

Keys to Quality: Inspiring Leadership & Creating Staff Stability

Advancing Excellence Fall Conference 2010 Agenda

9:00 to 9:30 - Conference Registration

9:30 - Introduction

9:40 - Learning Session (Mary Tellis-Nayak, RN, MSN, MPH)

- Traits we admire in leaders
- What style of leader are you?

10:30 - Break

10:45 - Learning Session (Mary Tellis-Nayak)

- Importance of communication
- Mentoring & coaching

12:00 - Lunch Break (on your own)

1:15 - Learning Session (Mary Tellis-Nayak & Nursing Home Staff Panel)

- Work environments that support staff
- Nursing Homes Speak about reducing turnover

2:30 - Break

2:45 - Learning Session (Diane Henry, RN, HCA)

- Team STEPPS: Enhancing Communication & Teamwork

4:00 - Adjournment

Keys to Quality 2010

Speaker Biographies



Mary Tellis-Nayak, RN, MSN, MPH

Mary Tellis-Nayak, RN, MSN, MPH has worked in LTC for over 25 years. She has worked in most areas of care for the elderly including hospital based units, the DON of a freestanding facility and the VP for Clinical Services for a large multi-facility chain. She worked at JCAHO for 10 years where she developed the first set of standards for Alzheimer's Units and Subacute programs. While Mary was president of the American College of Health Care Administrators, she worked closely with AMDA and was a member of the BOD of the AMDA Foundation. Mary has an honorary doctorate in human letters from A.T. Stills University.



Diane Henry, RN, HCA

Diane is a Quality Improvement Specialist with the Oklahoma Foundation for Medical Quality. She assists healthcare providers in the CMS Quality Improvement Initiative by providing tools, resources, and training that will help improve the quality of care in Oklahoma. Diane received the TeamSTEPS Master Trainer Certification in 2008 and has provided teamwork training for hospitals and nursing homes in Oklahoma. She is also a Certified Eden Associate and has assisted nursing homes with the artifacts of culture change. Diane earned her degree from the Oklahoma State University in 1992. Prior to joining OFMQ, Diane owned and operated a successful multi-branch home health agency and is a state certified home care administrator. Areas of specialization include quality improvement, education/training, and team building.