



North Carolina Association
for Healthcare Quality

HEALTHCARE PROFESSIONALS DEDICATED TO DELIVERING THE BEST OF CARE.

We invite you to join national and local experts as we explore the pathways to improve healthcare quality, safety, and value at our annual conference. Our theme this year is:

***The New Quality Horizon: Driving Tomorrow's Success
navigating fresh approaches to methodology, strategy, and tools***

April 9 - 10, 2018

Washington Duke Inn & Golf Club, Durham, NC



Registration opens January 26, 2018

Register online at: www.NCAHQ.org

This program has been approved by the National Association for Healthcare Quality for 11 continuing education credits.

Note: The NC Board of Nursing will accept CPHQ credits for nursing continuing education.

Monday April 9, 2018

Tuesday April 10, 2018

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| 7:00 - 8:00 | Registration & Breakfast |
| 8:00 - 8:10 | Welcome & Opening |
| 8:10 - 9:15 | Social Media |
| 9:15 - 10:20 | Model for Improvement & Implementation |
| 10:20 - 10:30 | Break |
| 10:30 - 11:35 | Rapid Improvement Events |
| 11:35 - 12:30 | Lunch |
| 12:30 - 1:35 | Healthcare Reform |
| 1:35 - 2:40 | Financial Impact of Quality |
| 2:40 - 3:45 | Posters & Vendors (3 groups) |
| 3:45 - 4:50 | Resilience |
| 4:50 - 5:00 | Day 1 wrap up |
| 5:00 - 7:00 | Reception & Networking Come enjoy hors d'oeuvres and have some fun |

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| 7:30 - 8:00 | Breakfast |
| 8:00 - 8:10 | Welcome Back |
| 8:10 - 9:15 | Lean Methodology |
| 9:15 - 10:20 | Project Management |
| 10:20 - 10:30 | Break |
| 10:30 - 11:35 | Conflict Prevention & Effective Communication |
| 11:35 - 12:30 | Lunch & Town Hall |
| 12:30 - 1:35 | Care Redesign |
| 1:35 - 2:40 | Time Management |
| 2:40 - 3:00 | Conference wrap up |

Speakers and Topics



Janet Kennedy— Co-Founder of Get Social Health

Social Media's Impact on Healthcare: Patients, Privacy, and Professional Reputation



Joan Wynn PhD, RN, CPHQ - Chief Quality & Patient Safety Officer

Teresa Anderson, PhD, RN, NE-BC-Vice President Quality Vidant Health

The Myth of Sisyphus: Sustaining Improvement in Complex Systems



Tamara Parsons, Vice President Quality Mountain States Health Alliance

Improvement at the Rate of Healthcare



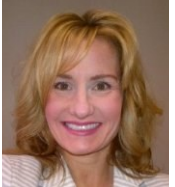
Danielle Lloyd, MPH— Vice President Policy & Advocacy at Premier, Inc.

Healthcare Reform (The View from Washington, DC)



Kimberly Rask, MD— Chief Data Officer at Alliant Health Solutions

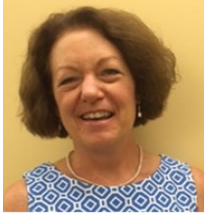
The Role of Quality in Value-Based Care



Stephanie Baron, MSN, RN— Vice President Performance Improvement at Mission Health

Joy and Resilience in the Workplace

Speakers and Topics



Becky Dodge, RN, MBA, CSSBB-Quality Leader at UNC Medical Center
Improving Processes Using LEAN: We Got This!



Jacob Parrish, MPH, PMP– Vice President Systems & Procedures at Vidant Health
Making it Happen: How Project Managers Drive Strategic Alignment and Strategy Execution



Jami Goldberg, CMC– Director of Performance Consulting at Cone Health
Leading Successful Tough Conversations Across Your Organization



Caitlin Daley, MS-Care Redesign Manager at DUHS
George Cheely, MD - Medical Director for Care Redesign at DUHS
Duke University Health System Experience of Redesigning Care for Improved Quality and Efficiency



Angie Stegall, Author & Owner of Your Organized Guide, Inc
Get Your Brave On: Maximize Your Time and Energy to Maximize Your Productivity

EARLY BIRD Registration Available Through March 9, 2018

| | Before | After |
|----------------------|--------|-------|
| NCAHQ Members | \$325 | \$375 |
| Non-Members | \$425 | \$475 |

Note: Annual NCAHQ membership is only \$75 and includes four free webinars per year – join now to save on conference registration! If you are already a member, now is a great time to renew if your membership expires by the end of March!

Questions?

Please Contact

Stuart Ramsey at sramse01@gmail.com

Cancellation Policy

Any conference registrant who cannot attend may send a substitute from the same organization by notifying NCAHQ with the name of the substitute. Notification may be done via email (NCAHQ.info@gmail.com) or through the “contact us” portal on the NCAHQ website.

The conference registration fee (less a \$50 processing fee) is refundable if NCAHQ is notified of cancellation no later than fourteen days prior to the first day of the event. Notification may be done via email or through the “contact us” portal on the NCAHQ website. The refund may take up to six weeks.

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Hotel Accommodations: Washington Duke Inn & Golf Club, 3001 Cameron Blvd, Durham, NC 27705

Rooms are available at the discounted rate of \$173/night (king or 2 double beds). Rooms must be booked by **March 9, 2018** to receive this rate. For hotel reservations, please call or book online. The group code is **612565** and should be provided to assist in making reservations. Call 919-490-0999 or 1-800-443-3853 to make reservations by phone. The link for online reservations is <https://bookings.ihotelier.com/bookings.jsp?groupID=1524665&hotelID=11999>



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