

Quality Residency Virtual Program

April 2021 – June 2021



Healthcare quality professionals are at the forefront of transitioning healthcare delivery toward high-value care. Those new to quality improvement and patient safety may be overwhelmed by its complexity and the many reporting requirements and statistical terms used.

HANYS' *Quality Residency Program* offers immersive and practical training in the fundamentals of quality improvement and will help participants better align their work with their organization's quality improvement goals.

The *Quality Residency Program* consists of three on-demand quality basics sessions, two half-day live virtual quality fundamentals sessions, two advanced virtual learning sessions providing best practices and detailed tools, Capstone presentations and participant insights.

Interested? Learn more about the [program](#) and [presenters](#).

Register: hanys.org/events/quality_residency/register

Program details

HANYS' *Quality Residency Program* consists of four parts:

- three on-demand quality basics sessions;
- two half-day quality fundamentals sessions;
- two advanced learning sessions; and
- a capstone program.

Tuition and Registration

The entire program is \$600 per person for HANYS members and \$700 per person for non-members, and includes program work and materials provided via access to a virtual classroom.

Registration deadline is April 1.

Please note: This early registration deadline allows time for participants to view the three on-demand recordings prior to the opening session on Apr. 13. These sessions will be valuable in setting the stage for the rest of the program.

Quality basics on-demand sessions

To enhance the learning experience, participants are asked to view the following 45-minute on-demand sessions between April 1 and April 13:

1

HANYS' Quality Residency Program: Your Roadmap for Success

Kathleen Rauch, RN, MSHQS, BSN, CPHQ
Senior Director, Quality Advocacy, Research and Innovation, HANYS

Erin Gretzinger, CPHQ, Director, QARI, HANYS

2

Introduction to Healthcare Quality and Safety

Nancy Landor, RN, MS, CPHQ
Senior Director, Strategic Quality Initiatives, HANYS

3

Healthcare Quality Reporting Programs

Kathleen Rauch, RN, MSHQS, BSN, CPHQ

Contact Us

For more information about HANYS' Quality Residency Virtual Program, contact: **Kathy Rauch**, senior director, Quality Advocacy, Research and Innovation, at 518.431.7718 or krauch@hanys.org; or **Erin Gretzinger**, director, Quality Advocacy, Research and Innovation, at 518.431.7744 or egretzin@hanys.org.

Quality fundamentals

TWO HALF-DAY SESSIONS | APRIL 13 AND 20

April 13, 1 – 4 p.m.

Building a Quality Culture

Cathleen Wright, DNS, RN, Director, Statewide Hospital Quality Improvement, HANYS
Understand the role culture plays in organizational quality and patient safety.

Effective Communication

Erin Gretzinger, CPHQ
Increase knowledge regarding communication and messaging strategies for clear understanding, buy-in, prioritization and actionable improvement.

Innovative Approaches to Improving Quality and Patient Safety

Christina Miller-Foster, MPA, Senior Director, Quality Advocacy, Research and Innovation, HANYS
Increase knowledge of innovative quality and patient safety programs, including patient- and family-engaged care, Lean, Just Culture, root cause analysis, human factors engineering and high reliability.

April 20, 1 – 4 p.m.

Measurement and Outcome Analysis 101

Colleen McVeigh, Senior Healthcare Informatics Analyst, HANYS
Understand the common concepts and terminology necessary to interpret and improve quality and patient safety.

Evidence-based HQS Improvement Tools and Methods

Kathleen Rauch, RN, MSHQS, BSN, CPHQ
Erin Gretzinger, CPHQ
Become knowledgeable in process improvement methods and tools, as well as how and when to apply them.

Advanced learning sessions

TWO LIVE WEBINARS | MAY 4 AND 18

The following live virtual sessions will be held over two days from 3 – 5 p.m. on the dates indicated. Each will run 55 minutes with a brief break in between.

May 4, 3 – 5 p.m.

Driving Improvement

Robert Panzer, MD, FACP, Chief Quality Officer, University of Rochester Medical Center and Strong Memorial Hospital; Associate Vice President for Patient Care Quality and Safety, University of Rochester Medical Center; Associate Chief Medical Officer, Strong Memorial Hospital

Increase knowledge of how leadership can develop and implement systems to promote active oversight and drive meaningful improvement.

Networking Break (10 minutes)

Statistics Fundamentals and Data Use

Colleen McVeigh
Learn to interpret, understand and utilize healthcare data and common visualizations.

May 18, 3 – 5 p.m.

Patient Safety, Culture of Safety and Teambuilding

Mark Jarrett, MD, MBA, Senior Vice President, Chief Quality Officer and Associate Chief Medical Officer, Northwell Health; Professor, Medicine, Donald and Barbara Zucker School of Medicine at Hofstra/Northwell
Understand the important role culture plays in ensuring patient safety.

Networking Break (10 minutes)

Change Management

Nancy Rongo, CNAA, BC, CHCQM, Chief Quality Officer, United Health Services, Inc.
Understand the importance of change management, especially amidst continual change and uncertain times.

Capstone presentations and participant insights

June 1, 3 – 4 p.m.

Program participants will share the quality programs they've implemented at their facilities, results observed and lessons learned.