

Please Print Clearly

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 Phone #: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 E-mail address: \_\_\_\_\_

**Payment:**  Payment enclosed  Will bring to event  Will mail  
**Date:** \_\_\_\_\_ May 20th - Charleston, WV or \_\_\_\_\_ May 22nd, Morgantown, WV

To register for this event, please complete the registration form located below and fax or mail it to:

TRAINING 3, Family Planning Council  
 260 S. Broad Street, Suite 1000  
 Philadelphia, PA 19102  
 Fax: (215) 732-1252

Or, register online at  
[www.training3info.org](http://www.training3info.org)

SEE BACK PANEL FOR MORE REGISTRATION INFORMATION

**Registration Deadline:** May 5th, 2008

**Registration fee: Before Deadline After Deadline**

<b>Title X staff:</b>	\$ 10	\$ 20
<b>Other:</b>	\$ 25	\$ 40

*There is an additional \$30 fee for CME certificates.*

Make checks payable to Family Planning Council

**Refund Policy:** If you cannot attend the training activity after you have registered, TRAINING 3 will refund your registration fee, minus \$5 for processing, if you notify TRAINING 3 at least 24 hours prior to the training event of your cancellation.

**Cancellation Policy:** This training event will be cancelled 1) if less than 10 individuals register for the event; or 2) if weather conditions are prohibitive.

**Confirmation:** A notice confirming your registration will be mailed after the course registration deadline. If you do not receive a letter of confirmation, please contact TRAINING 3.



If you require special accommodations to participate in this training, please provide information about your requirements when you register. For assistance, call TRAINING 3.

**Disclosures:** University of Pennsylvania School of Medicine, Office of Continuing Medical Education, adheres to the ACCME Standards for Commercial Support. Faculty disclosure information will be made available during the activity. Faculty members are also expected to disclose to participants any discussion of off-label and/or investigational use of pharmaceutical products or devices during their presentation.

**Accreditation:** This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the University of Pennsylvania School of Medicine and Family Planning Council. The University of Pennsylvania School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

**INCREASING  
 CLINIC  
 EFFICIENCY**

**TUESDAY, MAY 20, 2008**  
**Holiday Inn - Charleston House**  
**Charleston, WV**  
 or  
**THURSDAY, MAY 22, 2008**  
**Waterfront Place Hotel**  
**Morgantown, WV**  
**9:30 AM - 4:00 PM**

Presented by **TRAINING 3**, the Region III Family Planning Training Center, supported by the Office of Population Affairs and the Centers for Disease Control and Prevention, Department of Health and Human Services.

**This event is jointly sponsored by:**



## INCREASING CLINIC EFFICIENCY

9:00 am - Registration  
9:30 am - Class Begins  
12 Noon - Lunch (not Provided)  
4:00 pm - Dismissal

### Course Description:

One of the most effective means for increasing efficiency is to critically assess the various staff activities and patient flow patterns occurring in family planning settings. To provide accurate and timely clinical and counseling services, staff need to be aware of options for scheduling, appointing and moving clients through clinic systems. This workshop will give participants the opportunity to examine issues of clinic efficiency such as time management, service integration and incorporating change in staff clinical operations.

### Audience:

Family planning staff, including clinic managers, clinicians, counselors, educators and front desk personnel.

### Presenter:

Shelley Miller, M.S.  
Manager of Training and  
Performance Improvement  
TRAINING 3  
Philadelphia, PA

### Objectives:

After completing this conference, the learner will be able to:

1. Implement new processes and procedures in order to work more efficiently.
2. Review appointment scheduling options, including assessing capacity, productivity, wait times and open access.
3. Identify ways to enhance patient care through improving customer service
4. Employ a self assessment tool to evaluate clinic operations
5. Identify and eliminate areas of service duplication

### Two Dates to Choose From!

Tuesday, May 20, 2008  
Holiday Inn - Charleston House  
600 Kanawha Blvd  
Charleston, WV 25301  
304-344-4092

*or*

Thursday, May 22, 2008  
Waterfront Place Hotel  
Two Waterfront Place  
Morgantown, WV 26501  
304-296-1700

## Continuing Education Information:

### Designation of Credit:

**CME\***: The University of Pennsylvania School of Medicine designates this educational activity for a maximum of **5 AMA PRA Category 1 Credit(s)**<sup>™</sup>. Physicians should only claim credit commensurate with the extent of their participation in the activity.

**CNE**: This educational activity for **5 contact hours** is provided by TRAINING 3. TRAINING 3 is an approved provider of continuing education by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

*\* There is an additional \$30 fee for CME certificates. There is no charge, however, for nursing contact hours*

TRAINING 3 is a program of the Family Planning Council.

For more information about this event,

Contact Mary Atkinson 215-985-2604

Mary@familyplanning.org or

Christine Woolslayer 215-985-2659

Christine@familyplanning.org