

Maine Association for
Healthcare Quality
Summer Education
Program:

Productive Conflict
Management & Making
Connections;
Legislative Update

June 6, 2008



MAHQ

C/o Elizabeth Shew – MAHQ Treasurer
196 Old Lewiston Road
North Monmouth, ME 04265



Registration Form

Please Detach and Mail:

MAHQ c/o Elizabeth Shew – MAHQ Treasurer
196 Old Lewiston Road
North Monmouth, ME 04265

NAME: _____

PHONE: _____

FACILITY/BUSINESS: _____ EMAIL: _____

Please check one:

____ MAHQ Member \$55

____ MAHQ Membership New/Renewal and Program \$95

____ Non Member \$75

Make Check payable to MAHQ

Registration Deadline is May 27, 2008

Speakers

Beth Boynton, RN, MS

Beth is an organizational development consultant specializing in issues that impact nurses & other healthcare professionals. She is a coach, facilitator & trainer for topics related to communication, conflict, teambuilding & leadership. She is an adjunct faculty member with New England College's graduate program in Healthcare Administration. She has published several professional articles & has a column in the American Nurse Association – Maine Journal.

Mary Mayhew

Mary currently serves as the Vice President of Government Affairs & Communications for the Maine Hospital Association. She is responsible for the Association's health care policy positions, representing the Association before the Maine Legislature & the U.S. Congress and overseeing the Association's external & internal communications.

Directions to the Maine Hospital Association

Heading North

From Interstate 95 Northbound take Exit 109, bear right onto Western Avenue (the Senator Inn will be on your right). Continue on Western Avenue. At the second set of lights take a left onto Meadow Road. Stay to the right at the fork onto Fuller Road. MHA is the third building on the right. Parking is in front of the building.

Heading South

From Interstate 95 Southbound take Exit 109-A, bear right onto Western Avenue (the Senator Inn will be on your right). Continue on Western Avenue. At the second set of lights take a left onto Meadow Road. Stay to the right at the fork onto Fuller Road. MHA is the third building on the right. Parking is in front of the building.

AGENDA

June 6, 2008

8:00-8:45 Registration /Continental Breakfast

8:45-9:00 Welcome and Announcements

9:00-10:15 *“Overview & Group Activity – “I Am”* – Beth Boynton

- Key Ingredients of Managing Conflict Productively
- Why Assertiveness Is Important – Group Activity

10:15-10:30 BREAK

10:30- 12:00 Beth Boynton (continued)

- “I-Statements”
- “I-Statement Challenge” – Group Activity

12:00-12:30 Lunch (*provided by MAHQ*)

12:30-2:00 *“Respectful Listening/*

Organizational Culture” – Beth Boynton

- Perspective-taking – Group Activity
- Validating, Clarifying & Receptive Body Language
- Commonalities & Listening – Group Activity

2:00 – 3:00 *“State Legislative Update”* – Mary Mayhew

- The current legislative changes
- Impact of changes on hospitals

3:00-3:30 Questions & Answers

3:30 Program Evaluation & Adjournment



This activity has been approved by the National Association of Healthcare Quality for CPHQ5.75 CE credits

Course Objectives

- Increase knowledge of key ingredients for managing conflict productively.
- Increase awareness of importance of assertiveness in optimizing healthcare quality.
- Practice assertive communication skills.
- Increase awareness of importance of respectful listening.
- Practice respectful listening under pressure.
- Develop knowledge of barriers to productive conflict management in healthcare settings & organizational supports for productive conflict management.
- Increase networking opportunities between MAHQ members.
- Address real-life scenarios from participants.
- Identify current legislative changes.
- Describe the impact of changes on hospitals.

The Maine Association for Healthcare Quality

is affiliated with the National Association for Healthcare Quality and strives to support the philosophy of dual membership and the attainment of individual certification as a professional in Healthcare Quality (CPHQ). MAHQ educational meetings are held three times a year at various locations around the state. As a member you are entitled to:

- Attend all regular Full Association Educational Sessions and Business meetings at member rates.
- Opportunities for collegial and productive networking with other members.
- Opportunity to receive CEU credits.
- Opportunity to participate in all association activities/teams/committees to enhance advantages and operations of the organization.

www.maineahq.org