

PLANETREE PATIENT- CENTERED PERFORMANCE IMPROVEMENT 3-DAY REGIONAL COMPETENCY TRAINING COURSE AGENDA

Day One Agenda

- 9:00-10:00** Roots of Planetree's Patient Centered Performance
- 10:00-11:00** Identifying needs and prioritizing resources
- 11:00-12:00** Charting course and cascading objectives
- 12:00-1:00** Lunch Break
- 1:00-2:00** Managing Micro-Decisions
- 2:00-3:00** The Human Factor in High Reliability
- 3:00-4:00** Locating Constraints and Identifying Capabilities



Day Two Agenda

- 9:00-10:00** Creative Ideation and Action Plans
- 10:00-11:00** Evaluating the KPI's and CTX's of PC-PI
- 11:00-12:00** Robust Design Approaches for Performance Infrastructure
- 12:00-1:00** Lunch Break
- 1:00-2:00** Scorecards and Storyboards
- 2:00-3:00** Quick Wins and Visible Feedback Loops
- 3:00-4:00** Systematizing Compassion through Meaningful Motivators

Day Three Agenda

- 9:00-10:00** Emic and Etic Benchmarking
- 10:00-11:00** Looking beyond data for sustainable quality
- 11:00-12:00** Lunch Break
- 12:00-1:00** Creating a Caring Culture of Continuous Improvement
- 1:00-1:30** Insights and Closing

