

Nursing Home Quality Improvement Collaborative  
Learning Session 6 Welcome

**Transform Your Nursing Home**

*Create a Great Place to Live and Work!*

Presented by  
**Health Services Advisory Group  
of California, Inc.**



The Medicare Quality Improvement Organization for California



**HSAG of California**

**The Medicare Quality Improvement Organization  
(QIO) for California**



2

The Medicare Quality Improvement Organization for California



## ***Learning Session Objectives***

- Identify **medication management noncompliance** and strategies to **improve medication safety**.
- Learn realistic approaches to **improve regulatory compliance, quality, and profitability**.
- Identify dynamic solutions to **address business dilemmas** and **promote organizational excellence**.
- Learn practical ways to **boost employee morale** and **reduce absenteeism and turnover**.

3

## ***Today's Speakers***

- **Sue Chaban, PharmD**
  - Acting Pharmaceutical Consultant Chief, California Department of Public Health, Center for Health Care Quality
  
- **David J. Farrell, MSW, LNHA**
  - Director of Organizational Development and Regional Director of Operations, SnF Management
  - Member of the Board of Directors, Pioneer Network and the California Culture Change Coalition

4

## ***Announcements***

- Review of agenda and handouts
- Cell phones (please turn off or set to vibrate)
- Parking
- Restroom logistics
- California Culture Change Coalition Regional Collaboratives
- CEU certificates will be on the back table at the end of the learning session.
- Please complete the evaluation so we can improve our learning sessions.

5

## ***Contact***

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6

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*Over 1 million drug-related injuries occur every year in health care settings. The Institute of Medicine estimates that at least a quarter of these injuries are preventable.*

**To find out how to prevent medication errors, go to**  
<http://www.hsag.com/camedicare/drugsafety.aspx>



[www.hsag.com](http://www.hsag.com)

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7