

**Monday, October 26, 2009 – Pre Conference Workshop – Dr. Michael Maccoby**

9:00	<b>Maccoby Workshop – Being a Better Change Agent</b>	Dr. Michael Maccoby
12:00	Lunch	
4:00	SDI Comparison	
5:30	Networking and Dinner	

**Tuesday, October 27, 2009 – First Day**

7:30	Continental Breakfast and Registration	
8:30	Welcome to SWQN 20 <sup>th</sup> Annual Workshop	Cliff Norman
8:45	Evolution of the Science of Improvement	Ron Moen Cliff Norman
9:30	BREAK	
9:45	Strategic Motivation – <i>Linking Individual Motivation to Performance Improvement</i>	Tim Scudder
10:30	BREAK	
10:45	Using the Systems View in Care Transitions with Dialysis Clinics	Dr. Jerry Jackson
11:30	Lunch	
12:30	Integrating QBS Principles into the Organization – CareOregon	Yedda Trawick
1:15	Break	
1:30	Using the Helicopter and Science of Improvement to Teach Planned Experiments	Bruce Boles
3:00	BREAK	
3:15	Using the Science of Improvement and Deming Principles to Understand the Current Economic Recession	Workshop Leader Ron Moen
4:00	Break	
4:15	Using Graphical Methods to help in the Understanding of Climate Change	Jim Imboden
5:00	Announcements and Dinner Details	
6:30	Dinner & Cruise on Lake Travis	

**Wednesday, October 28, 2009**

7:30	Continental Breakfast	
8:00	Summary of Day One and Overview of Day Two	
8:15	Using Role Descriptions to Drive Improvement in Jönköping Distribution	Göran Henriks Gunnel Svedeskog-Karlsson
9:00	BREAK	
9:15	Using the Systems View to Spread a Successful Business Model	Louie Paynter
10:00	BREAK	
10:15	Improving a Complex System using the Model for Improvement – Care Oregon	Sarah Wachs
11:00	BREAK	
11:15	Using Dashboards with the Theory of Variation	David Wayne
12:00	Lunch	
1:00	Integrating the Systems View and Science of Improvement with Lean Principles, Methods and Tools	Andy Brophy Jane Norman
2:00	BREAK	
2:15	Learning – Unique Relationship between Research & Quality Improvement in Healthcare	Lloyd Provost
3:00	2010 Plans and Summary	Cliff Norman
3:30	Adjourn	