



**AIM 6 Learning Session # 1 Day 1
May 19 & 20, 2009
Four Points Sheraton Edmonton South Hotel
7230 Argyll Road
Theme: Access; Reducing Delays for Appointments**

**AGENDA – May 19, 2009
Faculty: Barbara Boushon with Dr. Tobias Gelber, Marcia Kashani, Dr. Ernst Schuster and Arvelle Balon-Lyon**

7:30 – 8:00 AM	Continental Breakfast
8:00 – 8:30 AM	Welcome – Introductions and Initiative Overview <i>TBA</i>
8:30 – 10:00 AM	System Delays: <ul style="list-style-type: none"> • Access Improvement: How to See it Differently <i>Marcia Kashani</i>
10:00 – 10:15 AM	Break
10:15 – 12:15 PM	System Delays: <ul style="list-style-type: none"> • Access Improvement: How to Do it Differently <i>Dr. Tobias Gelber</i>
12:15 – 1:00 PM	Lunch
1:00 – 4:45 PM	The Process Improvement Model: <ul style="list-style-type: none"> • Aims, Measures, Tests/Changes and Teams <i>Arvelle Balon-Lyon</i> <p><i>Includes:</i> - 15 minute coffee break - team meetings/reports with storyboards (team meeting worksheet: Action Plan for Access)</p>
4:45 – 5:00 PM	Close



**AIM 6 Learning Session # 1 Day 2
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**AGENDA – May 20, 2009
Faculty: Barbara Boushon with Dr. Tobias Gelber, Marcia Kashani, Dr. Ernst Schuster and Arvelle Balon-Lyon**

7:30 – 8:00 AM	Continental Breakfast
8:00 – 8:30 AM	Welcome and Questions
8:30 – 9:45 AM	Measures For Delay Reduction <i>Dr. Tobias Gelber – Primary Barb Boushon - Specialty</i>
9:45 – 10:00 AM	Break
10:00 – 11:30 AM	Efficiency In Office Practice <i>Marcia Kashani</i>
11:30 – 12:30 PM	Team Meetings <ul style="list-style-type: none"> • Team Meeting Worksheet: Action Plan for Efficiency
12:30 – 1:30 PM	Lunch
1:30 – 2:00 PM	Action Period Overview <i>Dr. Ernie Schuster</i>
2:00 – 3:00 PM	Report Out
3:00 PM	Close