



2019

**“How to” Basics
in Quality
Workshop**

An Affiliate of



Everyday Tools for Quality Professionals

April 26, 2019

9AM – 4:30PM

Arkansas Hospital Association

419 Natural Resources Dr. Little Rock, AR 72205

Seats are Limited



On the Agenda



Time Frame	Topic	Presented By:
8:30- 9:00 AM	Check-In/ Light Breakfast	Cindy Harris/Pam Blake
9:00- 10:00AM	Root Cause Analysis – Risk Analysis	Pam Cochran/Clay Leigh
10:00-11:00AM	Prioritization (Ranking Multiple Projects)	Lynnette Jack
11:00-11:20AM	Break/Networking	ALL
11:20- 12:20PM	Developing Spreadsheets (Tracking Quality Measures that are Specific to a Department)	Steve Chasteen
12:20- 1:00 PM	Lunch/Networking	ALL
1:00- 2:00PM	Workshop Applications (PDSA, Team Member Engagement and Continuous Quality Improvement (QI))	Amanda Wyatt-Hutto
2:00- 2:20 PM	Break/Networking	ALL
2:20-3:20 PM	Use of Health Information Exchange (HIE) –(30 Day Readmissions and 24 Hour Daily Reports)	Justin Villines
3:20-4:20PM	Efficiency in your Everyday Activities (Hot Topics)	Dalana Pittman
4:20-4:30PM	Closing Remarks/Evaluations	Beth Schooley/Sharon Aureli



REGISTRATION FEES DUE BY April 25, 2019:

****You MUST check a box!***

- \$75** AAHQ Members
- \$115** Non Member- Register and Join AAHQ
(includes \$65 membership)
- \$125** Non Members

Download membership application at
www.arkahq.org

Name: _____

Title: _____

Facility: _____

Mailing Address: _____

City, State, Zip: _____

Phone: _____

Email Address: _____

Card Number: ____/____/____/____ Phone: _____

Exp. Date: ____ CVV Code: ____

Name on Card: _____

Signature: _____

Credit Card Billing Address (including city, state and zip):

____ Visa ____ MasterCard (AmEx or Discover will not be accepted)

+ CHECK/MONEY ORDER PAYABLE TO:

Arkansas Association for Healthcare Quality

+ SEND REGISTRATION TO:

**Arkansas Association for Healthcare Quality—419 Natural Resources Drive, Little Rock,
AR 72205 501.224.0519 (fax)**

+Registration Questions Contact:

Cindy Harris, 501.224.7878, charris@arkhospitals.org

+Workshop Questions Contact:

Justin Villines, 501.537.8924, justin.villines@hit.arkansas.gov



Continuing Education

+6.0 nursing contact hours will be awarded to nurses attending the entire conference.

The Arkansas Hospital Association is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

+6.0 CPHQ continuing education hours are pending approval by the National Association for Healthcare Quality.

CANCELLATION & REFUND POLICY

Registrations should be received by April 25, 2019. Advance cancellations will be refunded at 50%. Those who cancel the day of the program, or fail to attend, are responsible for the entire fee. Alternates are acceptable, but non-member fees may apply.



Hotel Accommodation

Rooms are available at the following area Hotels.

Embassy Suites 501.312.9000
Courtyard by Marriott 501.227.6000
Hampton Inn and Suites 501.537.3000
Hilton Garden Inn WLR 501.227.4800
Home2 Suites by Hilton WLR 501.588.3000

Objectives

- Participants will learn the importance of prioritizing performance and process improvement projects as well as learn practical techniques for prioritization for teams.
- Participants will leave with realistic measures for when projects are completed to allow for new projects to be undertaken.
- The learner will be able to state the elements of the Root Cause Analysis and Risk Assessment and have a basic understanding of the Root Cause Analysis and Risk Assessment process.
- The learner will be able to gain the confidence to successfully lead a Root Cause Analysis and Risk Assessment in their organization.
- The participant will be able to understand the importance making your work more efficient.
- The participant will understand how to set self-imposed deadlines and learn methods to use to be proactive, not reactive.
- Outline the impact of quality measurement tools and describe the use of quality tools and review the implementation and outcomes of a quality measurement process.
- Outline the impact of PDSA cycle and describe how to get better team member engagement in a clinical setting.
- Implementation of a continuous QI program/project.
- Outline the importance of health information exchange in healthcare and learn how to utilize 30-day readmission notifications in a hospital setting.
- Review the 24 hour daily reports functionality and usefulness in a clinical setting to improve quality of care.

