

SPRING 2017: O2O- OUTPATIENT 2 OUTCOMES

The second M2O project was aimed towards improving MBQIP Outpatient Measure OP20: ED Throughput. Improving ED Throughput should positively impact patient safety and satisfaction by reducing the amount of wasted time patients spend in the ED, making ED processes more efficient, improving communications between departments and many other potential process improvements.

For more information:

[Click here for the flyer on O2O: Outpatient 2 Outcomes](#)

[Click here for Spring 2017- O2O Registration & Information Form](#)

SESSION MATERIALS & RECORDED WEBINARS

SESSION 1:

Webinar: O2O: Defining the Project Scope

Presentation: O2O: Defining the Project Scope

Documents:

- M2O Step 1 – Project Scope Template
 - M2O Step 1 – Project Scope Example
 - M2O Step 2 – Process Scope Template
 - M2O Step 2 – Process Scope Example
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SESSION 2 (Workshop):

Presentation: O2O: Workshop: Analyzing the Current State

Documents:

- Issue Prioritization Handout
 - Observation Sheet
 - Sample Swimlane Flowchart
 - VSM Sample
 - M2O Data Collection Sample
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SESSION 3:

Webinar: O2O: Evaluating the Issue - No Recording Available

Presentation: O2O: Evaluating the Issue

Document: A3 Template

SESSION 4:

Webinar: Implementation Plans & Next Steps

Presentation: Implementation Plans & Next Steps

SESSION 5:

Webinar: Report Out- Share Successes with the PIN

Presentation: Report Out- Share Successes with the PIN