



AIM 8 Learning Session 1 Day 1
October 2-3, 2009
Hillcrest Church
3785 – 13 Ave S.E.
Medicine Hat
Entrance #1

Theme: Access; Reducing Delays for Appointments
AGENDA – October 2, 2009
Faculty: Dr. Mark Murray (via video), Dr. Rob Wedel,
Adele Royer and Marcia Kashani

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| 11:30 a.m. – 12:00 noon | Lunch |
| 12:00 noon | Welcome – Introductions and Initiative Overview <i>Treena Klassen/Dr. Nicoelle Wanner</i> |
| 12:30 – 2:00 p.m. | System Delays: <ul style="list-style-type: none"> • Access Improvement: How to See it Differently <i>Dr. Rob Wedel</i> |
| 2:00 – 3:30 p.m. | System Delays: <ul style="list-style-type: none"> • Access Improvement: How to Do it Differently <i>Marcia Kashani</i> |
| 3:30 – 3:45 p.m. | Break |
| 3:45 – 5:00 p.m. | The Process Improvement Model: <ul style="list-style-type: none"> • Aims, Measures, Tests/Changes and Teams <i>Marcia Kashani</i> |
| 5:00 – 6:00 p.m. | Dinner (Financial Implications talk – Dr. Rob Wedel) |
| 6:00 – 6:30 p.m. | Action Period Overview <i>Adele Royer</i> |
| 6:30 – 7:30 p.m. | Team Meetings <ul style="list-style-type: none"> • Team Meeting Worksheet: Action Plan for Access |
| 7:30 – 8:30 p.m. | Team Reports with Story Boards |
| 8:30 p.m. | Close |