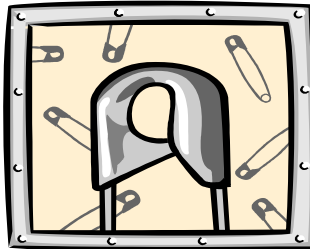




# 2009 Summer Conference

## Clever Ideas in Patient Safety & Quality Measurement

**June 26, 2009**  
**Friday**  
**8:30 AM – 12:15 PM**



**HSAG**  
1600 E. Northern Ave  
Suite 100  
Phoenix, AZ 85020  
(602) 264-6382

### Agenda

- 8:00 am Registration / Continental Breakfast
- 8:30 am Systems approaches to improving healthcare reliability, patient safety, and quality through use of best practices in measurement and control.
- Objectives:
- Describe, using Reason's Swiss Cheese Effect, how measurement improves system reliability as part of a Prevent, Detect, and Correct (PDC) approach to improvement.
  - Know, and be able to apply, the seven (7) attributes of an effective measure.
  - Know, and be able to apply, eight (8) effective (clever) measures and/or measurement techniques to improve patient safety & quality.
  - Identify the elements of a basic control loop, and describe how control loops function to close results-gaps in system performance.
- 12:15 pm Adjourn

### Nationally recognized Speaker: Craig Clapper, PE, CMQ/OE

Craig Clapper is a founding partner and the Chief Operating Officer of Healthcare Performance Improvement (HPI). HPI is a consulting firm that specializes in improving human performance in complex systems using evidence-based methods derived from high-risk industries. Mr. Clapper has 20 years experience improving reliability in nuclear power, transportation, manufacturing, and healthcare. He specializes in cause analysis and reliability improvement, and is the lead consultant on several safety culture engagements for healthcare systems. He is a Certified Manager of Quality Organizational Excellence by the American Society for Quality (ASQ).



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## Clever Ideas in Patient Safety & Quality Measurement

Program Fee: \$60.00 for AzAHQ Member; \$95.00 for Non-AzAHQ Members  
(Includes: Applied for 3.5 CPHQ credits and continental breakfast)

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