**Quality Academy**

**Quality Improvement :: C15 :: S1**

May 2nd , 2019 9:00 – 16:00

ETCV, St Mary’s Street

AGENDA

|  |  |  |
| --- | --- | --- |
| **9:00 – 12:00** | **MORNING SESSION** |  |
| Break during session | Introduction & course outline |  |
| Describing your own System |  |
| Planning Tools |  |
| Introduction to Process Mapping |  |
| **12:30 – 13:30** | **LUNCH BREAK** |
| **13:30 – 16:00** | **AFTERNOON SESSION** |  |
| Break during session | Introduction for Model for Improvement |  |
| Patient Experience |  |
| Observation task |  |



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LEARNING OUTCOMES

Aim: to give participants a systems-based approach to understanding healthcare and using quality improvement.

* Create a flow chart to describe a specific process
* Recognise complexity and variation in your system
* Propose an improvement project using a project charter
* Describe how the model for improvement is central to the project

