projects
- How to get people to perform consistently and follow the process
- The role of leaders in driving consistent process performance
- How to hardwire vital behaviors and ensure consistent performance

Effective Hiring, Interviewing, & Retention Practices for Healthcare Providers

This program will introduce attendees to effective concepts and tools that will help them make smarter hiring decisions - as well as help them retain talent - all designed to help providers reduce the costs associated with turnover and poor hiring decisions.

What attendees will learn:

- How to improve the hiring process
- Understand how to use behavioral based interviewing techniques – designed specifically for homecare providers
- Understand the economics of poor hiring practices and employee turnover
- Understand the real reasons why employees leave
- How to implement easy and cost-effective retention tactics and strategies
- Best practice ideas for recruiting and retaining caregivers

Improving Patient, Referral, and Staff Satisfaction

This program will provide attendees with proven techniques, tools, and tactics that can improve patient, referral, and staff satisfaction. We will also provide attendees with best practice examples and success stories

What attendees will learn:

- How to influence patients and referrals' perception of service levels
- How to deploy a fast, effective, and inexpensive service recovery program
- How to leverage satisfaction results to improve and drive referral relations
- Best practices – what high-performing providers do to maintain stellar staff and patient satisfaction scores
- Understand how to use behavioral based interviewing techniques – designed specifically for type of organization, role, job requirements, etc.
- How to use and leverage staff engagement surveys to improve staff commitment and satisfaction

*We can also develop customized training based on your specific organizational needs – contact Chris Calderone directly at **734-709-5487** or via e-mail at chrisc@ascendadvisorygroup.com for additional information.*

[Chris Calderone's Bio](#)