

## **2020 Training in Healthcare Improvement - Session 3**

## Thursday, February 20, 2020

KMCWC Diamond Head Tower, Conference Rooms 2 & 3

## **PROGRAM**

8 – 8:30 a.m. Registration and Breakfast

8:30 – 10 a.m. Data Types: Which SPC Chart Should I Use? *Chieko Kimata, PhD, MPH, MBA*

10 – 10:30 a.m. Break

10:30 – 11:45 a.m. Applied Approach to Process Improvement

 *Melinda Ashton, MD*

11:45 – 12:30 p.m. Lunch

12:30 – 1:30 p.m. CRM: John Nance (video)

*Melinda Ashton, MD*

1:30 – 2:30 p.m. Framework for Change

 *Shilpa Patel, MD*

2:30 – 2:45 p.m. Break

2:45 – 3:30 p.m. Change Cycle *Alison Zecha*

3:30 – 5 p.m. Affinity Exercise *Brandon Wong, RN, MBA*

5 p.m. Adjourn

*Hawai‘i Pacific Health Reserves the right to make any changes to the program.*