

Are You Delivering the Results Your Organization Needs?

Orange County – June 3, 2016 • Bay Area – June 10, 2016

Best Practices for Improved Outcomes

First in a Series of Four Leadership Courses!



Course Instructors

Rebecca Montano, Ph.D.

Carol Lovci, RN, MSN,
CCM, CHPN

Rebecca leads the faculty team for this course. Dr. Montano is a consultant with the California State University Institute for Palliative Care with 23 years of case management experience, 10 of which concentrated on aging and caregiver dynamics. She works as a professional geriatric care manager and Eldercare mediator.

Carol is one of the Care Excellence series developers, a certified case manager and a consultant to the CSU Institute for Palliative Care. She has more than 30 years experience as a health care professional and currently is both a Case Management Specialist for LA Care Health Plan and Associate Dean of Nursing for Independence University.

This is **must have** information for anyone supervising or managing care managers.

Successful leaders and mentors are able to coach, teach, and support the care managers they mentor and lead to achieve critical organizational goals and regulatory outcomes.

This one-day, face-to-face course is led by experienced case management experts and focuses on the critical leadership skills you need in any case management setting.

Join us in either location for small group, highly focused, experiential training.

Participants will learn:

- Identification and selection of quality metrics and benchmarks to measure your performance
- How to use performance standards as professional development tools
- Secrets for discovering, expanding and embedding critical thinking skills in your team
- Communication skills that are important for managing care managers
- Techniques for motivating direct reports and mentees to work collaboratively
- How to conduct brainstorming and collaborative problem solving meetings
- What it takes to create a culture of cross-discipline learning and cooperation

DATES & LOCATIONS:

June 3: [Fullerton Marriott at California State University](#)

June 10: Montclair Room, [Oakland Professional Development & Conference Ctr](#)

COST: \$600 per course per person

CONTINUING EDUCATION HOURS: 8 Hours

[Register Here](#)

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