

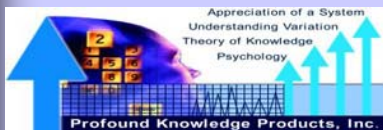
Ami™

PKP, Inc., Austin, TX, offers Ami™ training workshops and workshops to train coaches and leaders in this methodology.

Ami™ Workshop Agenda - Public Workshop

Why use Ami™:

- 1. Ami is based on API's Model for Improvement.**
- 2. Ami™ helps define the scope of the improvement project.**
- 3. Ami™ integrates the Four Ways to Improve into the Project Description.**
- 4. Ami™ plans multiple cycles quickly by:**
 - a. generating questions to be answered.**
 - b. Identifying known changes to test**
 - c. Identifying change concepts to generate new creative changes to test.**



PKP, Inc

office: 512-864-9246

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e-mail: janen@pkpinc.com

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Day One – Focus the Team and Project

8:30 Workshop Overview and Requirements

Understand Profound Knowledge

Understand People and Team Dynamics

- Team Dynamics Overview
- Strength Deployment Inventory (SDI)
- Overview the Six Hats – Structure for Better Team Outcomes

12:00 Lunch

1:00 Selecting and Drafting an Improvement Project

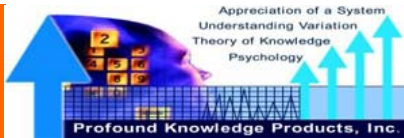
- Target and Manage Improvement
- Ami™ Overview (Working Charter) – Part 1
- Draft the Ami™ Charter
 - ◇ Write/Review Ami™ Project Description
 - ◇ Identify Boundaries
 - ◇ Assess the System Impact of the Improvement Effort
 - ◇ Define/Review Objectives & Measures for Completion
 - ◆ Vision Workshop
 - ◇ Assess Team
 - ◆ Roles, Responsibilities and Time Commitment
 - ◆ Core Team Against Team Selection Grid
 - ⇒ Develop Team Rules of Conduct
 - ⇒ Review Team Progress Criteria
 - ⇒ Predict Ad Hoc Members Needed
 - ⇒ Verify Sponsor(s) & Schedule of Communication
 - ⇒ Assess Project

API Associates in Process Improvement Austin, TX Detroit, MI Sacramento, CA Washington, DC



PKP, Inc., collaborates with API — Associates in Process Improvement — to provide support services and products developed from, or in cooperation with, API published works. Please visit: www.apiweb.org. PKP, Inc., collaborates with Corporate Creativity Associates. For more information, please visit: www.corporatecreativityassociates.com

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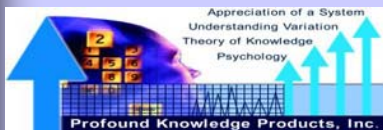
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Day Two – Accelerate Improvement and Learning (Ami™)

8:30 Review

9:30 Finalize the Ami™ Charter

- Ami™ Overview (Working Charter) – Part 2
- Finalize the Ami™ Charter
 - ◆ Define Change Concepts Which Apply to the Charter
 - ◆ Use Lateral Thinking to Increase the Number of Ideas to Test
 - ◆ Develop Multiple PDSA's on the Charter
 - ◇ Identify Specific PDSA Objectives
 - ◇ Create Learning Questions for Each PDSA
 - ◆ Review Team Ami™ Charters

12:00 Lunch

1:00 Build Knowledge Using PDSA Learning Cycles

- Building Knowledge Using PDSA Overview
 - ◆ Create the PLAN for each PDSA identified on the Ami™ Charter
 - ◇ Transfer Objectives and Learning Questions to PDSA form
 - ◇ Complete predictions from Core Team
 - ◇ Develop the small scale, wide range of conditions Test Plan (when applicable)
 - ◇ Develop the Data Collection Plan which includes how the data will be analyzed
- Review PDSA Learning Cycles

5:30 Adjourn/Assignment Bring Data from your Project if available

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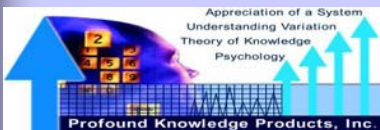


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Day Three – Interpreting Data Using Analytic Methods (Ami™)

8:30 Review

- Review Ideas Developed with Lateral Thinking

9:30 Review all Completed Ami™ Charters

10:30 Review E-Learning Tools for Data & Understanding Variation

- Data Collection Forms
- Histograms
- Pareto Charts
- Scatter Plots

11:00 Using Run Charts for Improvement Evidence

- Review Four Pattern Types

12:00 Lunch

1:00 Types of Data

- Data Types
- Operational Definitions

Types of Data Workshop Using Each Project's Measures

Using Control Charts for Improvement Evidence

- Control Chart Workshop
- Review Special Cause Patterns

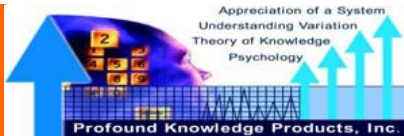
5:00 Adjourn/Assignment

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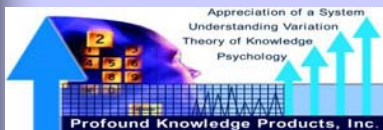


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Dates for Calls and Meetings

Call	Topic	Day	Date	Time
PW	Pre-work Call	Wednesday	September 21st	2-3:30 PM
PW	Review Ami™ Charters	Wednesday	September 28th	2-3:30 PM
F2F	Workshop	Wed-Friday	October 5-7th	8:30- 5:30 PM
P1	Review Progress - Measures	Friday	October 14	8:30-10:00 AM
P2	Review PDSA Cycles	Friday	October 21	8:30-10:00AM
P3	Project Review	Friday	October 28	8:30-10:00AM
P4	Project Reviews	Friday	November 4	8:30-10:00AM
P5	Project Help/Review		November 11	8:30-10:00AM
P6	Mid-Point Review	Friday	November 18	2-3:30 PM
P7	Project Help/Review	Wednesday	November 30	2-3:30 PM
P8	Project Help/Review	Wednesday	December 7	2-3:30 PM
P9	Project Help/Review	Wednesday	December 14	2-3:30 PM
P10	Project Help/Review	Wednesday	December 21	2-3:30 PM
P11	Project Help/Review	Wednesday	December 28	2-3:30 PM
P12	Celebration of Results	Wednesday	January 4, 2012	2-3:30 PM

Definitions: PW=Pre-work; F2F=Face to Face Meeting; P=Phone call

Registration Information

Where & When

Clinical Education Center at Brackenridge

http://www.seton.net/locations/clinical_education_center_at_brackenridge_map_directions_and_parking/

1400 North I-35
Austin, TX 78701

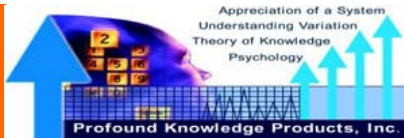
October 5-7, 2011
8:00AM-5PM

Registration Fee: \$1,495 (Team: 1st member pays \$1,495; rest of team, \$1,195 each)

What's included in registration fee?

- Ami™ workbook
- Access to 5 e-Learning courses on the Science of Improvement in PKP's LMS
- 90-minute phone calls weekly for 12 weeks
- Copy of *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance*, 2nd Edition, Gerald Langley, Ronald Moen, Kevin Nolan, Thomas Nolan, Clifford Norman, Lloyd Provost. Jossey-Bass Pub., San Francisco, 2009;
- QI Charts software
- Lunch and breaks

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The following hotels are less than a mile from The Clinical Education Center @ Brackenridge (adjacent to Brackenridge Hospital – UMCB)

Sheraton Austin Hotel at the Capitol
701 East 11th Street
0.3 Miles from Brackenridge Hospital
512-478-1111

<http://www.starwoodhotels.com/sheraton/property/overview/index.html?propertyID=3079>

La Quinta Inn Austin Capitol
300 E. 11th St.
0.4 Miles from Brackenridge Hospital
512-476-1166

<http://www.lq.com/lq/properties/propertyProfile.do?propId=907>

Omni Austin Hotel
700 San Jacinto Blvd at 8th Street
0.5 Miles from Brackenridge Hospital
View All Rates at Omni Austin Hotel near Brackenridge Hospital
512-476-3700

<http://www.omnihotels.com/findahotel/austindowntown.aspx>

Doubletree Guest Suites Austin
303 West 15th Street
0.6 Miles from Brackenridge Hospital
View All Rates at Doubletree Guest Suites Austin near Brackenridge Hospital
512-478-7000

http://doubletree1.hilton.com/en_US/dt/hotel/AUSFLDT-DoubleTree-Suites-by-Hilton-Hotel-Austin-Texas/index.do

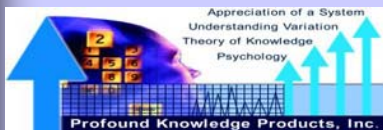
Additional Links for more information:

<http://www.booked.net/Hotels-in-Austin-607/lf83090-Brackenridge-Hospital/>

http://www.onetravelsource.com/attractions-hotels/US/TX/Lost-Pines/Brackenridge-Hospital_Austin/

http://www.roadsideamerica.com/hotels_motels/poi/65252.html#trafficLogID=581502304&visited=true&clickingLogId=77434549

<http://www.gusto.com/texas/austin/hotels/near/brackenridgehospital-10818/city1779630.html>



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