



CONFERENCE AGENDA

February 22, 2019

Glacier Canyon, Wisconsin Dells

7:45–8:00 a.m.	Opening Remarks—Conni Brandt, WAHQ President
8:00–9:30 a.m.	Keynote— <i>Deviation Management: Using Practical Methods to Create Learning Opportunities</i> —Alex Hunt
9:30–9:45 a.m.	Break and View Storyboards and Vendors
9:45–10:45 a.m.	<i>Legislative Updates</i> —Matt Stanford
10:45–11:30 a.m.	<i>WAHQ Regional Networking Session</i>
11:30 a.m.–12:30 p.m.	Lunch and annual WAHQ meeting
12:30–1:30 p.m.	<i>WHA State of the State Address</i> —Beth Dibbert
1:30–2:45 p.m.	<i>Applying Human Factors Engineering to Quality Improvement in Healthcare</i> —Joy Rivera, Ph.D.
2:45–3:00 p.m.	Break
3:00–4:00 p.m.	<i>Apparent Cause Analysis—a Hands on Approach to Engage Teams in Problem Solving</i> – Alex Hunt
4:00–4:15 p.m.	Closing Remarks—Door Prize Winners (Must be present to win)