



Quality 101

An Introduction to Quality Improvement

A one-day, hands-on interactive workshop

Sponsored by the

California Association for Healthcare Quality

Friday, November 19, 2010

8 am - 4:30 pm, Glendale Adventist Medical Center, Glendale, CA

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 #03370. This program is approved for 8.4 California 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: (includes lunch and all workshop materials)

CAHQ Members	\$125
Join CAHQ and Register.....	\$220
(Includes CAHQ membership for 2010 & through 12/31/2011!)	
Non-members.....	\$230

Location:

Glendale Adventist Medical Center
1509 Wilson Terrace, Glendale, CA 91206, 818-409-8258

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



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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 reserves the right to substitute faculty or rearrange the program due to unforeseen circumstances.)



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 the completed 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 for Card: _____

Amount Paid or Authorized to Charge:

\$125 CAHQ Member \$220 Join & Register \$230 Non-member Check enclosed

Signature: _____

Cancellation refunds are subject to a \$75 processing fee; refund requests must be received 5 days prior to event.

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