

February 27, 2008
The Beechwood Hotel
363 Plantation Street
Worcester MA 01605
(508) 754-5789

| Time | Topic | Setting |
|-------------|---|----------------------------|
| 8:30-8:40 | Welcome – <i>Michael Botticelli</i> | Large Group |
| 8:45-8:50 | Provider & Staff Introductions – <i>Alice Pulvermacher</i> | Large Group |
| 8:50-9:10 | Personal Story – <i>Tom Zastowny</i> Brandywine video and a NIATx member story-Nancy Paull | Large Group |
| 9:10-9:30 | Reflection Q&A – <i>Tom Zastowny</i> Interactive beach ball activity | Large Group |
| 9:30-10:30 | NIATx Fundamentals – <i>Lynn Madden</i> | Large Group & Team Work |
| 10:30-10:45 | Break | |
| 10:45-12:00 | Refine Walkthrough, Flow Chart Process, Review Baseline Information – <i>Eldon Edmundson</i> | Team Work |
| 12:00-1:00 | Lunch – Q & A with a NIATx Provider Change Leader – <i>Tommie Bower</i> | |
| 1:00-2:30 | Develop a Change Project Charter – <i>Eldon Edmundson, Lynn Madden & Drew Hanchett</i> Use nominal group technique to identify potential change cycles, discuss data collection (state data submission and reports) and reporting to measure progress. | Team Work |
| 2:30-3:15 | NIATx 200 Web site – <i>Alice Pulvermacher and Lynn Madden</i> Introduction to Learning Kits and how to begin to implement promising practices. | Large Group & Team Work |
| 3:15-3:30 | Break | |
| 3:30-3:45 | Summary Discussion – <i>Lynn Madden</i> | Large Group |
| 3:45-4:40 | Small group discussion – <i>Tom Zastowny, Lynn Madden, and Eldon Edmundson</i> Challenges in conducting PDSA cycles, data management, engaging change teams, CEO support, the business case, sharing information with your team and agency, managing time to conduct change project work, when to stop change projects, organizing change team meetings. | Cafe |
| 4:40 – 4:45 | Wrap-up | Large Group |