

February 17, 2011

New Course for You!

If you find yourself wondering how you can have less stress at work or more time and energy to focus on your patients, you'll be happy to hear about our new e-learning course. **The Building Strong Home Care Teams** one-unit course gives you a clear picture of how your team currently functions, advice to manage conflict and tips to work on the issues that might cause frustration. [Click here](#) to learn more and to sign-up!



If you're one of the first 10 people to register and finish the course within two months of signing-up, you'll get your money back! The course is \$49 but you might be eligible for a discount.*

** The course is \$35 for member agencies from the following home care state associations: 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*

4 Tips to Manage Conflict

"I remember early on in my consulting career I was telling a colleague a story about a fight I had with my boyfriend over toothpaste. He was mad at me, very mad at me, for not "properly" squeezing the tube so all the toothpaste stayed at the top. I was blown away by how important this was to him and, well, truly I thought he was losing his mind. My colleague quietly turned to me and said: **"You know, Amber, a fight about toothpaste is NEVER a fight about toothpaste."** It took me a moment, but I realized what she was saying. He was not really that mad at me about my toothpaste etiquette. There was something deeper, another conflict that had been brewing underneath that we had neglected to address. And in time, the blow-up was over toothpaste." [Click to continue reading](#)



Free E-Presentations

We have short e-presentations on our website that you can watch anywhere, anytime. Each e-presentation has been developed and narrated by an expert on specific topics. 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](#)

Ready for the Next Survey Drawing?

Our tools survey is a huge hit! We appreciate all of the wonderful feedback you've given us! Our next drawing will be on Monday, March 14th. If you haven't shared your thoughts about one of the tools in our Resource Library, [fill out this quick survey!](#) Remember, the more tools you talk about, the greater your chances of winning a \$50 Amex giftcard.

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



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CHAMP (Collaboration for Homecare Advances in Management and Practice) is based at the Center for Home Care Policy & Research at the Visiting Nurse Service of New York and is funded in part with generous support by The Atlantic Philanthropies and The John A. Hartford Foundation.

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