

Leadership

TiP-TV Training in Partnership: July/August 2008 program schedule continuing education

SATELLITE BROADCASTS	JULY	TIME	AUGUST	TIME
Change: Managing Transition	Jul 1	12-1 pm	Aug 7	3-4 pm
Evaluating Workflow New			Aug 7	4-5 pm
Lean Six Sigma in Healthcare: A Strategic Imperative	Jul 25	4-5:30 pm	Aug 19	4-5:30 pm
Performance, Quality, and Service	Jul 4	12-1 pm	Aug 12	4-5 pm
Stress Management: Proven Techniques for Leaders	Jul 25	11 am-12 pm	Aug 28	9-10 am
The AHRA 34 th Annual Meeting: A Compendium	Jul 2	11-12:30 pm	Aug 13	1-2:30 pm
The AHRA 35 th Annual Meeting: An Overview - Part 1	Jul 10	10-11 am	Aug 7	1-2 pm
The AHRA 35 th Annual Meeting: An Overview - Part 2	Jul 3	9-10 am	Aug 7	5-6 pm
The Customer Economy	Jul 4	2-3 pm	Aug 1	12-1 pm
Tracer Methodology: Its Impact on Departmental Assimilation	Jul 24	10 am-12 pm	Aug 21	12-2 pm
Understanding the Patient Psyche	Jul 1	4-5 pm	Aug 13	12-1 pm

Broadcasts may be videotaped for later use/ all times are listed in eastern time

TIP-TV ONLINE COURSES

To see complete program descriptions and to take a course, go to: gehealthcare.com/education > Click on Quick Links > Click on Search for courses

- Change: Managing Transition
- Evaluating Workflow
- Lean Six Sigma in Healthcare: A Strategic Imperative
- Performance, Quality, and Service
- Stress Management: Proven Techniques for Leaders
- The AHRA 34th Annual Meeting: A Compendium
- The AHRA 35th Annual Meeting: An Overview - Part 1
- The AHRA 35th Annual Meeting: An Overview - Part 2
- The Customer Economy
- Tracer Methodology: Its Impact on Departmental Assimilation
- Understanding the Patient Psyche

Visit gehealthcare.com/education for the most updated listing! Toll Free Customer Service 877 438 4788



PROGRAM DESCRIPTIONS



For Details, Contact:

TiP-TV Coordinator name and contact information

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Note:

Unless otherwise noted, these broadcasts will be ASRT-approved (Category A) by the first airdate. You must submit the required information by the deadline date to obtain CE credit.

The target audience is imaging department directors, administrators, supervisors, and other team leaders. Other technologists and medical personnel may also benefit.

All program formats below apply unless otherwise noted.

Change: Managing Transition

The complexity associated with changing direction, altering the status quo, and obtaining commitment from employees requires leaders to stimulate and inspire, rather than simply control and manage. This program includes interviews with administrators and selected reviews of current literature.

Evaluating Workflow New

Process improvement initiatives are designed to upgrade the quality of services by evaluating as many organizational procedures as possible. This program will focus on the importance of looking carefully at workflow in order to tighten up processes, enhance employee and customer satisfaction, increase turnaround time, and improve the bottom line.

Lean Six Sigma in Healthcare: A Strategic Imperative

Lean implies developing value by identifying process problems and eliminating waste by creating value streams that identify unnecessary complexity and time-intensive processes. Veterans of lean implementation and several case studies augment the program.

Performance, Quality, and Service

A compendium of precise and detailed information including techniques and discussion to help the viewer incorporate new tactical, measurement, and quality initiatives into everyday operations. Further, the program contains details that aid in attainment of Joint Commission readiness, which requires healthcare organizations to standardize quality.

Stress Management: Proven Techniques for Leaders

Staff shortages and turnovers are constant reminders that employee satisfaction issues just might have been avoided had the proper attention been invested in the establishment of a respectful, non-threatening, and nurturing work environment. How is an environment like that created? What are the components? Who's responsible? What are the outcomes? This program starts you on your way to mastery of these questions... and more.

The AHRA 34th Annual Meeting: A Compendium

This program provides a compilation of much of the educational content presented during the 34th annual meeting of the American Healthcare Radiology Administrators. Attention is focused upon issues pertaining to customer satisfaction, revenue, performance improvement, competition, digital departments, data management, radiology education, legislation, and PACS, to name just a few.

The AHRA 35th Annual Meeting: An Overview - Part 1

This program provides a compilation of selected educational content and events that occurred during the 35th annual meeting of the American Healthcare Radiology Administrators (AHRA). Attention is focused upon issues pertaining to a host of diagnostic imaging issues to include: fiscal management, regulation, electronic imaging-PACS, technology, and management operations.

The AHRA 35th Annual Meeting: An Overview - Part 2

This program is part two of an overview of selected educational content and events that occurred during the American Healthcare Radiology Administrators's (AHRA) 35th annual meeting. Attention is focused upon issues that pertain to a host of diagnostic imaging issues to include: management operations, leadership, professional development, and asset management.

The Customer Economy

Continued emphasis on customer satisfaction measurement programs requires renewed vigor as internal and external customers are identified, managed, and maintained. The program includes discussions of product branding, organizational culture, loyalty, behaviors, performance improvement, employee contributions, and much more.

Tracer Methodology: Its Impact on Departmental Assimilation

A very critical change has occurred in 2006 with unannounced Joint Commission visits becoming a standard survey method. What can you do to respond to this new technique? The obvious solution is to be in a state of continuous preparation and readiness. This program will start you on your way by giving you the information you need to accomplish that objective.

Understanding the Patient Psyche

Your staff works with patients each - day taking care of them technically, but are they taking care of them in a psychologically caring and understanding way? This program discusses the psychology of disease, fear, anxiety, and the general manifestations of uncertainty your patients are experiencing. You'll see how you can help your employees make a positive impact on the patients diagnostic/treatment/follow-up pathway and provide the best care possible.