

Partnerships for Implementing Patient Safety Community Anticoagulation Therapy Clinic Project

Design and Operations Based Upon ISO 9001 Principles

Executive Training Session V

AGENDA

- ⇒ Welcome
- ⇒ 4:00 – 5:00 Mickey Christensen, national expert on ISO and healthcare
“The Good, Bad and Ugly of Quality Management”
- ⇒ 5:00 Refreshment Break
- ⇒ 5:10 Update on CAT Clinic
- ⇒ 5:15 Update on CRHA Activity
- ⇒ 5:25 Small Group Activity
- ⇒ 5:40 Report Out
- ⇒ 5:55 Wrap-Up