

Quality Improvement Training

for DCHS Partner Agency Staff



Intro to Quality Improvement Workshop

Workshop Description

This 3-hour workshop familiarizes participants with the basics of QI -- why we do it, what value it brings, and fundamental concepts. Participants learn and practice core skills including identifying improvement opportunities, developing problem and aim statements, fine-tuning improvement metrics, and data analysis. Plan Do Study Act cycles are introduced.

Spring 2019 Workshop Dates

- **Thursday, April 4**
8:30am - 11:30 am
- **Wednesday, May 1**
8:30am - 11:30 am

Both workshops will be held at Tabor Square Office Building, Lower Level Conference Room, 4610 SE Belmont Street.

This workshop is free to staff of partner agencies that contract with DCHS to provide human services. Pre-registration required. Space is limited.

What is quality improvement (QI)?

Quality improvement combines innovation, experimentation, human-centered design, and teamwork to solve problems and reduce complexity. Its aim is improved services for customers, and simpler, more effective work processes.

Learn QI concepts, skills, tools and a common QI framework and language to more easily address challenges as a team and across disciplines.



To register or for more information

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