

# THE RHODE ISLAND HEALTH CARE ASSOCIATION

PROUDLY PRESENTS

## “The 2nd Annual RIHCA Quality Symposium”

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**EDUCATION CREDITS:** 6 C.E.U.'S

**WHEN:** FRIDAY, JUNE 18, 2010

**WHERE:** THE CROWNE PLAZA  
801 GREENWICH AVE  
WARWICK, RHODE ISLAND 02886

**REGISTRATION:** 8:00 AM – 9:00 AM

**MORNING SESSIONS:** 9:00 AM – 12:15 PM

**LUNCH:** 12:15 PM – 1:15 PM

**AFTERNOON SESSIONS:** 1:15 PM – 4:30 PM

**FEE:** \$100.00 PER PERSON/RIHCA MEMBERS AND ASSOCIATE MEMBERS  
\$120.00 PER PERSON/NON MEMBERS

**CHECKS PAYABLE TO:** RIHCA

**MAIL CHECKS TO:** R.I. HEALTH CARE ASSOCIATION  
DEADLINE 57 KILVERT STREET  
TUESDAY WARWICK, RI 02886  
JUNE 15, 2010 PHONE: 401-732-9333/FAX: 401-739-3103

### PLEASE PRINT CLEARLY

**FACILITY:** \_\_\_\_\_ **TELEPHONE:** \_\_\_\_\_

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**CANCELLATION POLICY:** RIHCA RESERVES THE RIGHT TO CANCEL THIS WORKSHOP SHOULD CIRCUMSTANCES DICTATE. A 25% SURCHARGE WILL BE DEDUCTED FROM ALL REFUNDS ON CANCELLATIONS MADE BY TUESDAY, JUNE 15, 2010. ABSOLUTELY NO CANCELLATIONS WILL BE ALLOWED AFTER THAT DATE.

**THERE WILL BE BOTH MORNING AND AFTERNOON GENERAL SESSIONS AS WELL AS BREAKOUT WORKSHOPS IN THE MORNING AND AFTERNOON. PLEASE SEE PAGE TWO TO SELECT YOUR MORNING AND AFTERNOON BREAKOUT WORKSHOPS YOU WILL BE ATTENDING.**

## 2<sup>ND</sup> ANNUAL RIHCA QUALITY SYMPOSIUM

### MORNING BREAKOUT SESSIONS 10:45 AM – 12:15 PM (CHOOSE ONE PER PERSON)

#### Breakout Session 1A

Mary Tellis Nyack RN, MSN, MPH (My InnerView)  
**Turning Challenging Families into Partners for Care**

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

#### Breakout Session 1B

Barbara Frank (B & F Consulting)  
**Team Work in Tough Times**

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

### AFTERNOON BREAKOUT SESSIONS 1:15 PM – 2:45 PM (CHOOSE ONE PER PERSON)

#### Breakout Session 2A

Pam Bibeault RNC, MS, NHA (Triad HC)  
**Utilizing QI's & QM's for Survey Preparation and Improved Survey Outcomes**

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

#### Breakout Session 2B

Michael Lepore -PhD, AHRQ Post Doctoral Fellow,  
(Center for Gerontology and Health Care Research, Brown University)  
Heidi Gil - *Continuing Care Director* (Planetree)  
**Driving Change and Building Buy-In: The Value of Focus Groups in Quality Improvement**

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_