

Conference Call Guidelines

Purpose of Collaborative Calls

- Share successes
- Share challenges
- Plan strategies to make improvements

Ongoing Responsibilities

- Be prepared to report on your progress since the previous conference call with the focus on PDSA cycles and measurement results including your analysis of the data collected.
- Attend calls regularly. Calls last no longer than 45 minutes.
- Who should attend? All practice staff are invited to participate. It is recommended that the Team Coordinator be a consistent person on the calls and the one who is the lead reporter for a practice.

How the Calls will be made

- **Just before 12:20, call 1-888-809-4012.** You will be prompted to enter the access code, **1200000**. You will be connected to the call, which will begin at 12:30. Thanks to HealthInsight, one of UPIQ's partners, for supporting this conference call.

•

During the Call

- Please keep background noise to a minimum.
- Mute your speaker phone when you are not speaking.
- Speak close to the speaker phone or use a handset.
- Speak one at a time and avoid interrupting each other.
- Please identify yourself each time you speak. This allows participants to contact you outside the conference calls if they wish to follow-up on any item you discussed.
- Direct questions/comments to specific individuals/practices.
- Please do not put your phone on "HOLD" during the call – the music will be disruptive.
- Cross practice discussion/sharing is encouraged.

Rules for Success

- Attend conferences regularly. Refer to the schedule for dates.
- Post the conference call schedule by your phone! Mark your calendars!
- Prepare for the conferences
- Keep weekly momentum going in your practices.
- Complete monthly reviews by the second Wednesday of each month. Keep a copy for yourself.
- Don't wait for a conference call to ask for assistance if needed.