

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

- 3rd and 4th PDSA cycles 2-4-Processes, Complete Consumer Survey Process Document and Community Survey Process Document (P&P?)
- 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)