



AIM 8 Learning Session #2 Day 1

December 11 & 12, 2009

Hillcrest Church

3785 – 13 Ave S.E.

Medicine Hat

Entrance #1

Theme: Efficiency; Reducing Delays at Appointments

Introduction to Operational Teams

AGENDA – December 11, 2009

Faculty: Dr. Mark Murray (via video), Dr. Rob Wedel,

Adele Royer and Marcia Kashani

Guest: Dr. Tobias Gelber

11:30 a.m. – 12:00 noon	Lunch
12:00 - 12:15 p.m.	Welcome and Announcements
12:15 – 4:15 p.m.	Team Report Outs (with 15 minute break)
4:15 – 5:00 p.m.	Fail to Keep Appointments/No Shows <i>Adele Royer</i>
5:00 – 5:45 p.m.	Dinner
5:45 – 7:00 p.m.	Measurement Interpretation/Panels <i>Dr. Tobias Gelber</i>
7:00 – 7:45 p.m.	Team Meeting <ul style="list-style-type: none"> • Barriers to Progress
7:45 – 8:30 p.m.	Report Out
8:30 p.m.	Close