

# Planning for Quality Cohort 7

## SESSION 2 : A G E N D A

**Mon 1<sup>st</sup> October**  
**ETCV**  
**St Mary St**  
**EH1**

- **8:30 – 9:00** Registration
- **09:00 Patient Experience** – Linda Conway
- **10:00 Data & Measurement** – Matt Tite
  - Measurement for Prediction vs Reporting
  - Pareto Charts
  - Introduction to the 7 Steps of Measurement
  - 4 Types of Measures : Outcome/Process/Balancing and Structure
- *Coffee Break – During Session*
- **12:15 - 12:45** Lunch Break
- **12:45 – 16:30 Data & Measurement Cont'd**
  - Building measurement into an Aim statement
  - How to get to a baseline
  - Run charts
  - SPC Charts
  - SPC & Interpretation
- *Coffee Break – During Session*
- **16:30 – Coaching Time**
- **17:30 – Close of Session**