



ARIZONA ASSOCIATION
for HEALTHCARE QUALITY

2007 Fall Conference

Sharpening the Saw

November 30, 2007
Friday
8:30 AM—4:30 PM



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

Agenda

8:00 am	Registration	
8:30 am	Critical Thinking	Craig Clapper or Associate
10:00 am	BREAK	
10:15 pm	Critical Thinking (Continued...)	
12:00 pm	Lunch	
12:30 pm	Membership Meeting	
1:00 pm	What Can Pez Teach Us About Patient Safety?	Suzanne Anders
2:00 pm	Setting Up A Patient Council	Kathi Zarubi
3:00 pm	Break	
3:15 pm	Nursing Matters: An Update On Nursing Sensitive Indicators	Chrys Anderson

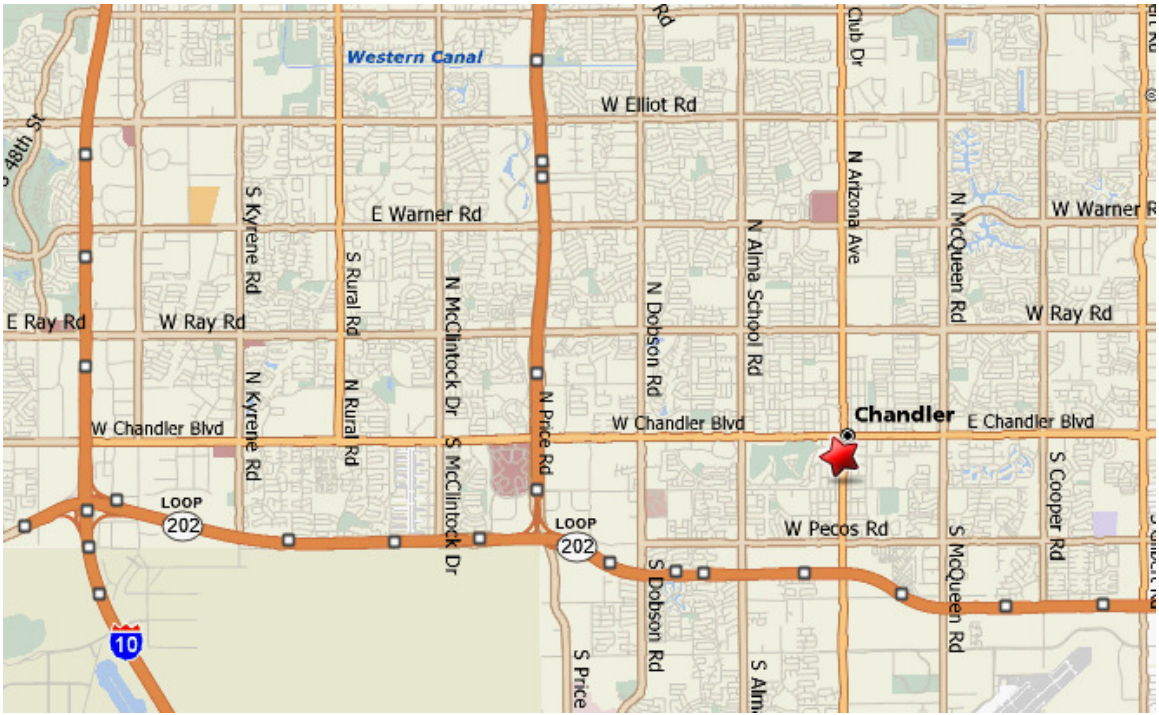
Craig Clapper has over 20 years experience in nuclear power, transportation, manufacturing, and healthcare. He has led hundreds of investigations of equipment failures, human errors, programmatic deficiencies, organizational breakdowns, and management effectiveness. He has designed and assisted in the implementation of human performance improvement programs and equipment performance improvement programs for several large organizations. Mr. Clapper also specializes in technology-based approaches for preventing human error in complex systems. He is a registered professional engineer in the State of Arizona, has a master's degree in business administration, and is a Certified Quality Manager by the American Society for Quality (ASQ).



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 Healthcare Quality**
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Sharpening the Saw

Program Fee: \$125.00 for AzAHQ Member; \$160.00 for Non-AzAHQ Members
 (Includes: Applied for 6.25 CPHQ credits, continental breakfast, lunch and snack.)



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