

Enterprise-wide Lean and Continuous Improvement Community of Practice

May 16, 2023
10:30 am – 12:00 pm

[Zoom Meeting](#)

Meeting ID: 864 1246 1726

Meeting Purpose

- Discover ways to interpret and use data in a fun yet useful way
- 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

#	Agenda Item	Time	Lead	Summary
1	Welcome, Introductions & April Winner Announcement	10:30 – 10:40	Talia Mazzara Results Washington	
2	Topic Teaching Voice of Customer	10:40 – 11:10	Megan Oczkewicz Health Care Authority	
3	Q&A	11:10 – 11:20	All	
4	Enterprise-wide Success Stories	11:20 – 11:35	Talia Mazzara Results Washington	
5	Q&A	11:35 – 11:40	All	
6	Round Robin Activity <ul style="list-style-type: none"> • Project shares • Barriers/assistance 	11:40 – 11:55	Theresa Dew Results Washington	
7	Next Steps <ul style="list-style-type: none"> • Attendee survey 	11:55 – 12:00	Theresa Dew Results Washington	
8	Adjourn	12:00		