

**CQC IMPROVEMENT COACHING WORKSHOP  
PARTICIPANT AGENDA**

**Kimpton Everly Hotel Hollywood; Beachwood Ballroom  
(1800 Argyle Avenue Los Angeles, CA 90028)**

**Tuesday, April 25<sup>th</sup>, 2023 | 8:00 AM – 4:30 PM** (registration/breakfast at 8:00am)  
**Wednesday, April 26<sup>th</sup>, 2023 | 8:00 AM – 3:30 PM** (registration/breakfast at 8:00am)

There will be a lunch break each day and periodic breaks throughout the day with refreshments offered.

**Objectives and Participants**

**Meeting Objectives:**

- Developed a SMART project aim statement
- Demonstrated how to use driver diagrams to identify change ideas
- Conducted rapid cycle improvement using PDSA principles
- Distinguished between the role of a practice improvement coach versus an improvement team and decided on ways to define these roles in your own work
- Examined ways to assess practice transformation readiness
- Designed and facilitated a kick-off meeting that promotes buy-in
- Used data to identify improvement goals
- Exchanged ideas, best practices, and feedback with peers through facilitated discussion and informal connections

**Participants:**

- EQulP-LA and CalHIVE BHI participant program teams
- Team members involved in improvement work at the practice level
- Leaders and managers interested in building and supporting a sustainable quality improvement program

**Faculty:**

- Peter Robertson
- Kristina Mody
- Felicia Skaggs
- Jose Ordonez

## CQC IMPROVEMENT COACHING WORKSHOP

Day 1 – Tuesday, April 25 <sup>th</sup>	
Time	Sessions
8:00 AM	<b>Registration and Breakfast</b>
8:30 AM	<b>Welcome</b> <b>Quality Improvement Overview</b> <b>What are we trying to accomplish?</b> <ul style="list-style-type: none"> <li>• Develop a SMARTIE project aim statement</li> </ul> <b>How will we know a change is an improvement?</b> <ul style="list-style-type: none"> <li>• <b>Part 1: Developing measures</b> <ul style="list-style-type: none"> <li>○ Review types of measures</li> </ul> </li> <li>• <b>Part 2: Using data for improvement</b> <ul style="list-style-type: none"> <li>○ Interpret run charts</li> </ul> </li> </ul>
11:55 AM	<b>Lunch</b>
12:40 PM	<b>What change can we make that will result in improvement?</b> <ul style="list-style-type: none"> <li>• <b>Part 1: Developing theories for change</b> <ul style="list-style-type: none"> <li>○ Share methods and sources to elicit change ideas</li> </ul> </li> <li>• <b>Part 2: Methods for developing fundamental change</b> <ul style="list-style-type: none"> <li>○ Develop process flow maps</li> </ul> </li> </ul> <b>Day 1 Capstone: The Model for Improvement</b> <ul style="list-style-type: none"> <li>• Conducting small tests of change</li> </ul>
4:30 PM	<b>Wrap Up</b>

Day 2 – Wednesday, April 26 <sup>th</sup>	
Time	Sessions
8:00 AM	<b>Registration and Breakfast</b>
8:45 AM	<b>Welcome</b> <b>Building Team Capacity for Improvement Coaching</b> <ul style="list-style-type: none"> <li>• Discuss the value of coaching skills for improvement team</li> </ul> <b>Change Management</b> <ul style="list-style-type: none"> <li>• Assess change readiness at the organization and practice level</li> </ul> <b>Kicking Off a QI Project</b> <ul style="list-style-type: none"> <li>• Start and pitch a QI project to a practice/clinic</li> </ul>
11:45 AM	<b>Lunch</b>
12:45 PM	<b>Engaging Clinic/Practice in a Project</b> <ul style="list-style-type: none"> <li>• Use data to drive improvement work with practices</li> <li>• Design a kick-off meeting</li> </ul> <b>Day 2 Capstone: Kick-off meeting</b> <ul style="list-style-type: none"> <li>• Facilitate a kick-off meeting</li> </ul>
3:30 PM	<b>Wrap Up</b>