

## Template for MLC-3 Phone Conference

Friday, May 14<sup>th</sup>

Time: 1:00 – 2:30 p.m.

Dial In Information:

Please allow 90 minutes for phone conference.

U.S. & Canada: 1-877-481-6970

Access Code: 2575178 (don't forget the \* key).

### I. Roll call by team

*Mary Beth Warren*

### II. QI tools for Community Engagement

*Kim McCoy*

**\* Webinar participants will participate in hands-on work and report back.**

- a. Community Engagement Process
- b. Cause & Effect Analysis (aka Fishbone Diagram)
- c. QI Tools

*Q and A*

### III. Update from Project Management Team

- a. Site Visits
- b. National Site Visits/Interviews
- c. Action Period One Activities/Deliverables

*Mary Beth Warren  
Gianfranco Pezzino  
Gianfranco Pezzino*

*Q and A*

### IV. Important Dates

*Tatiana Lin*

- a. Second Learning Session – June 14, 2010
- b. Next Teleconference Call - June 4, 2010

**Thanks!**