



# Beginning Process Improvement for Clinical Teams

Location: CareOregon Learning Commons, Portland Oregon

## REGISTRATION FORM & SCHOLARSHIP APPLICATION

This course provides an outstanding opportunity for individuals working in teams with no prior process improvement experience to gain the basic skills necessary to initiate small tests of change. For those who have experience with process improvement, this program will provide further grounding of critical process improvement principles.

Team Members: How will you benefit	Session dates
<ul style="list-style-type: none"><li>• Learn techniques to scope projects based upon the Model for Improvement</li><li>• Describe strategies for resolving common clinical change scenarios</li><li>• Learn methods for gathering and interpreting data, both qualitative and quantitative</li><li>• Apply quality tools</li></ul>	February 25, 2010; 8:00 - 4:30 March 25, 2010; 8:00 – 12:00 May 27, 2010; 8:00 – 12:00

Team Leads (Coaches): How will you benefit	Session Dates (in addition to the Team sessions)
<ul style="list-style-type: none"><li>• Lead an effective clinical process improvement team</li><li>• Write a clinical improvement project charter based upon the Model for Improvement</li><li>• Facilitate team communication in clinic meetings</li><li>• Assist teams in designing tests and collecting data</li></ul>	February 23, 2010; 8:00 -3:30 March 23, 2010; 8:00 – 1:00 April 20, 2010; 8:00 – 12:30

## ACCREDITATION

*This activity has been reviewed and is acceptable for up to 13.25 Prescribed credits for Teams and 14.25 Prescribed credits for Coach's by the American Academy of Family Physicians (AAFP).*

*AAFP Prescribed credit is accepted by the American Medical Association equivalent to AMA PRA Category 1 Credit toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as prescribed credit, not as Category 1.*

## COURSE FEE\* & WHAT IS INCLUDED

Course fee is \$1,500 per team (a team should consist of 3-7 members).

This fee includes:

- Training for both teams and coaches
- Invitation to attend IHI's Annual National Forum satellite broadcast at CareOregon
- All program materials, tools, and literature (including a copy of Jim Collins' Good To Great and the Social Sectors: A Monograph to Accompany Good to Great for each participant, and a copy of Gerald J. Langley's The Improvement Guide for each team.)
- Continental breakfasts and lunches (see detailed agenda for specifics)
- Conference calls and coaching by faculty as needed

(\*See Page 3 for Scholarship Application)

## ORGANIZATION INFORMATION

Name of organization		
Business address including city, state and zip code		
Primary contact person's name/title at your organization (e.g. assistant)		
Primary contact person's phone no./email		Email:
Contact Name/Department to receive invoice		

## PROJECT INFORMATION

As part of the training, each team must select, complete and report an improvement project. For your project, describe the process your team will be trying to improve?

**TEAM LEAD (COACH) /TEAM MEMBER INFORMATION:** Please notify us within 48 hours of any team changes  
*(We recommend team size of no less than 3 members and no more than 7 members.)*

	First and Last Name Including Salutation	Name	Title	Email	Phone No.
Sponsor					
Lead/ Coach					
Team Mbr					
Team Mbr					
Team Mbr					
Team Mbr					
Team Mbr					
Team Mbr					

**Registration deadline is 48 hours prior to the course.  
 The course is subject to cancellation if fewer than 2 teams register.**

**COMPLETE AND SUBMIT THIS FORM TO CAREOREGON:**

Email: [learning@careoregon.org](mailto:learning@careoregon.org) or Fax#: (503) 416-8105

Upon receipt of your registration, we will send an invoice to your primary contact person. If applying for a scholarship, complete registration and scholarship forms.

*Refunds will be given with a 48 hour cancellation notice.*

**FOR QUESTIONS AND MORE INFORMATION:  
 CALL YEDDA TRAWICK AT (503) 416-3691**

