



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

NCAHQ 2013 Education Conference *Survive and Thrive in a Changing Healthcare Climate* April 18 - 19, 2013

This activity will be submitted to the National Association for Healthcare Quality for CPHQ CE credit.

Thursday April 18, 2013

7:30 – 8:30AM	<i>Registration and Breakfast</i>
8:30 – 8:40AM	<i>Welcome - Lana Brunk, NCAHQ 2012 President</i>
8:40 – 9:40AM	<i>Enhancing Caregiver Resilience</i> J. Bryan Sexton, PhD , Director Patient Safety Center Duke University Health System, Durham, NC
9:40-10:00AM	Vendor /Poster Review
10:00 –11:00AM	<i>“Town Hall” Meeting</i> NCAHQ Board and Members
11:00AM -12:30PM	<i>Federal Measures Update</i> Danielle Lloyd, MPH , Senior Director, Reimbursement Policy Premier, Inc., Washington, D.C.
12:30 - 1:30PM	Lunch and Networking
1:30 – 2:30PM	<i>Documentation for Coding and Reimbursement</i> Abby Steelhammer, RN , Manager Clinical Documentation Improvement Novant Health, Charlotte, NC
2:30 - 2:50PM	Vendor /Poster Review
3:00 – 4:00PM	<i>Who Hijacked My Fairytale?</i> Kelly Swanson, Comedian/Storyteller High Point, NC

Friday April 19, 2013

7:30 – 7:50AM	<i>Registration and Breakfast</i>
7:50 – 8:50AM	<i>Appreciative Inquiry</i> Sean Keyser, RN VP Operational Improvement Novant Health, Charlotte, NC
8:50 – 9:50AM	<i>Proactive RCA/FMEA</i> Robert Latino, CEO , Reliability Center Hopewell, VA
9:50-10:10AM	Vendor/Poster Review
10:10 – 11:10AM	<i>Improving Outcomes and Quality Monitoring in the Outpatient Setting</i> Elynor Wilson, MPH , Director of Quality Improvement American Heart Association, Mid-Atlantic Affiliate
11:10AM-12:10PM	<i>Reducing Unnecessary Hospital Readmissions</i> Karen Southard, MHA RN , Director Patient Safety/Care Transitions The Carolinas Center for Medical Excellence (CCME)
12:10 – 12:15PM	<i>Closing Remarks/Wrap-Up NCAHQ 2013 President</i>