

R95 WORKGROUP MEETING AND DISCUSSION
Wednesday March 27, 2024
3:30 pm – 5:00 pm

3:30 pm **Welcome** - Dr. Gary Tsai

3:40 pm **R95 Discharge Policy [2D-3] – Michelle Gibson**
Focus Area 2: Lowering Barriers to Care

- Discussion: Staff Responsiveness to Admission & Discharge Policy Training and Changes (2D-3)

3:55 pm **Service Design [2E-1, 2E-2, 2E-3] - Antonne Moore**
Focus Area 2: Lowering Barriers to Care

- Operationalizing Service Design based on Customer Walk-Throughs (2E-1, 2E-2, 2E-3)
- Review - 2E-2 Service Design Customer Walk-Through Guide
- Review - 2E-2 Service Design Walk-Through Summary Template

4:45 pm **Next Steps**

5:00 pm **Adjourn**