

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.

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CPHQ CE CREDITS THROUGH NAHQ PENDING

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