

Speaker Bio: Nancy Claflin

Present Position & Employer: Associate Chief of Nursing Service for Operations/Deputy Nurse Executive, Phoenix VA Healthcare System, 650 E. Indian School Road, Phoenix, AZ 85012.

Education:

Degree	Institution	Major Area of Study	Year Awarded
BSN	Arizona State University	Nursing	1974
MS	Arizona State University	Medical Surgical Nursing	1977
PhD	Columbia Commonwealth University	Health & Human Services	2001

I am currently serving as the Associate Chief of Nursing Service for Operations, responsible for more than 700 employees in Nursing Service. I am the Chair of the Nursing Quality Council. I have been actively involved in Quality Management in a 470 bed medical center since 1979. I have been certified in healthcare quality since 1987. I have been an active member of the Arizona Association for Healthcare Quality since 1985, during this time I have served as Program Chair, President Elect, President, and Past President. I am currently serving as AzAHQ Communications Team Leader. I have been an active member of the National Association for Healthcare Quality since 1987, during which time I was a member of various committees, task forces and teams. I was a member of the Board of Directors of NAHQ from 1995-1998. I received the distinction of a Fellow in NAHQ in 1999. I served as President Elect for the National Association for Healthcare Quality from 2002-2003, and President of the Association from 2003-2004. I received the Distinguished Member Award in 2007. I have 24 publications in professional healthcare quality journals and books. I have presented 41 review and study sessions and 47 presentations on nursing and hospital wide quality.