

Dr. Nancy Clafin

Dr. Clafin has over 30 years' experience in quality. She received her CPHQ in 1987, and was named a Fellow of the National Association for Healthcare Quality (NAHQ) in 1999. She is an active member of NAHQ, serving on the Board of Directors in different roles and as President in 2004. She served as the Alternate NAHQ Representative on the Joint Commission's Hospital Accreditation Program Professional and Technical Advisory Committee (PTAC). She also served on the Board of Directors in various roles and as the President for the Arizona Association for Healthcare Quality in 1996 and 2007. She was awarded NAHQ's Distinguished Member Award in 2007. She has taught CPHQ courses for more than 20 years, and has presented numerous lectures on healthcare quality at the local, regional, and national level. She has published on nursing and healthcare quality topics, including serving as the editor of the eighth edition of NAHQ's Guide to Quality Management.



Session Title: **the Quality Journey**