



# Quality: Beyond the Basics

**WEBINAR: Thursday, February 17th, 2022 at 1 pm-3 pm CST**

**TARGET AUDIENCE:** All Quality Personnel and hospital personnel interested in learning more about problem solving and how to implement solutions

Problem solving is part of many people's job duties. However, without the proper tools and the knowledge of how best to use them—many people may end up implementing changes that don't address the actual root causes and therefore won't create the expected impact.

**OBJECTIVES:**

- Explore advanced Problem Solving techniques
- Explore the resources and tools that quality professionals can use to implement changes

**REGISTRATION:**

[Quality Webinar Registration Link](#)

**FEATURED SPEAKER**

**Susan Runyan**, started her own consulting firm in 2016. She primarily assists Critical Access Hospitals with quality improvement activities and programs along with quality data reporting. Runyan's background includes more than 14 years in hospital risk and quality management with over 30 years in a variety of health care roles. She has been also been an integral part of the Federal Office of Rural Health Policy's Flex/MBQIP/SHIP programs for Kansas. Runyan has expertise evaluating facility quality programs, leading patient and family engagement projects, teaching Lean and Plan-Do-Study-Act methodologies and other performance/quality improvement training. Her clinical background is as a paramedic —practicing both in the field and in a rural hospital emergency department.



Runyan is the membership chair and board member for the Kansas Association of Health Care Executive and in a former president of the Kansas Association of Risk and Quality Management. She holds a Master of Health Care leadership and a Bachelor of Science degree in health care administration. She also holds a Six Sigma Green Belt certificate in health care.

**FOR MORE INFORMATION:** Contact Laura Fischer [lfischer@icahn.org](mailto:lfischer@icahn.org)

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