



New York Association For Healthcare Quality, Inc.

is proud to present

Reducing Harm - Improving Satisfaction

Monday, June 6, 2011
8:00 am - 4:00 pm

Harts Hill Inn
135 Clinton Street
Whitesboro, NY

VISION/MISSION

NYAHQ VISION STATEMENT

An image of our desired future

- The New York Association for Healthcare Quality will be the leader and expert in healthcare quality in New York State. Our membership influences policy and practice at the state and national level, sharing innovative ideas and building on our diversity, to shape and define the future of healthcare quality.

NYAHQ MISSION STATEMENT

What the organization is here to do

- The Mission of the New York Association for Healthcare Quality is to promote quality throughout the healthcare delivery system through education and dissemination of information.

BOARD OF DIRECTORS

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PROGRAM

The New York Association for Healthcare Quality is proud to present “Reducing Harm – Improving Satisfaction.” Healthcare organizations are facing unprecedented challenges at an alarming rate of speed. Survival requires the ability to balance the financial realities of dwindling reimbursements and increasing costs with the need to maintain positive patient perception, high quality care delivery, and a safe environment. No one organization has all the answers. Sharing best practices helps healthcare organizations “work smarter, not harder.” NYAHQ developed this program of insights and success stories to serve that purpose.

Attendees at this conference will:

- Understand how a culture of accountability and stewardship supports transformation from good to excellent
- Understand how using patient input can enhance performance improvement efforts
- Understand how specialized staff and standardization can reduce infection
- Understand how maximizing the use of technology can reduce harm risk

CONTINUING EDUCATION CREDITS

Approval for 5.5 hours CPHQ CEUs
pending.

AGENDA

- 8:00 am Registration and Continental Breakfast**
- 8:30 am Welcome, Opening Remarks**
Veronica Hunko, MA, BSN, CPHQ
President, NYAHQ
- 8:45 am Keynote Address:**
Creating Order Out of Chaos
The Foundation for Quality, Safety, Service & Financial Performance
Istikram M. Qaderi, MD, MPS
Associate Vice President,
Quality Resources
Champlain Valley Physicians Hospital
- 10:30 am BREAK**
- 10:45 am Patient Forum Yields Performance Improvement Opportunities**
Ronette Kinzelmann
Vice President, Performance Improvement & Care Coordination
Bassett Healthcare Network/
Bassett Medical Center
- 12:00 pm LUNCH**
- 1:00 pm AVascular Access Team Reduces CLABSI in Critical Care Units**
Heather Bernard, RN, CIC
Director of Infection Prevention
Faxton-St. Luke's Healthcare
- 2:30 pm BREAK**
- 2:45 pm Leveraging Technology: Improving Medication Safety at the Point of Care**
Benjamin Adams
Clinical Data Manager,
Performance Improvement
Finger Lakes Health/Soldiers and Sailors
Memorial/Geneva General Hospital
- 3:45 pm Closing and Evaluation**

WHO SHOULD ATTEND

- Healthcare Quality Professionals/
Performance Improvement Professionals
- Risk Managers
- Chief Nursing Officers
- Medical Directors
- Critical Care Managers
- Infection Prevention Specialists
- JCAHO/DNV Liaisons
- Nurse Managers
- Educators
- Physicians
- Clinical Data Specialists

TRANSPORTATION:

Driving Directions can be found at
<http://hartshillinn.com/contact.html>

By Air to Hancock International Airport, Syracuse, NY then follow the driving directions from the West found at the link above.

By Train to Utica, NY via Amtrack to Boehlert Transportation Center, Taxi Service available to Harts Hill Inn.

SUGGESTED HOTEL ACCOMMODATIONS

Holiday Inn – New Hartford
177 Burrstone Road
New Hartford, NY. 315-797-2131
www.holidayinn.com/hotels/us/en/new-hartford

Radisson Inn – Utica Centre
200 Genesee Street
Utica, NY 315-797-8010
www.radisson.com/utica-hotel-ny-13501/utica

REGISTRATION FORM: Reducing Harm - Improving Satisfaction

June 6, 2011

Name: _____ Title: _____ Facility/Org: _____
Address: _____ City: _____ State: _____ Zip: _____
Phone: _____ E-mail: _____
Paid Members (\$75) _____ Non-Member (\$175) _____
SAVE \$45! _____ NEW Member & Registration (\$130) _____

You may use a photocopy of this form for additional registrants. (registration deadline May 31, 2011)
Please make check payable to **NYAHQ**. Mail to: **NYAHQ** 30 Jericho Turnpike, #178, Commack, NY 11725
ph (631) 864-1960 fax (631) 864-8397 • email: dgoldman@NYAHQ.org

Or pay by credit card (Mastercard, Visa or American Express)

Card Number _____ / _____ CVV Code _____ Zip code for billing address _____
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