



PLEASE JOIN US FOR THIS MONTH'S PROGRAM!

Featured Speaker: Donna Agnew, RN, MSN

TOPIC: Customer Engagement: Understanding and Managing the New Dynamics in Customer Relationships.

Donna Agnew, RN, MSN, Administrative Director of Customer Experience for Presbyterian Healthcare Services, will describe how organizational knowledge and coordination of key customer touch points can be an effective strategic advantage in today's competitive and demanding marketplace.

Donna has extensive experience in quality improvement with Lean Six Sigma methodology to achieve operational efficiencies and improvements in the patient experience. She is also a certified NM Baldrige examiner, and holds a master's in nursing from the University of Texas, San Antonio and an MBA from the University of Phoenix.

Thursday, April 21, 2016

Breakfast at 7:00 am.

Seminar begins at 7:30 am.

**Marriott Uptown Albuquerque Hotel
2101 Louisiana Blvd NE, Albq. 87110**

Reservations are requested by Friday, April 15.

For more information and to register, visit the website:

<http://www.AQNetwork.org>.

**The breakfast is at no charge for employees of member organizations;
guests pay \$20.00.**

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