

AGENDA

**Oregon QI Collective: Diabetes Learning Collaborative Kick-Off**

Date: 7/15/2019

Time: 9:30-3:30 PM

Location: Portland State Office Building

**Collaborative Purpose:** The purpose of this collaborative is to dive deeper into clinical diabetes improvement by incorporating patient experience into the design of culturally and community specific diabetes care services.

**Event Objectives:**

- Network with peers to understand clinical, environmental, social and personal factors that contribute to or hinder the success of diabetes care improvement
- Identify techniques that can help understand the diabetic patient experience in order to design services for increased patient engagement
- Create a work plan with your health center team that considers the experience of the patient as a tool for increased engagement

Topic	Time	Lead
<b>1. Registration</b> a. Morning snack - coffee and fruit	9:30-10:00 AM	
<b>2. Framing the Day: Why are we here?</b> a. Introductions, OPCA staff and clinic teams b. Agenda and objectives c. Icebreaker d. Key concepts to consider	10:00-10:40 AM	Stephanie and Akira
<b>3. Team Breakout: Creating a Story Sheet</b> a. Identify top three strengths and opportunities that influence diabetes care improvement	10:40-11:00 AM	Akira
<b>4. Building a Patient-Centered Approach</b> a. Level Setting: What is patient-centered care? b. Human-Centered Design: Mindsets and Six Principles of Working Differently c. Activity	11:00-12:15 PM	Ariel, Stephanie and Akira
<b>5. Networking Lunch</b>	12:15-1:00 PM	

<b>6. Applied Practice: Understanding the Patient Experience</b> <ul style="list-style-type: none"> <li>a. Overview Empathy Mapping</li> <li>b. Activity</li> <li>c. Facilitated discussion</li> </ul>	1:00-2:00 PM	Stephanie and Akira
<b>7. Break</b>	2:00-2:15 PM	
<b>8. Team Breakout: Work Planning</b> <ul style="list-style-type: none"> <li>a. Connect the dots</li> <li>b. Develop a SMART goal/PDSA</li> </ul>	2:15-3:00 PM	Ariel and Akira
<b>9. Wrap up</b> <ul style="list-style-type: none"> <li>a. Final thoughts</li> <li>b. Resources</li> <li>c. Collaborative next steps</li> <li>d. Evaluations</li> </ul>	3:00-3:30 PM	Akira