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

**Date and Time**

**Venue**

|  |
| --- |
| **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 differentlyLook for common issuesThose 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 |