

URGENT CARE ACCESS

News from the Urgent Care Association of America



Staffing

Successful staffing, personnel economics ... call it what you will. What it really comes down to is this: **the time and money it takes to hire and onboard new people is an investment in your center**, and it's important to get it right.

[Join us](#) October 20-22 in Dallas, TX for an interactive course that will help you (or a member of your staff) make sense of it all: "**Recruitment to Retention and Everything in Between**," taught by Marty Martin, PsyD, MPH, MA, MS. The program covers the full spectrum of staffing successfully, from hiring to training to feedback to firing. Click here for the [Agenda](#), and [register today!](#)

Update on Policy and Procedure Sample Manual

Yes, this [manual](#) is finally coming soon! Our editor is hard at work on the last half of the manual (it's really big - **almost 500 pages of sample policies**) and we should have a publishing date announced soon. If you've already ordered a copy, don't worry, we still have those orders and will process them the moment it's completed.

If you haven't ordered one yet, you can do that [here!](#)

Thinking About Applying for Certification?

As a special member benefit during the month of October, we are **waiving the \$275 per site application fee for UCAOA members only**. Applications must be complete and received by October 31, 2011.

Questions? Visit the Certification page of our website:

www.ucaoa.org/certification or call 877-698-2262.

We look forward to receiving your [application!](#)



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UCAOA has made available to the public its new white paper, "The Case for Urgent Care"

[Click here](#) to download your complimentary copy!

Improving Culture by Reducing the Ambiguity of Work

[In his latest article](#), Alan Ayers, UCAOA's Practice Management Content Advisor, addresses the **problem of ambiguity in the workplace**. The communication and behavior of an urgent care center's leaders ultimately determine whether the center's culture is one in which employees are confident, eager to please, and happy - or - are "zombie" workers merely doing tasks in exchange for a paycheck with no emotional involvement.



This article provides **examples of common management mis-behaviors**, their impact on a center's culture, and insights to the "ideal" culture.

Clinical Consult: Clostridium Difficile Update

[This month's feature](#) from Dr. Phillip Disraeli, UCCOP's Director of Clinical Programs, takes a close look at **one infection that is an emerging infectious disease worldwide**, with several implications for urgent care.



[Click here](#) to read more about types of Clostridium difficile, treatment options, and much more.

International Urgent Care News: Kenya

The Jerusalem Post recently reported that the **TEREM model of urgent medical care is slated to soon reach Kenya**. The private chain of urgent care centers has been chosen as a model by Kenya's health ministry.

[Click here](#) to read the full article.

Staff Transitions

We would like to introduce and welcome two new UCAOA staff members, **Laura Carta and Stephanie Stevens**. Laura's main responsibilities include accounting, faculty coordination, and the Certified Urgent Care program.

UCAOA Members

The Board of Certification of Urgent Care Medicine (BCUCM) is offering members a \$500 discount off exam fees through 12/31/11

[Click here](#) for eligibility requirements and application!



Fall Urgent Care Conference

October 20-22

Registration ends October 17

[See you in Dallas!](#)

Stephanie is assuming the role of Education Coordinator, and is tasked with a variety of education-related projects.

They both look forward to meeting you in Dallas at the Fall Urgent Care Conference!

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Urgent Care Association of America
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www.ucaoa.org