

## Data and Quality Improvement Workshop: Culture, Communication and Continuous Improvement

Date: 12/12/2014

Time: 10:00-3:30

Place: Central City Concern's Old Town Clinic

Topic	Time	Facilitators & Presenters
<b>Opening</b> <ul style="list-style-type: none"> <li>• Introductions: OPCA staff and presenters</li> <li>• Outline the objectives for the day</li> <li>• Data Transparency project: update and intro</li> </ul>	10:00 – 10:20 am	OPCA's Data Team
<b>A Brief History of Data and Quality Improvement in Healthcare:</b> <ul style="list-style-type: none"> <li>○ What is “quality improvement”, and why is it important?</li> <li>○ The evolution: How quality improvement and data became an important piece of delivering care</li> <li>○ Data, quality and improvement in healthcare: Where are we headed?</li> </ul>	10:20 – 10:40 am	Mindy Stadlander, Care Oregon
<b>20 Minute Meet n' Greet Activity:</b> <ul style="list-style-type: none"> <li>• During this exercise, attendees will complete a QI assessment form and will meet &amp; discuss their scores with others               <ul style="list-style-type: none"> <li>○ What score did you give your clinic, and why?</li> <li>○ Strengths and weaknesses: In what areas do you see your organization excels? In which areas could it improve?</li> <li>○ Review your scores together: what can you learn from each other?</li> </ul> </li> </ul>	10:40 – 11:00 am	Krista Collins, OPCA
<b>A Culture of Improvement: Three Key Areas:</b> <ul style="list-style-type: none"> <li>• Essential traits of organizations with Data / QI driven cultures               <ul style="list-style-type: none"> <li>○ Leadership</li> <li>○ Employee Empowerment</li> <li>○ Teamwork and Collaboration</li> </ul> </li> </ul>	11:00 – 11:20 am	Laurie Francis, OPCA
<b>Fostering A Sustainable Culture of Quality: Central City Concern</b> <ul style="list-style-type: none"> <li>• QI / QM and the use of data at CCC</li> <li>• Improving Access: Overview of CCC's Kaizen Event</li> </ul>	11:20 – 11:40	Chandra Elser & Lauren Hyer, Central City Concern
<b>Data &amp; QI-Driven Cultures: Discussion</b> <ul style="list-style-type: none"> <li>• 10 minutes: Discuss with a partner &amp; report out to group:               <ul style="list-style-type: none"> <li>• What did you learn from the QI Assessment earlier today?</li> <li>• How will you take the information you learned back to your organization?</li> <li>• What's one thing you've learned today that you'd like to act on?</li> <li>• What are some first steps you could take in enhancing your Data/ QI culture?</li> </ul> </li> </ul>	11:40 – 12:00 pm	Claire Tranchese, OPCA

<b>Lunch &amp; Peer Networking hour</b>	12:00 – 1:00 pm	Self-lead discussion
<b>Quality Improvement:</b> <ul style="list-style-type: none"> <li>• The different methods and models: Lean, Six Sigma, Model for Improvement</li> <li>• Introduction to the tools for the day (and others): <ul style="list-style-type: none"> <li>○ PDSA cycles</li> <li>○ Flowcharts</li> <li>○ Affinity Diagrams</li> <li>○ Other tools to add to your toolbox: The Five Why's, Cause and Effect Diagrams, Spaghetti Diagrams, etc.</li> </ul> </li> </ul>	1:00 – 1:20 pm	Krista Collins, OPCA
<b>Data and Quality Improvement: Roundtable Sessions</b> <ul style="list-style-type: none"> <li>• Attendees attend 20 minute roundtable sessions for the next hour to learn about several different Data / QI concepts and tools: <ul style="list-style-type: none"> <li>• PDSA cycles</li> <li>• Flowcharts</li> <li>• Affinity Diagrams</li> <li>• Data / QI Terminology</li> <li>• QI Culture Q&amp;A with Laurie</li> </ul> </li> </ul>	1:20 – 2:20 pm	Roundtable Tool Trainers
<b>Break</b>	2:20 – 2:30 pm	
<b>Project Charters Presentation:</b> <ul style="list-style-type: none"> <li>• Project charters: What they are, their purpose, and why they're important</li> <li>• Let's be SMART: How to create goals that are "SMART" when developing your project charter</li> </ul>	2:30 – 2:50 pm	Evelyn Seibel, Lean Healthcare West
<b>Project Charters: Hands-On Exercise</b> <ul style="list-style-type: none"> <li>• Within groups, attendees will complete a project charter form.</li> </ul>	2:50 – 3:20 pm	OPCA Staff to assist with exercise
<b>Wrap up &amp; end</b>	3:20 – 3:30 pm	OPCA's Data Team