

# CARF workshop

## New Performance Measurement, Management and Improvement Standards

5-6 December 2019 | Bab Al Qasr Hotel, Abu Dhabi

A two day hands-on training to walk through the steps to design, plan, and implement a robust system to effectively manage and improve your organization's performance.

### Keynote Speakers



**Christine MacDonell**  
Managing Director  
Medical Rehabilitation And  
International Medical  
Rehabilitation & Aging Services



**Di Shen, PhD**  
Chief Research and Quality  
Improvement Officer

This training provides hands-on experience in a computer lab that uses Microsoft Excel to analyze sample performance data that reflect areas of practice. Participants will learn skills to develop a performance management program consistent with CARF standards.

### Session Topics Include

- ▶ Extensive review of CARF's 2020 new Performance Measurement, Management, and Improvement standards
- ▶ Performance indicator development to support your organization's core mission and values
- ▶ System design for data collection and performance improvement
- ▶ Data analysis, interpretation, and management reporting
- ▶ Comparative analysis and critical thinking for business intelligence
- ▶ Identifying quality improvement ideas to propose action plans and support evidence-based decisions

# CARF workshop

## By the end of the training, participants will learn

- ▶ An overview of how to use the performance management concepts and techniques as a tool to drive program decisions and improve business practices;
- ▶ How to set up and use a framework for evaluating your program's performance;
- ▶ The overall processes and strategies for the collection and analysis of performance data;
- ▶ To analyze performance data to examine central tendencies and trends, use presentation graphics to explore data distributions and individual outliers, and examine differences in program performance that suggest areas for performance improvement;
- ▶ To use data exploration and data mining to prioritize your data analyses efforts;
- ▶ To develop charts and tables to display data and summarize relevant performance in your management reports;
- ▶ To use data analysis results to evaluate performance indicators and develop a management report to identify a performance improvement action plan.

## Target Audience

- Administrators and executive directors
- Data analysts and managers
- Directors of quality
- Program managers
- Information management specialists
- Direct service providers interested in performance management and improvement will benefit from this training

Be ready for the new standards in January 2020 that will give all CARF accredited organizations in this region a head start!



## Registration Fees:

Early bird Rate :  
AED1400  
\*until Oct 30, 2019

Standard Rate :  
AED1600  
5% VAT Excluded

## Contact:

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Organized By:

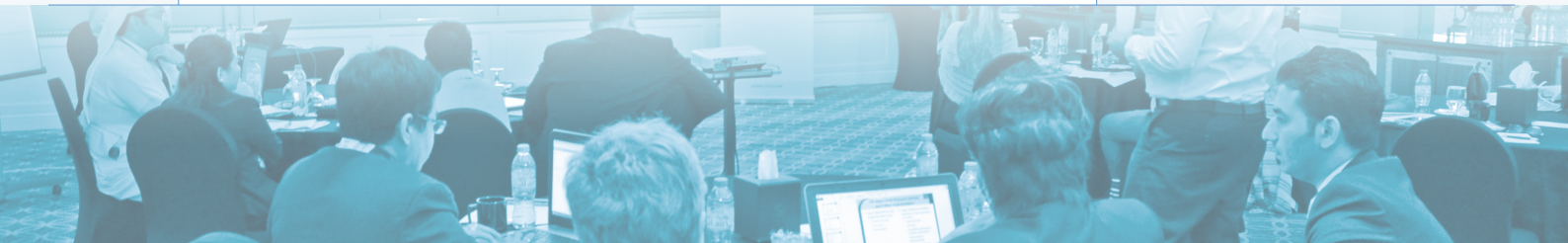
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"Developing and Building Powerful Performance Management Systems"

Dec 5 - Day One

The Framework

Time	Activity	Speaker
8:00	Registration and Continental Breakfast	
9:00	Welcome	Chris MacDonell
9:15	Guiding Principles for a Quality Organization	Chris MacDonell
10:15	Break	
10:30	1:2 The Context for Outcomes and Change	Di Shen
12:00	Lunch (Provided)	
13:00	1:3 What's New with Section 1M-N (SMY 2020)	Chris MacDonell
14:15	1:4 Writing Goals and Performance Indicators	Di Shen
14:30	1:5 Planning for performance measurement and management	Chris MacDonell
15:30	Break (move into groups)	
15:45	Workgroup: Developing Objectives and Indicators for Your Programs	Di Shen
16:15	Reporting Back: Developing Objectives and Indicators	Chris MacDonell
16:30	1:6 Concepts in Data Collection & Measurement	Di Shen
17:15	Adjourn	





"Developing and Building Powerful Performance Management Systems"

Dec 6 - Day Two

The Framework

Time	Activity	Speaker
8:00	Continental Breakfast	
9:00	2:1 Lab Session One Data crunchers: Measurement, Data Management, and Exploration	Di Shen
	Data user group: How to improve your organization with the use of performance data	Chris MacDonell
10:30	Break	
10:45	Lab Session Two Data crunchers: Data Analysis and Interpretation, and Graphical Presentation of Information	Di Shen
	Data user group: How to improve your organization with the use of performance data	Chris MacDonell
12:00	Lunch (Provided)	
13:00	2:2 Chuckie's Report: Using Your Data	Di Shen
14:00	2:3 Planning for Reporting	Chris MacDonell
15:30	Break	
15:45	2:4 Reporting Examples and Ideas	Di Shen
16:00	Critiquing a Management Report (group discussion)	Chris MacDonell
16:45	Questions and Answers	Faculty
17:00	Conference Concludes	