



Massachusetts
 Learning Session II
 Using & Mastering the NIATx Methods:
 Preparation for Increasing Client Participation

Beechwood Hotel
 363 Plantation Street
 Worcester MA 01605
 Phone: 508-754-5789

September 9

Time	Topic	Setting
8:00 – 8:30	Registration	
8:30 – 8:45	Welcome – <i>Alice Pulvermacher</i>	Large group
8:45 – 9:15	Review agenda, activities, and change theory – <i>Tom Zastowny</i>	Large group
9:15 – 10:00	Mastering PDSAs: what worked, barriers, successes – <i>Eldon Edmundson</i> <ul style="list-style-type: none"> • Small group discussion • Facilitated discussion: groups report barriers, successes, solutions to barriers, and ways to capitalize on successes and opportunities. 	Small Group
10:00 – 10:15	Change Project presentations – <i>Lynn Madden</i>	Large Group
10:15 – 10:30	Break	
10:30 – 10:45	Two agency Change Project presentations	Large Group
10:45 – 11:45	<ul style="list-style-type: none"> • How do you know a change is an improvement? State data interface – <i>Tom Zastowny</i> • NIATx fundamentals – <i>Lynn Madden</i> • Common roadblocks and solutions – <i>Eldon Edmundson</i> • Report out from breakout sessions 	Breakouts
11:45 – 12:00	Two agency Change Project presentations	Large Group
12:00 – 12:45	Lunch	
12:45 – 1:00	Two agency Change Project presentations	Large Group
1:00 – 2:15	Translating Change Projects to the business case and improved service to customers – <i>Lynn Madden</i> <ul style="list-style-type: none"> • Group work: how to translate changes to the business case and present to staff how changes improve service to customers. • Facilitated discussion: specific examples of how to translate changes to the business case and how to translate to clinicians enhanced quality of care • Report out 	Small Group

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2:15 – 2:30	Two agency Change Project presentations	Large Group
2:30 – 2:45	Break	
2:45 – 3:45	Sustaining changes – <i>Tom Zastowny</i> <ul style="list-style-type: none"> Small group work: develop strategies for sustaining changes and beginning discussions about developing a PI culture in the agency 	Small Group
3:45 - 4:00	Two agency Change Project presentations	Large Group
4:00 – 4:15	Review of today's work – <i>Eldon Edmundson</i>	Large Group
4:15 – 4:45	Set-up posters for evening poster session	Agency Work
4:45 – 5:30	Evening poster session – <i>Alice Pulvermacher</i>	Networking

September 10

Time	Topic	Setting
8:00 – 8:15	Sign-in	
8:15 – 8:30	Quick review of previous work: Project Charter – <i>Lynn Madden</i>	Large Group
8:30 – 9:15	Accessing and anchoring promising practices to address aim 2: Increase Client Participation– <i>Alice Pulvermacher</i> <ul style="list-style-type: none"> Begin developing draft Project Charter to address aim 2 and use promising practices for continuation on the NIATx 200 web site to identify possible Change Projects. 	Agency and Group Work
9:15 – 9:45	Four agency Change Project presentations	Large Group
9:45 – 10:00	Break	
10:00 – 10:30	Four agency Change Project presentations	Large Group
10:30 – 11:45	Keeping the spirit alive: creating buy-in and staff engagement to support client continuation – <i>Eldon Edmundson</i> <ul style="list-style-type: none"> Create a storyboard and companion elevator speech to help expand staff engagement. 	Agency and Group Work
11:45 – 12:00	Summary discussion and charge for work on the next aim	Large Group