



# 2009 Spring Conference

## Top Ten Challenges for Quality and Case Management

**April 3, 2009  
Friday**

**8:30 AM - 4:30 PM**



San Marcos Golf Resort  
Crowne Plaza  
One San Marcos Place  
Chandler, AZ 85225  
(480) 812-0900  
Errol Flynn Room

### Agenda

8:00 am	Registration	
8:30 am	Overview of Top Ten Challenges	Karen Ford, MSN, RN Maren Sharpsteen, RN
9:15 am	Denial Management	Jan Elezian, MS, RHIA, CHC
9:45 am	Transparency, PFP, POA, HAC	Chrys Anderson, RN, MS, CPHQ
10:15	***** Break *****	
10:30 am	Information Technology	Karen Ford MSN RN
11:00 am	Strong Medical Staff Relations	James J Kennedy, MD
11:45 pm	***** Lunch *****	
12:45 pm	Resource Challenges & Reimbursements Future	Bill Vanaskie, COO
1:30 pm	Panel Discussion	Healthcare Leaders
2:30 pm	***** Break *****	
2:45 pm	Group Critical Thinking Exercise	Participants and Leaders
3:30 pm	Group Reports	Participants and Leaders
4:15 pm	Conclusion / Q & A	Karen Ford, MSN, RN



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## Top Ten Challenges for Quality and Case Management

Program Fee: \$125.00 for AzAHQ Member; \$160.00 for Non-AzAHQ Members  
(Includes: Approved for 6.5 CPHQ credits, continental breakfast, lunch and snack.)

### Please use our online Registration:

- Use your browser back button to return to the list of education events or go to <http://azahq.org/education> for the list of upcoming education events
- Click on “How to register” link to complete the registration
- If any difficulty, email: [quality@azahq.org](mailto:quality@azahq.org) or call (623) 680-9955 or (480) 323-3122

### Payment: payment at least 7 days prior to conference is appreciated

**PayPal:** follow directions on the online education registration form

**Mail** check payable to AzAHQ after completing online registration to:

Holly Gremes, AzAHQ Association Mgr  
20118 N. 67<sup>th</sup> Ave, suite 300-470  
Glendale, AZ 85308

Late registration payable at door in form of check or money order.

Request for cancellation refund must be made at least 5 days prior to conference by emailing [quality@azahq.org](mailto:quality@azahq.org) or call (623) 680-9955

