

## Best Practices of a Successful QA/QI Program



The Denise Amber Lee tragedy rocked headlines and gained national attention because of the absolute perfect storm of errors and mistakes that were made in January of 2008. In 2015, The Denise Amber Lee Foundation was a driving force behind the first ever ANSI Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points, five board members from the foundation were part of the comprehensive national workgroup that crafted this document. Sherrill Ornberg, the Quality Assurance Director of the Denise Amber Lee Foundation, and Nathan Lee, President and CEO, will inspire, motivate, and help drive you to create a comprehensive Quality Assurance/Improvement process for your communications center.

Hosted By: Rutherford County ECD & Metro Nashville 911

Lane Agri-Park

315 John Rice Blvd.

Murfreesboro, TN 37128

March 20<sup>th</sup> or 21<sup>st</sup>, 2024

0800-1700hrs

\$175 per student

Cost per student could decrease based on the number of students.

Call for additional details.