

THIS CERTIFICATE IS AWARDED TO

**Muriele Francois**

for participating in the educational activity entitled

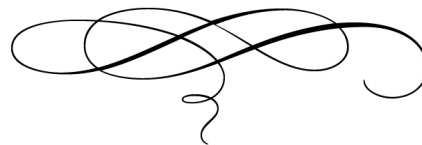
**The Human Side of Quality Improvement**

on

11/28/2014

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