**UKRR/KQuIP Regional QI Training Day 2 - Agenda**

**Date and Time**

**Venue**

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| **09:00-09:30 – REGISTRATION / COFFEE** | | |
| 15mins | **Introduction and welcome** | Regional Lead |
| 20mins | **Patient experience** | Patient via presentation or video |
| 60 mins | **Process Mapping**  Each unit to display their maps on the wall. Walk around and highlight key issues:   * Delays * Problem areas * Improvement made * Handover to other units/specialities   Others to challenge how things can be done differently  Look for common issues  Those who have solve an issue – do they have a protocol? | All attendees |
| **COFFEE (15 mins)** | | |
| 50mins | **Driver Diagrams**   * Teams to revisit their units driver diagram and continue to build based on their process map | KQuIP QI Programme Manager/ Programme lead/ Faculty Expert |
| 20mins | **Identifying where to start**   * List of key issues highlighting and deciding which one they will work on after lunch | KQuIP QI Programme Manager/ Programme Lead/ Faculty expert |
| **LUNCH (30 mins)** | | |
| 30mins | **Introduce QI Tools**   * Fishbone diagram | KQuIP QI Programme Manager/ Programme lead/ Faculty Expert |
| **30mins** | **Introduction to QI tools**   * Root cause analysis/5 Whys | KQuIP QI Programme Manager/ Programme lead/ Faculty Expert |
| TEA (15MINS) | | |
| 60mins | **PDSA Cycles**   * Teams to plan their first PDSA cycle and develop their 30 day plans | KQuIP QI Programme Manager/ Programme lead/ Faculty Expert |
| **1600h** | **Close** | Regional Lead |