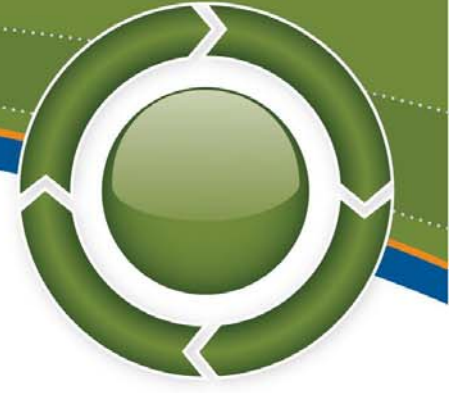


The PHD Performance Management Program presents the

PDCA Training Series 2



Introduction to Quality Improvement

Self-paced E-learning course - Course # C02621 in the Learning Center

Participants will learn:

- Basic QI concepts (e.g. PDCA) and terminology
- The purpose and value of QI
- How QI is a component of PH accreditation

PLAN, Part 1

August 31, 2011, 1:30-3:30, room 1B, Course # C02679

The purpose of the "Plan" phase is to investigate the current situation and develop potential solutions.

Participants will learn how to:

- Document and prioritize quality improvement ideas
- Write a business case, including problem and AIM statements
- Document and baseline the process to be changed

PLAN, Part 2

September 28, 2011, 1:30-3:30, room 1E, Course # C02680

A thorough "Plan" phase helps assure the best possible improvement outcomes.

Participants will learn how to:

- Plan the improvement: scope, scale, team, schedule
- Build a process map
- Identify root causes of the problem to be solved

DO

October 19, 2011, 1:30-3:30, room 1E
Course # C02681

The purpose of the "Do" phase is to implement the plan.

Participants will learn how to:

- Develop the future state
- Build an activity and data collection plan
- Pilot the improvement

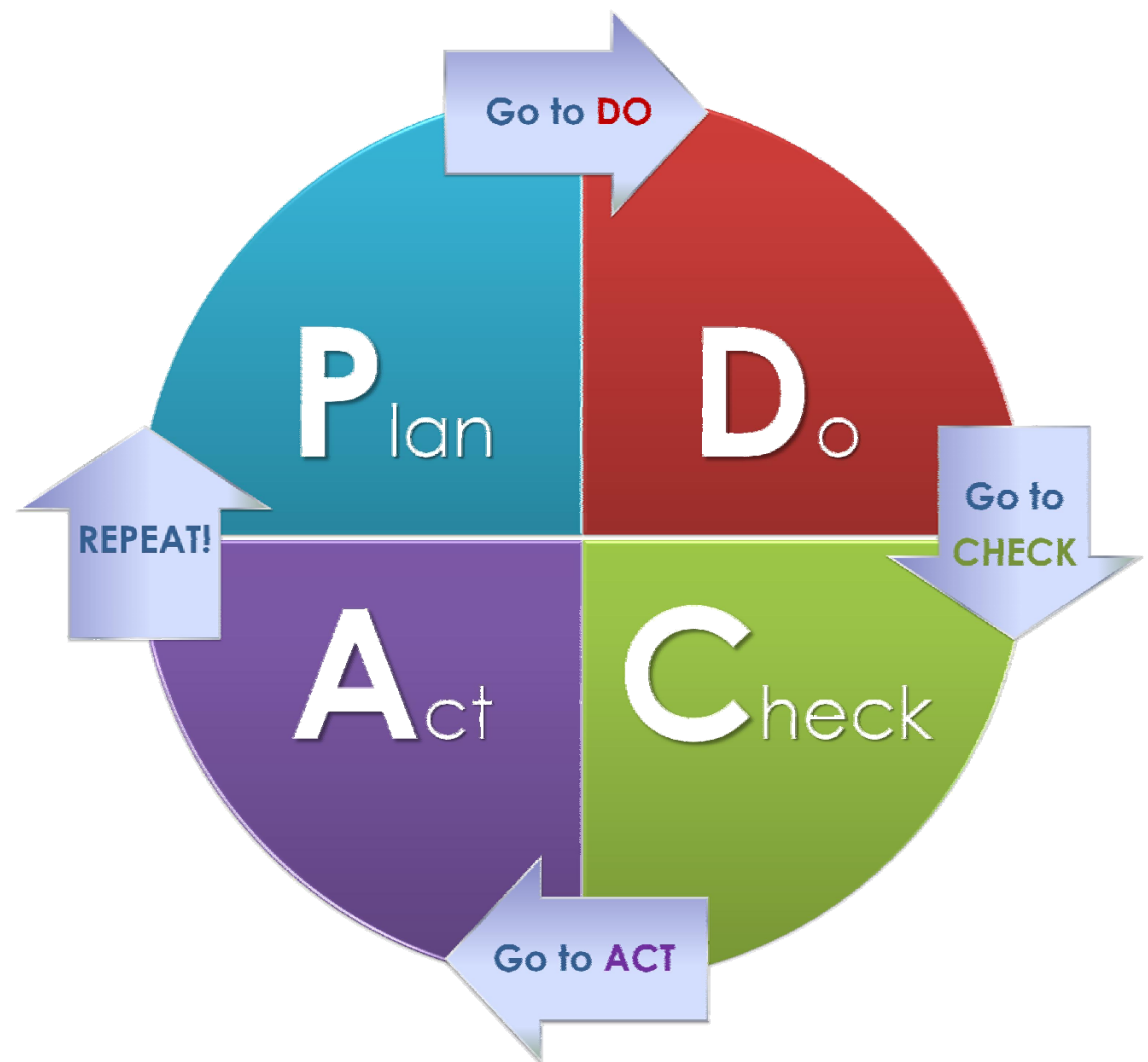
CHECK & ACT

November 16, 2011, 1:30-3:30, room 1E,
Course # C02682

The purpose of the "Check" and "Act" phases is to evaluate the improvement and adopt changes to the process.

Participants will learn how to:

- Analyze improvement data
- Document and share results
- Sustain the improvement



It is recommended, but not required, to attend the sessions in order.

All PHD staff are welcome, subject to seat availability.
Please obtain manager approval before attending.

Further information will be emailed prior to each session.
Email questions to brieshon.dagostini@state.or.us