Forum Excursion: FE6: Disney’s Magic Kingdom: Generating Positive Experiences for Multiple Generations

Alide Chase, MS
Trissa Torres, MD MSPH

Introductions & Overview

Faculty:

Alide Chase, MS
Trissa Torres, MD, MSPH
Objectives

At the conclusion of this program, participants will be able to:

- Articulate the key values and cultural beliefs that support the ongoing quest for enjoyment in this setting
- Apply ideas around guest relations, service standards, idealized flow, and system design to their own work environments

Agenda

<table>
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<tr>
<th>Time</th>
<th>Topic</th>
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<td>7:30 am – 8:00 am</td>
<td>Gaylord Palms: Naples Room Registration and Continental Breakfast</td>
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| 8:00 am – 8:30 am | Gaylord Palms: Naples Room Welcome and Introductions; Overview of the Day
|                   | Trissa Torres, MD, MSPH, FACPM, Senior Vice President, Institute for Healthcare Improvement
|                   | Alide Chase, BS, MS, Consultant, LLC                                  |
| 8:30 am – 9:00 am | Transport Gaylord Palms to Walt Disney World’s Transportation and Ticket Center |
| 9:00 am – 9:30 am | Group is escorted through the Transportation and Ticket Center via monorail or ferry to the Magic Kingdom Guest Relations Window |
| 9:30 am – 2:00 pm | Disney’s Magic Kingdom Exclusive Keys to the Kingdom Tour              |
|                   | Will break for Lunch between 11:30 and noon                          |
| 2:00 PM – 2:30 PM | Group is escorted back through the Transportation and Ticket Center    |
| 2:30 PM – 3:00 PM | Transport Walt Disney World’s Transportation and Ticket Center to Gaylord Palms |
| 3:30 PM – 5:00 PM | Gaylord Palms: Naples Room Excursion Debrief                           |
| 5:00 PM           | Program Adjourns                                                      |
|                   | Shuttle service from Gaylord Palms back to Marriott World Center is available |
General Process of a Forum Excursion

- **HARVEST**: Create list of observations and thoughts from day
- **ORGANIZE & EXTRACT**: Develop actionable ideas from the thoughts and observations
- **Prioritize and APPLY**: Prioritize actionable ideas and plan implementation

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**Setting the Stage**

1. Why Magic Kingdom?
2. What is the link to healthcare?
3. What to look for?
This Afternoon

1. Generate ideas
2. Workshop one idea
3. “Sell” your idea

Have fun!
From Ideas to Action

Step 1 - Observations

- Write down your ideas or observations.
- Share your ideas at your table.
Step 2- Select a Concept

- Select one idea to workshop at your table
  - How might you bring this approach back home?
  - What key stakeholders do you need to engage?
  - What assets do you already have in place?
  - Do you need any additional information?
  - What potential barriers will you need to overcome?
  - What strategies can you use to overcome them?
  - What are your next steps?
  - What is your predicted outcome?

Step 3- Apply the Concepts!

- Make a two minute or less video of how to sell your idea back home.
- Email it to us – we will show a few!

Please email your video to kjohnson@ihi.org
Sales pitch

Thank you

Have a Magical Day!