**AGENDA**

**Learning Session #1**

|  |  |  |
| --- | --- | --- |
| DAY 1 | | |
| TIME | **ACTIVITY** | **PRESENTER** |
| 08:00 – 08:30 | **Registration/Sign In** |  |
| 08:30 – 08:45 | **Welcome** |  |
| 08:45 – 10:00 | **LARC Overview / OVERARCHING – QI Primer including PDSA, Action & Comm. Plan, Teams** |  |
| 10:30 – 11:00 | **Break** |  |
| 11:00 – 01:00 | **DEFINE – Stakeholder Analysis, Process Mapping, Project Outline, Elevator Speech** |  |
| 01:00 – 02:00 | **Lunch** |  |
| 02:00 – 03:00 | **MEASURE & Change Mgmt. including Activity** |  |
| 03:00 – 04:00 | **Review PPT Template/ Presentation Guidelines, Group Work on Presentations** |  |
| DAY 2 | | |
| 08:00 – 10:00 | **TEAM PRESENTATIONS – 6 Teams (30 minutes each – 15-min presentation & 15 min Q & A)** |  |
| 10:00 – 10:30 | **Break** |  |
| 10:30 – 01:00 | **TEAM PRESENTATIONS Continue** |  |
| 01:00 – 02:00 | **Lunch** |  |
| 02:00 – 02:30 | **CMM Presentation** |  |
| 02:30 – 03:00 | **Mentorship Expectations** |  |
| 03:00 – 03:30 | **Project Management/Critical to Quality/VOC** |  |
| 03:30 – 04:00 | **Wrap-Up Day #2 – “Name that Tool”**  **Preview Day #3** |  |
| DAY 3 | | |
| 08:00 – 08:30 | **“Name that Tool”** |  |
| 08:30 – 9:30 | **ANALYZE including Fishbone Activity** |  |
| 09:30 – 10:00 | **Identify greatest challenges in implementing LARC 2.0 over the next 2 months** |  |
| 10:00 – 10:30 | **Break** |  |
| 11:00 – 01:00 | **Review deliverables Assigned Session #1 / Group Action Planning / Baseline Data Collection / Group Work** |  |
| 01:00 – 02:00 | **Lunch** |  |
| 02:00 – 02:30 | **“Name That Tool” & Course Evaluation** |  |
| 02:30 – 03:00 | **Meeting Closure** |  |

|  |  |
| --- | --- |
| **Smart Start:**  **2-Day On-Site** | **Learning Session #1** |
| **DEFINE / MEASURE**  **Process Mapping**  **Brainstorming / Affinity Diagram**  **Prioritize Opportunities for Improvement (OFIs)**   * Impact/Effort Grid   **Project Outline**   * Problem Statement * Scope * Aim Statement / Metric   **Data Collection Tool/ Plan**  **Elevator Speech**  **Action Plan**  **Communication Plan** | **OVERARCHING**  **Quality Improvement Primer**   * Guiding Principles * MFI * DMAIC   **Project Mgmt.**  **Change Mgmt.**  **Team Formation**  **DEFINE/MEASURE**  **Review Smart Start Outputs**  **Voice of Customer**  **Critical to Quality**  **ANALYZE**  **5 Whys, Cause & Effect Diagram, Pareto** **Diagram, Spaghetti Diagram** |