

The Texas Gulf Coast Association for Healthcare Quality
is pleased to announce the June 19, 2009 Educational Program

Failure Modes and Effect Analysis Workshop

Presented by
Norma Sheridan-Leos, RN, MSN, AOCN, CPHQ
And
Kristen Elsner, RN, BSN

This is a hands-on workshop in which the participants will be instructed on the FMEA process and work through the process with a practice situation.

The Objectives for this program are:

- Discuss the organizational culture that is required to move to a proactive approach to patient safety
- Describe the differences between RCA Vs. FMEA
- Describe the 5 steps of Failure Mode and Effect Analysis (FMEA) process
- Describe how to calculate the RPN
- Describe how to select items for improvement

When: Friday, June 19, 2009
Time: 11:00 a.m. – 1:00 p.m.
Where: The Conference Center at Houston Community College
3100 Main Street at Elgin *Parking is free!*
Cost: \$30.00 (members), \$35.00 (guests)

2.0 Contact hours will be awarded for the participant attending the entire workshop.

Reservations and payment *must* be received prior to the event.

You may register and pay through our web site at www.tgcahq.org OR you may mail a check made payable to "TGCAHQ" for the appropriate amount to:

TGCAHQ
P.O. Box 301121
Houston, Texas 77230-1121

Questions or problems? Please call Karen Cahilly at 713-441-4609 or Beryl Vallejo at 832-355-6779

Texas Gulf Coast Association for Healthcare Quality is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.