

Achieving Meaningful Results:

Producing Effective Small Scale Quality Improvement, Evaluation and Research Projects with Limited Resources

FLAGSTAFF & KINGMAN WORKSHOPS

Flagstaff Medical Center, McGee Auditorium | Friday, April 13, 2018
Mohave Community College, Neal Campus Kingman | Friday, May 4, 2018

PRESENTERS

Timothy “Tim” K. Behrens, Ph.D., CHES, FACS is a Professor of Public Health & Chair of the Department of Health Sciences at Northern Arizona University. Dr. Behrens earned a BS in Community Health from Sam Houston State University, MEd in Health Education from the University of Houston, PhD in Health Promotion from the University Oklahoma, and is a Fellow of the Physical Activity and Public Health postdoctoral course sponsored by the US Centers for Disease Control and Prevention and the Arnold School of Public Health at the University of South Carolina. Additionally, Dr. Behrens is a Certified Health Education Specialist, a Fellow of the SHAPE America Research Consortium, and a Fellow of the American College of Sports Medicine.



Dr. Behrens' research focuses on healthy eating and active living (HEAL) initiatives, working with communities to plan, implement, and evaluate HEAL activities. Dr. Behrens has extensive experience in physical activity assessment, evaluation methodology, and community engagement. He has published and presented his work to regional, national, and international audiences and received research support from federal, philanthropic, and community organizations.



Ali Gabriel, DrPH(c), MA, CPH is a doctoral candidate in Public Health Policy and Management at the University of Arizona's Mel and Enid Zuckerman College of Public Health. She lectures on Quality Improvement (QI) in Health Care at the University of Arizona Colleges of Medicine and Public Health and teaches a graduate interdisciplinary course on Safety and QI in Health Care. Ms. Gabriel is a Certified Manager of Quality and Organizational Excellence through ASQ. For over three decades she has helped large and small companies in multiple industries—especially highly regulated industries such as aerospace, food manufacturing, and health care—transform their businesses by teaching them tools and methods and facilitating teams to create customized improvements.

As a Total Quality Management Instructor, Six Sigma Black Belt, and Lean Expert, she led hundreds of large improvement projects and at various times managed \$1 billion of inventory located all over the world, fixed and ran a \$100 million company with sites located on six continents and components on virtually every aircraft that flies today, and led a project to create and implement strategic and operational plans to merge 7 aerospace firms into one \$34 billion company.



John Kirby is a project manager for the Kingman Regional Medical Center focusing on new system implementations and process improvement initiatives. John graduated from Grand Canyon University in 2015 with a bachelor's degree in business administration, he recently received his Green Belt Certification in Lean Six Sigma and has worked on a Lean Six Sigma Black Belt project saving KRMC over \$100,000 annually. John has served on numerous boards and commissions for the City of Kingman and other Kingman area community organizations, he is currently on the Kingman Area Chamber of Commerce Board of Directors.

Steve Spravzoff, RPH, MPA, FASHP is a certified Lean Six Sigma Black belt. He is currently working as a Performance Improvement Consultant and Lean Six Sigma Trainer & Coach. He has 30 years of experience in leadership, including 10 years as a system-level senior executive. Steve's early introduction to the Toyota Management System began with intensive training at Intermountain Healthcare in 2004. Since then, Steve has actively integrated a principle-centered lean philosophy into the way that he thinks, manages, lives and trains others. Steve is an expert on creating excellent customer experiences and maximizing profit, while inspiring front-line staff to do their best work daily. Steve helps businesses attain better results faster while they create a self-sustaining, high performance culture. Steve's broad experiences as a continuous improvement expert include many different healthcare settings, pharmacy, manufacturing, supply chain, service sector, non-profit organizations and government.



Steve comes from a clinical background as a Registered Pharmacist and achieved prestigious recognition as an ASHP fellow for sustained practice excellence and numerous professional contributions. Steve is a former examiner for the Arizona State Quality Award.

Robert T. Trotter, II Ph.D. is an Arizona Regents' Professor in the department of Anthropology, and a senior scientist in the NAU Center for Health Equity Research (CHER). His research interests include cross-cultural health care issues, organizational models for change, social network impacts on health and social structures, innovation, exploring advanced ethnographic methods, and translational science. He has conducted research for the World Health Organization, the Centers for Disease Control and Prevention, the National Institutes of Health, and the Surgeon General's Office of HIV/AIDS Policy. His work in medical anthropology addresses cross-cultural issues in health care delivery and prevention, focused on cancer, cardiac care, HIV prevention and intervention, disabilities, and addiction studies. He also designs and conducts evaluation programs for complex partnerships (industry-university, government-university-community, community-scientist), creating cultural models of collaborative systems, ethnographic explorations of institutional dynamics, and organizational network analysis. His publications include books and articles on Mexican American traditional healing, cross-cultural alcohol and drug studies, migrant farm worker health and education, HIV/AIDS, alcohol and drug prevention studies, partnership design, diagnosis and intervention, and anthropological ethics.

