

April 16, 2010 7:45-4:30

Houston Community College (HCC)

Auditorium (2nd Floor)

3100 Main St., Houston, Texas 77002

6.5 CEUs (Nursing Contact Hours)

IMPORTANT FACTS TO KNOW

- 1 . Garage parking is free, but we suggest you come early!
- 2 . Attendees must stay for the whole conference to receive CEU credit!
- 3 . Continental Breakfast and Lunch will be provided!
- 4 . Numerous Door Prizes will be awarded!

COSTS

TGCAHQ Members: \$85.00

Non-Members: \$100.00

TGCAHQ Membership: \$45.00/Year

Register on-line:

<http://www.tgcahq.org>

Register by Mail:

TGCAHQ

PO Box 301121

Houston, TX 77230-1121



THE TEXAS GULF COAST ASSOCIATION
FOR HEALTHCARE QUALITY (TGCAHQ)

<http://www.tgcahq.org/>

TEXAS GULF COAST ASSOCIATION FOR HEALTHCARE QUALITY (TGCAHQ)

2010 SPRING CONFERENCE

FOCUS ON THE PATIENT



"Leaders must make quality a core strategy of the organization. That's probably the most important barrier that must be addressed — a mindset change from "quality is the job of the quality department" to "quality is a core operational responsibility for every executive, every person."

James Reinertsen, MD

Senior Fellow, Institute for Healthcare Improvement
President, The Reinertsen Group
Alta, Wyoming, USA

FOCUS ON THE PATIENT

CONFERENCE OBJECTIVES

- 1 . Explain the influence of the patient experience related to improvement of patient safety in healthcare.
- 2 . Describe the impact of regulatory requirements in healthcare organizations related to improving patient safety.
- 3 . Identify the importance of data collection and analysis related to patient safety process improvement efforts.

TGCAHQ 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.



Registration Information Below:

(See Method of Payment Information under Costs)

Name:

Renewal Membership: Yes No

New Membership: Yes No

Your Birth Month: _____ Day: _____

E-mail Address:

Address:

City/ State / Zip Code

Phone: _____

Employer: _____

SPEAKER INFORMATION

KEY NOTE SPEAKER:

LISA LINDELL - PATIENT ADVOCATE EXPERT

Patient Perspective: Lisa is the author of the book "108 Days" and a speaker at patient safety events across the country and considers herself a 'student of medical errors'.

FOCUS Topics of Other Speaker Experts:

Star West: Regulatory Perspective

Patrick Carter MD, MBA, FAAFP: Physician Perspective

Maureen Disbow: Performance Improvement Perspective

Sharon Messimer: Patient Satisfaction Perspective

Doug Dotan: Reporting Perspective

TGCAHQ GENERAL INQUIRY

Email: info@tgcahq.org

Registration Deadline: April 9, 2010