

# Arizona Rural Hospital Flexibility Program

## Health Care Quality and Survival In A New Era

Friday, July 10, 2009  
8:00 am to 4:00 pm

### Presenter

Darlene Bainbridge, D.D. Bainbridge & Associates

### Content

Review needs and expectations of the changing health care environment. Explore common errors and focus on steps for building healthier quality programs for the future.

### Learning Objectives

1. Describe the components of an effective quality program and hospitals' role in ensuring patient safety and the delivery of modern medicine.
2. Describe hospital leadership's role in ensuring an effective quality program.
3. Identify the fatal flaws of our past that undermine quality in today's healthcare quality programs.
4. Verbalize the role of a quality program in ensuring control of the healthcare environment and promoting organizational performance improvement.
5. Describe the movement from "Little Quality" to "Big Quality" in building effective quality programs for today's environment.

### Who Should Participate

Critical Access Hospital and other small hospital personnel (CEOs and Quality Managers) who are responsible for implementing, managing, and/or monitoring quality improvement programs.

### Meeting Location

Phoenix Area Indian Health Service, Conference Room 602-603  
40 N. Central Avenue at Two Renaissance Square, Phoenix, Arizona 85004  
Main office #: (602) 364-5039

### Registration

For registration form and additional information including, hotel information, room reservation & cancellation deadline, and travel support. ([Click here](#))

### Contact Information

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Seminar