Objectives: By the end of the session, participants will be able to:
- Develop an understanding of quality improvement and problem solve to plan for achievable and sustainable processes within their practices
- Understand how to use the model for improvement
- Explain the role of measurement in performance improvement
- Demonstrate effectiveness in the use of the improvement model to drive and spread change
- Enhance understanding of how practices can use continuous quality improvement results to improve policies, practices, and programs.

Wednesday, September 18, 2013

- **8:30A – 9:00A** Registration
- **9:00A – 9:15A** Welcome
  - Dr. Francis Rushton
  - Lynn Martin, MS, LMSW
- **9:15A – 9:30A** QI Introduction
  - Donna Strong, MPH
  - Provide a brief overview of the history of quality improvement, from manufacturing to healthcare.
  - Participants will develop an understanding of quality improvement and build on the capacity to participants to problem-solve and plan for achievable and sustainable change processes.
- **9:30A – 11:00A** The Role of Measurement in Performance Improvement
  - Heather Mann, MSPH
  - Provide information and enhance the understanding around the use of data to measure and monitor improvement, including data cleansing.
  - Develop an understanding of the importance of indicators, of their application and the use of comparative measurement.
- **11:00A – 11:15A** Break
- **11:15A – 12:30P** The Model for Improvement Framework
  - Pam Gillam, MPA
  - Donna Strong, MPH
  - Enhance participant understanding of the improvement model
  - Where it fits into the improvement cycle
  - The 3 questions, plus testing, spreading and sustaining change
  - Develop an appreciation of what small rapid changes are (presenting the data) – examples from previous projects
  - Develop an understanding and motivation in the use of feedback data
- **12:30P – 1:00P** Lunch (provided)
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speakers</th>
<th>Topics</th>
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<tbody>
<tr>
<td>1:00P – 2:00P</td>
<td>Engaging Leadership</td>
<td>Pam Gillam, MPA</td>
<td>- Apply leadership skills to influence change in organizations&lt;br&gt;- Enhance understanding of how organizational culture supports and actively promotes continuous quality improvement.&lt;br&gt;- Enhance understanding of how practices can adopt specific outcomes, indicators, and practice standards that are grounded in the agency’s values and principles.</td>
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<td>2:00P – 2:30P</td>
<td>Wrap Up and Evaluation</td>
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