

THIS CERTIFICATE IS AWARDED TO

Muriele Francois

for participating in the educational activity entitled

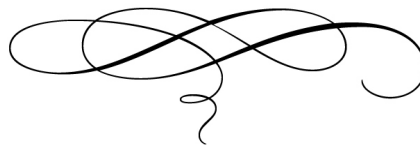
Root Cause and Systems Analysis

on

10/5/2014–10/8/2014

This continuing education activity carries 1.50 Contact Hours.

In support of improving patient care, the Institute for Healthcare Improvement is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the healthcare team.



Maureen Bisognano
President and CEO
Institute for Healthcare Improvement