



CAHQ

Quality 101 An Introduction to Quality Improvement

A one-day, hands-on interactive workshop

Sponsored by the

California Association for Healthcare Quality

July 23, 2009

8 a.m. - 4:30 p.m.

Who should attend?

This program is intended for the new quality manager or front-line staff member who is taking on new responsibilities for quality improvement and patient safety interventions.

Objectives:

- **Learn the Model for Improvement of Plan Do Study Act**
- **Learn to create AIM statements**
- **Consider metrics for use**
- **Understand the importance of process design**
- **Prepare a flow chart**
- **Learn to collect, aggregate and analyze data**

Continuing Education:

CAHQ is a California BRN CE provider. This program is approved for 8.4 CA BRN contact hours.

This content relates to the CPHQ examination QM and data management outline. Individual attendees can submit this activity to the HQCB for 6.0 CPHQ CE hours.

Registration:

Space is limited! Guarantee your registration with prepayment! Register using the form included here or register online and pay with PayPal at www.cahq.org.

Tuition: \$125 (includes all workshop materials)

PLUS full membership and all member benefits in CAHQ for 2009!

Location:

Presbyterian Intercommunity Hospital, Conference Center Auditorium
12401 Washington Blvd, Whittier, CA 90602

Faculty: Pat Teske, RN, MHA (see bio that follows)



CAHQ

Quality 101

An Introduction to Quality Improvement

July 23, 2009

Agenda

- 8:00 Registration and Continental Breakfast
- 8:30 Welcome, Introductions & Icebreaker (tower building)
- 9:00 Introduction to human factors – Why we need strong systems
- 9:45 Tennis ball exercise – Understanding the impact of process design on outcome
- 10:15 Break
- 10:30 The Model for Improvement – Interactive review of AIMS, Measures and PDSA cycles
- 12:00 Lunch (provided)
- 12:30 PI skills – Flow charts, Brain storming and multi voting
- 1:30 Measurement – Aggregation, analysis and action – Variation - The Red Bead Game
- 2:30 Break
- 2:45 Spread – Know why things spread and how to spread them
- 3:30 Predictions exercise
- 4:15 Evaluations and adjournment

Faculty: Pat Teske, RN, MHA ...

specializes in quality improvement, patient safety, licensure and accreditation for hospitals, health systems and regional collaborative. As an independent contractor she supports Beacon, the Bay Area Patient Safety Collaborative as well as other state and local collaborative. In addition, she has facilitated preparation for Centers for Medicare & Medicaid Services and Joint Commission surveys.

Ms. Teske served as vice president of Quality Improvement and Care Management for Catholic Healthcare West, Pasadena. Before that she held senior level positions at Northridge Hospital Medical Center, Northridge, and Thompson Memorial Medical Center, Burbank. She earned her Master's in Health Administration from the University of La Verne, and her Bachelor of Science in Nursing from the University of Virginia.



CAHQ

CAHQ Quality 101 Registration Form

Please download and complete this registration form and fax or mail with payment as per the information below. If paying by check, please make payment to CAHQ and mail with a registration form to the address below. Please use one form for each registrant.

Or register online and pay via PayPal at www.cahq.org.

Name: _____

Title: _____

Firm: _____

Address: _____

Daytime Phone: _____

Fax: _____

Email: _____

This information is for ___ business or ___ home.

Check here ___ if you prefer NOT to have your name and contact information included on the participant list.

ADA Requirements: _____

Dietary Requirements: _____

Credit Card Information

Card Number: _____

Exp. Date: _____ Code on Back of Card: _____

Name of Cardholder: _____

Billing Address of Card: _____

Amount Authorized to Charge: \$ _____ Signature: _____

California Association for Healthcare Quality
5360 Workman Mill Rd.
Whittier, CA 90601
Phone: 562-695-8400 / Fax: 562-692-3425
Email: cahqoffice@aol.com / Website: www.cahq.org