

PRESS CONTACT:
Joanna Clark, CXO Communication
joanna@cxocommunication.com
(207) 712-1404

MEDIA ADVISORY

PROMINENT SPEAKERS OFFER LESSONS FOR HEALTH AND HEALTH CARE QUALITY INNOVATORS

Keynotes and selective sessions at IHI National Forum on Quality Improvement in Health Care available via Livestream Broadcast, December 11–12, 2018

- WHO:** The [Institute for Healthcare Improvement](#) (IHI), a leader in health and health care worldwide
- WHAT:** [Livestreaming](#) of four keynote addresses and five spotlight sessions taking place during the 30th annual IHI National Forum on Quality Improvement in Health Care (see below for session descriptions and speakers)
- WHEN:** Beginning Tuesday, December 11 ([full schedule](#))
- WHERE:** IHI's state-of-the-art streaming platform will give virtual attendees a high-definition video feed and the ability to chat with other virtual participants. Viewers will be able to download slides and resources for each session (as available), take notes during the presentation that will be sent directly to your email, and receive real-time support in the unlikely event technical issues arise.

Members of the press wishing to participate may contact Joanna Clark at Joanna@CXOCommunication.com for registration instructions and the code for complimentary media access.

As more people in the US and around the world gain access to health services, quality improvers continue to focus on developing new and better ways to deliver patient care and to coordinate these efforts with the health needs of communities.

The 2018 IHI National Forum on Quality Improvement in Health Care is a remarkable platform to hear about successes and evidence-based solutions to some of the biggest challenges facing health and health care today.

Keynote Sessions:

- **Derek Feeley, DBA**, IHI President and CEO, in a joint presentation with **Jason Leitch, MPH, DDS, FDS, BDS**, National Clinical Director for Healthcare Quality and Strategy for the Scottish government
- **Maureen Bisognano**, President Emerita and Senior Fellow at IHI, leading a session on “Women in Action: Paving the Way for Better Care,” with speakers **Celine Gounder, MD**, an internist, journalist, and author; **Vania Deonizio**, founder and Executive Director of Dancin Power; and **Mona Hanna-Attisha, MD**, pediatrician and public health advocate

Continued

- **Gregory Boyle**, founder and CEO of Homeboy Industries
- **Donald M. Berwick, MD, MPP**, President Emeritus and Senior Fellow at IHI and former administrator of the Centers for Medicare and Medicaid Services

Spotlight Sessions

Tuesday, December 11

- 9:30 AM – 10:45 AM: Session A01: 5 Strategies for Leading Quality at a System Level
Quality continues to grow as a strategic priority for health care organizations, and the role of Chief Quality Officer is emerging to lead it. Seeing varied titles, scopes of work, and required competencies, IHI's Research and Development team studied the role and what it takes to lead quality at a system level. Faculty for the new IHI CQO Professional Development Program will share five strategies for meeting the ongoing quality leadership challenge.

Speakers: Angela Shippy, MD, FHM, Senior Vice President and Chief Quality Officer, Memorial Hermann; David Williams, PhD, Executive Director and Improvement Advisor, IHI; Petrina McGrath, RN, MN, PhD, Executive Director of Quality and Safety, Saskatchewan Health Authority

- 11:15 AM – 12:30 PM: Session B03: A Proven Approach to Change Leadership Behavior to Enable an Improvement Culture
To create a culture of continuous improvement where frontline staff solve daily problems, leaders must change their own behavior. How? This session will introduce a tool that leaders can use to check themselves on five key behavioral dimensions that enable this culture of improvement. Management research and our work with 40 CEOs, which was published in *NEJM Catalyst*, has shown that these five behavioral dimensions are important in many industries, including health care.

Speakers: John Toussaint, MD, Executive Chairman, Catalysis; Susan Ehrlich, CEO, Zuckerberg, San Francisco Hospital

- 1:30 PM – 2:45 PM: Session C04: Assess Burnout, Take Action, Create Joy in Work
This session will highlight findings from a large data analysis of clinician burnout (i.e., 170,000 respondents of culture surveys nationally), including institutional and individual interventions to reduce burnout and increase resilience. This session will share the impact of different interventions (e.g., positive rounds versus three good things), and discuss the underlying reasons for burnout and what organizations can do to ameliorate them.

Speakers: J. Bryan Sexton, PhD, Associate Professor, Director, Duke Patient Safety Center, Duke University Health System; Kathryn Adair, PhD, Senior Research Associate, Duke University Health System; Michael Leonard, MD, Principal, Safe & Reliable Healthcare

Wednesday, December 12

- 9:30 AM – 10:45: Session D02: Nudging Patients and Providers to Improve Quality
Nudges have been a popular theme as governments, nonprofits, and large corporations use insights from academia to change behavior in the real world. This session will translate the academic literature to practical health care applications. Participants will acquire an evidence-based toolkit to leverage behavioral science to "nudge" patients and health care providers to improve quality. Case studies will highlight several changes, including improvements in data collection, vaccine compliance, and antimicrobial stewardship in ED and urgent care.

Speakers: Kabir Yadav, MD, Physician Specialist, LA Country Department of Health Services Harbor-UCLA Medical Center; Larissa May, MD, MSPH, MSHS, Director of Emergency Department and Outpatient Antibiotic Stewardship, University of California Davis; Paul Cohen, Vice President, Strategy & Business Development, One Medical Group

- 11:15 AM – 12:30 PM: Session E25: Learning from Appreciative Inquiry: What Differentiates Leading Organizations?

Health care organizations often determine opportunities for improvement based on identified gaps and problems, using a deficit-based mindset. What if we shifted to an asset-based mindset, embracing organizational strengths by illuminating existing positive staff practices and qualities? This session will share the process and learnings of appreciative inquiry in discovering what differentiates leading organizations. We'll focus on the learnings from various settings, including behavioral health and rehabilitation centers.

Speakers: Carol Wagner, RN, MBA, President, Carol Wagner Consulting; Jay Bhatt, DO, MPH, MPA, FACP, President, Health Research and Educational Trust (HRET), Senior Vice President & Chief Medical Officer, American Hospital Association (AHA); Jordan Steiger, MPH, Program Manager, AHA

About the Institute for Healthcare Improvement (IHI)

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization based in Boston, Massachusetts, USA. For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI collaborates with a growing community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better. Learn more at ihi.org.

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