QI 101 Program Timeline

The Survey Squad

Jan. 18
- Kickoff Meeting in Raleigh

Feb. 7
- Finalized selection of project and team

Feb. 14
- Webinar 1
- Team Kick-off Meeting

Feb. 22
- Team Meeting #2

Mar. 1
- Team Meeting #3
- Completed Aim Statement

Mar. 8
- Team Meeting #4
- Completed Charter

Mar. 11
- Project Update emailed to all staff from Jami
Mar. 13

- Webinar 3

Mar. 15

- Team Meeting #5
- Staff Satisfaction Survey Sent to All Staff
- Project Update emailed to all staff from Josh

Mar. 21

- Gemba Walk Community Survey

Mar. 22

- Team Meeting #6
- Completed Gemba Waste Walk Worksheet for Community Survey

Mar. 26

- Completed Staff Satisfaction Survey

Apr. 5

- Team Meeting #7
- Completed Value Stream Mapping Data Collection Form for Community Survey

Apr. 8

- QI Conference Call with QI Coach
Apr. 9
- Gemba Walk Patient Survey

Apr. 12
- Team Meeting #8
- Completed Gemba Waste Walk Worksheet for Patient Survey
- Completed Value Stream Mapping Data Collection Form for Patient Survey

Apr. 17-19
- Workshop #1

Apr. 23
- 1st PDSA Cycle 1-Consumer Survey Tested Patient Survey and asked for Patient's input on improving

Apr. 24
- Sr. Leader Report completed and submitted

May 1
- Team Meeting #9

May 2
- Drafted “new” Consumer Survey

May 3
- 1st PDSA Cycle 2- Consumer Survey, Get Staff input on Patient Survey
May 6
- 2nd PDSA cycle 1-Community Survey, Get community input on community surveys

May 17
- Team Meeting #10

May 20
- 1st PDSA cycle 3-patient survey, Patient Focus Groups with “new” consumer survey

May 30
- 1st PDSA cycle 4-patient survey, Staff Feedback on “new” Consumer Survey - Make improvements and finalize Patient Survey

May 30
- Draft “new” Community Survey

May 31
- 2nd PDSA cycle 2-community survey, Get Staff input on “new” Community Survey

May 31
- Team Meeting #11
May 31
- Sr. Leader Report completed and submitted

June
- 2nd PDSA cycle 3-community survey, Test “new” Community Survey again with Community

June
- 2nd PDSA cycle 4-community survey, staff feedback on Community survey

June
- Finalize Community Survey

June
- 3rd PDSA cycle 1-Patient Survey process?

June
- 4th PDSA cycle 1-Community Survey process?

June 30
- Sr Leader Report completed and submitted

July 15-18
- Kazien Event
• ROI calculations

July 22-26
• Consumer Satisfaction Survey Week
• Administer and collect Patient Surveys

August
• Community Satisfaction Survey Collection Month

August
• Begin Phase 2 (Data Analysis Process and Sharing Results /Implementing Changes Process)