

Register today!

Training Date: February 24th, 2020 from 9am-11am. Registration Deadline January 20th, 2020.

To Register click here: <https://www.partnersrealizingopportunity.com/qi> and register for the 24th of February's training.

For questions call Jill Quaid (636) 725-9335 or e-mail jquaid@jfcac.org. Space is limited to 50 participants.

Pricing:
\$50 per Participant
or
\$35 Special CAA
Employee Price

QUALITY
IS THE BEST
BUSINESS
PLAN

Virtual
Training

Fundamentals of Quality Improvement

*Review of QI 101: Introduction to Quality Improvement in
Organization.*

Do you want to achieve and sustain the highest quality of services while effectively utilizing resources and improving outcomes for the individuals you serve in your program and at your agency? If so, then please join us for this informative 2 hour "Introduction to Quality Improvement" Training. During this short introduction training we will teach you why should you care about Quality Improvement and how Quality Improvement can support your program and your organization in reducing errors and variation, increasing efficiency by reducing waste, and improving the quality of services you provide to your customers by using analytical, systematic, and statistical processes. This training is the first in a series of trainings that will guide you from gaining a general understanding of Quality Improvement all the way to implementing your own Quality Improvement Department.



MEET THE TRAINER

ASHLEY MOSIER, BS, QUALITY IMPROVEMENT/RISK MANAGEMENT DIRECTOR

Ashley Mosier is currently the Quality Improvement/Risk Management Director for Jefferson Franklin Community Action Corporation. She holds a BS in Business Administration from Central Methodist University. Ashley has over 6 years of experience focused on Quality Improvement/Risk Management, 1.5 of those being in the legal field and 4.5 of those being in the non-profit sector. In her role at Jefferson Franklin Community Action Corporation, Ashley expanded the QI Department over one program to an entire QI Department. Ashley remains very active in expanding her knowledge through continuous education and training opportunities. Ashley is a member of the Missouri State University Customer Experience and Design Thinking advisory boards. Both of these boards focus heavily on adapting as your client's needs adapt. Ashley is currently working on assisting her agency through the Council on Accreditation (COA) process, which focuses heavily on customer experience, utilization of data to drive agency change and improve agency quality. Ashley is also currently working on assisting her agency through the Pathways to Excellence Process, which emphasizes on the systemization of best practices. Ashley's true belief is that excellent customer service drives organizations and it is imperative to develop with your customers as their needs/wants change.
