

# FLEX Program Quality Improvement



## DAY 1

8 a.m. - 8:15 a.m.	Check-In
8:15 a.m. – 8:45 a.m.	Welcome / Introductions
8:45 a.m. – 9:45 a.m.	Basics of Quality Improvement
9:45 a.m. – 10:45 a.m.	Define it, Collect it, Analyze it, Use it
10:45 a.m. – 10:55 a.m.	Break
10:55 a.m. – 11:45 a.m.	Teams for Improvement
11:45 a.m. – 12:30 p.m.	Lunch
12:30 a.m. – 1:15 p.m.	Adult Learning Styles
1:15 p.m. – 2:30 p.m.	Teaching Strategies – Part 1
2:30 p.m. – 2:40 p.m.	Break
2:40 p.m. – 3:40 p.m.	Education Development
3:40 p.m. – 4:45 p.m.	Business Plan Development
4:45 p.m. – 5:00 p.m.	Wrap Up / Questions

## DAY 2

8:15 a.m. – 8:30 a.m.	Check-in / Questions
8:30 a.m. – 9:00 a.m.	The STATE of Texas
9:00 a.m. – 9:45 a.m.	Healthcare Disparities
9:45 a.m. – 10:45 a.m.	Selling Your Story to Leadership
10:45 a.m. -10:55 a.m.	Break
10:55 a.m. – 12:00 p.m.	Teaching Strategies part 2
12:00 p.m. – 12:45 p.m.	Lunch
12:45 p.m. – 1:30 p.m.	Staff Engagement
1:30 p.m. – 2:15 p.m.	Workplace Violence
2:15 p.m. – 2:30 p.m.	Break
2:30 p.m. – 3:30 p.m.	Root Cause Analysis - Interview
3:30 p.m. – 4:15 p.m.	Building a Debriefing Team
4:15 p.m. – 4:30 p.m.	Wrap up / Questions



Texas Hospital  
Association Foundation