



Improving Health Care Series

A four-course program promoting organizational quality and service excellence

Is your organization attracting and retaining top talent? Are you committed to the development of your current employees? Is your work environment inclusive and collaborative?

You have the power to create a positive environment for your residents and staff—and we have the experience and expertise to help you achieve that goal.

The Improving Health Care Series is brought to you through a partnership between Penn State and the Beacon Institute—an affiliate of the LifeSpan Network. We have combined forces to bring you a proven, high-quality program developed specifically for the health care industry. This series establishes the environment, behaviors, and activities that support a culture of excellence.

[Penn State in your workplace—It Shows](#)

**For more information,
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PENNSTATE



Mont Alto

Improving Health Care Series

Improving Health Care through Supervisory Development

for all levels of frontline supervisors

This eighteen-hour course focuses on improving the management and supervisory skills of frontline health care supervisors. High engagement and interaction provide an energetic environment that will lead to open dialogue with a focus on learning and personal accountability.

The course focuses on the essential knowledge and skills frontline supervisors need. We will look at the changing nature of the health care environment and relate it to the requirements for top-notch supervisory leadership. During this session, you will be able to apply the knowledge from the course to your daily job situations.

Dates: January 26–28, 2010

Improving Health Care by Building a Retention Culture

for mid- and executive-level managers

This twenty-two hour course provides the tools and resources needed by mid- and executive-level health care managers to support and enhance staff retention. It focuses on elements of the organizational culture that are conducive to staff retention and development. The participants will have an opportunity to prepare a retention improvement plan and develop a business coaching toolbox that can assist with moving their organization toward a “retention culture.” They can develop strategies to deal with generational and other diversity-related issues, and learn how to recognize and prevent horizontal and vertical violence in the workplace. They can gain insights into the emerging business leadership model and learn to develop a basic strategic plan.

Dates: February 9–11, 2010

Developing and Creating a Culturally Inclusive Workplace: A Guide for Health Care Leaders

Attracting, retaining, and developing talent will be covered in this two-day, highly experiential program. We will engage you in discussions on the management of human capital as it relates to cultural and multigenerational inclusion.

As a participant, you will assess the workplace environment, analyze gaps, and develop an action plan for designing a culturally competent workplace. You will learn how to implement Culturally and Linguistically Appropriate Services (CLAS) and/or Joint Commission cultural competence standards and develop strategies for resolving multigenerational conflict in the workplace.

At the conclusion of this two-day course, you will leave with a blueprint for creating an enlivened, inclusive health care environment.

Dates: March 10–11, 2010

Developing and Creating a Culturally Inclusive Workplace: Supporting the Needs of the Frontline Care Provider

Have you ever heard someone say, “I can’t understand why they did it that way!” or “When I was...”? During this two-day course, you will discuss the provision of quality health care as it relates to cultural and multigenerational diversity. You will define cultural competence and your role in developing a culturally competent workplace. You will complete and analyze a personal diversity assessment, identify cross-generational issues, and develop strategies for resolving multigenerational conflict. Other topics include, the impact of cultural competence in the delivery of quality services to a diverse population and how you can participate in the implementation of CLAS and/or Joint Commission cultural competence standards.

Dates: April 7–8, 2010

All programs will be held at the Beacon Institute, Columbia, Maryland, from 9:00 a.m.–4:30 p.m. (Registration and breakfast will begin at 8:30 a.m.)

This publication is available in alternative media on request.

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