

**CQI – TWO – DAY TRAINING AGENDA**  
**MARCH 11<sup>TH</sup> AND 12<sup>TH</sup>, 2015**  
**SWINOMISH CASINO, ANACORTES**

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Day 1 Morning (8:00-Noon)

- Introduction, Leadership Styles, Extraction of Participant Expectations
- Strategy for comprehensive improvement
- Setting and alignment of goals

Day 1 Afternoon (13:00-16:00)

- It's all about the people we serve....customer satisfaction/loyalty
- Community engagement
- Baldrige Quality Framework
- Just in time education based on participant requests

Day 2 Morning (8:00-Noon)

- Institute for Healthcare Improvement's Model for Improvement
- Chartering an improvement project
- Rapid cycle testing for improvement, the PDSA Cycle

Day 2 Afternoon (13:00-16:00)

- Comprehensive framework for monitoring quality/performance
- Building measures that matter
- Analyzing the data accurately
- Just in time education based on participant requests