

QUALITY EXCELLENCE IN ACTION



A THREE-PART READINESS SERIES

Empower leaders and teams with practical tools, strategies, and experiences that transform regulatory readiness from a periodic event into a sustained culture of excellence.



01.

From Framework to Frontline:
Operationalizing
Regulatory Readiness

November 5, 2026
🕒 11– 12 PM

Presenter: Jan Zisman,
MA
Senior Clinical
Excellence Director,
Intermountain Health

Explore how organizations can move beyond survey preparation and create an "always-ready" culture where safety, quality, and readiness are embedded into everyday operations.



02.

Simulation as
Strategy: Preparing
Teams for Survey
Excellence

November 12, 2026
🕒 1 – 2 PM

Presenters:
Danny Barker – Clinical
Operations Manager,
Clinical Excellence –
Quality
Jeff Pearce, MHA –
Quality Professional

Discover how simulation-based learning can strengthen regulatory preparedness, improve caregiver confidence, and create a safe environment for practicing survey interactions and response strategies.



03.

Designing and
Implementing a
System Readiness
Program

December 2, 2026
🕒 12 – 1 PM

Presenter: Zack
Crandall, DNP, MHA, RN
Director of Clinical
Regulatory Affairs,
Intermountain Health

Learn how Intermountain Health has built a comprehensive regulatory readiness program using internal mock surveys, tracer methodologies, and centralized governance structures to support accreditation compliance and organizational excellence.

ALL SESSIONS HELD VIRTUALLY
CPHQ CE CREDITS APPROVED THROUGH NAHQ

**Free for Members or
\$25 per webinar/\$60 for all three!**

[Register or Become a Member Now!](#)