



# Quality and Patient Safety Foundations

## *What Nurse Managers and Directors Need to Know to Make Sense of the Quality Data to Inform Action*

**Thursday, November 7, 2024, 9:00 a.m. - 3:00 p.m. ET via Zoom**

Nurse Leaders are bombarded with data from many sources. Before information can be turned into action, nurse managers and directors need to be able to make sense of the data understand the "why" behind the numbers.

**This interactive, full-day workshop will prepare new nurse managers and directors to understand and act on their unit's quality and patient safety data. Participants will leave feeling empowered with new knowledge and skills to actively engage in quality initiatives that lead to more effective and sustained improvements.**

### **Topics covered will include:**

- **Understanding the story behind the data**
- **Telling the story around the data to build buy-in and support**
- **Communicating with clinical nurses and support staff about the "why" behind the data**
- **Engaging your nursing team to improve nursing metrics**
- **Nurse sensitive indicators and why are they important to nurse leaders**
- **What nurse leaders should know about entities that track patient safety and quality data at the national level**



**Lori Armstrong, DNP, RN, NEA-BC**

Chief Executive Officer and Chief Clinical Officer,  
*Inspire Nurse Leaders®*

With the vision of transforming healthcare through exceptional leadership, Dr. Lori Armstrong leads Inspire Nurse Leaders with a deep commitment to elevating nurse leaders and their teams to deliver extraordinary results. For over 25 years, Dr. Armstrong has held executive level and senior leadership roles at several of our Nation's top hospitals. Most recently, her passion for the link between leadership and patient/staff outcomes led Lori to create the IMPACT group coaching program and the on-demand Nurse Leader Academy (NLA). Lori serves on several national boards, is the recipient of multiple awards including Silicon Valley Woman of Distinction and the Jennifer L. Howse Leadership Award, and earned the elite designation of Certified Master of The Leadership Challenge.



**Brigit Zamora, DNP, RN, NEA-BC**

Senior Consultant,  
*Inspire Nurse Leaders®*

Dr. Brigit Zamora, a seasoned healthcare executive, consultant, and coach, is unwavering in her dedication to advancing patient safety and quality. Through sustainable, continuous learning and outcome-focused practices, she partners with healthcare leaders to implement evidence-based strategies, driving safe and reliable operational excellence. As a former Chief Nursing Officer at Orlando Health, trained in IHI's "System of Safety", she partnered with her MD Dyad partner, the Chief Quality Officer, to lead campus-wide initiatives that elevated care, enhanced outcomes, and improved the culture of safety. This work led to Watson's Top 100 Hospital, Leapfrog Safety Grade A ratings, the AACN Gold Beacon Award, multiple Triple Zero Awards, and Modern Healthcare's "Best Place to Work" honors for three years consecutively.

### **Program Logistics:**

- **Target Audience:** New nurse managers and directors
- **Contact Hours:** 5.2 Contact Hours will be awarded for participation.
- **Registration fee:** \$199 per person
- **Groups:** To register a group, [download our sign-up form](#).

**REGISTER  
TODAY!**

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*Space is limited.*