



1199SEIU Training & Employment Funds

Presents

**“WORKING TOGETHER TO DRIVE
QUALITY AND SERVICE”**

Sharing the learning from labor-management projects

January 24th, 2007



TODAY'S AGENDA

MORNING

- **WELCOME**
- **SETTING THE CONTEXT FOR OUR WORK**
- **UNDERSTANDING THE ENVIRONMENT – ACCOUNTABILITY FOR QUALITY AND SERVICE**
- **SHARING OUR EXPERIENCES AND LEARNING TOGETHER – STORYBOARD STROLL**
- **LUNCH** 



TODAY'S AGENDA

AFTERNOON

- **WORKING TOGETHER TO TAKE IT TO THE NEXT LEVEL: MT. SINAI'S JOURNEY IN PARTNERSHIP**
- **CORRERNT WORKSHOPS**
- **WRAP-UP & EVALUATION**



CONCURRENT WORKSHOPS

1. Relationship Based Care, a Patient and Family Centered Care-Unit Based Model

Session 1

Rm 404

Session 2

Rm 405

2. Operational Improvements Resulting in Quicker Turnaround

Rm 407

3. Responsiveness to Patients' Requests (i.e. Call Bell Response)

Session 1

Rm 509

Session 2

Rm 506



CONCURRENT WORKSHOPS

- | | |
|---|---------|
| 4. Training for Quality | Rm 504 |
| 5. Changing Care Practices: Reducing Pressure Ulcers and Restraint Usage | Rm 1503 |
| 6. Partnership in a Shared Vision: Shared Governance | Rm 1506 |
| 7. Journey to Service Excellence | Rm 1505 |



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