**Quality Academy**

**Quality Improvement :: C13 :: S2**

April 4th, 2019 9:00 – 16:00

ETCV, 16 St Mary’s Street

AGENDA

|  |  |  |
| --- | --- | --- |
| **9:00 – 12:00** | **MORNING SESSION** |  |
| Break during session | Project Charter Catch up | Ross Paterson |
| Data & Measurement for Improvement | Matt Titte |
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| * PDSA
 |
| * 3 faces of Measurement
 |
| * 7 steps of Measurement
 |
| * Types of Measures
 |
| * Driver Diagrams
 |

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| **12:30 – 13:15** | **LUNCH BREAK** |
| **13:15 – 16:00** | **AFTERNOON SESSION** |  |
| Break during session |

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| * Building Measurement into an Aim Statement
 |
| * Getting to a base line
 |
| * Run Charts
 |

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LEARNING OUTCOMES

By the end of day 2, participants should be able to;

* Differentiate between measurement for performance, research and improvement.
* Describe outcome, process and balancing measures for their specific project.
* Construct a Driver Diagram
* Create a Run Chart

