

URGENT Matters

Webinar #2 : Thursday, July 22, 2004 from 1:00pm – 2:30pm EST

- I. Welcome and Program Introduction by Mike Williams: **10 minutes**
 - a. Agenda and overview of the webinar
 - b. Review of Urgent Matters Learning Network
 - c. Process Improvement Principles and Rapid Cycle Change
 - d. Sample, Strategies and Tools.

- II. Hospital Case Study: University Hospital, San Antonio **25 minutes**
 - a. Presentation by David Hnatow
 - b. Overview of hospital characteristics
 - c. Problem statement
 - d. Hospital approach to address problem
 - e. 2-3 example initiatives
 - f. Results for each initiative
 - g. Lessons Learned and Next Steps

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

- IV. Hospital Case Study: BryanLGH Medical Center **25 minutes**
 - a. Presentation by Ruth Radenslaben
 - b. Overview of hospital characteristics
 - c. Problem statement
 - d. Hospital approach to address problem
 - e. 2-3 example initiatives
 - f. Results for each initiative
 - g. Lessons Learned and Next Steps

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

- VI. Administrative wrap-up **10 minutes**
 - a. Follow-up questions and audio recording
 - b. Evaluation forms
 - c. Future educational activities

Total time: 90 minutes