2010 NAQC Webinar Series
"Building Blocks for Improving Quality: Topics and Tools for Quitlines"

WHAT IS THE NAQC WEBINAR SERIES?

For the past five years the NAQC Seminar Series has highlighted best- and innovative-practices throughout the quitline community and offered members the opportunity to dialogue with colleagues and experts on issues of importance to us all. The 2010 Webinar Series will "build" on these past efforts, aiming to provide even more benefit to participants by providing robust background documents before each seminar and hosting each seminar via webinar!

"Building Blocks for Improving Quality: Topics and Tools for Quitlines" will provide participants the opportunity to review current practices against NAQC recommended standards and the practices of colleagues; sharpen their quality-improvement tools while discussing topics that impact on the effectiveness and efficiency of services; and increase their understanding of the resources available to strengthen quality improvement efforts. Topics have been selected based on valuable input from NAQC members and are intended to support achievement of NAQC’s strategic goals and objectives.

THE 2010 WEBINAR CALENDAR: A LOOK AHEAD!

February 3rd: 3:30 - 5 PM ET and February 5th: 12:30 - 2 PM ET
WEBINAR
Call Center Metrics: Essential Elements for Ensuring Quality

April 7th: 3:30 - 5 PM ET and April 9th: 12:30 - 2 PM ET
WEBINAR
Improving the Quality of the Counseling Intervention: Strategies for Quitlines

June 9th: 3:30 - 5 PM ET and June 11th: 12:30 - 2 PM ET
WEBINAR
Taking a Closer Look at Mental Health Issues: A Round Robin Discussion

August 4th: 3:30 - 5 PM ET and August 6th: 12:30 - 2 PM ET
WEBINAR
Free NRT: Impact on Reach, Operations and Quits
October 6th: 3:30 - 5 PM ET and October 8th: 12:30 - 2 PM ET

WEBINAR
Measuring and Reporting Quit Rates: Success Stories, Challenges and Possibilities
December 8th: 3:30 - 5 PM ET and December 10th: 12:30 - 2 PM ET

WEBINAR
Cultural Competency Training for Quitline Staff: Improving our Current Practice

HOW DO I REGISTER TO PARTICIPATE IN A WEBINAR?

For NAQC Members: In the past, we have required members to register for each seminar. However registration is no longer required. Instead we ask that you provide your name and organization to the webinar facilitator when joining!

For Non-Members: Non-members may participate in the NAQC Webinar Series on a fee-for-service basis. To make payment and registration arrangements please contact NAQC at membership@naquitline.org. Be sure to include the date you wish to join, the webinar topic and the number of participants in your email.

WHEN DO I RECEIVE WEBINAR MATERIALS?

For NAQC Members: Approximately one week before the webinar, all members will receive an email with a link to the NAQC website event calendar. All webinar-related materials, including the agenda with log-in instructions and important background resources, are posted to the appropriate webinar calendar date. Webinar summaries are also posted to the calendar approximately one week following the webinar. Please note that you will need to login to access the calendar.

For Non-Members: One week before the webinar or upon registration (if registered less than a week before the webinar) non-members will receive an e-mail containing the agenda and other webinar-related materials. Webinar summaries will be sent to non-members approximately one week after the webinar.

WHO DO I CONTACT WITH QUESTIONS?

Please email Tamatha Thomas-Haase at tthomas-haase@naquitline.org should you have any questions or concerns related to the webinar series. We look forward to your participation!
About the North American Quitline Consortium:
NAQC is a Phoenix, Arizona-based 501(3)(c) organization that seeks to promote evidence based quitline services across diverse communities in North America.
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For more information about this publication, visit the NAQC Information e-Bulletin archives or contact naqc@naquitline.org.