

**Quality Improvement Skills Pre-course Agenda  
May 14, 2009**

8:00-8:10	Welcome and Overview of Day	Jason Stein
8:10-9:00	Quality and Leadership	Mark Novotny
9:00-9:30	Standardization, Reliability, and Measurement	Janet Nagamine
9:30-9:50	VTE Prevention Storyboard #1	Apurv Gupta
9:50-10:10	VTE Prevention Storyboard #2	Kendall Rogers
10:10-10:25	Break	
10:25-10:45	Glycemic Control Storyboard #1	Jeff Schnipper
10:45-11:05	Glycemic Control Storyboard #2	Pedro Ramos, Diana Childers
11:05-11:25	Transitions of Care Storyboard #1	Jeff Greenwald
11:25-11:45	Transitions of Care Storyboard #2	Eric Howell, Steve Kravet
11:45-12:00	Q&A	Jason Stein
1:00-1:30	Quality and Leadership Panel	Lakshmi Halasyamani, Mark Novotny Erin Stucky
1:30-4:30	Breakout Sessions:  Glycemic Control Transitions of Care VTE Prevention	J. Schnipper, K. Rogers J. Greenwald, E. Howell, S. Kravet G. Maynard, A. Gupta, S. McKean
4:30-5:00	Wrap-up, Q&A	Jason Stein
5:00	Adjournment	

## 2009 Quality Pre-Course Learning Objectives

1. Describe how a hospitalist can communicate a vision to lead improvement in hospital care
  - a. Learn how to make the case for resources
  - b. Learn strategies to lead sustainable improvement
2. Describe how an effective multidisciplinary team can achieve specific performance goals
3. Describe the power of standardization, especially when coupled with high reliability strategies
  - a. Describe how standardization improves care
  - b. Describe the features of an effective protocol to standardize care
  - c. Describe how high reliability strategies complement protocols
4. Design a useful data system
  - a. Describe the difference between process and outcome metrics
  - b. Describe sources and effective strategies to collect performance data
  - c. Describe the advantages of run charts to display data
5. Apply the Plan-Do-Study-Act (PDSA) technique for quality improvement