



MarMason  
Consulting LLC

**Quality Improvement Principles and Methods:  
Workshop for MCHD Health Department**  
Friday, February 8, 2013 – 9:00 am – 4:00 pm  
Agenda

**Learning Objectives:** Participants will be able to **discuss** the **concepts** and **application** of:

- The four quadrants of Performance Management Framework
- Principles of Quality Improvement
- Plan-Do-Study-Act Cycle and the Rapid Cycle Improvement (RCI) method
- Root Cause Analysis
- Strategies and tools to integrate of Quality Improvement into the agency practices

8:30 am	Gather and Coffee	
9:00 am	Welcome, Introductions and Agenda Review	TBD
9:15 am	Principles for Quality Improvement <ul style="list-style-type: none"><li>• Root Cause Analysis Exercise</li></ul>	Marni Mason
10:30 am	Break	
10:45 am	Plan-Do-Study-Act Cycle and Rapid Cycle Improvement Method	Marni
11:45	Group Ah-ha's	All
12:00 pm	Lunch	
12:45 pm	Developing Effective Performance Outcome Measures	Marni
1:30 pm	Strategies for Integrating QI into your Agency Culture	Marni
2:15 p.m.	Break	
2:30 p.m.	PHAB Standards Domain 9 and Mock Review	All
3:30 p.m.	Next Steps and Q&A	TBD
4:00 p.m.	Adjourn	

Pework:

- Read ABCs of PDCA article

Provided day of workshop:

- Memory Jogger
- Michigan QI Guidebook