

MASTERCLASS QUALITY

28-29 NOVEMBER 2019

Costs:

€ 875, - per Person (€ 500,- for participants from Slovenia) (0% DDV (VAT))

Excl.

- Travel costs (flight, train).

Incl.

- Digital Masterclass course materials) and ECREAS Certificate
- Masterclass facility
- 2 Nights Bed and Breakfast (B&B)
- 2x Lunch and 2x Dinner
- Transfer from Ljubljana or Graz Airport to the B&B and from B&B to the Masterclass facility.

It is possible to get financial support from the European Union, but your registration must be definitive before the application can be made. For assistance, please send an e-mail to Elena Weber, Board Member ECREAS: ansdipp_fvg@aol.com.



www.ecreas.eu

At Danice Vogrinec Maribor
Maribor, Slovenia

2018 Winner of the EAN-ECREAS-Award
of the best facility in Europe

About The Masterclass

Hereby we invite you to attend the international ECREAS Masterclass about Quality in Long Term Care processes.

The Masterclass is meant for Board members, directors, managers and quality managers and advisors of care and nursing homes.

The learning objectives of the Masterclass Quality are:

- How to define Quality from different perspectives
- The participants know which quality concepts are suitable and can be applied in the services and care for older people
- How quality can be measured and managed
- How Danice Vogrinec Maribor has translate quality of life into praxis.

EXTRA BECAUSE OF THE FIRST ENGLISH MASTERCLASS:

Participants get a tested and validated quality measurement instrument for care and nursing homes for free!



TEACHERS:

- Freek A.L. Lapré (TIAS Business School Netherlands)
- Marko Slavič (Board Danice Vogrinec Maribor, Slovenia)

Language: English

Minimum number of participants: 15.

Registration:

Please send an email to: info@ecreas.eu for a registration form with travel-options.

Please register before **1st October 2019**

Costs: see backside of this folder.



PROGRAM



Programme:

Day 1: Afternoon

- Relation between Vision, Quality and Satisfaction
- Quality from different perspectives
- Quality concepts in services and care for older people.

Day 2: Morning

- Quality measurement instruments
- Quality management systems

Day 2: Afternoon

- How Danice Vogrinec Maribor has operationalised their Quality of Life concept
- Tour around the Danice Vogrinec Maribor facility