

Quality Improvement in Arizona CAHs—System and Practice Learning Session 2: Refining and Measuring Your Process

Thursday, January 21, 2010
9 a.m. to 3 p.m.

Carter Marshall Conference Center
Health Services Advisory Group
1600 E. Northern Ave., Suite 100
Phoenix, Arizona

AGENDA

1. Welcome and Introductions..... Kevin Driesen, PhD, MPH
Assistant Research Scientist, RHO
 - RHO Project/HSAG Project StaffDr. Driesen
Andrea Silvey, PhD, MSN
Chief Quality Improvement Officer, HSAG
 - Hospitals and Hospital Representatives Hospital Team Leaders
2. Today's Objectives..... Dr. Silvey
3. Overview of Kansas Hospital Association
Quality Health Indicators Project..... Joyce Hospodar, MBA, MPA
Senior Program Coordinator, RHO
4. Demonstration of Project Web Page Dr. Silvey
5. Review of Homework Assignments
 - AIM Statement
 - Process Flow Chart (Process Map) of Selected Process

Break

6. A Technical Assistance (TA) Moment

Lunch (12:00–12:30 p.m.)

7. Measuring the Performance of Your Selected Process: Presentation & Exercise All
8. Next Steps: Homework Dr. Silvey
 - Finalize Aim Statement
 - Finalize Current Process Flow Chart
 - Develop at Least Two Process Measures Based on Aim and Current Process
9. Evaluation and Adjournment..... Dr. Driesen

Save the Date—WebEx # 2
February 23, 2010, TBD

*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*