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| Learning Session #3 –  Agenda Overview with Expected Outputs | | | OUTPUTS |
| Monday, Sept 14 | Tuesday, Sept 15 | Wednesday, Sept 16 |  |
| 5S Challenge  5S Video | ---- | ---- | **5S Winners** |
| Challenges Identified for VL Coverage |  |  | **CHANGE to Test (Selected)** |
| Brainstorm Change Ideas for Aim #3 – based on challenges discussed  Board Of Directors | Considering **1) OFI\*, 2)** RCA**\*,** & **3)** VOC**\*** 🡪  Review CHANGE Ideas 🡪Select best CHANGE to test  Board Of Directors | ---- |
|  | Introduce PDSA Plan (Didactic)  Complete PDSA Plan for Selected CHANGE  Board Of Directors | Data Collection Plan  Refine PDSA Plan  Board Of Directors | **Completed PDSA Plan (Ready for execution on Thursday, Sept 17)** |
| Data Collection Exercise  Board Of Directors | Data Collection Exercise Debrief  Data Collection Plan Presentation – Detailed Demonstration | Data Collection Plan Presentation –Q & A / Clarification | **Data Collection Plan (such that Data Collection can begin as soon as testing of changes)** |

**\* Key:**

OFI = Opportunities for Improvement identified in Process Mapping

RCA = Root Cause Analysis

VOC = Voice of Customer

**AGENDA**

**Learning Session #3**

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| DAY 1 | | | |
| TIME | **ACTIVITY** | | **PRESENTER** |
| Coordinator: | | | |
| 11:20 – 11:30 | **Energizer** | | Yao |
| 11:30 – 11:40 | **Welcome / Meeting Opening** | |  |
| 11:40 – 11:50 | **5S Challenge Winners**  **5S Video** | | McKinney |
| 11:50 – 12:00 | **Challenges Identified** | | McKinney |
| 12:00 – 12:10 | **CHANGES** | | McKinney |
| 12:10 – 12:40 | **Brainstorming Session – Change Ideas Generated** | | Breakout Rooms –(Random Assignment)  Coaches Facilitate |
| 12:40 – 12:45 | **Energizer** | | Yao |
| 12:45 – 13:15 | **Change Ideas Shared** | | Each Work Group |
| 13:15 – 13:40 | **Data Collection Exercise 🡪 Measurement Instructions** | | Breakout Rooms -  (Random Assignment)  Coaches Facilitate |
| 13:40 – 13:50 | **PDSA Overview - Videos** | | McKinney |
| 13:50 – 14:00 | **Submit Deliverables: 1) CHANGES generated and 2) Measurement Instructions (Data Collection Exercise)**  **Q & A** | | Maketo / BRTI |
| DAY 2 | | | |
| Coordinator: | | | |
| 11:20 – 11:30 | **Energizer** | Yao | |
| 11:30 – 11:35 | **Welcome** |  | |
| 11:35 – 11:50 | **Data Collection Exercise - Debrief** | McKinney | |
| 11:50 – 12:05 | **CHANGE Ideas Presented / Debrief** | McKinney | |
| 12:05 – 12:35 | **CHANGE Idea Selected** | Breakout Rooms –  (Site Assignment)  Coaches Facilitate | |
| 12:35 – 12:40 | **Energizer** |  | |
| 12:40 – 12:45 | **PDSA Case Study** | McKinney | |
| 12:45 – 13:15 | **PDSA Plans** | Breakout Rooms –  (Site Assignment)  Coaches Facilitate | |
| 13:15 – 13:50 | **Data Collection Presentation / Demonstration** | Mabuku | |
| 13:50 – 14:00 | **Submit Deliverables: 1) CHANGES Selected & 2) PDSA Plan** | Maketo / BRTI | |

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| DAY 3 | | |
| Coordinator: | | |
| 11:20 – 11:30 | **Energizer** | Yao |
| 11:30 – 11:35 | **Introductions** |  |
| 11:35 – 11:55 | **PDSA Plan Presentations / Debrief** | Site Teams / McKinney |
| 11:55 – 12:40 | **Data Collection Plan**  **PDSA Plans Refined** | Breakout Rooms –  (Site Assignment)  Coaches Facilitate |
| 12:40 – 12:45 | **Energizer** |  |
| 12:45 – 13:00 | **Data Collection Presentation –**  **Clarification** | Mabuku |
| 13:00 – 13:30 | **QI Panel Discussion** | Special Guests |
| 13:30 – 13:50 | **Q & A** | LARC Faculty, LARC PMT |
| 13:50 – 14:00 | **Submit Deliverables: 1) Data Collection Plan & 2) Refined PDSA Plans**  **Farewell** | Maketo / BRTI |