



2010 November Conference “Improving Your Quality ROI”

**Friday
November 19, 2010
8:00AM – 4:30PM**

**Register online at
www.azahq.org/education**



Agenda

**Desert Willow
Conference Center**
4340 East Cotton Center Blvd.
Phoenix, AZ 85040
P: 602.431.0001

07:30	Registration/Continental Breakfast	
8:00-9:20	Communicating with Diverse Groups Engaging Physician Stakeholders	Linda Scribner -NAHQ
9:20 – 9:35	BREAK	
9:35-11:00	Arizona Performance Excellence Program	Karen Shepard – Arizona Quality Alliance
11:00-12:00	Quality Professionals: You’re Worth Your Weight in Gold....Can You Prove It?	Jennifer Wolfe-Pearce
12:00 – 1:00	LUNCH <i>12:30 – 1:00 AzAHQ General Membership Meeting</i>	
1:00-2:15	Effective Benchmarking – State Data Collection	Donna Courtney
2:15 – 2:30	BREAK	
2:30 – 4:00	Effective Benchmarking – Using the Public data to measure Quality	Todd Puglise
4:00-4:30	Wrap up – Questions	

Speakers:

- Linda Scribner** – NAHQ Representative , Director, Clinical Outcomes @ Methodist Dallas Medical Center - Dallas, Texas
Karen L. Shepard - Executive Director - Arizona Quality Alliance
Jennifer Wolfe-Pearce - Consultant for Quality Outcomes at Scottsdale Healthcare
Donna Courtney - Hospital Data Manager for Bureau of Public Health Statistics -Arizona Department of Health Services
Todd Puglise - Director, Data Integrity, Aspen Healthcare Metrics



Brought to you by:
Arizona Association For Healthcare Quality
www.azahq.org

“Improving your Quality ROI”

Program Fee: \$125.00 or AzAHQ Member; \$160.00 for Non-AzAHQ Members
(Includes: Applied for 7.5 CPHQ credits, continental breakfast & lunch)

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 or call (623) 680-9955 or (480) 882-6071

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 Grems, AzAHQ Association Mgr
20118 N. 67th 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 or call (623) 680-9955

