



## ***AzAHQ Presents:***

# **The Quality Journey**

(Review & prep for certification)

**April 26<sup>th</sup>, 2024 8am – 4pm Phx/MST/PDT**  
**April 27<sup>th</sup>, 2024 8am – 12pm Phx/MST/PDT**

**This is a virtual event**



**Nancy Claflin, DNP MS RN CENP  
NEA-BC CCRN-K CPHQ FNAHQ**

Dr. Claflin has over 30 years of experience in quality. She received her CPHQ in 1987 and was named a Fellow of the National Association for Healthcare Quality (NAHQ) in 1999. She is an active member of NAHQ, serving on the Board of Directors in different roles and as President in 2004. She served as AzAHQ President in 1996 and 2007. She has taught CPHQ<sup>®</sup> courses for more than 20 years and has presented numerous lectures on healthcare quality at the local, regional, and national level. Dr. Claflin is the current AzAHQ President.

## **Program Fees:**

**Early Bird: by 3/26/24: \$150 Members, \$200 Nonmembers**

**After 3/26/24: \$175 Members, \$225 Nonmembers**

**NOTE:** Collective Organization members - obtain coupon from your parent organization.

[FAHQ, MAHQ, NCAHQ, NEAHQ, OAHQ, OrAHQ]

**[Register Here](#)** or go to **<https://www.azahq.org>**  
and click on the “Details & Registration”  
link under the event name



**CE:** This course is approved for 12.0 hours nurse continuing education credit through the Nurses Organization of Veterans Affairs (NOVA).

**Description:** Where are you on your quality journey? Have you thought about seeking certification in quality? The field of healthcare quality and the healthcare quality professional's role are expanding exponentially in today's ever-changing healthcare climate. This course will present key milestones in the quality journey including structure and integration; change, regulatory, accreditation, and external recognition; education, training, and communication; health data analytics, design and data management; measurement and analysis.