

Long Term Care Quality Improvement Facilitators Training
Monday March 16 – Tuesday March 17, 2009
Courtyard Marriott – Courtyard A, B, C
475 Yonge Street, Toronto ON

Agenda	
Monday, March 16, 2009	
08:15am - 08:45am	Continental Breakfast
08:45am - 08:55am	Welcome & Introduction
08:55am - 09:25am	Review of Agenda, Ice Breaker
09:25am - 10:15am	Long Term Quality Improvement Vision <i>Dr. Ben Chan,</i> <i>Chief Executive Officer, OHQC</i>
10:15am - 10:45am	Break
10:45am - 12:00pm	The Science of Improvement & Exercise
12:00pm - 01:00pm	Lunch
01:00pm - 01:45pm	Red Bead Experiment
01:45pm - 02:45pm	Measurement & Analysis - Improvement needs Measurement!
02:45pm - 03:15pm	Break
03:15pm - 03:30pm	Process Mapping Overview
03:30pm - 04:20pm	Process Mapping Exercise
04:20pm - 04:45pm	Day 1 Feedback

The OHQC gratefully acknowledges the participation of partners who have contributed to the planning and delivery of this event.

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Tuesday, March 17, 2009	
08:15am - 08:45am	Continental Breakfast
08:45am - 09:00am	Review Day 1 Feedback
09:00am - 09:20am	Updates on Provincial Quality Improvement Initiatives <i>Patsy Morrow,</i> <i>Performance Improvement Consultant PICB, MOHLTC</i> Heather Woodbeck, <i>Best Practice Guidelines Regional Coordinator LTC, North West, RNAO</i>
09:20am – 10:00am	System Analysis Overview & Exercise
10:00am - 10:30am	AM Break
10:30am - 11:45am	System Analysis Exercise
11:45 pm - 12:45pm	Lunch
12:45pm - 01:00pm	Change Concepts/PDSA Overview
01:00pm - 02:45pm	PDSA Exercise
02:45pm - 03:15pm	Break
03:15pm - 03:45pm	Uptake on Quality Improvement, Spread & Sustainability
03:45pm - 04:30pm	QI Charter Exercise
04:30pm - 04:45pm	Next Steps & Wrap Up

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For electronic versions and Quality Improvement Tools and Resources, please go to:

www.ohqc.ca