



## **Welcome to DHA's Introduction to A3 Thinking and Practical Problem Solving for Europe 2-Hour Virtual Training**

November 10, 2021 @ 1300 - 1515 Central European Time

December 9, 2021 @ 1300 - 1515 Central European Time

### **Topic:**

This CE activity will present a basic introduction to the 8 Step Practical Problem Solving (PPS) process improvement methodology targeting any level or role of staff member in the Medical Treatment Facility (MTF). Participants are given an overview of how Process Improvement (PI) is intended to align with organizational strategy, prioritized initiatives, and supporting projects, through DHA/Market/or MTF Campaign or strategic plans in order to ensure the improvement activity is supported by leaders and teams.

### **Presenters:**

- Ms. Kelly Hardee Wheeler, MBA/MHA [Kelly.a.hardeewheeler.civ@mail.mil](mailto:Kelly.a.hardeewheeler.civ@mail.mil)  
J-5 Strategy Management, Continuous Process Improvement (CPI) Branch  
Defense Health Agency; Sembach, Germany
- LTC Amelia M. Duran-Stanton, PA-C, PhD, DSc  
Commander, US Army Health Clinic Ansbach; Ansbach, Germany
- Maj Jeffrey N. Barnes, BSC, PharmD, MPS  
Pharmacy Flight Commander, 52 Medical Group; Spangdahlem AB, Germany

### **Learning Objectives:**

1. Describe the 8-Step Practical Problem-Solving (PPS) methodology
2. Discuss the A3 as the documentation and communication tool for the 8-Step PPS
3. Explain how the Defense Health Agency (DHA) has adopted the 8-Step PPS and A3 as the foundation of their continuous improvement program
4. Recognize and employ basic improvement tools
5. Define DHA Lean Leader Core Competencies

### **TARGET AUDIENCE**

Physicians (ACCME) • Physician Assistants (AAPA) • Nurses (ANCC) • Pharmacists/Pharmacy Technicians (ACPE) • Social Workers (ASWB) • Psychologists (APA) • Kinesiotherapists (COPSKT) • Certified Counselors (NBCC) • Healthcare Executives (ACHE) • Dentists, Dental Hygienists, Dental Technicians (ADA) • Speech Language Pathologists, Audiologists (ASHA) • Optometrists (ARBO/COPE) • Registered Dieticians (CDR) • And other health care professionals

**This Continuing Education (CE) activity is provided through DHA J-7 CEPO and is approved for a total of 2.0 CE Hour**

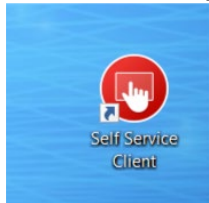
To register for CE/CME, please visit the following link: [www.dhaj7-cepo.com](http://www.dhaj7-cepo.com)

***Training is done in MS Teams – please ensure you can login to MS Teams before training session.***

---

### MS TEAMS APP

The MS TEAM APP is now available for DHA – you can install yourself if it’s in your “Self Service Center” icon on your desktop



### DHA - Software Self Service Portal

Use this tool to install software you need, update existing software, and run packages provide

Activity [View All](#)

Catalog [View All](#)

 <b>Mozilla Firefox ESR</b> 78.14.0 5 minutes Remove	 <b>Microsoft Teams</b> 1.4.0.11161 1.4.0.11161 15 minutes Install	 <b>Google Chrome</b> 93.0.4577.82 5 minutes Update
--	---	---

If not – you may be able to call DHA Global Service Center in for install (1-800-600-9332)

---

### DoD365 TEAMS WEB PORTAL

Users may also access the CAC-enabled DoD365 Teams Portal at

<https://dod.teams.microsoft.us>

Note: If you receive an error message, please repeat this step using another internet browser (preferably Chrome).

---

### MS TEAMS HELP

To learn more about MS365 and/or view recorded training webinars, refer to the DoD365-J Training page in the DoD365-J DEOS Information Hub.

<https://dod365.sharepoint-mil.us/>

.....

## **DHA’s Introduction to A3 Thinking and Practical Problem Solving for Europe 2-Hour Virtual Training**

November 10, 2021 @ 1300 - 1515 Central European Time

or

December 9, 2021 @ 1300 - 1515 Central European Time

### Contents

Joining Training Session .....	3
How to Obtain CE/CME Credits .....	4
Need additional assistance? .....	4

### Joining Training Session

**This training provides an overview of the 8-step Practical Problem Solving (PPS) method also known as the A3. This training is available for all DHA personnel in Europe. There is a practical exercise module which walks through a problem using the 8 step PPS. Training is 100% virtual and will be conducted on MS Teams.**

This 2-hour virtual course will be held on **November 10 and December 9 from 1300 to 1515 Central European Time.**

Add a reminder for either class to your Outlook calendar ahead of time, with the meeting link below.

### [Join Microsoft Teams Meeting](#)

Best way to join the training session:

1. Login to TEAMS app, or web portal first
2. Then click the link in your Outlook calendar, or paste into your internet browser
3. On your training date you will see the meeting in session and be able to “Join”
4. Wait to be invited to the meeting, if you aren’t entered automatically. The meeting header should say “Europe Intro to A3 Virtual”

Please make sure your microphone works in MS Teams (if not – you can use the chat feature). Headsets also help eliminate the voice echoes from speakers. Camera is optional.

## How to Obtain CE/CME Credits

**To receive CE/CME credit, you must register **within 24 hours of the course** to qualify for the receipt of CE/CME credit or certificate of attendance. You must complete the program posttest and evaluation before collecting your certificate. The posttest and evaluation will be available **for two weeks following the course**. Please complete the following steps to obtain CE/CME credit:**

1. Go to URL <https://www.dhaj7-cepo.com/>
2. Search for your course using the **Catalog, Calendar, or Find a course** search tool.
3. Click on the REGISTER/TAKE COURSE tab.
  - a. If you have previously used the CEPO CMS, click login.
  - b. If you have not previously used the CEPO CMS click register to create a new account.
4. Enter the access code: **Code will be given by course instructor upon contact and during the course**
5. Follow the onscreen prompts to complete the post-activity assessments:
  - a. Read the Accreditation Statement
  - b. Complete the Evaluation
  - c. Take the Posttest
    1. After completing the posttest at 80% or above, your certificate will be available for print or download.
    2. You can return to the site at any time in the future to print your certificate and transcripts at <https://www.dhaj7-cepo.com/>
    3. If you require further support, please contact the Continuing Education Program Office (CEPO) at [dha.ncr.j7.mbx.cepo-cms-support@mail.mil](mailto:dha.ncr.j7.mbx.cepo-cms-support@mail.mil)

.....

**Need additional assistance?** – please contact Ms. Maria Parmer via email at

Parmer, Maria S CIV DHA STRAT MGMT (USA) [maria.s.parker.civ@mail.mil](mailto:maria.s.parker.civ@mail.mil)

.....