

R95 SERVICE DESIGN KICK OFF WORKGROUP MEETING
Wednesday January 31, 2024
3:30 pm – 5:00 pm

- 3:30 pm** **Welcome** - Dr. Gary Tsai
- 3:35 pm** **Service Design Overview [2E-1, 2E-2, 2E-3] - Antonne Moore**
Focus Area 2: Lowering Barriers to Care
- Service Design Description [2E-1, 2EB2, 2E-3] - Antonne Moore
 - Discussion: Expectations of Service Design
- 4:00 pm** **Customer Service Walk Through - Amy Mcilvaine**
- Guidance Review
- 4:30 pm** **R95 Discharge Policy Draft [2D-2] – Michelle Gibson**
Focus Area 2: Lowering Barriers to Care
- 4:45 pm** **Next Steps**
- 5:00 pm** **Adjourn**