

Upcoming CAHQ Events

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California Association for Healthcare Quality

800-230-3163

July 27, 2010

Quality Service for the HealthCare Professional

Disney Institute

LA Endowment Center

Discover simple things that you can do to exceed the expectations of your patients, families, and visitors, making their experience world-class and creating loyalty to your organization

July 15-16, 2010

October 14-15, 2010

Quality Overview & Certification Workshop

Janet Brown

Ontario Airport Marriott Hotel

Identify the core elements of current healthcare quality knowledge necessary to become an expert for your organization

Relate the core elements and their applications to appropriate areas of the CPHQ Certification Exam Content Outline

October 20, 2010

Quality 201: Speeding Up the Rate of Improvement

Sandra K.Murray

Sutter Healthcare - Sacramento

Change management; Data: Understanding and using run charts

How to go beyond brainstorming and get to creative thinking

Accelerating improvement rates; Testing versus implementation of a change

November 19, 2010

Quality 101

Pat Teske

Glendale Adventist Medical Center

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

March 29, 2011

Annual Spring Conference

Various Speakers

LA Endowment Center

Quality Improvement, Regulatory and Patient Safety Focused

Watch for other events on the CAHQ website

CAHQ Educational Event Calendar 2010 to 2011				As of 8/3/10
Date	Topic	Location	Speaker(s)	Descriptor
January 22, 2010	Quality 101	Eisenhower Medical Center	Pat Teske	<ul style="list-style-type: none"> • 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
February 11-12, 2010	Quality Overview & Certification Workshop	Ontario Airport Marriott Hotel	Janet Brown	<ul style="list-style-type: none"> • Identify the core elements of current healthcare quality knowledge necessary to become an expert for your organization. • Fit the core elements into a cohesive whole within the umbrella of healthcare quality. • Apply healthcare quality principles and processes to your experience and work setting. • Relate the core elements and their applications to appropriate areas of the CPHQ Certification Exam Content Outline. • Identify which core elements and content areas require additional study prior to taking the Exam.
March 30, 2010	Spring Conference	LA Endowment Center	Various speakers	Healthy People 2010 (NAHQ update and professional model, CDPH-MERP and update, Legal implications of regulatory issues, QI Best Practices, Disney Service Excellence)
July 15-16, 2010	Quality Overview & Certification Workshop	Ontario Airport Marriott Hotel	Janet Brown	<ul style="list-style-type: none"> • Identify the core elements of current healthcare quality knowledge necessary to become an expert for your organization. • Fit the core elements into a cohesive whole within the umbrella of healthcare quality. • Apply healthcare quality principles and processes to your experience and work setting. • Relate the core elements and their applications to appropriate areas of the CPHQ Certification Exam Content Outline. • Identify which core elements and content areas require additional study prior to taking the Exam.

<p>July 27, 2010</p>	<p>Disney Institute - Quality Service for the HealthCare Professional</p>	<p>LA Endowment Center</p>	<p>Disney</p>	<ul style="list-style-type: none"> • Discover simple things that you can do to exceed the expectations of your patients, families, and visitors, making their experience world-class and creating loyalty to your organization. • Learn how to pay attention to the details that are critical in making a patient's experience with you special, beyond just the medical care they receive. • Find out how to be more self-aware so that you can be the best staff member, clinician, or leader in your healthcare delivery environment. • Hear case studies from healthcare organizations that have adapted Disney best principles and practices. • See real results that come from a service-centric healthcare delivery environment that knows how to hold its leaders accountable, value behavior as much as productivity, and treat employees with the respect and care they deserve. • Anticipate the needs, wants, and emotions of your patients and their families in order to exceed their service expectations and in turn, make it easier for you to deliver quality care. • Bring consistency to your healthcare experience by establishing quality standards. • Design a delivery system that focuses on employees, environment, and processes.
<p>September 14, 2010</p>	<p>Disney Institute - Quality Service for the HealthCare Professional</p>	<p>Eisenhower Medical Center, Rancho Mirage (Palm Springs/Los Angeles Area)</p>	<p>Disney Institute</p>	<p>Due to overwhelming demand, CAHQ is pleased to sponsor an “overflow” repeat of the 1-day Quality Service for the HealthCare Professional. Seating is limited – register early!</p>

October 14-15, 2010	Quality Overview & Certification Workshop	Ontario Airport Marriott Hotel	Janet Brown	<ul style="list-style-type: none"> • Identify the core elements of current healthcare quality knowledge necessary to become an expert for your organization. • Fit the core elements into a cohesive whole within the umbrella of healthcare quality. • Apply healthcare quality principles and processes to your experience and work setting. • Relate the core elements and their applications to appropriate areas of the CPHQ Certification Exam Content Outline. • Identify which core elements and content areas require additional study prior to taking the Exam.
October 20, 2010	Quality 201	Sutter Healthcare-Sacramento	Sandra Murray	<ul style="list-style-type: none"> • Change management • Data: Understanding and using run charts • How to go beyond brainstorming and get to creative thinking • Accelerating improvement rates • Testing versus implementation of a change
November 19, 2010	Quality 101	Glendale Adventist Medical Center	Pat Teske	<ul style="list-style-type: none"> • 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
December 14 Tuesday 2010	2-hr Webinar, Lean Overview	Internet	Rob Bryant, MSS VP of Quality, CSC Lean/Six Sigma Program Lead	Introduction and overview of Lean Principles
2011				
January 31, 2011	Leadership LEAN workshop	LA Endowment Center	Rob Bryant, MSS VP of Quality, CSC Lean/Six Sigma Program Lead	Lean for Leaders- Exec leaders

March 29,2011	Spring Conference	LA Endowment Center (Yosemite A&B)	Various speakers	Quality Improvement, Regulatory (CDPH and Healthcare Reform-Debby Rogers) and Patient Safety focus
June/July/August 2011	Quality 201	Southern California	Sandra Murray	<ul style="list-style-type: none"> • Change management • Data: Understanding and using run charts • How to go beyond brainstorming and get to creative thinking • Accelerating improvement rates • Testing versus implementation of a change
July 26, 2011	Disney Institute - Quality Service for the HealthCare Professional	LA Endowment Center (Yosemite A&B) (tentative ?)	Disney Institute	An advanced 1-day leadership excellence training with more insights and tools specific to healthcare. More details coming soon.
September 15-18, 2011	NAHQ National Conference	Sacramento	NAHQ	Multiple California Meet & Greet industry leaders in the CAHQ President's Suite
Fall 2011	Disney Institute - Quality Service for the HealthCare Professional	Oakland Endowment Center (?)	Disney Institute	<ul style="list-style-type: none"> • Discover simple things that you can do to exceed the expectations of your patients, families, and visitors, making their experience world-class and creating loyalty to your organization. • Learn how to pay attention to the details that are critical in making a patient's experience with you special, beyond just the medical care they receive. • Find out how to be more self-aware so that you can be the best staff member, clinician, or leader in your healthcare delivery environment. • Hear case studies from healthcare organizations that have adapted Disney best principles and practices. • See real results that come from a service-centric healthcare delivery environment that knows how to hold its leaders accountable, value behavior as much as productivity,

				<p>and treat employees with the respect and care they deserve.</p> <ul style="list-style-type: none">• Anticipate the needs, wants, and emotions of your patients and their families in order to exceed their service expectations and in turn, make it easier for you to deliver quality care.• Bring consistency to your healthcare experience by establishing quality standards.• Design a delivery system that focuses on employees, environment, and processes.
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