



NATIONAL ASSOCIATION FOR HEALTHCARE QUALITY

Listed below are speakers who have delivered presentations that have received evaluation scores of 3.5 or higher on a scale of 1-5, five being the highest, one being the lowest.

All speaker honoraria and speaking time are to be negotiated between the speaker and meeting host.

Presentation Title: Improving Patient Safety and Healthcare Quality Through the Provision of Culturally and Linguistically Appropriate Services for Limited English Proficient Patients

Presenter Information: Cheri Wilson, MA MHS Candidate CPHQ, The Johns Hopkins Hospital, Abingdon, MD

Presentation Title: Targeting Zero: Pipedream or Pipeline

Presenter Information: Heidi Benson, RN MS CPHQ FNAHQ, LifePoint Hospitals, INC, Brentwood, TN

Presentation Title: Creating and Sustaining Strong System Improvements from the RCA Process

Presenter Information: Susan White, PhD NEA RN CPHQ FNAHQ, James A Haley VA Hospital, Windermere, FL

Presentation Title: A Coaching Approach to Business Communications

Presenter Information: Deborah Munhoz, MS, Invite Change, Eugene, OR

Presentation Title: A Magnet Hospital System's Approach to Improving Cardiac Surgery Outcomes

Presenter Information: Susan Duffy, MBA/HCM BSN RN CPHQ, Scottsdale Healthcare, Mesa, AZ

Presentation Title: Zero Tolerance a Day: A Patient Safety Initiative

Presenter Information: Denise Henry, RN BSN MS RLNC CPHQ, Women & Infants Hospital of Rhode Island, Providence, Rhode Island

Presentation Title: The Use of Logic Modeling in Outcomes Measurement

Presenter Information: Kathleen Wisser, MS RN CPHQ, Alvernia University, Hamburg, PA

Presentation Title: Contract Oversight Program Toolkit for Hospitals

Presenter Information: Diane Brown, PhD RN FAAN FNAHQ CPHQ, Kaiser Permanente Northern California, Pittsburg, CA

Presentation Title: A Dynamic Model of Patient Safety Culture

Presenter Information: Robert Wolosin, PhD, Press Ganey Associates, South Bend IN

Presentation Title: Developing and Implementing a Hospital Based Emergency Medical Response Team

Presenter Information: Sandra Grinder, MSN RN CPHQ, Central Arkansas Veterans Healthcare System, Little Rock, AK

Presentation Title: Transforming Care At The Bedside (TCAB): The HOPE Unit's Experience

Presenter Information:, Central Arkansas Veterans Healthcare System, Little Rock, AK

Presentation Title: Engaging All Hospital Staff In Perfect Patient Care

Presenter Information: Rebekah Wang-Cheng, MD FACP, Kettering Medical Center, Dayton, OH

Presentation Title: Building Alliances Across The Continuum: Creative Partnering For Post-Acute Care

Presenter Information: Mary Daymont, MSN RN CCM CPUR, Children's National Medical Center, Washington DC

Presentation Title: Run Chart Savvy: The Latest in Using Run Charts Well For Improvement

Presenter Information: Sandra Murray, MS, CT Concepts, Eugene OR

Presentation Title: Applying Lean Methodologies In Re-engineering The Surgery Department

Presenter Information: Marilyn Sherril, RN CNOR CPHQ, VHA, INC, Eaton, IN

Presentation Title: Lean Six Sigma Simplified

Presenter Information: Jay Arthur, BS, Systems Engineering, KnowWare International, Denver, CO

Presentation Title: The Impact of Internal Quality Data on the External

Presenter Information: Stephanie Iorio, BSN RN CPHQ CPC

Presentation Title: Improving Health Care Performance With Project Management

Presenter Information: Lisa DiTullio, Cohasset, MA

Presentation Title: Federal Patient Safety Organizations (PSOs): What Healthcare Providers Need To Know

Presenter Information: Amy Goldberg-Alberts, MBA FASHRM, ECRI Institute, Plymouth Meeting, PA

Presentation Title: "Sustaining Improvement in Surgical Infection Prevention Measures for Hysterectomy"

Presenter Information: Denise Henry

Presentation Title: "The Art and Science of Preprinted Physician Orders"

Presenter Information: Barbara Duffy, MPH RN LHRM, Florida Hospital Ormond Memorial, Deland, FL

Presentation Title: CPHQ Session

Presenter Information: David S. Loose, MSN CNAA RN CPHQ

Presentation Title: Safety Action Teams

Presenter Information: Cindy Ebner, RN MSN CHPRM RASHRM, Kaiser Permanente, Cleveland, OH

Presentation Title: Engaging Physicians Practices In Patient Safety

Presenter Information: Barbara Rebold, BSN MS RN CPHQ, ECRI Institute, Plymouth Meeting, PA

Presentation Title: Ring, Ring—Risk Is Calling—How To Improve Patient Safety And Reduce Risk With Telephone Communication

Presenter Information: Anne Huben-Kearney, RN, ProMutual Group, Boston, MA

Presentation Title: Successes and Lessons Learned Implementing the Early Goal-Directed Surviving Sepsis Bundle

Presenter Information: Kimberly Meuhlberg, MSN RN CCRN, Mercy San Juan Medical Center, Sacramento, CA

Presentation Title: Managing Your Humor Resources: A New Level of Excellence For Healthcare Leaders

Presenter Information: Ronald Culberson, MSW CSP, FUNsulting, etc, Herndon, VA

Presentation Title: Perspectives on Demonstrating Value Of Your Organization

Presenter Information: Christine Lang, MBA, OCS, INC, Seattle, WA

Presentation Title: Integrating Quality Improvement and Continuing Medical Education

Presenter Information: Nancy Davis, PhD, National Institute for Quality Improvement & Education, Homestead, PA

Presentation Title: Making the Link Between Quality And Finance: How To Start The Conversation With Your Finance Leaders

Presenter Information: Kristen Geissler, MS PT MBA CPHQ, Navigant Consulting Inc, Baltimore, Maryland

Presentation Title: Making Sense Out Of Shewhart Control Charts: How To Choose 'Em And How To Use 'Em!

Presenter Information: Sandra Murray, MS, CT Concepts, Eugene, OR

Presentation Title: Evaluating Data Quality For Managed Care Quality Measurement

Presenter Information: Kathryn Clinefelter, MSN MBA CPHQ FNAHQ, University of Florida, Gainesville, FL

Presentation Title: Metrics That Matter: Collect Less, Impact More.

Presenter Information: Samantha Collier, MD MBA, HealthGrades, Golden CO

Presentation Title: Using Data to Improve Enrollment Rate In An Outreach Program

Presenter Information: Barbara Daniels, MS CPHQ Six Sigma Green Belt, CIGNA Health Solutions

Presentation Title: Are You Ready For ICD-10? Implications For Quality

Presenter Information: Caroline Piselli, RN MBA FACHE, 3M Health Information Systems, Wallingford, CT

Presentation Title: Creating Dashboards: Translating Datasets Into Priorities

Presenter Information: Diane Brown, PhD RN FAAN FNACH CPHQ, Kaiser Permanente Northern California, Pittsburg, CA

Presentation Title: Digging Deep So That Surveyors Don't Have To!

Presenter Information: Joyce Hall, RN CPHQ, BlueCross Blue Shield of TN, Chattanooga, TN

Presentation Title: Silence Kills: The Seven Crucial Conversations in Healthcare

Presenter Information: Stacy Nelson, BA MA EdD, Vital Smarts, Provo UT

Presentation Title: Learning to Play In The Sandbox Together: A Collaboration Of Stakeholders Focusing On Improved Clinical Patient Outcomes

Presenter Information: Joyce Matsko, BSN RN CPHQ, University of Pittsburg Medical Center Health Plan, Cranberry Township, PA

Presentation Title: Get Organized (I Heard It At Grapevine And Was Organized In No Time)

Presenter Information: Agnes McCarthy, BS RN MA JD, Montefiore Medical Center, New York NY

Presentation Title: Creating A Culture Of Service: CAHPS & HCAPS

Presenter Information: Lynn Ehrmantraut, MBA RHIA CPHQ, Avatar International LLC, Sanford, FL