Quality Management Services Celebrates
National Healthcare Quality Week
October 21 - 25, 2019

**MON**

**Introduction to High Reliability Organization (HRO) & Zero Harm**

*Time: 12:00 - 1:00 PM*

Online Zoom Presentation

**TUES**

**RRMC Quality Day Events**

*Please join us in celebrating Quality Week with activities, food, and poster presentations!*

*Time: 9:00 AM - 12:00 PM*

*Location: RRMC B-Level*

**Keynote Speaker: Timothy McDonald, MD JD**

"When Words and Actions Matter Most: Responding to Patient Harm"

*Time: 12:00 - 1:00 PM*

*Location: Tamkin Auditorium (B-Level RRMC) | SMH Auditorium (Live Stream)*

(Zoom Presentation will be provided)

**WED**

**The Hot Zone: Preventing Infections in the Healthcare Setting**

*Time: 12:00 - 1:00 PM*

Online Zoom Presentation

**THURS**

**High-Level Disinfection (HLD) & Autoclave Sterilization**

*Time: 12:00 - 1:00 PM*

Online Zoom Presentation

**FRI**

**SMH Quality Day Events**

*Please join us in celebrating Quality Week with activities, food, and poster presentations!*

*Time: 11:30 AM - 1:00 PM*

*Locations:*

- Conference Room 3 | Poster Presentations
- Harman Garden | Tacos