



## BFZ Training Module: Quality Improvement 101 Participant Agenda

**What:** Training on the core competencies and essential skills of improvement advising in the context Built for Zero and the methodology embedded toward the shared aim of ending homelessness.

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### Participant Objectives:

- Gain an understanding of the LSC approach to ending homelessness and where they fit into the work
- Learn about and increase confidence in applying quality improvement and other competencies to support communities
- Leave with tangible tools to use with communities through coaching and data support
- Build skills and capacities to train other team members and guide communities to implement these approaches

### Pre-Work:

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### Attendees:

Trainers/Facilitators: Leslie Wise, Melanie Lewis-Dickerson, Aras Jizan and KO Campbell

### Day 1

Time	Item	Who
9:00 - 9:15 am	Welcome!	Leslie
9:15 - 10:00	BFZ: A Large Scale Change Movement	Mel
10:00 - 10:45	Homelessness: A Complex Problem & the Essential Problem Solving Mindsets	Leslie
10:45 - 11:00	BREAK	

<b>11:00 - 11:30</b>	<b>The BNL: An Essential Step Toward Ending Homelessness</b>	Aras
<b>11:30 - Noon</b>	<b>Introducing Quality Improvement Science the Model for Improvement</b>	Mel
<b>Noon - 1:00</b>	<b>LUNCH</b>	
<b>1:00 - 1:30</b>	<b>What are we trying to accomplish? Aim</b>	Leslie
<b>1:30 - 2:00</b>	<b>Tennis Ball Exercise</b>	KO
<b>2:00 - 3:00</b>	<b>How will we know if change is an improvement? We Measure!</b>	Aras
<b>3:00 - 3:15</b>	<b>BREAK</b>	
<b>3:15 - 4:00</b>	<b>Organizing the Work: Driver Diagrams</b>	Leslie
<b>4:00 - 4:30</b>	<b>Appreciations and Wrap Up</b>	Melanie

**Day 2**

<b>Time</b>	<b>Item</b>	<b>Who</b>
<b>9:00 - 9:15 am</b>	<b>Welcome Back!</b>	Leslie
<b>9:15 - 9:45</b>	<b>Intro to PDSAs</b>  <b>PLAN</b> <b>DO</b>	Leslie  Case Study: PHX (Melanie)  Case Study: Jacksonville (KO)
<b>9:45 - 10:30</b>	<b>Airplane Exercise</b>	Aras
<b>10:30 - 10:45 am</b>	<b>BREAK</b>	
<b>10:45 - 11:30</b>	<b>STUDY</b> <b>Reading &amp; Using a Run Chart</b>	Aras

<b>11:30 - 12:00</b>	<b>ACT</b>	Melanie
<b>12:00 - 1:00</b>	<b>LUNCH</b>	
<b>1:00 - 2:00</b>	<b>Open / Narrow / Close as an approach for ideation and decision-making</b>	KO & Aras
<b>2:00 - 2:45</b>	<b>The Improvement Team: Composition and Role</b>	Leslie
<b>2:45- 3:00</b>	<b>BREAK</b>	
<b>ENERGIZER</b>		
<b>3:00 - 3:45</b>	<b>The Behaviors of a Strong Improvement Team</b>	Leslie
<b>3:45 - 4:00</b>	<b>Closing and Appreciations</b>	Mel & Leslie