

The PHD Performance Management Program presents the

# PDCA Training Series 2



## Introduction to Quality Improvement

**Self-paced E-learning course - Course # C02621**

Participants will learn:

- Basic QI concepts and terminology
- The purpose and value of QI
- How QI is a component of Public Health 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, 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, 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

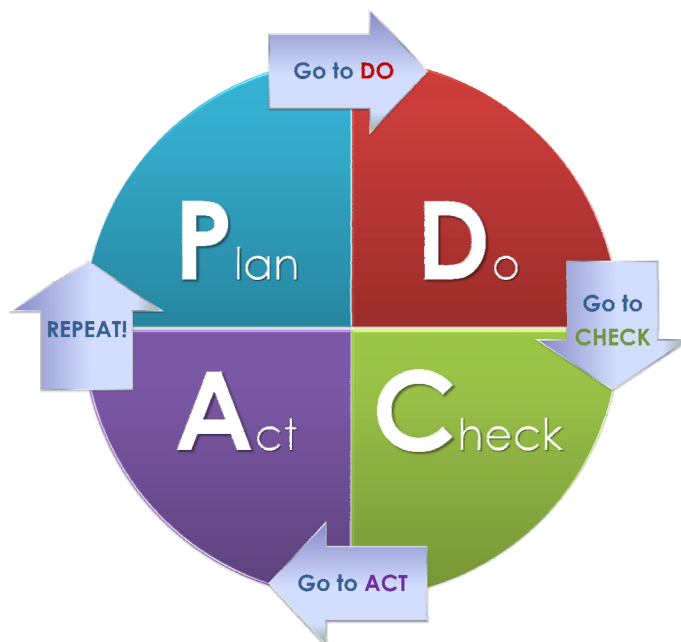
## CHECK & ACT

**November 16, 2011, 1:30-3:30, 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 Public Health Division 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](mailto:brieshon.dagostini@state.or.us)*