

# Quality Through Collaboration: A Rural Hospital Roundtable

Tuesday, June 14, 2005, Phoenix

9:00 a.m. - 4:00 p.m.

Location: Indian Health Service, Phoenix Area Office, 2 Renaissance Square,  
40 North Central Avenue, (6th Floor, large conference room)



---

*The program is sponsored by the Arizona Rural Hospital Flexibility Program of the Rural Health Office with funding from the Office of Rural Health Policy.*

---

## Purpose

Quality and performance improvement are important to the operational and financial success of our small rural hospitals. As the Institute of Medicine reports in *Quality Through Collaboration: The Future of Rural Health* it is essential to establish a stronger health care quality improvement support structure. In today's healthcare market, the strength of our quality programs has a direct

impact on the organization's potential for creating a successful future. Our quality programs need to be much more than systems that strive for regulatory compliance. They must be integral components of our organizations that support performance improvement where the activities are not simply something people feel they need to do but they are activities that people choose to make a daily part of their job.

---

## Learning Objectives

Participants will work together in:

- identifying those resources and activities that currently exist in Arizona that support quality and performance improvement.
- learning best practices that currently exist in Arizona.
- discussing the key components of an effective quality program.
- identifying ways to engage and sustain effective performance improvement teams.

- identifying key activities necessary to bring the strengths of quality assurance, quality improvement and performance improvement together to support the creation of an effective, well-rounded quality program.
- identifying ways to make quality part of everyone's job on a daily basis.
- sharing goals and processes for the continued development of the Arizona Rural Quality Network Group.

---

## Facilitator

Darlene Bainbridge is a hands-on executive and an advocate for the survival and advancement of rural healthcare as it faces a market that threatens the very existence of our healthcare providers. She brings a spectrum of experience across all aspects of the continuum of care and applies creative strategic thinking to the many challenges facing the people working to make these organizations successful.

Her years in healthcare delivery, network development, risk management, quality improvement and long term care, coupled with a clinical background, gives her a well-rounded perspective to many organizational challenges.

---

## Who Should Attend

Everyone engaged in quality efforts in Arizona rural hospitals is invited to join in this active day of open dialogue and learning.

## Cost

This training program is free of charge. Participants are responsible for their own refreshments and meals. Limited mileage reimbursement will be available to participants from critical access hospitals.

---

Quality Through Collaboration:  
A Rural Hospital Roundtable  
Tuesday, June 14, 2005, 9:00 a.m.- 4:00 p.m.

IHS Phoenix Area Office  
2 Renaissance Square,  
40 N. Central Avenue, Phoenix (6th Fl.)

---

---

## AGENDA

9:00 a.m.	Welcome and Introductions	1:00 p.m.	A Team Approach to Effective Performance Improvement
9:15 a.m.	State Quality Activities and Best Practices	2:15 p.m.	Break
10:15 a.m.	Break	2:30 p.m.	Building Sustainability into Our Quality Programs
10:30 a.m.	Quality in Today's Rural Healthcare Market	3:45 p.m.	Wrap up
Noon	Lunch on your own	4:00 p.m.	Adjourn

---

---

### Quality Through Collaboration: A Rural Hospital Roundtable

#### Registration

The roundtable is free of charge. Please register by faxing this form to RHO/Quality Through Collaboration Roundtable Registration, 520-326-6429 or send an email to [jlaukes@u.arizona.edu](mailto:jlaukes@u.arizona.edu) with the following information. Limited mileage reimbursement will be available to participants from critical access hospitals. *The registration deadline is Friday, June 3, 2005.* (Add more names on a separate page if necessary.)

Name 1 \_\_\_\_\_

Title \_\_\_\_\_

Name 2 \_\_\_\_\_

Title \_\_\_\_\_

Hospital \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Email(s) \_\_\_\_\_

Phone(s) \_\_\_\_\_

*The program is sponsored by the Arizona Rural Hospital Flexibility Program of the Rural Health Office with funding from the Office of Rural Health Policy.*