



North Carolina Association
for Healthcare Quality

HEALTHCARE PROFESSIONALS DEDICATED TO DELIVERING THE BEST OF CARE.



Leading and Sustaining Engagement

April 3-4, 2014 Friday Center, Chapel Hill, NC

Please use our online Registration:

<http://www.ncahq.org/education/annual-education-conference>

This program brings together local and national experts to discuss effective ways to lead and sustain engagement in a changing healthcare environment.

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

Target Audience:

Healthcare professionals working in Quality Improvement, Patient Safety, Patient-Centered Care, Utilization Management, Risk Management, Case Management and Health Information Management.

New this year!

**Healthcare Reform
Panel Discussion**

**Networking Event
at the Marriott:**

Thursday evening from 5-7pm -
Catch up with old friends, meet new colleagues,
enjoy complementary light hors d'oeuvres
and have some *fun!*

Speakers



Michele Deck, RN, BSN, M.Ed.,
LCCE, FACCE, CEO
GAMES/Tool Thyme for Trainers,
Baton Rouge, Louisiana
“Engaging the iPod Generation”

Jami Goldberg, MA, CMC

Director of Organizational Development
Cone Health
“Engaging Physicians and Staff in
Cultural Change”



Keith Kosel, PhD, MHSA, MBA
Vice President/Executive Director, Center for
Applied Healthcare Studies, VHA Inc
“The ACA: Developing New Models of
Healthcare”



Steve Neorr
Executive Director,
Triad Healthcare Network
“ACO/PCMH Model of Care”



Healthcare Reform Panel:

Keith Kosel (VHA Inc),
Thomas Wall, MD (Triad Healthcare Network),
John Anderson, MD (Duke Primary Care),
and others!

Agenda

Thursday April 3, 2014

- 7:30 – 8:30 Registration and Breakfast
- 8:30 – 8:40 Welcome
- 8:40 – 9:40 Engaging the iPod Generation
- 9:40 – 10:00 Break with Vendors
- 10:00 – 11:00 Town Meeting & Sponsor Spotlights
- 11:00 – 12:00 Engaging Physicians and Staff in Cultural Change
- 12:00 – 1:00 Lunch and Networking
- 1:00 – 2:00 The ACA: Developing New Models of Healthcare
- 2:00 – 3:00 ACO/PCMH Model of Care
- 3:00 – 3:20 Break with Vendors
- 3:20 – 4:30 Healthcare Reform Panel
- 5:00 – 7:00 Networking Event at the Marriott

Agenda

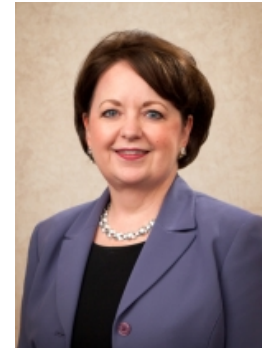
Friday April 4, 2014

- 7:30 – 8:00 Registration and Breakfast
- 8:00 – 9:30 Patient-Family Engagement: A Key Strategy in the Quality Plan
- 9:30 – 9:50 Break with Vendors
- 9:50 – 11:00 The Motivational Interviewing Toolbox: A Sensible Approach to Improve Non-Adherence and Patient Engagement
- 11:00 – 12:00 Leading Quality and Sustaining Engagement
- 12:00 – 12:15 Closing Remarks/Wrap-Up

Speakers

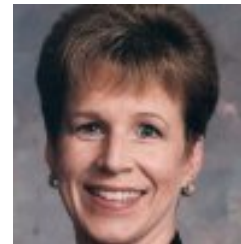
Sue Collier

MSN, RN, FABC, Performance Improvement Specialist
NC Quality Center/NC Hospital Assoc,
“Patient-Family Engagement: A Key Strategy in the Quality Plan”



Kathrin C. Kucharski,

PharmD, BCPS, Outcomes Liaison
Sanofi U.S.
“The Motivational Interviewing Toolbox”



William Maples, MD

Sr. Vice President & Chief Quality Officer
Mission Health, Asheville, NC
“Leading Quality and Sustaining Engagement”



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Gold Sponsor



Silver Sponsor



Bronze Sponsor



Southern Atlantic Healthcare Alliance

Donor

EARLY BIRD Registration Thru 2/14/2014

NCAHQ Members:

	Before	After
One-Day Registration: Thursday.....	\$150	\$175
One-Day Registration: Friday.....	\$100	\$125
Two-Day Registration.....	\$225	\$275

Non-Members:

One-Day Registration: Thursday.....	\$200	\$225
One-Day Registration: Friday.....	\$150	\$175
Two-Day Registration.....	\$325	\$375

Join or Renew:

One-Day Registration: Thursday.....	\$210	\$235
One-Day Registration: Friday.....	\$160	\$185
Two-Day Registration.....	\$285	\$335

Full-Time Student and Retiree membership rate - \$30

(Full-Time Student discounted conference rate available –
Contact Yvonne Acker or Lori Taylor for details)

Hotel Accommodations: Marriott Courtyard Chapel Hill

Address: 100 Marriott Way, Chapel Hill, NC



- **Check-in:** Wed Apr 02, 2014
- **Check-out:** Fri Apr 04, 2014
- **Special rate available until:**
Friday, March 7, 2014

NCAHQ Hotel Block links:

King bed **\$119 USD** per night

[Book King bed at Courtyard Chapel Hill for \\$119 USD per night](#)

2 Queen beds **\$119 USD** per night

[Book 2 Queen beds at Courtyard Chapel Hill for \\$119 USD per night](#)

Cancellation policy:

Attendees cancelling 14 days or more prior to the conference (by March 20, 2014) will receive a full refund of their registration fee minus a \$25 processing fee.

Attendees cancelling less than 14 days prior to the event (after March 20, 2014) will receive no refund of their registration fee.

Questions?

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Lori Taylor Lori.Taylor@sanofi.com

