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| **Enterprise-wide Lean and Continuous Improvement Community of Practice** | **December 17, 2024**  **10:30 am – 12:00 pm**  [Zoom Meeting](https://us02web.zoom.us/j/81485638623)  Meeting ID: 814 8563 8623 |

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| **Meeting Purpose** | * Learn how the Department of Corrections Health Services redesigned their quality indicators to improve treatment outcomes for their customers and job satisfaction for their staff * Share current projects and process improvements |
| **Community Expectations** | * Treat others with respect and patience * Practice the golden rule (treat others how you want to be treated) * Be present * Show up on time (as schedules allow) * Assume good intentions * Provide grace as we form a community * If possible, turn cameras on when speaking * Mute your mic unless speaking |

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| **#** | **Agenda Item** | **Time** | **Lead** |
| **1** | **Welcome & Announcements** | 10:30 – 10:40 | Talia Mazzara and Theresa Dew, Senior Performance Advisors  Results Washington |
| **2** | **Topic Teaching & Project Share**  Redesigning Quality Indicators to Improve Treatment Outcomes and Job Satisfaction | 10:40 – 11:35 | Rain Carei, Psychologist 4, Kate Morisset, Quality Assurance Manager, and Dr. MaryAnn Curl, Chief Medical Officer  Washington State Department of Corrections |
| **3** | **Q&A** | 11:35 – 11:45 | All |
| **4** | **Round Robin Activity**   * Project shares * Barriers/assistance | 11:45 – 11:55 | Talia Mazzara, Senior Performance Advisor  Results Washington |
| **5** | **Wrap Up**   * Attendee survey | 11:55 – 12:00 | Talia Mazzara, Senior Performance Advisor  Results Washington |
| **6** | **Adjourn – see you next year!** | 12:00 |  |