

## AzAHQ Presents:

# The Quality Journey

(Review & prep for certification)

**Jun 2<sup>nd</sup>, 2023 8am – 4pm Phx/MST/PDT**  
**Jun 3<sup>rd</sup>, 2023 8am – 12pm Phx/MST/PDT**

**This is a virtual event**

## Program Fees:

Early Bird: by 5/2/23: \$150 Members, \$200 Nonmembers

After 5/2/23: \$175 Members, \$225 Nonmembers

**NOTE:** Collective Organization members - obtain coupon from  
your parent organization.

[FAHQ, MAHQ, NCAHQ, NEAHQ, OAHQ, OrAHQ]

**Register Here** or

go to <https://www.azahq.org> and click on the “Details &  
Registration” link under the event name

**NOTE:** This course is not pre-approved for CPHQ CE credit through NAHQ.



**Nancy Claflin, DNP MS RN CENP NEA-BC CCRN-K CPHQ FNAHQ**

**Dr. Claflin** has over 30 years of experience in quality. She received her CPHQ in 1987 and was named a Fellow of the National Association for Healthcare Quality (NAHQ) in 1999. She is an active member of NAHQ, serving on the Board of Directors in different roles and as President in 2004. She served as AzAHQ President in 1996 and 2007. She has taught CPHQ® courses for more than 20 years and has presented numerous lectures on healthcare quality at the local, regional, and national level.

**Description:** Where are you on your quality journey? Have you thought about seeking certification in quality? The field of healthcare quality and the healthcare quality professional's role are expanding exponentially in today's ever-changing healthcare climate. This course will present key milestones in the quality journey including structure and integration; change, regulatory, accreditation, and external recognition; education, training, and communication; health data analytics, design and data management; measurement and analysis.