

THE OREGON ASSOCIATION FOR HEALTHCARE QUALITY (ORAHQ), WITH AZAHQ, GAHQ, MAHQ, FAHQ, NEAHQ AND NCAHQ

PRESENTS:

“The Patient Experience”

SPEAKER: WILLIAM BANASH, MA BS

William Banash has an extensive background in taking a proactive approach to analyzing both qualitative and quantitative information to improve the patient experience. In his current role, Bill is responsible for the implementation of programs and processes designed to build and improve patient experience within designated market and assigned provider groups. He leads the market in addressing patient perception to increase UHC's performance on the CAHPS and HOS by actively collaborating with complex networks such as UHC market leaders, provider executives, provider groups, and UHC business unit leaders to lead the change necessary to improve CAHPS survey results. He is also a certified mediator with coursework in conflict resolution across multiple professional settings which provides a unique perspective when working with diverse groups of stakeholders.

ORAHQ CONTACT:

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WEBSITE:

WWW.ORAHQ.ORG

WHEN AND HOW

Wednesday, June 8, 2022, 12:00-1:30pm PDT

Program Fee:

- FREE for OrAHQ, AzAHQ, FAHQ, GAHQ, MAHQ, NEAHQ & NCAHQ Members
- \$35 for Non-Members

REGISTER HERE:

<https://www.eventbrite.com/e/the-patient-experience-tickets-309169112137>

CEU CREDITS

This event has been approved by the National Association for Healthcare Quality for a maximum of 1.5 CPHQ continuing education credits.

A webinar presented by the following state healthcare quality associations:

