

Workshop Registration

	Workshop Fees	Members	Non-Members
☐	Before November 4th	\$95	\$145
☐	After November 4th & at the door	\$125	\$175

Agency:

Address:

City: State: Zip:

Attendee 1)

Attendee 2)

Attendee 3)

Session: (circle one) **AM (8:30 - 11:30 am)** **PM (1 - 4 pm)**

Location: (circle one) **Monroe or Baton Rouge**

Phone:

E-mail Address:

Method of Payment

- ☐ Check
 ☐ MasterCard
 ☐ Visa
 ☐ AMEX

Credit Card No.:

Name on Card:

Billing Address:

City: State: Zip:

Expiration
Security Code: Date

You can also register online at www.hclanet.org
or fax the registration form to 337-231-0089.

HomeCare Association of Louisiana
P.O. Box 80124
Lafayette, LA 70598
Phone 337.231.0080



**Enhancing the Quality
Culture of Your
Organization**

Presented by: Melinda Gaboury
of Healthcare Provider Solutions

November 11 - Ruston
November 12 - Baton Rouge

Two - A - Day Format

Choose the AM or PM Session

AM Session 8:30 am - 11:30 am

PM Session 1:00 pm - 4:00 pm

Registration: 8:00 am and 12:30 pm

Lunch Is Not Provided

Who Should Attend:

- Owners & Administrators
- Directors of Nursing
- Managers

Enhancing the Quality Culture of Your Organization

Workshop Objective & Overview

Creating a true culture of quality requires more than policies, audits, and regulatory compliance. It requires an organization where quality is a shared value, leaders model expectations, employees feel empowered to identify opportunities for improvement, and excellence becomes part of everyday practice.

This interactive session provides a practical roadmap for developing and sustaining a strong culture of quality throughout your organization. Participants will explore the essential elements of an effective quality culture, including engaged leadership, transparent communication, employee accountability, data-driven decision-making, and a commitment to continuous improvement.

Through discussion, self-assessment, and hands-on exercises, attendees will evaluate their organization's current quality culture, identify barriers to improvement, and develop practical strategies for strengthening engagement at every level. Participants will leave with actionable ideas and the foundation for a strategic plan that moves quality beyond the responsibility of the quality department and makes it an organizational priority. Moving from compliance-driven to performance-driven!

This workshop is designed for organizational leaders, managers, clinical leaders, and quality professionals who are ready to move beyond compliance and create a sustainable culture in which quality is everyone's responsibility.

Learning Objectives

By the end of this session, participants will be able to:

1. **Define** the key characteristics of a mature quality culture and assess their organization's current level

of quality maturity.

2. **Explain** the critical role of leadership in establishing, communicating, modeling, and sustaining a quality-focused vision throughout the organization.

3. **Identify** practical strategies for engaging and empowering employees to take ownership of quality and actively participate in continuous improvement initiatives.

4. **Recognize** organizational barriers that can prevent quality initiatives from becoming part of everyday operations and identify strategies for overcoming those barriers.

5. **Develop** actionable priorities for strengthening their organization's quality culture and integrating continuous improvement into daily practice.

About our Speaker



Melinda Gaboury, COS-C, Chief Executive Officer, with more than 34

years in home care, has over 24 years of executive speaking and educating experience, including extensive day-to-day interaction with home care and hospice professionals. She routinely conducts Home Care and Hospice Reimbursement Workshops and speaks at state association meetings throughout the country. Melinda has profound experience in Medicare PDGM training, billing, collections, case-mix calculations, chart reviews and due diligence. Medicare Review appeals with all Medicare MACs have become the forefront of Melinda's current impact on the industry. Melinda is currently Chair of The Alliance/HHFMA Advisory Board and Work Group, serves on the Home Care Association of Florida Board of Directors, and the Tennessee Association for Home Care Board of Directors. Melinda is also the author of the *Home Health OASIS Guide to OASIS-E1 and Home Health Billing Answers, 2024*.



Workshop Locations:

Monroe 11/11

Fairfield Inn and Suites
1707 Roberta Avenue
Ruston, LA 71270
Phone: 318-251-9800

Baton Rouge 11/12

Louisiana State Police
Training Academy
Classroom 4
7901 Independence Blvd.
Baton Rouge, LA 70806
Phone: 225-925-6121

Two - A - Day Format Two Sessions

Both the Same

Choose AM or PM

AM - 8:30 am - 11:30 am
PM - 1:00 pm - 4:00 pm