



**Thursday, July 28, 2011**

## **Knowledge Management:**

**A New Strategy To Drive Organization Quality Improvement**

Lorri Zipperer, Zipperer Project Management

**UNM Conference Center—Room C**  
**1634 University Blvd NE**  
 \$20 Non-members  
 AQN Members free

**Networking & Registration:**

7:00am–7:30am

**Seminar: 7:30am–9:00am**

**Please register by 4 pm 6/25/11 – call 856-5147 or online at [www.aqnetwork.org](http://www.aqnetwork.org)**

### **SEMINAR**

This interactive session will provide a foundational exploration into knowledge management as a quality improvement strategy. It will focus on a human, not technology-based, approach to knowledge management. This innovative approach optimizes the organization’s ability to learn from its collective and individual staff experiences. The session will introduce a 12-point strategy for launching a successful knowledge management initiative.

### **PRESENTER**

Lorri Zipperer, MA, is a “cybrarian” and the principal at Zipperer Project Management. Lorri has been in the information field for over two decades, over half of which have been focused on health care. Lorri currently works with clients to provide patient safety information, knowledge sharing, project management and strategic development guidance. She has initiated and published two national surveys of librarians on their role in patient safety work to map the evolution of that role over time. Lorri’s knowledge management efforts focus on bringing multidisciplinary teams together to explore and enable effective knowledge transfer. She has worked with regional offices of the National Network of Libraries of Medicine to facilitate avenues for the development and implementation of multidisciplinary team-based knowledge sharing initiatives.

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