

The background of the entire slide is a photograph showing a pair of hands holding a thick, old book. The hands are positioned at the top and bottom edges of the frame, with the fingers gripping the edges of the book. The book's pages are visible, showing a yellowish, aged color. The overall lighting is soft, and the colors are slightly muted, giving it a professional and caring feel.

ROB ANDERSON

LONG TERM CARE CUSTOMER SERVICE INSTRUCTOR'S GUIDE

EVIDENCED BASED TRAINING FOR SKILLED
NURSING HOMES, ASSISTED LIVING FACILITIES
AND ANYONE WORKING WITH THE ELDERLY

Long Term Care Customer Service Instructors Guide
Evidenced Based Training For Skilled Nursing Homes
Assisted Living Facilities And Anyone Working With The
Elderly

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The Health Services Executive (HSE) Keith R. Knapp, Douglas M. Olson, 2020-10-28 Note to Readers Publisher does not guarantee quality or access to any included digital components if book is purchased through a third party seller The Health Services Executive HSETM Tools for Leading Long Term Care and Senior Living Organizations serves as a contemporary and comprehensive resource that addresses each of the core professional domains of practice and leadership essentials for long term care administration students and professionals With sections dedicated to postacute care settings operations leadership and management this textbook covers information pertinent to the spectrum of senior living service lines from inpatient rehab facilities long term acute care hospitals nursing homes assisted living and residential care communities to home and community based services It is a practical reference for both undergraduate and graduate students preparing to enter the field of long term care administration and leadership as well as for professionals transitioning to another line of postacute service The textbook begins with a thorough history of the field including the development of senior services in the United States Section I then describes the components of customer care supports and services before transitioning into Section II which addresses operations including the core practice domains of effectively managing human resources finances and the environment Section III offers a framework for leadership covering strategic thinking and innovation marketing and public relations critical thinking and operation practice customer service and personal development Case problems discussion questions leadership roles high impact practices key points and National Association of Long Term Care Administrator Boards NAB domain competencies conclude each chapter Written by two highly experienced long term care administrators this textbook is intended for those preparing for the examinations administered by the NAB for the HSETM qualification or licensure for individual lines of service such as for Nursing Home Administration NHA Residential Care and Assisted Living RC AL and Home and Community Based Services HCBS Key Features Provides best practices for leadership and management across the continuum of long term care and senior living services Covers all five NAB professional practice domains Customer Care Supports and Services Human Resources Finance Environment and Leadership and Management Includes case problems discussion questions and more to foster critical thinking and decision making skills Offers coverage of the most unique differences among service lines that are part of the HSETM initiative Weaves insightful quotes from industry leaders throughout chapters for practical tips and words of wisdom Long Term Care Customer Service Instructor's Guide Rob Anderson, 2014-03-23 Rob Anderson has taken a fresh new approach to service of the elderly His concise and clear suggestions and helpful check lists should make every front office manager and nurse more effective and empathetic *Long Term Care Customer Service Participant Workbook* Rob Anderson, 2014-03-23 NOTE PLEASE ALSO SEE THE INSTRUCTOR S GUIDE The Long Term Care Customer Service Improvement Program is designed to accelerate

your skills and your residents' satisfaction. This course includes a systematic and simple method for improving customer service skills. Learning sessions as short as 15 minutes. Practical skills you can apply immediately to improve how you work with your colleagues and your residents. The Customer Service Improvement Program provides consistent reinforcement of what's learned through dozens of role plays and other learning exercises testing repetition of the basic principles and immediate application. The evidence-based curriculum is designed to meet the objectives of key national long-term care initiatives including the Advancing Excellence in America's Nursing Homes Campaign, Quality Assurance and Performance Improvement (QAPI), and the AHCA Quality Initiative. Through careful study of the dozens of 15-minute learning modules you will learn the importance of:

- 1 Skillfully Resolving Intercultural Conflict
- 2 Employing Strategies for Handling Conflict
- 3 Asserting Yourself Respectfully
- 4 Identifying Your Conflict Style
- 5 Using Active Listening Skills Effectively
- 6 Overcoming Barriers to Listening and Understanding
- 7 Learning Why You Aren't Listening to Others
- 8 Developing Rapport with Different Personality Types
- 9 Managing Your Attitude
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And many other critical skills. Human beings are complex and our behavior consistently misunderstood. To enhance how we work together takes time and commitment. The Customer Service Improvement Program is an effective tool you can use to improve your skills and the lives of your residents.

Resources in Education, 1993 **Working Mother**, 2002-10 The magazine that helps career moms balance their personal and professional lives **Working Mother**, 2003-10 The magazine that helps career moms balance their personal and professional lives Forthcoming Books Rose Army, 2001 **Bulletin of the Atomic Scientists**, 1966-06 The Bulletin of the Atomic Scientists is the premier public resource on scientific and technological developments that impact global security. Founded by Manhattan Project Scientists, the Bulletin's iconic Doomsday Clock stimulates solutions for a safer world. *Cumulated Index Medicus*, 1993 **Video Source Book** Gale Group, 1999-10-28 A guide to programs currently available on video in the areas of movies, entertainment, general interest, education, sports, recreation, fine arts, health, science, business, industry, children, juvenile, how-to, instruction. Backpacker, 2007-09 Backpacker brings the outdoors straight to the reader's doorstep, inspiring and enabling them to go more places.

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