



Good is Not Good Enough When Excellent is Required.

A Day Designed to Shift Your Perceptions & Approaches Toward **QUALITY**

Save the date – August 27, 2015 9am - 3:30pm

Crowne Plaza Little Rock 201 South Shackleford, Little Rock, AR 72211

Reserve Your Seat Now

Discover the Keys to Removing the Roadblocks Stopping You from Achieving and Sustaining Excellent Quality Outcomes!

Join three leading experts for an innovative, meaningful and impactful day where you will learn and explore:

- ▶ Obstacles to achieving quality in today's healthcare environment
- ▶ Techniques to resolve fluctuating HCAHPS patterns
- ▶ Proven and practical strategies to strengthen leaders across the organization
- ▶ Solutions for setting and achieving higher-level expectations from providers and caregivers

Continental breakfast and lunch will be provided.

**Contact Flex Coordinator, Melissa Turner MBA, RHIA
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Arkansas Department of Health | Office of Rural Health and Primary Care

- ▶ Causes and effects of outmigration and the relationship to quality perceptions
- ▶ The challenges, setbacks and paybacks of transforming culture
- ▶ A brief history of MBQIP: Then and Now; Emphasis on implementing evidence-based interventions using the data; Successes from the Field; Forging Partnerships
- ▶ How to inspire your team to ALWAYS BE EXCELLENT



Arkansas Department of Health

Brought to you by The Office of Rural Health & Primary Care

Who Should Attend: Hospital Administrators, Executive Teams, Directors of Nursing, Quality Improvement Managers, HR Managers, Clinic Managers.