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| **Class, Date, Times, Speakers** | **Topics** | **Class Discussion** | **Reading – MUST read prior to class meeting** | **Other assignments** | **Activity – MUST complete prior to class meeting.** |
| **Day 1**  8:00 – 8:30 AM  Gary Reed MD | Introduction to  Quality Improvement (QI) | Discuss the State of Health Care in the US from a QI and Patient Safety Viewpoint | Syllabus  QI Basics - Chapter 1 |  |  |
| 8:30 – 8:45  Pat Griffith | QI versus Research | Difference between QI and Research Requirements | QI Basics - Chapter 3 |  | QI versus Research questionnaire – Scan and send signed copy to Mary Baldwin at [mary.baldwin@utsw.edu](mailto:mary.baldwin@utsw.edu) by March 20. |
| 8:45 – 10:00  Pat Griffith | Charter and QI Basic Tools | Understanding the use of basis QI tools that can be used by everyone doing QI projects | QI Basics - Chapter 6 |  | Process Map – Create a process map of current process and send a copy of Mary Baldwin at [mary.baldwin@utsw.edu](mailto:mary.baldwin@utsw.edu) by March 26. |
| **10:00 – 10:10** | **BREAK** |  |  |  |  |
| 10:10 – 11:30  Pat Griffith | QI Basic Tools | Continuation of QI Basic Tools |  |  | Project Charter – complete and send to Mary Baldwin at [mary.baldwin@utsw.edu](mailto:mary.baldwin@utsw.edu) by March 20.  Create survey in RedCap, DO NOT PUBLISH! Send to Mary Baldwin at [mary.baldwin@utsw.edu](mailto:mary.baldwin@utsw.edu) by March 27. |
| 11:30 – 1:00  Suzanne Farmer | Change Management | Understanding the Challenges that Leaders in QI face when Leading Teams |  |  |  |

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| **Day 2**  8:30 – 10:30  Pat Griffith | Advanced QI Tools |  | QI Basics - Chapter 6 |  |  |
| **10:30 – 10:45** | BREAK |  |  |  |  |
| 10:45 – 11:45  Gary Reed | Understanding Variation and Data Collection | Understanding Data and its uses in Analyzing Processes | QI Basics - Chapter 8 |  |  |
| 11:45 – 12:00  Pat Griffith | Advanced QI Tools and Data  Visualization | Additional QI Tools and how to display Project Data | QI Basics - Chapter 9 |  |  |
| **12:00 – 12:45** | **LUNCH** |  |  |  |  |
| 12:45 – 2:00  Lauren Smith | Difficult/Crucial Conversations | Leadership and relating to Quality of Culture in Healthcare | QI Basics - Chapter 7 |  |  |
| **Day 3**  8:30 – 4:00 AM  Pat Griffith | Lean Thinking | Improving Efficiency in Healthcare, Basic Concepts of Lean, and How to Apply this Method to Healthcare Delivery | QI Basics: Chapter 5 |  | Complete data display exercise and send to Mary Baldwin at [mary.baldwin@utsw.edu](mailto:mary.baldwin@utsw.edu) by May 24. |
| **Day 4**  8:30 - 9:30 AM  Gary Reed, MD | Root Cause Analysis and FMEA |  |  |  |  |
| 9:30 - 10:00 AM  Patrice Griffith | APEX Recognition Program  “If Healthcare was like Airlines” |  |  |  |  |
| **10:00 – 10:15 AM** | **BREAK** |  |  |  |  |
| 10:15 - 12:00 PM  Gary Reed, MD | High Reliability Organizations (HRO) |  | QI Basics- Chapter 10 |  |  |
| **12:00 - 1:00 PM** | **LUNCH** |  |  |  |  |
| 1:00 – 2:30 PM Patrice Griffith | Posters, ROI, and Making Improvement Last | Sustaining Improvements and  Poster Development | QI Basics -  Chapter 11 |  | **Project Presentations will be scheduled in August. Dates and times have not been confirmed.** |