**911 Learn Quality Assurance & Improvement (QA/QI) Best Practices**

Public Safety Answering Point (PSAP) professionals are invited to [attend the complimentary 9-1-1 QA Training Day,](https://911qatrainingohio.eventbrite.com) facilitated by **professional trainers from the Denise Amber Lee Foundation** on Thursday, July 18th in Columbus, OH to learn best practices over lunch including:

* The components of the QA/QI program and how to objectively evaluate the performance of public safety communications personnel no matter your agency’s size.
* Why a consistent and effective QA/QI process is vital (legally and professionally) to your PSAP.
* How to initially create and implement your QA/QI program to insure its success and the staff’s buy in.
* How a QA/QI program will reduce employee turnover and boost their confidence and performance.

**When:** Thursday, July 18th from 8:30 AM to 3:30 PM  
**Where:** Ohio Emergency Management Agency | 2855 W Dublin Granville Road | Columbus, OH 43235  
**Cost:** Free (limit of 3 people per agency), **Lunch included!**

**Professional Trainers:**

* Sherrill Ornberg, ENP, RPL – Foundation QA Director, former PSAP director, past president of Illinois APCO
* Nathan Lee – Founder and Trainer, Denise Amber Lee Foundation

The Denise Amber Lee tragedy in Florida in 2008 rocketed to the national attention because of the absolute perfect storm of errors and mistakes made that day. This story was highlighted on Dateline NBC, Primetime 20/20, Dr. Phil, Larry King, Good Morning America, and the Today Show.

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 foundation board members were on the comprehensive national workgroup that crafted the document, including Nathan Lee, Denise’s husband and the foundation’s President and the architect of the QA scoring sheets, implementation instructions and performance scoring, Sherrill Ornberg. Come and hear these two inspirational speakers as they motivate you to create a comprehensive quality assurance/quality improvement processes for your communications center.

[](http://www.nice.com/)**All attendees will receive a Certificate of Completion from Denise Amber Lee Foundation.**

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