



ARIZONA ASSOCIATION
for HEALTHCARE QUALITY



Craig Clapper PE, CMQ/OE
HPI Founding Partner and
Chief Knowledge Officer

Friday

November 4, 2011
7:30am-4:30pm

Hilton Phoenix Airport
2435 South 47th Street
Phoenix, AZ 85034

7:30am Registration
8:00am-4:30pm Program

*Continental Breakfast and
Lunch Provided*

2011 AZAHQ Annual Fall Conference ***THE THREE FACES OF QUALITY***

7:30am Registration and Continental Breakfast

Course Description

This is an 8.0 hour educational program for reliability concepts in healthcare applications. The terminal objective of the program is to improve patient care (patient safety, clinical quality, cost, and time) through applying best practices from High-Reliability Organizations. The course has eight (8) enabling objectives:

- Define quality, patient safety, and reliability.
- Describe, using Reason's Swiss Cheese Effect, how human error and latent system weaknesses combine to cause loss events in health care.
- Describe, using Cook and Wood's Sharp-End Model, how culture can shape behavior and prevent human error that contributes to loss events.
- Know, and be able to provide examples for each of, the five (5) behavior-shaping factors of reliable systems: structure, protocol, culture, process, and intuitive environment.
- Know, and be able to apply in the context of Patient Safety Culture and High-Reliability, the three steps in culture change.
- Define evidence-based best practice as the *What* (what is the evidence-based best practice that system should be delivering) and describe the process for establishing evidence-based best practice.
- Define human factors integration as the *How* (how should a complex system be arranged to reliably deliver evidence-based best practice) and provide examples of human factors in healthcare.
- Describe the process for *Change* (how to make change happen and stick) and the importance of leaders in culture transformation.



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

2011 AZAHQ Annual Fall Conference ***THE THREE FACES OF QUALITY***

Program Fee: \$125.00 for AzAHQ Member; \$160.00 for Non-members
(Includes: Applied for 8.0 CPHQ credits, continental breakfast and 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

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, Ste 300-470
Glendale, AZ 85308

Request for cancellation refund must be made by emailing quality@azahq.org or call 623- 680-9955.

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