

# Quality Residency Virtual Program



March – May 2023

Healthcare quality professionals are leading healthcare delivery's transition 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 quality improvement fundamentals — helping participants better align with their organization's quality improvement goals.

Quality leaders interested in achieving certification will be exposed to key CPHQ concepts through the QRP sessions.

## Register:

[hanys.org/events/quality\\_residency/register](https://hanys.org/events/quality_residency/register)

## Contact Us

For more information about HANYS' Quality Residency Virtual Program, contact:

**Erin Gretzinger**, director, Quality Advocacy, Research and Innovation, at 518.431.7744 or [egretzin@hanys.org](mailto:egretzin@hanys.org)

**Lauren Ashley**, senior director, QARI, at 518.431.7716 or [lashley@hanys.org](mailto:lashley@hanys.org)

## HANYS' Quality Residency Program consists of three parts:

- two half-day live virtual quality fundamentals sessions;
- two advanced learning webinars providing best practices and detailed tools; and
- a capstone program.

## Tuition and Registration

### Fee

\$600 per person for HANYS members, \$700 per person for non-members. Fee includes full program attendance and related materials.

### Registration deadline: March 14

Substitutions are permitted and encouraged. Cancellations should be made in writing to [learning@hanys.org](mailto:learning@hanys.org) by March 14 and are subject to a \$50 administrative charge. Registration fees for cancellations received after March 14 or for failing to participate will be forfeited.

### Materials

Program materials will be available to all registered attendees via a private web link prior to the event.

### Continuing education credits

For more information on CE hours and professions please visit [hanys.org/events/quality\\_residency/education-credits](https://hanys.org/events/quality_residency/education-credits).

[View agenda ▶](#)

## Quality fundamentals

PART 1 | MARCH 21

1 – 1:10 p.m.

### Welcome and opening remarks

Kathleen Rauch, RN, MSHQS, BSN, CPHQ, Vice President, Quality Advocacy, Research and Innovation and Post-acute and Continuing Care, HANYS

1:10 – 1:55 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.

1:55 – 2:15 p.m.

### HANYS' Quality Residency Program: Your roadmap for success

Lauren Ashley, RN, MSN, MBA, CPHQ, Senior Director, QARI, HANYS

Erin Gretzinger, CPHQ, Director, QARI, HANYS

Understand capstone project guidelines, deliverables and resources.

2:15 – 2:25 P.M.

NETWORKING BREAK

2:25 – 3:20 p.m.

### Effective communication

Erin Gretzinger, CPHQ

Improve communication and messaging strategies for clear understanding, buy-in, prioritization and actionable improvement.

3:20 – 4:05 p.m.

### Innovative approaches to improving quality and patient safety

Christina Miller-Foster, MPA, Senior Director, QARI, HANYS

Increase knowledge of innovative quality and patient safety programs, including patient- and family-engaged care, Lean, Just Culture, human factors engineering and high reliability.

4:05 – 4:15 p.m.

### Closing remarks

Erin Gretzinger, CPHQ

## Quality fundamentals

PART 2 | MARCH 28

1 – 1:05 p.m.

### Opening remarks

Lauren Ashley, RN, MSN, MBA, CPHQ

1:05 – 2 p.m.

### Healthcare quality reporting programs

Lauren Ashley, RN, MSN, MBA, CPHQ

Understand quality reporting programs, associated requirements and available tools and resources.

2 – 2:10 P.M.

NETWORKING BREAK

2:10 – 3:20 p.m.

### Measurement and outcome analysis 101

Colleen McVeigh, MBA, Senior Healthcare Informatics Analyst, HANYS

Understand the common concepts and terminology necessary to interpret and improve quality and patient safety.

3:20 – 4:05 p.m.

### Evidence-based healthcare quality safety improvement tools and methods

Erin Gretzinger, CPHQ

Kathleen Rauch, RN, MSHQS, BSN, CPHQ

Learn process improvement methods and tools, including how and when to apply them.

4:05 – 4:15 p.m.

### Closing remarks

Erin Gretzinger, CPHQ

## Advanced Learning

APRIL 4

2 – 2:55 p.m.

### Health equity

Komal Bajaj, MD, MS-HPed, Chief Quality Officer, NYC Health + Hospitals/Jacobi

Learn how to ingrain equity into foundational quality and safety structures.

2:55 – 3:05 P.M.

NETWORKING BREAK

3:05 – 4 p.m.

### Statistics fundamentals and data use

Colleen McVeigh, MBA

Learn to interpret, understand and use healthcare data and common visualizations.

APRIL 25

2 – 2:55 p.m.

### Patient safety, culture of safety and teambuilding

Mark P. 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.

2:55 – 3:05 P.M.

NETWORKING BREAK

3:05 – 4 p.m.

NEW THIS YEAR

### CPHQ roundtable prep session (optional)

Lauren Ashley, RN, MSN, MBA, CPHQ

Erin Gretzinger, CPHQ

Understand the new CPHQ content outline and share test preparation strategies and resources.

## Capstone presentations and participant insights

MAY 16

3 – 4 p.m.

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