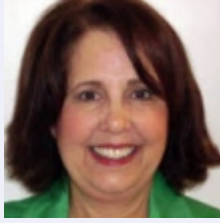


April 7, 2011

Caregivers: "You Gotta Love 'Em!"

In this week's edition of *Wednesday Wisdom*, Deb Bertrand discusses difficult caregivers and how to get them working with you, not against you. [Read](#) about improving nurse-patient-caregiver relationships and where to find tools that can help you.



March's Top 3 Downloaded Tools

You voted with your clicks, and the most popular tools in March were (drum roll, please):



- [Intervention Suggestions for Promoting Team Development and Growth](#)
- [CHAMP's Care Coordination and Transitions Brief](#)
- [Five Strategies for Managing Conflict](#)

Click on the names above to download, or visit our [tools page](#) to find many more.

Pain and Medication Management Courses Start April 25th

If you haven't already signed up, now's your chance! Just click on the course name to **learn more and register**.

[Geriatric Medication Management](#)

- \$149 (\$109*)/ participant

[Geriatric Pain Management](#)

- \$149 (\$109*)/ participant

** This rate applies to member agencies of: California Association for Health Services at Home, Georgia Association for Home Health Agencies, Home Care Alliance of Massachusetts, Home Care Association of Florida, Home Care Association of New Hampshire, Home Care Association of New York State, Home Care Association of Washington, Kentucky Home Health Association, MHA: An Association of Montana Health Care Providers, New Mexico Association for Home and Hospice Care, and Pennsylvania Homecare Association*



You Can Win \$50!

Why spend a dollar on a lottery ticket? Just share your thoughts about any of the [tools](#) in our Resource Library by filling out [this quick survey](#)! The more tools you talk about, the greater your chances of winning a **\$50 Amex giftcard**. The next drawing is on **Thursday, April 14th!**

Teambuilding Course Tuition Refund!

The first 10 students who register for and complete the [Developing Strong Home Care Teams](#) course will receive a **full tuition refund**. Two of March's top three downloaded tools were developed specifically for this popular new one-unit course.

Free E-Presentations

We have short e-presentations on our website that you can watch anywhere, anytime. Each e-presentation is developed and narrated by an expert on the topic. Take a look today!

[Considerations in Geriatric Medication Management](#)

[The Model for Improvement: Small Tests of Change and Using PDSA Cycles to Drive Improvement](#)

[Clinical Coaching with CHAMP Tools](#)

Not sure how to find us on Facebook and Twitter? [Click here](#) for instructions on how to join the conversation!



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