**One-day Knowledge and Skill Building Workshop**

March 6, 2013

**Meeting location:**

Kalahari Resort

1305 Kalahari Dr

Wisconsin Dells, WI 53965

**Driving Directions**

Interstate 39 exit #92. Take Hwy 12 North. Turn Right on Meadowview Dr and then Right on Kalahari Dr

(608) 254-5466

Workshop Agenda

**Registration begins at 8:30 a.m. – Session begins 9:00 a.m., ends 4:00 p.m.**

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| **8:30** | **–** | **9:00** | **Registration** |
| **9:00** | **–** | **9:15** | **Introductions** – Dan Zimmerman |
| **9:15** | **–** | **9:45** | **NIATx Model including a information about PDSA and Forming a Change Team** (Todd Molfenter) |
| **9:45** | **–** | **10:30** | **Using Hospitality Marketing Strategies to Engage Clients and Families** (Kassie Rizzo) |
| **10:30** | **–** | **10:45** | **Break** |
| **10:45** | **-** | **11:30** | **Walk-through Results: Review of the Customer Experience** (John Hyatt) |
| **11:30** | **-** | **12:00** | **Understanding the Discharge and Re-Admission Process** (Jay Ford) |
| **12:00** | **–** | **12:45** | **Lunch +** |
| **12:45** | **–** | **1:15** | **Using Data to Identify Opportunities for Improvement** (Jay Ford) |
| **1:15** | **–** | **2:00** | **What have we learned: Promising Practices for Reducing Re-admissions** (Todd and Counties) |
| **2:00** | **–** | **2:30** | **How to Implement Change within a Collaborative Partnership** (Todd Molfenter) |
| **2:30** | **–** | **2:45** | **Break** |
| **2:45** | **–** | **3:30** | **Developing a Change Project Charter** –Sites and Coaches |
| **3:30** | **–** | **4:00** | **Check In and Next Steps** – Todd Molfenter and Helena Gilbertson |