

## REGISTRATION

Registration includes 2 continental breakfasts, 2 lunches and all breaks.

KAHQ Member	\$210.00
After 7/15/08	225.00
Non-KAHQ Member	250.00
After 7/15/08	265.00
Join and Register	235.00

(This does not apply to membership renewal)

Members of all NAHQ State Associations receive KAHQ member prices.

Contact Lisa Ray at [jeffray8@windstream.net](mailto:jeffray8@windstream.net) for information about discounts for multiple attendees from the same facility. Requests for refunds must be made 5 days prior to the conference. A \$50.00 handling fee will be assessed for all refunds.

Make checks payable to:

Kentucky Association for Healthcare Quality  
c/o Frieda Shoemaker  
148 Gleneagles Boulevard  
Richmond, KY

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Day phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

County: \_\_\_\_\_

Credit Card: (circle) VISA M/C

Credit Card #: \_\_\_\_\_

Expiration Date: Month \_\_\_\_\_ Year \_\_\_\_\_

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_

Kentucky Association for Healthcare Quality

Lisa Ray, Program Chair

414 Pergem Road

Owingsville, Kentucky 40360

KAHQ

**KENTUCKY  
ASSOCIATION  
FOR  
HEALTHCARE QUALITY**

**KAHQ 2008  
ANNUAL EDUCATIONAL  
CONFERENCE**

**TRANSFORMING  
ORGANIZATIONAL  
CULTURE...**

Building a Quality And  
Safety Program...  
From the Inside Out

July 31- August 1, 2008  
Country Hearth Inn  
Elizabethtown, Kentucky

## PRESENTERS

**Sean L. Keyser** provides administrative direction and oversight of service excellence/operational improvement strategies for Charlotte, NC based Presbyterian Healthcare. Presbyterian is part of the Novant Health System of Winston Salem, NC. In 2006 Novant received the PRC president's award, a National Award recognizing the organization's contribution to patient satisfaction and its efforts to make satisfaction a more prominent focus in the industry. Prior to joining Novant, Sean served as Vice-President of Hospital Operations for Healthcare Management Directions, Inc.

Nancy Meadows

**Rita Gorley** serves as a Senior Consultant for Joint Commission and CMS compliance/Interim Performance Improvement Director for the Compass Group, Inc located in Cincinnati, Ohio. She has served as Performance Improvement Director at Ephraim McDowell Regional Medical Center in Danville, Kentucky. She has also served as the Assistant Dean/Education Facilitator at Midway College in Midway, Kentucky.

**Bernadette Popovich** is a lead coordinator on FMQAI's Hospital Outpatient Quality Data Reporting Program and is the lead coordinator for the implementation of the HOP QFRP. Her previous duties as part of the hospital team, she was responsible for the inpatient data collection, reporting and validation, including provider education in the data elements of the clinical measures. Prior to joining FMQAI, she worked as a project coordinator for a managed care company reviewing patient care activities and outcomes as well as training over 500 employees on new software installation. Bernie's clinical background includes emergency department and intensive care clinical and management experience. She has more than 40 years experience in clinical and system problem assessment research, development and implementation.

## CEUs

Submitted for approval of CE credits in accordance with the Kentucky Board of Nursing requirements.

Submitted for approval by the National Association for Healthcare Quality.

## WHO SHOULD ATTEND

- Quality /Performance Improvement Professionals
- Accreditation Survey Coordinators
- Compliance /Administrators
- Risk Management/Safety Professionals
- Healthcare Leaders and Professionals

## HOTEL INFORMATION

Country Hearth Inn

1058 N. Mulberry Street

P.O. Box 1148

Elizabethtown, Kentucky 42702-1148

1-270-769-2344

Toll free 1-888-4-hearth

<http://www.countryhearth.com>

## SCHEDULE

### THURSDAY, JULY 31, 2008

- |              |  |
|--------------|--|
| 7:30-8:30 am | Registration and Continental Breakfast,                          |
| 8:30-8:45    | Welcome, KAHQ President, Deloris Luke                            |
| 8:45-10:15   | "Experience Management: A Blueprint for Excellence", Sean Keyser |
| 10:15-10:30  | Morning Break  |
| 10:30-12:00  | "Experience Management", continued. Sean Keyser                  |
| 12:00-1:00pm | Lunch  |
| 1:15-2:30    | "Experience Management, continued                                |
| 2:30-2:45    | Afternoon Break  |
| 2:45-4:30    | Present on Admission, Nancy Meadows                              |

### FRIDAY, AUGUST 1, 2008

- |             |  |
|-------------|--|
| 7:45-8:30   | KAHQ Annual Meeting  |
| 8:30-8:45   | Registration and Continental Breakfast                         |
| 8:45-9:00   | Welcome and Announcements, KAHQ President, Judy Martin         |
| 9:00-10:45  | The Joint Commission Update, Rita Gorley                       |
| 10:45-11:00 | Morning Break  |
| 11:00-12:00 | Speaker from National Association of Healthcare Quality (NAHQ) |
| 12:00-1:00  | Lunch  |
| 1:15-3:15   | Hospital Outpatient Measures, Bernadette Popovich, Florida QIO |