Quality Improvement Principles and Methods: 
Workshop for MCHD Health Department 
Friday, February 8, 2013 – 9:00 am – 4:00 pm 
Agenda

Learning Objectives: Participants will be able to discuss the concepts and application of:
  ➢ The four quadrants of Performance Management Framework
  ➢ Principles of Quality Improvement
  ➢ Plan-Do-Study-Act Cycle and the Rapid Cycle Improvement (RCI) method
  ➢ Root Cause Analysis
  ➢ Strategies and tools to integrate of Quality Improvement into the agency practices

8:30 am  Gather and Coffee
9:00 am  Welcome, Introductions and Agenda Review  TBD
9:15 am  Principles for Quality Improvement  Marni Mason
  ➢ Root Cause Analysis Exercise
10:30 am  Break
10:45 am  Plan-Do-Study-Act Cycle and Rapid Cycle Improvement Method  Marni
11:45  Group Ah-ha’s  All
12:00 pm  Lunch
12:45 pm  Developing Effective Performance Outcome Measures  Marni
1:30 pm  Strategies for Integrating QI into your Agency Culture  Marni
2:15 p.m.  Break
2:30 p.m.  PHAB Standards Domain 9 and Mock Review  All
3:30 p.m.  Next Steps and Q&A  TBD
4:00 p.m.  Adjourn

Prework:
  ➢ Read ABCs of PDCA article
Provided day of workshop:
  ➢ Memory Jogger
  ➢ Michigan QI Guidebook