

February 25, 2011

## February's Survey Winner

Our February tool survey winner is Wendy Morehead, an Administrator for At Home Care in Indiana. Congratulations Wendy! 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.



## New Tools to Download!

We've just added new tools to our growing Resource Library! We now have **206 tools** that you can download for free! Visit the [tools page](#) and check out all of the newest additions--just look for the 'new' sign.

## Developing A Strong Team

Our new one-unit course, **Building Strong Home Care Teams**, 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

In case you missed Amber Mayes' blog post last week, she offers 4 great tips to manage conflict at work. This is a must read post! [Click to read it.](#)

## CHAMP E-Learning

[Improving Communication with Physicians](#)  
[Clinical Coaching with CHAMP Tools](#)  
[Best Practices Activities](#)

## 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](#)

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