

URGENT Matters

Webinar #1 : Thursday, July 1, 2004 from 1:00pm – 2:30pm Eastern Time

- I. Welcome and Introduction by Mike Williams: **5 minutes**
 - a. Agenda and overview of the webinar

- II. Urgent Matters Learning Network by Bruce Siegel: **25 minutes**
 - a. Purpose of Urgent Matters
 - b. Cause of ED Crowding: Input/Throughput/Output model
 - c. Learning Network structure and elements
 - d. Sample strategies
 - e. Process improvement principles
 - f. Results
 - g. Closing thoughts

- III. Question & Answer period facilitated by Mike Williams **10 minutes**

- IV. Hospital Case Study by University of California at San Diego by Ted Chan **25 minutes**
 - a. Overview of our hospital characteristics
 - b. Problem statement
 - c. Hospital approach to address problem
 - d. Sample initiatives
 - e. Results
 - f. Lessons Learned and Next Steps

- V. Question & Answer period facilitated by Mike Williams **10 minutes**

- VI. Summary and future steps by Bruce Siegel **10 minutes**

- VII. Administrative wrap-up **5 minutes**
 - a. Follow-up questions and audio recording
 - b. Evaluation forms

Total time: 90 minutes