



**AIM 6 Learning Session #2 Day 1  
July 21-22, 2009  
Four Points Sheraton Edmonton South Hotel  
7230 Argyll Road  
Theme: Efficiency; Reducing Delays at Appointments  
Introduction to Operational Teams**

**AGENDA – July 21, 2009**  
Faculty: Dr. Tobias Gelber and Marcia Kashani, with Dr. Ernie Schuster,  
Arvelle Balon-Lyon, Dr. Mark Murray (via video) and Barbara Boushon

7:30 – 8:00 a.m.	Continental Breakfast
8:00 – 8:15 a.m.	Welcome and Announcements
8:15 a.m. – 12:00 noon	Team Report Outs (with 15 minute break at 10:00 a.m.)
12:00 – 12: 45 p.m.	Lunch
12:45 – 2:30 p.m.	Measurement Interpretation & Panels/Caseloads - Dr. Tobias Gelber (Primary) - Dr. Mark Murray (Specialty)
2:30 – 2:45 p.m.	Break
2:45 – 3:30 p.m.	Team Meeting • Barriers to Progress
3:30 – 4:30 p.m.	Report Out
4:30 p.m.	Close