



The Maryland National Capital Homecare Association
is proud to present:

STEVE “THE HURRICANE” WEISS
PRIVATE DUTY OPERATIONS BOOT CAMP



Join Steve for this action-packed and informative bootcamp for YOU - the business owner. He will discuss six different operational topics PLUS a bonus topic so you can blow away the competition!

About the Sessions

Caregiver Recruitment & Retention: One of the top problems that home care owners struggle with is that they don't have enough caregivers. Steve will discuss how to improve your recruitment and retention to ensure all your cases are staffed.

How to Properly Start a Case: The first 30 days with a new client sets the tone for a long-lasting, positive relationship. The first 48 hours after the contract is signed can be crucial to making it to that one-month mark. Learn from Steve how to start a case with success.

Caregiver Training: When a client puts their trust in your home care agency it is essential to provide them with outstanding quality care. Steve will discuss the important bond between caregiver and client and how to go the extra mile to make that client feel special and safe.

Problem Solving & Dealing with Difficult Clients: In our imperfect world, make sure you have the right tools and mindset to handle these situations when they arise. A little planning now can alleviate a lot of stress later.

Managing Office Staff: Your internal team is the foundation of your business. With the proper people in place and a focus on clear objectives, the sky is the limit for your business. Know the right time to hire key players and the techniques to manage them. Their success in your company will lead to your success long term.

Getting Paid!: Do you ever struggle with getting clients to pay for the services you provide? Steve will teach you key procedures and policies to make sure you are “getting paid” in-full and on-time. He will show you ways to increase revenue by charging for when you go above and beyond what is required.

Category 5 Events: Learn about what type of events to attend, sponsor, and host and then how to execute and tie in those Power Partnerships.

Start: Thursday, April 11th
8 am - 5 pm

End: Friday, April 12
8 am - 12 pm

One and one-half days of expert advice!

Location:

The Meeting House
5885 Robert Oliver Place
Columbia, MD 21045

Registration:

Early Bird Member - \$275
Early Bird Non-Member - \$385
(Early bird registration ends March 12th!)
Member - \$375
Non-Member - \$425
Event Sponsor -\$500

Register online:

<https://mncha.org/event-3176031>

Call for more information:

410-527-0780