

Wrap-Up & Next Steps

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Your PA PQC QI Coaches are:



Karena Moran, PhD
Research and Quality
Project Manager



Elizabeth Balskus, MA
Quality Improvement Facilitator



Jennifer Condel, SCT(ASCP)MT
Manager, Lean Healthcare
Strategy and Implementation



Carol Frazer, MEd, LPC
Practice Transformation Specialist



Pauline Taylor, CQIA
Program Specialist

You have support!

The QI coach, in collaboration with your team:

- Coaches teams on how to apply QI concepts, methods, and tools
- Facilitates structured development of your team's QI plan
- Provides feedback on QI plans (including challenges)
- Discusses data collection approaches
- Connects teams to PQC materials and resources

Credentialing Guidelines:

1. **PLEASE** complete the electronic evaluations by Wednesday, December 22: <https://www.surveymonkey.com/r/8LZTVWR>
2. Please indicate on the evaluation which CEUs you are requesting: CME, CNE or Social Worker credits.
3. The UPMC Center for Continuing Education will follow up with you, via email, after Wednesday, December 22 to notify you about how you can claim your credits.

Thank You!

PA PQC

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