

## Quality Improvement in Arizona CAHs—System and Practice WebEx 2: Refining and Measuring Your Process (Part 2)

Tuesday, February 23, 2010  
9 a.m. to 10:30 a.m.

Web Link: <https://hsh.webex.com/hsh/j.php?ED=131902372&UID=0&RT=MIM1>

### AGENDA

1. Welcome and Introductions..... Kevin Driesen, PhD, MPH  
*Assistant Research Scientist, RHO*
  - RHO/HSAG Project Staff .....Dr. Driesen  
*Andrea Silvey, PhD, MSN  
Chief Quality Improvement Officer, HSAG*
  - Hospitals and Hospital Representatives ..... Hospital Team Leaders
2. Today's Objectives..... Dr. Silvey
3. Review of Homework Assignments..... All
  - AIM Statement
  - Team Charters
  - Process Flow Chart (Process Map) of Selected Process
4. Measuring the Performance of Your Selected Process ..... All
5. Discuss 'Sharing' Format for Learning Session #3..... Dr. Silvey & Dr. Driesen
6. Next Steps: Homework .....Dr. Silvey
  - Obtain Official Approval for Team Charter
  - Pilot Test New Process Flow Chart
  - Develop at Least Two Process Measures Based on Aim and New Process
7. Evaluation and Adjournment.....Dr. Driesen

### Save the Date—Learning Session #3

Thursday, April 8, 2010; 9 a.m. to 3 p.m.

**Carter Marshall Conference Center**

**Health Services Advisory Group**

**1600 E. Northern Ave., Suite 100**

**Phoenix, Arizona**

*Presented by Health Services Advisory Group, Inc.,  
in collaboration with*

*The Rural Hospital Flexibility (Flex) Program, Rural Health Office  
The University of Arizona Mel and Enid Zuckerman College of Public Health*