

# Welcome and Introduction

## Day #2

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Tennessee State Hospital Association Quality Improvement Course

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# Yesterday's session

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Icebreaker: teamwork

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Accountability

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30K Foot View of Quality

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Time for Tennis: process improvement

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Fair and Just Culture

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Quality Leader Panel

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High Reliability Organizing

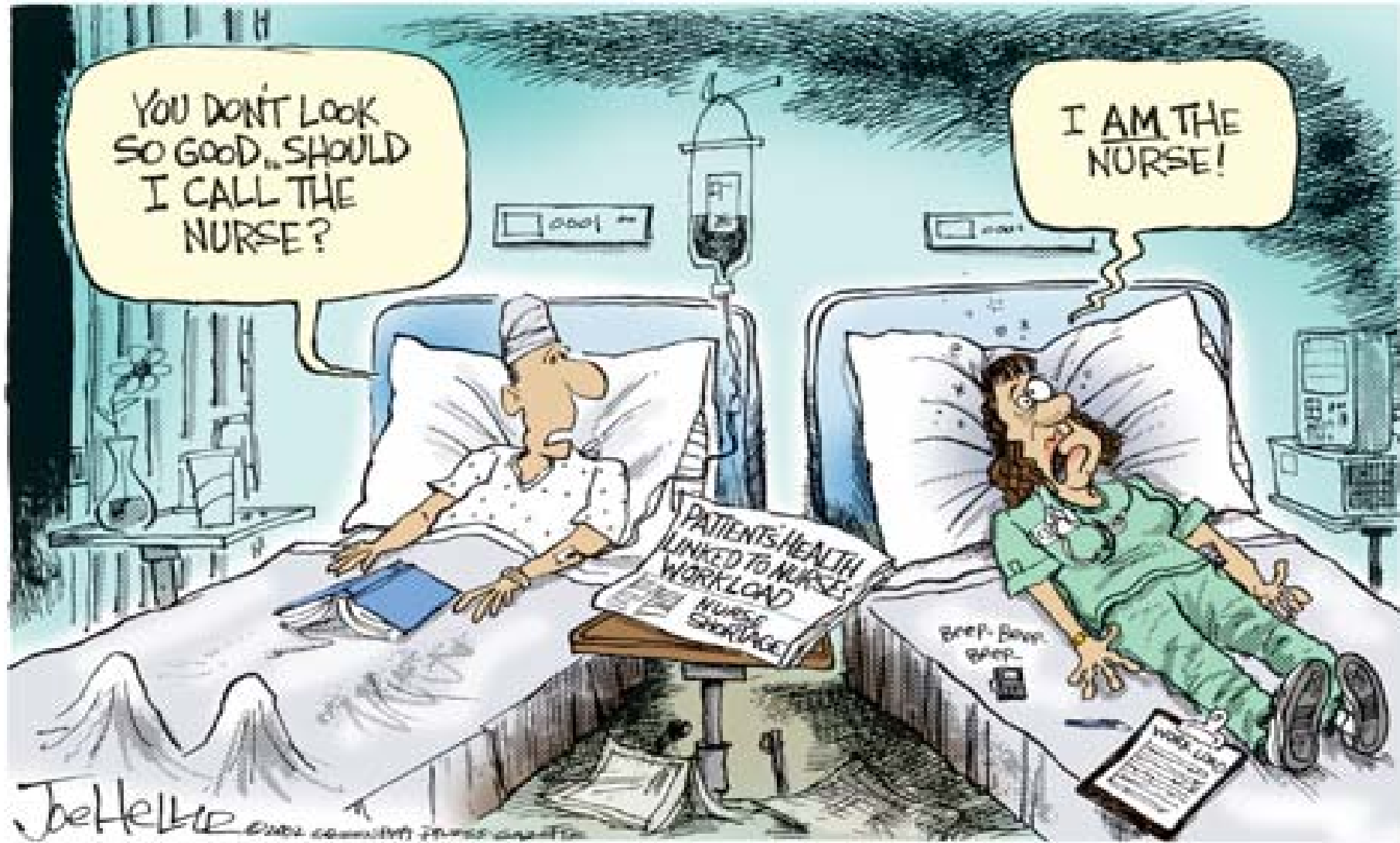
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Myths and Mysteries of Engagement



Debrief: what nuggets did you take home?





# Rate Your Current Level of Joy at Work



- 10 = I LOVE my job and feel a sense of joy every day
- 1 = I am ready to cut and run