

# “Quality” Tools for Enhanced Productivity

## Program Overview

Jumpstart your quality and productivity efforts with this one-day workshop focused on learning the most-used, and most-popular “quality, productivity and systems-based” tools. This workshop will help you focus on making evidence-based improvements quickly as the program limits the learning to the tools that will give the greatest return in the shortest time and, with the shortest “learning curve” for participants.

Tools included in the program are:

- Process Mapping
- Spaghetti Diagrams
- 5S
- Pull vs. Push
- PDCA

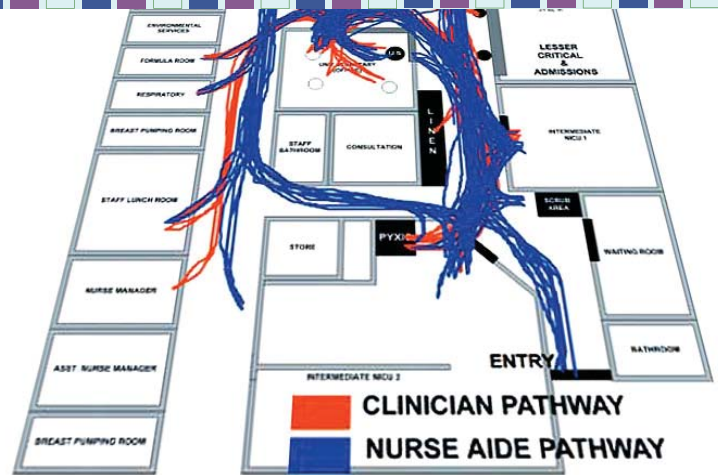
## Program Objectives

1. Identify and use the five most useful productivity tools.
2. Apply each tool to the appropriate productivity issue or situation.
3. Recognize barriers to implementation and how to overcome them.

## About the Speaker

Katrina Coleman, RN, MSN, develops customized training and consulting services based on the organization’s identified needs. She has over 20 years experience in healthcare serving in the beginning of her career as a registered nurse in pediatrics, med/surg, and home health. For the past 15 years she has focused on making a difference in health care by developing the leadership skills of senior leaders, directors, managers, and supervisors and staff nurses. Healthcare systems she has worked with include Calvert Memorial Hospital, Carroll Hospital Center, Dimensions Healthcare System, Fort Washington Medical Center, and Meritus Medical Center.

This educational activity is jointly provided by AXIS Medical Education and MHEI.  
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## DATE/TIME

Thursday, October 6, 2016

8:30 AM – 3:30 PM

Registration and Continental Breakfast begin at 8:00 AM

## LOCATION

Maryland Hospital Association  
Pierson Conference Center  
6820 Deerpath Road  
Elkridge, MD 21075

## PROGRAM FEE

Early Bird Member Discount \$199  
(Register & Pay by September 6, 2016)

MHEI Member: \$249 (After September 6, 2016)

Non-Member: \$349

## REGISTER

To register, please visit [MHEI.org](http://MHEI.org).

Questions? Contact Kelly Heacock,  
Program Coordinator:

410.796.6239

[kheacock@mhei.org](mailto:kheacock@mhei.org)

REGISTER NOW



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## CONTINUING EDUCATION

### Accreditation Statement

This activity is planned and implemented by AXIS Medical Education and The Maryland Healthcare Education Institute (MHEI). AXIS Medical Education is accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

### Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 5.75 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

### Quality Professionals

This program has been approved by the National Association for Healthcare Quality (NAHQ) for 5.75 CPHQ continuing education hours.

### AXIS Contact Information

For information about the accreditation of this program please contact AXIS at 954-281-7524 or [info@axismeded.org](mailto:info@axismeded.org).

### DISCLOSURE OF CONFLICTS OF INTEREST

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The faculty reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty or Presenter	Reported Financial Relationship
Katrina Coleman, RN, MSN	Nothing to disclose

The planners and managers reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner/Manager	Reported Financial Relationship
Dee Morgillo, MEd, CHCP	Nothing to disclose
Holly M. Hampe, D.Sc., RN, MHA, MRM	Nothing to disclose
Kelly Heacock	Nothing to disclose
Alison Burrows	Nothing to disclose

### DISCLAIMER

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

### AMERICANS WITH DISABILITIES ACT

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact MHEI at 410-796-6239 before the meeting dates.

### Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 pm ET October 20, 2016. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.