

## Quality Improvement

**Speakers:** Vikki Kennel, Dana Steiner, Amber Kavan

**Objectives:**

- Recognize how purpose, people and processes interact as a system to support performance excellence
- List the five steps of the DMAIC process improvement methodology
- Describe the role of scientific method routines to improve performance
- Create SMART goals and aims to drive high priority quality initiatives
- Distinguish target conditions from challenges
- Compose a high performing quality improvement team
- Discuss strategies to lead effective teams
- Prepare your approach for leading change in your organization
- Explain processes to manage a quality improvement project

**Agenda:**

8:30 a.m. - 9:00 a.m.	<b>Hospital Tour - Optional</b>
9:00 a.m. - 9:15 a.m.	<b>Welcome – Questions from Day 1</b>
9:15 a.m. - 9:45 a.m.	<b>UNMC CAPTURE Falls</b> <ul style="list-style-type: none"><li>• Rethinking your approach to reporting and addressing falls</li><li>• Learning at the system level through fall event reviews</li></ul>
9:45 a.m. - 10:00 a.m.	<b>Break</b>
10:00 a.m. - 12:00 p.m.	<b>High-Performing Quality Improvement Teams</b> <ul style="list-style-type: none"><li>• Building your QI team</li><li>• Leading Effective Teams</li></ul>
12:00 p.m. - 12:30 p.m.	<b>Leading Change Management</b> <ul style="list-style-type: none"><li>• Change Management Strategies</li></ul>
12:30 pm. - 1:00 p.m.	<b>Lunch</b>
1:00 p.m. - 1:30 p.m.	<b>Brainstorming / Discussion of QI project ideas</b>
1:30 p.m. - 2:00 p.m.	<b>Review pieces of a successful QI project / Capstone project</b>
2:00 p.m. - 3:30 p.m.	<b>Project Management at work: Create a Capstone Plan</b> <ul style="list-style-type: none"><li>• Create a Capstone Plan</li><li>• Understand the problem</li><li>• Ideas for AIM Statement</li><li>• Initiatives and Outcomes</li></ul>
3:30 p.m. - 3:45 p.m.	<b>Wrap-Up Feedback</b>