



**May 9, 2008
8 am–5 pm
New York, NY**

Quality Boot Camp: Basic Training for Improving Organizational Performance

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Key approaches are necessary for a successful healthcare quality management program. This workshop will introduce you to the basic concepts of organizational improvement. Participants will learn the leadership skills necessary to establish a culture for quality, focus on the needs and expectations of the customer for quality, and use data and analyses that support process improvements. The Plan-Do-Check-Act model will be used to identify opportunities for improvement related to Joint Commission, National Committee for Quality Assurance, and other accrediting bodies' quality standards.