



Baltimore Section

Meeting - Tuesday, March 09, 2004

TIME:

5:15 - 6:45 p.m.	Registration
5:30 - 6:15 p.m.	Tutorial (ASQ Recertification - 0.3 RUs)
6:45 - 7:30 p.m.	Dinner, buffet
7:30 - 8:30 p.m.	Program (ASQ Recertification - 0.3 RUs)

TUTORIAL: *"Application of Appreciative Inquiry Processes within Healthcare Systems"* - **Dr. Thomas Little**, Boosting Performance With Learning

PROGRAM: *"Healthcare Quality Today"* - **Susan Glover**, Vice President and Chief Quality Officer, Adventist Health Care

LOCATION: Snyder's Willow Grove Restaurant, 841 N. Hammonds Ferry Rd., Linthicum, MD (Just off I-695, Beltway, Exit 8)

COST: \$20 for Members of ASQ or organizations of the Baltimore-Washington Partnership; \$22 for non-members (with advance reservations); \$25 at the door (space available) .

RSVP: Call the Section's voice mail, **410-347-1453** no later than the close of business on **Friday, March 05, 2004**. Please cancel when you make a meeting reservation and then determine that you cannot make the meeting. **You will be billed for reservations that are made but not used.** Also, let us know if you only want to attend the program, so that there will be seating available for you.

About the Speaker: **Susan Glover** currently serves as Vice President and Chief Quality Officer for Adventist HealthCare, located in Rockville, Maryland. In this role she provides overall direction for Quality and Performance Improvement in Adventist HealthCare as well as facilitate the design and implementation of tools and processes to enhance the quality of health care delivery. Susan is also responsible for the development of services in the Education Institute and in the Prevention and Wellness departments of Adventist HealthCare. Prior to her work with Adventist HealthCare, Susan has served in various executive and nursing roles in several organizations. Susan has a Master of Health Care Administration degree from the University of Maryland and a Bachelor of Science degree in Nursing from George Mason University. Adventist HealthCare is a non-profit, integrated network of health care services that includes hospitals, home health agencies, nursing centers and other health care services. Based in Rockville, Maryland, Adventist HealthCare employs more than 7,000 people and treats well over 200,000 patients each year among its various entities and services.

About the Program The quality of our healthcare today is a widely publicized and debated issue. The purpose of this presentation will be to discuss key components of healthcare quality including: Efficiency, efficacy, safety, as well as the adaptation of quality tools and approaches from other industries. The delivery of quality healthcare is the responsibility of providers as well as recipients of healthcare services.

ASQ reserves the right to bill those individuals who have registered for a program yet fail to attend. We must absorb the cost of the prepared meal for all "no-shows." If you register for a meeting and find you are unable to attend, call 410-347-1453 and leave a message of your cancellation. If the message is received early enough, you will not be charged. Thanks for your cooperation.