

Participant Agenda

Time	Session
8:00 a.m.	Breakfast & Registration
8:30 a.m.	Welcome & Introductions – Peter Robertson, CQC <ul style="list-style-type: none"> Review agenda and logistics <ul style="list-style-type: none"> Activity: Team building exercise
9:20 a.m.	What Are We Trying to Accomplish? – Erika Lind, CQC <ul style="list-style-type: none"> Establishing goals for your quality improvement (QI) project <ul style="list-style-type: none"> Activity: Develop a SMARTIE Aim statement
10:15 a.m.	Break
10:25 a.m.	How Will We Know Change is an Improvement – Kerry Donohue, CQC <ul style="list-style-type: none"> Part 1: Identifying measures for QI <ul style="list-style-type: none"> Activity: Design a QI measurement plan
12:00 p.m.	How Will We Know Change is an Improvement – Peter Robertson, CQC <ul style="list-style-type: none"> Part 2: Using data for QI <ul style="list-style-type: none"> Activity: Interpretation of run charts
12:40 p.m.	Lunch
1:40 p.m.	What Changes Will Result in Improvement – Kerry Donohue, CQC <ul style="list-style-type: none"> Part 1: Reflecting on the current system <ul style="list-style-type: none"> Activity: Create a process flow map
2:20 p.m.	What Changes Will Result in Improvement – Erika Lind, CQC <ul style="list-style-type: none"> Part 2: Conducting a cause-and-effect analysis <ul style="list-style-type: none"> Activity: Construct a fishbone diagram
3:10 p.m.	Break
3:20 p.m.	Plan-Do-Study-Act (PDSA) Cycle – Peter Robertson, CQC <ul style="list-style-type: none"> Defining your 1st PDSA cycle <ul style="list-style-type: none"> Activity: PDSA Capstone
4:15 p.m.	Closing – Peter Robertson, CQC <ul style="list-style-type: none"> Sharing a moment of gratitude <ul style="list-style-type: none"> Activity: Complete workshop evaluation
4:30 p.m.	Workshop Concludes

About the Venue

The Workshop is being hosted in the **Mojave** room at the California Endowment's Center for Healthy Communities Los Angeles (1000 N. Alameda St, Los Angeles, CA 90012).

The California Endowment offers complimentary on-site parking. The parking lot is accessible off Bauchet Street. [Directions](#).