



# NCAHQ 2010 ANNUAL QUALITY CONFERENCE

## *Charting the Course to Excellence in Healthcare Quality*

**April 14-16, 2010**

**Continuing Education Credits  
Will Be Available**

**Location**  
**Hilton Riverside Wilmington, NC**  
 302 N. Water Street  
 1.888.324.8170 (Toll Free)

*Take advantage of reduced room rate of \$159.00/night until 3/5/10  
 (Mention NCAHQ when making reservation)*

### Highlighted Speakers

- Joel Weintraub, Humor for the Health of It
- Sean Keyser, VP Operational Improvement & Service Excellence, Novant Health.
- Carolyn Scott, RN, M.Ed, VP Performance Improvement, Premier, Inc.
- Laura Pait, RHIA, CCS, Sr Dir, Health Information Management, Novant Health
- Adrian Hernandez, MD, Cardiologist, Duke University Medical Center
- Steve Kreiser, CDR USN Ret., MBA, MS, Consultant, Healthcare Performance Improvement

**Early Bird Registration Ends  
Friday, March 5, 2010**

***Wednesday, April 14, 2010 Please join us for an evening networking reception 5:30-7pm***



**Sean Keyser**, VP Operational Improvement & Service Excellence, Novant Health. Sean provides administrative direction and oversight for operations and service excellence strategies for Novant Health system based in Winston Salem, NC. Prior to joining Novant, Sean served as VP Hospital Operations for Healthcare Management Directions, Inc. He provided administrative support and direction to HMD's Smart Hospitals™ by supporting clinical, financial, governance, and service elements from initial start-up through on-going operations. Sean has also served as vice president and senior consultant with Executive Learning, Inc. Prior to this, he was vice president of operations for Candler Hospital in Savannah, Georgia.

**Carolyn Scott**, RN, M.Ed, VP Performance Improvement, Premier, Inc.

Carolyn oversees QUEST, a nationwide hospital quality and cost improvement collaborative. She serves as a member of National Quality Forum's Steering Committee for Care Coordination. Prior to joining Premier, she served as the director of their Healthcare Advisory Services at KPMG. While there, she developed methodologies and led and assisted in engagements involving matters of healthcare quality and clinical performance. Prior to KPMG, Carolyn was a senior director in Clinical Performance at VHA Inc. She was also an administrative supervisor of Nursing Administration at Premier alliance member Texas Health Hurst-Euleless-Bedford in Bedford, Texas.



**Joel Weintraub**, Humor for the Health of It. Joel is a "humorous educator" who has managed to merge the formerly disparate worlds of comedy and education. By combining his professional comedy experience with his masters degree in Physiology and bachelors in Health Education from

Temple University, Joel has entertained and educated diverse audiences such as Accountants, Attorneys, Church groups, Higher WEducation Faculty and Staff, Physicians, Synagogues and even Burglar Alarm Installers. From the "World Bank" to Dangerfields'a Comedy Club to major radio stations, the local news and Food Channel ... they have all laughed and learned with "Humor for the Health of It."



**EARLY BIRD CONFERENCE FEES (thru 3/5/10)**

Members \$250  
 Non-Members \$325

**CONFERENCE FEES (after 3/5/10)**

Members t\$300  
 Non-members t\$375

Additional information coming soon

[www.ncahq.org](http://www.ncahq.org)