



# Pittsburgh Healthcare Regional Conference

HOSPITAL  
COUNCIL of  
WESTERN  
PENNSYLVANIA

Friday, March 31, 2006

## “THE NEW ROUTES TO QUALITY”

### GUEST SPEAKERS:

**Rita Ratcliffe, MD, Princ., Medical Excellence, ASQ HSD Reg. Councilor**

**Robert Burney, MD, Medical Services, US State Department**

**R. Dan Reid, Purchasing Mgr, General Motors Corp., ASQ Fellow**

**Richard Shannon, MD, Chairman, Dept. of Medicine, Allegheny General Hospital**

## Schedule of Events

8:15 am Sign-up and Continental Breakfast  
 9:00 am Opening Remarks  
 9:15 am Rita Ratcliffe, “Organizing to Prevent Medical Misadventures”  
 10:15 am BREAK  
 10:30 am Rick Shannon, “Eliminating Hospital Acquired Infections:  
*Is it possible? Is it sustainable? Is it worth it?*”  
 11:30 am LUNCH  
 12:30 pm R. Dan Reid, “The Importance of Reliable Healthcare Services”  
 1:15 pm BREAK  
 1:30 pm

TRACK 1	TRACK 2	TRACK 3
Page Babbit, Director of Clinical Info. & Process Improvement West Penn Hospital “Improved Glycemic Control through Insulin Protocol”	Rick Beaver, VP Quality Heritage Valley Health System “A Proven Model for Integration of Six Sigma into an Organization”	Andy Balazs, VP Antares Mgt. Solutions “ISO 9001:2000 Implementation for Medical Claims”
Mary Blank, MPH, CIC UPMC Infection Control “Uninvited Guests of the GI Tract- Clostridium Difficile”	Roxanne Tata, VP Institute of Transfusion Medicine “Improving Records Management”	Robert Burney, MD US State Department “ISO 9001:2000 at State Department”

2:30 pm  
Dessert  
Break  
(15 Min.)

3:45 pm BREAK  
4:00 pm Closing Remarks  
4:30 pm Finish

### PLACE

Hospital Council of Western Pennsylvania  
500 Commonwealth Rd • Warrendale, PA 15086

FEE \$75 per person

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American Society for Quality Pittsburgh Section Education Committee

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*Pittsburgh Section*

**Registration Form**

**Pittsburgh Healthcare Regional Conference  
March 31, 2006**

REGISTRATION: 8:15AM, 9:00AM - 4:30PM

**FULL NAME:**

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