

# 2025-2026 QUALITY RESIDENCY PROGRAM



## FEATURED SPEAKERS

- Barb DeBaun
- Sarah Ennis
- Sarah Pavelka
- Susan Runyan
- Nancy Ruzicka
- Panel of Iowa quality professionals

## OVERVIEW

Health care quality professionals are integral leaders in improving quality and safety while preventing harm. Unfortunately, hospital leaders report high turnover in these positions, creating a knowledge gap. IHA designed the Iowa Quality Residency Program to provide knowledge, support and networking opportunities that will position quality leaders for success. This two-year program includes in-person learning sessions, pre- and post-learning assessments and interactive discussions among quality leaders.

The goals of the program include:

- Advancing critical thinking and data-driven decision making
- Helping with the transition from novice to expert quality leader
- Providing networking opportunities for quality leaders
- Supporting professional development

## WHO SHOULD ATTEND

- Clinical staff with quality and compliance as primary roles
- Hospital quality leaders
- Quality data analysts

## DAILY AGENDAS

IHA has scheduled the in-person programs back-to-back to limit travel and the number of times attendees are out of the office. The programs will follow the agendas below. The programs include lunch each day.

### MODULE A: Thursday, Aug. 21 | 10 a.m.-3 p.m.

#### Orientation and How Quality Fits in the Bigger Picture

This module will provide an overview of the program's purpose and structure, defining the roles and responsibilities of the participants. Collecting quality data is a step in the right direction, but putting the data to use is the key to success. This session will help attendees understand their job descriptions, organizational strategic plans, how to juggle multiple responsibilities, and how to interact with staff at various levels within the hospital.

### MODULE B: Friday, Aug. 22 | 9 a.m.-2 p.m.

#### IHA Data Services and Excel

This module will provide attendees with an overview of IHA's data services and discuss ways attendees can use data to assess their organization's quality performance. IHA's data team staff will provide an overview of Excel to help attendees organize and analyze their data.

## **MODULE C: Thursday, Oct. 16 | 10 a.m.-3 p.m.**

### **Quality Improvement**

Plan-Do-Study-Act, Lean and Project Management are a few of the buzzwords that apply to improvement strategies for hospitals. The science of improvement offers multiple options using evidence-based strategies. This session will provide information about these approaches to help attendees determine which improvement strategy best fits their organizations' cultures.

## **MODULE D: Friday, Oct. 17 | 9 a.m.-2 p.m.**

### **Quality Data**

This module focuses on Quality Data - how to build it, manipulate it, identify trends in it, and report on it. You will take your charts and pivot tables one step further, moving past them into reporting and meeting external requirements.

## **MODULE E: Thursday, Dec. 4 | 10 a.m.-3 p.m.**

### **Just Culture**

In health care, just culture is a model that promotes open communication, transparent reporting of errors, and a fair and just system for managing errors and adverse events. It emphasizes shared accountability between individuals and the organization for maintaining safe practices. The module's goal is to create a learning environment in which attendees view mistakes as opportunities for improvement.

## **MODULE F: Friday, Dec. 5 | 9 a.m.-2 p.m.**

### **Patient Safety Tools**

There are many tools available for turning data analysis into action for quality and patient-safety improvement. In this session, attendees will learn about sentinel-event reviews, failure-mode effect analysis, culture-of-safety surveys and patient-safety program alignment with the quality strategy.

## **MODULE G: Thursday, Jan. 22 | 10 a.m.-3 p.m.**

### **Survey and Accreditation**

Dealing with external surveys and determining accreditation opportunities are among the most-challenging roles a quality professional will manage. Attendees will learn how to manage a survey and understand the meaning of accreditation.

## **MODULE H: Friday, Jan. 23 | 9 a.m.-2 p.m.**

### **Medical Staff Functions**

Gaining the trust and support of medical staff can be a challenging task. In this session, attendees will learn about peer review, practice evaluation, committee support and credentialing.

## **MODULE I: Thursday, Feb. 26 | 10 a.m.-3 p.m.**

### **Quality Reporting and Risk Management**

Compass Healthcare Collaborative will provide an overview of data reporting and available resources. Managing risk can be an overwhelming task. Understanding legal and regulatory requirements can be daunting. In this session, attendees will learn to complete root-cause analysis and event reporting, work with a liability carrier and maintain records.

## **MODULE J: Friday, Feb. 27 | 9 a.m.-2 p.m.**

### **Patient and Family Engagement**

Quality staff can have a positive impact on patient satisfaction and family engagement. This session will provide attendees with tools to measure patient satisfaction and develop plans based on satisfaction data. Attendees will learn to manage complaints and grievances.

## **IOWA QUALITY RESIDENCY RECOGNITIONS**

IHA will recognize the Iowa Quality Residency class for their work at the Advancing Health Care Conference in spring 2026. Registration for this event is complimentary for graduates who join the association's personal membership group. The Iowa Association for Healthcare Quality offers numerous educational opportunities annually for quality professionals to continue their professional development.

## **CERTIFICATE QUALIFICATIONS**

To receive a certificate of completion, attendees must participate in all on-site programs listed in this brochure. Participants can miss up to two on-site programs but must watch their web recordings.

## REGISTRATION

Register online at [www.ihasonline.org](http://www.ihasonline.org).

IHA permits guest registration for up to two single modules. The price per program is \$350.

- IHA member program enrollment – \$3,000
- Non-IHA member program enrollment – \$3,800

## PROGRAM LOCATION

IHA Conference Center, 100 E. Grand Ave., Des Moines, IA 50309.

- If you have dietary restrictions or allergies, email [iharegistration@ihasonline.org](mailto:iharegistration@ihasonline.org).
- The dress for the conference is business casual. IHA recommends layered clothing for your comfort.

## LODGING

IHA offers a discounted corporate rate for attendees to use for overnight accommodation. IHA offers a discounted rate to attendees on “non-last room” availability, meaning that this rate may not always be available because of high demand.

Book early if you think you may need arrangements. When calling, reference the corporate ID:

### [Staybridge Suites Des Moines](#)

Corporate rate: \$139/night plus taxes

515-280-3828

Corporate ID No.: IXNR

### [Downtown Des Moines AC Marriott](#)

Corporate rate: \$177/night plus taxes

515-518-6060

Corporate ID Code: 3QR

## CANCELLATION/REFUND POLICY

- Cancellations and substitutions are welcome at any time. Email cancellations and substitution requests to [iharegistration@ihasonline.org](mailto:iharegistration@ihasonline.org).
- IHA will refund cancellations received 10 or more business days before the conference.
- IHA will charge a \$50 administrative fee for cancellations received six to nine business days before the conference.
- IHA will not refund cancellations received five or fewer business days before the conference.
- IHA will calculate refunds by the date received and the IHA business days remaining before the conference.
- IHA may cancel the conference because of low enrollment. If so, IHA will notify preregistered participants and provide full refunds.

## ADA POLICY

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure it does not exclude, deny services, segregate or treat anyone with a disability differently from others because of the absence of auxiliary aids and services. If you require auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, call the IHA Education Department 515-288-1955.