



Illinois Association
for Healthcare Quality

2012 IAHQ ANNUAL EDUCATION PROGRAM

Transitional Care: Providing Better Care Using Best Practices

Friday, April 27, 2012

Eaglewood Resort & Spa
1401 Nordic Road
Itasca, Illinois 60143
Resort Phone: 630-773-1400

www.iahq.net



Approval for 6.5 CE hours for CPHQ
recertification by the HQCB is pending

Program Highlights

IFMC QIO Update and Current & Upcoming Programs related to Transitions of Care

Pat Merryweather
Executive Director

IFMC - Illinois and Iowa Medicare QIO

Applying DMAIC Principles to Improve Clinical and Operational Outcomes

Kristopher Goetz, Operations Director, and
Kristin Ramsey, RN, MSN, MPPM, NE-BC,
Associate Chief Nurse Executive and Director
of Operations

Northwestern Memorial Hospital, Chicago.

Interactive Workshop, Using Quality Tools to Analyze Readmissions

Sarah Pavelka, Lean Expert from the Iowa
Quality Center, Chair of the IAHQ Conference
Planning Committee. Each table will have an
opportunity to work individually on their
project; the group will come back together for
a Shared Learning Session.

REFUNDS

Cancellations received more than 5 days
before the program will be refunded, less a
\$25 handling fee. Cancellations received less
than 5 days of the opening of the program will
not be refunded; however, the facility may
substitute an attendee. To cancel, send an e-
mail message to Kerry Wrigley at
kwrigley@memhosp.com or call 618-257-
5328.

REGISTRATION IS EASY

DEADLINE: Registration with payment must
be received by: April 19th 2012

THREE WAYS TO REGISTER

1. REGISTER ON-LINE AT WWW.IAHQ.NET AND PAY BY
CREDIT CARD USING THE SECURE PAYMENT SYSTEM,
PAYPAL.

**PLEASE BE AWARE THAT SOME HOSPITAL CORPORATE
CREDIT CARD COMPANIES WILL NOT ALLOW PAYMENT
TO PAYPAL.**

2. REGISTER ON-LINE AND MAIL PAYMENT BY CHECK

3. COMPLETE THE REGISTRATION FORM AND MAIL IT
WITH A CHECK. ADDITIONAL REGISTRATION FORMS CAN
BE DOWNLOADED FROM WWW.IAHQ.NET UNDER
EDUCATIONAL OPPORTUNITIES TAB.

MAIL CHECK WITH COMPLETED REGISTRATION FORM TO
IAHQ
PO Box 350
KENILWORTH, IL 600-43-0350

IAHQ'S TAX ID IS 36-3085754

Members: \$150.00

Non Members: \$200.00

(includes membership to IAHQ)

**Walk-In registrations will only be accepted
with a check or cash payment. Credit card
payment will NOT be accepted for walk-in
registrations.**



REGISTRATION FORM

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____

E-mail: _____

Facility Name/Address: _____

Registration Costs

Registration fees include continental breakfast, lunch and refreshments. Presentations will be posted on IAHQ for downloading for your convenience.

Members: \$150.00

Non Members: \$200.00

(includes membership to IAHQ)

Onsite Registrations will be accepted

Make Checks payable to:

Illinois Association for Healthcare Quality

Tax ID 36-3085754

Mail check and registration to:

IAHQ

PO Box 350

Kenilworth, IL 60043-0350

PROGRAM AGENDA Friday, April 27, 2012

7:30am – 8:30am Registration

8:30am – 10:00am **Current & Upcoming Programs related to Transitions of Care**
Pat Merryweather, Executive Director
IFMC – Illinois and Iowa Medicare QIO

10:15am -11:45am **Applying DMAIC Principles to Improve Clinical and Operational Outcomes**
Kristopher Goetz, Operations Director, and
Kristin Ramsey, RN, MSN, MPPM, NE-BC,
Associate Chief Nurse Executive and Director
of Operations, Northwestern Memorial
Hospital, Chicago.

11:45am – 12:45 pm Lunch and networking opportunities

12:45pm -1:00pm NAHQ Update

1:00pm -3:30pm **Interactive workshop: Using Quality Tools to Analyze Readmissions**
Sarah Pavelka, Lean Expert from the Iowa Quality Center, Chair of the NAHQ Conference Planning Committee. Each table will have an opportunity to work individually on their project; the group will come back together for a Shared Learning Session.



LODGING INFORMATION

A block of rooms is available though March 27th at Eaglewood Resort under **IAHQ** discounted price of \$109.00 per room. **IMPORTANT: An additional fee of \$14.95 per evening will be billed to your account.** This fee includes use of the pool and fitness center facilities, daily newspaper, in-room coffee, unlimited local and 800 calls, internet access, upgraded room amenities, 2 bottles of water and parking. Amenity fee is subject to current local sales tax.

Eaglewood Resort & Spa
1401 Nordic Road
Itasca, Illinois 60143

For room reservations: 877-285-6150
<http://www.eaglewoodresort.com>

