

SOLVING THE PUZZLE:

An Advanced Workshop for Healthcare Advocates

Boston, MA
November 1, 2012

8:30 a.m.-4:30 p.m.
The Hyatt Regency Boston
One Avenue De Lafayette
617-912-1234



Come to two events at the same location: This workshop is the day before the NAHAC 4th Annual Conference in Boston (www.nahac.com)



Course Content:

- Advocates and Medical Home
- Advanced Issues in Informed Consent
- Special Needs of Ultra-Seniors
- Trends in Polypharmacy
- Advocacy Mediation Skills
- Ethical Dilemmas in Healthcare Advocacy
- Advocacy in Hospital Settings

Objectives:

At the end of the workshop, participants will be able to describe:

1. How Advocates fit within Medical Home
2. The newest stage in informed consent
3. Three approaches to polypharmacy
4. Mediation skills for Advocates
5. Solutions to ethical dilemmas in advocacy

Workshop Schedule:

- 8:30 a.m. Check in and coffee
- 9:00 a.m. Workshop begins
- 4:30 p.m. Workshop ends (NAHAC Welcome Reception begins at 6 p.m.)

Cost of Workshop:

- Early Bird registration (on or before September 30, 2012) . \$69
- Optional Lunch: \$10
- After September 30, 2012). \$99
- Optional lunch: \$10

6 CEs for nurses through Wild Iris Medical Education, Inc., an accredited provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.



Workshop Leader:

Joanna Smith, LCSW, MPH, CHA, is the Founder and CEO of Healthcare Liaison. She has 30 years experience in the fields of health, public health and mental health, working

as a medical social worker and hospital discharge planner in healthcare systems throughout the San Francisco Bay Area. Previous experience also includes the areas of home health, hospice and complex medical case management.

Joanna received her undergraduate degree at the University of Vermont (1970) and her Masters in Social Work degree from Tulane University in 1978. She also holds a Masters in Public Health from the University of California, Berkeley (Maternal and Child Health, 1985).

In 2007 Joanna established the first credentialing program in the country for medically trained healthcare advocates. In 2009 she founded the National Association of Healthcare Advocacy Consultants (www.nahac.com) and is Past President of NAHAC. Joanna teaches Healthcare Advocacy at the University of California, Berkeley, Extension Division.

To Register:

www.healthcareliaison.com/workshops

Enrollment will be confirmed by e-mail once payment is received.

Cancellation policy: Cancellations received at least 14 days prior to the workshop will be refunded, minus a \$25 processing fee.

For more information, contact Healthcare Liaison 510-704-8476
e-mail: info@healthcareliaison.com

www.healthcareliaison.com