



SCHOOL OF MEDICINE

Institute for Healthcare Quality, Safety & Efficiency

UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

### IHQSE Certificate Training Program

#### **Session 2: Investigate the Problem, Problem Statement, VOC: Stakeholder Mapping, Process Mapping**

**Date:** 09/09/2026

**Session Duration:** 4 hours

**Location:** Krugman Conference Hall

*Research 2 Building – 12700 East 19th Ave., Aurora, 80045; second floor*

*The south entrance near the courtyard is open during business hours.*

*Please call Cortney (303-917-1986) if you have trouble entering the building.*

**Speakers:** Drs. Jeff Glasheen, Emily Gottenborg, and Tyler Anstett

**Learning Objectives: By the end of this session, participants should be able to—**

- Create an understanding of and scope of a problem
- Understand what your customers want
- Recognize the people who will impact and be impacted by your project work
- Define the key steps in your current process

**Schedule:**

Time	Topic	Presenter(s)
1:00 – 1:05	Welcome	Glasheen
1:05 – 1:15	Team Check-in	UCH Whole Blood Program
1:15 – 1:25	Investigate the Problem	Gottenborg
1:25 – 1:55	Problem Statement	Gottenborg
1:55 – 2:10	Break	
2:10 – 2:45	Voice of the Customer and Stakeholder Mapping	Gottenborg
2:45 – 3:15	Stakeholder Analysis	Gottenborg
3:15 – 3:30	Break	
3:30– 4:00	Process Mapping	Anstett
4:00 – 4:10	Appreciative Debrief	Glasheen
4:10 – 5:00	Coaching	

**Homework before the session:**

None