



AGENDA

Day 1: Wednesday, September 9, 2020

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| <i>Modules I, II & III available at Noon on Monday, September 7</i> | Pre-Recorded Modules: | |
| | Module I – approx. 50 minutes “The Role of the Quality Leader / Communicating with the Board” | Cindy Marks Senior Consultant, Clinical and Operational Improvement, QHR Health |
| | Module II – approx. 45 minutes “How the CHNA and Strategy Tie to Quality” | Ryan Nestrick Senior Director, Strategy, QHR Health Rachel Witt Consultant, Strategy and Marketing, QHR Health |
| | Module III – approx. 50 minutes “The Quality Plan / Committee Structure / Huddle Boards” | Lynn Collins Director, Clinical & Operational Improvement, QHR Health |
| 2:00 pm – 3:00 pm (CDT) | Live Session Q&A | Cindy Marks Ryan Nestrick Rachel Witt |

Day 2: Thursday, September 10, 2020

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| <i>Module IV & V available at Noon on Tuesday, September 8</i> | Pre-Recorded Modules: | |
| | Module IV – approx. 45 minutes “Highly Reliable Organizations: Event Prevention & Mitigation with Failure Modes Effects Analysis and Root Cause Analysis” | Cindy Marks |
| | Module V – approx. 50 minutes “The Patient Experience of Care / Patient Family Advisory Committee” | Lynn Collins |
| 2:00 pm – 3:00 pm (CDT) | Live Session Q&A | Cindy Marks Lynn Collins Mark Henning |