

Attending "When Excellent is Required" is a Valuable Investment in Your Time and Organization!

Everyone is talking about QUALITY!



*This session shifts the
Quality Conversation to a
Higher Level.*

Reserve Your Seat Now!

Discover the Keys to Removing the Roadblocks Stopping You from Achieving and Sustaining Excellent Quality Outcomes!

GOOD

BETTER

BEST

Contact:

Melissa Turner MBA, RHIA, Flex Coordinator
Arkansas Department of Health | Office of Rural Health and Primary Care

p. 501-661-2200

e. melissa.turner@arkansas.gov

Good Is Not Good Enough When Excellent Is Required.

A Day Designed to Shift Your Perceptions & Approaches Toward **QUALITY**

Save the date – August 27, 2015 9am - 3:30pm

Crowne Plaza Little Rock 201 South Shackleford, Little Rock, AR 72211

CAH CEOs, CNOs, Quality Directors and Clinical Leaders Invited to Attend

The Arkansas Office of Rural Health and Primary Care will sponsor a one-day call-to-action session entitled: "When Excellent is Required" on Thursday, August 27. The informational and interactive session will feature three leading experts in innovation, quality processes (including HCAHPS and MBQIP), and organizational culture transformation. The session is ideal for Critical Access Hospital administrators and leadership teams, directors of nursing, quality improvement managers, human resources managers, and rural clinic managers.

The free-of-charge work session and collaborative discussion will take a deep and meaningful dive into:

- Obstacles to achieving and sustaining quality and patient-centered satisfaction in our frenetic and fast-changing healthcare environment
- Unraveling MBQIP with an emphasis on evidence-based interventions using the data
- Proven, practical strategies to strengthen leaders and accountability across the organization
- Solutions for setting and achieving high-level expectations from providers and caregivers
- Causes and effects of outmigration and the relationship to quality perceptions



Arkansas Department of Health

Continental breakfast and lunch will be provided.
Brought to you by The Arkansas Office of Rural Health & Primary Care