

Workshop Agenda

Time	Session
8:30 a.m.	Breakfast & Registration
9:00 a.m.	Welcome & Introductions - Review agenda and logistics - Activity: Team building exercise
9:30 a.m.	What Are We Trying to Accomplish? - Establishing goals for your quality improvement (QI) project - Activity: Develop a SMARTIE Aim statement
10:25 a.m.	Break
10:40 a.m.	How Will We Know Change is an Improvement - Identifying measures for your QI project - Activity: Design a QI measurement plan
12:00 p.m.	Lunch
1:00 p.m.	What Changes Will Result in Improvement - Part 1: Reflecting on the current system - Activity: Create a process flow map
2:00 p.m.	What Changes Will Result in Improvement - Part 2: Conducting a cause-and-effect analysis - Activity: Construct a fishbone diagram
2:45 p.m.	Break
3:00 p.m.	Plan-Do-Study-Act (PDSA) Cycle - Defining your 1st PDSA cycle - Activity: PDSA Capstone
3:45 p.m.	Closing - A moment of gratitude - Activity: Sharing your commitment to change
4:00 p.m.	Workshop Concludes

The Venue: The workshop will be hosted in the **‘Capital’** room at the Sierra Health Foundation’s Conference and Education Center located at [1321 Garden Highway, Sacramento](#). Upon arrival, please check-in with building security. Complimentary parking is available onsite in designated ‘visitor’ parking spaces. Overflow parking is available at 2150 River Plaza Drive.