

Registration Fees:

	CPHQ Prep	Conference	Both CPHQ and Conference:
Member	\$325	\$200	\$525
Non-member	\$375	\$275	\$650
Early bird discount (before 9/15/09)	\$25	\$25	\$50
Early bird discount code	EB2009	EB2009	BOTH09

Payment by Visa and Mastercard accepted online.

Paying by check?

Register online and select the "manual payment" option to send your check by mail.

**Full payment must be received on/before September 15th to take advantage of the early bird discount.

Speaker Bios and Information:

Want to know more about the speakers and program details?

Go to:

www.vahqconference.wetpaint.com

Speaker bios can be found under the Conference page and CPHQ page after clicking on the link.

Hotel:

Book your room now to take advantage of the **\$99 room rate** available for this event. Be sure to tell them you are part of the VAHQ Conference!

Follow the links from the VAHQ.org Education page to connect you directly with online reservations, or call the Fredericksburg Hospitality House at:

Registration:

Register online at: www.VAHQ.org

VAHQ

PO Box 71013

Henrico, VA 23255-1013

32nd Annual VAHQ Educational Conference:

The Faces of Quality



October 15-16, 2009

Fredericksburg, Virginia

CPHQ Preparation Course

October 13-14, 2009

Fredericksburg, Virginia

The Virginia Association for
Healthcare Quality presents:

CPHQ Preparation Course

October 13-14, 2009

Fredericksburg Hospitality House,
Fredericksburg, Virginia

Instructor: Nancy Claffin, RN, PhD,
CCRN, CPHQ, FNAHQ

This day and a half workshop is designed to teach the body of knowledge required to be a Certified Professional In Healthcare Quality. The course follows the exam matrix and will help you to focus your study efforts in the following areas:

- Foundation, Techniques and Tools
- Information Management
- Strategy and Leadership
- Continuous Readiness
- Change Management and Innovation

For a detailed description of this program go to:
www.vahqconference.wetpaint.com

**Completion of this course does not
guarantee a passing grade
on the exam.**

32nd Annual Virginia Association for Healthcare Quality Educational Conference

The Faces of Quality



October 15-16, 2009

Fredericksburg Hospitality House, Fredericksburg, Virginia

We know education and travel dollars are tight right now, so we've brought a slate of national speakers to you! Join us in historic Fredericksburg for our 32nd Annual Educational Conference taking place at the Fredericksburg Hospitality House in the heart of Fredericksburg's Central Park. The day and a half long agenda is packed full of nationally known speakers providing information for the quality, performance improvement, risk management and infection control professional and provides an opportunity to network with your peers.

Conference Objectives:

1. To understand the regulatory standards as they apply to risk reduction, infection prevention, performance improvement and patient safety.
2. To gain insights into quality's relationship with the patient experience and the patient's perspective of quality.
3. To gain knowledge about resources for enhancing partnerships related to patient safety and quality.

11 CEU credits applied for from NAHQ.

Day 1 Agenda: 7:30-6:00

Registration/Continental Breakfast

KEYNOTE: The State of Healthcare In Virginia

Dr. Karen Remley, Commissioner, VDH

Aligning Physicians To Meet The Quality Agenda

Kayur Patel, MD, FACP, MRO, CPE

Break

Leading Safety Culture/High Reliability Efforts

Carole Stockmeier, MHA, CQM

QHIP and the Anthem Physician P4P Program

Rome Walker, MD

Lunch

HCAHPS Panel Presentation

Break

LEAN Thinking

Jason Kilgore, MBA, SSBB

VAHQ Business Meeting

Motivational Speaker: GeGe Beall

Cocktail Hour (Cash bar)

Day 2 Agenda: 7:00-12:30

Networking Breakfast (Hot Buffet)

Welcome/Opening Remarks

Creating A Patient Flow Focused Organization

Brooke Wollenberg McDonnell, MBA, ASQ, CSSBB

Goodbye UTI—Ava Dobin, RN, BSN, CIC

The Fight Against UTI's—Robin Hearne, RN

Break

**Panel Presentation: The Joint Commission
Specialty Certifications**

Disclosure

Abraham Segres, MHA, FASHRM, CPHRM