

TECHSOLVE HEALTHCARE LEADERSHIP SERIES

presents

Mr. John Nance

October 21, 2010

Overcoming Cultural Inertia: Improving Patient Safety and Service Quality



John J. Nance has been a dynamic and deeply dedicated member of the medical community for nearly two decades. A world-class speaker, consultant, and best-selling author, John brings a rich diversity of professional training and background to the quest of patient safety and medical practice improvement. His book, *Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care*, was awarded the 2009 American College of Healthcare Executive's Book of the Year. John Nance is reinventing the cultural foundations of healthcare and bringing clarity to the decade-long patient safety and quality care debate.

TechSolve's Healthcare Leadership Series

A series of events featuring nationally renowned experts and authors who address the common issues facing today's healthcare executives.

LOCATION

TechSolve
6705 Steger Drive
Cincinnati, OH 45237

TIME

Registration	7:30 a.m.
Event	8:00 - 2:00 p.m.
Book signing	2:00 - 2:30 p.m.

COST

\$95 (Breakfast, lunch, and book included)

REGISTER

www.techsolve.org/events or contact Jessica Franks at 513-948-2076
(Open to healthcare professionals only)

CREDITS AVAILABLE

5.0 Category ACHE Category II and 8.0 Accountancy CPE credits available!*

*TechSolve, Inc. is authorized to award 5.0 hours of pre-approved Category II (non-ACHE) continuing education credits for this program toward advancement, or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward Category II credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

HEALTHCARE LEADERSHIP
SERIES 2010-2011

Wow! I was really impressed! I will be able to use so much of what I learned here today in my daily work life!"

-Previous HLS attendee