New This Year: National Forum Welcome Center

In an effort to reduce wait times and alleviate lines, we have removed registration counters from this year’s National Forum. Instead, we’ve added the National Forum Welcome Center in the Convention Center Entrance. At the Welcome Center, an IHI Blue Shirt will always be available to assist you if you need to:

• Check in for the conference
• Print your conference pass
• Update the information on your name badge
• Select or change your sessions
• Collect your conference materials: Conference guide, lanyard, water bottle, or ribbons
• Ask for help with the IHI Onsite App
• Catch a shuttle to a National Forum overflow hotel
• Get directions
• Post a message or browse the job postings
• Ask any National Forum questions

Download the IHI Onsite App

Don’t forget to download the IHI Onsite mobile app for additional information about the conference, including presenter biographies, session descriptions and objectives, storyboard listings, and more. IHI Onsite is available for free in the App Store and Google Play. Search either store for IHI Onsite to download. Once you have downloaded the IHI Onsite app:

• Ensure you are connected to the Internet
• Launch the app
• Enter your last name as your username
• Enter your National Forum Order ID as your password (available under the barcode on your name badge – the numbers after “OID”)
• Click “Verify”

For help with the IHI Onsite app, please speak with any IHI Blue Shirt.

Video Cameras and Photographers

Please note, IHI will have video cameras and photographers at the National Forum. We may capture your image for use on IHI TV at the National Forum, on the IHI website, or in other IHI Materials.
Dear Colleagues,

1995 was an important year for IHI, and an even more important year for me. That year, IHI launched the very first Breakthrough Series Collaborative to improve maternal and neonatal outcomes by reducing the rate of cesarean deliveries. The Breakthrough Series model (first conceived in a sketch on a napkin by IHI co-founder Paul Batalden) went on to become, in conjunction with the Model for Improvement, the bedrock of IHI’s approach to improvement worldwide. That same year, I decided to leave my position as Senior Vice President of The Juran Institute to join Don Berwick at IHI as Executive Vice President and Chief Operating Officer. It was the start of a chapter in my life that would be more professionally and personally rewarding than I dared dream possible. One of the biggest reasons why has been the National Forum.

As many of you know, this year’s National Forum will be my last as CEO of IHI. After 20 extraordinary years at IHI, I have decided to retire from the position of President and CEO at the end of this year. However, this year’s Forum will certainly not be my last. Nor was 1995’s Forum my first. I’ve been to all 26 IHI National Forums and I can’t imagine my life without it. Why? The answer is simple. After a long year of working to improve health and health care, this gathering is what renews my energy and propels me forward into the new year. As I begin the next chapter of my life — leveraging all the lessons my husband Chuck and I have learned in our health care careers to bring about social change together — I will continue to rely on the National Forum. I’ll rely on it to give me new energy, new ideas, new inspiration, and new opportunities to work with all of you to make our world a better place.

For years, you have told us that your feelings about the National Forum are the same as mine — that you also rely on the Forum to recharge your batteries, renew your spirit, and refresh your thinking. And the Forum — as a source of energy — has never been more important. I’m sure you have been reading the same articles as I have about the crisis of burnout among health professionals. The pace of change, while exhilarating, is also exhausting. The challenges we face, while exciting, are also daunting. We all entered our respective professions because of our desire to help people, to reduce suffering. And to have the joy of helping people live healthier and longer lives robbed from us is truly disheartening.

Restoring that joy can start here, this week, at the National Forum. You’ll meet and hear from leaders in health and health care who have taken on the responsibility of transforming our health systems now. You’ll meet and hear from students who are already maturing into the next generation of leaders. And you’ll meet and hear from patients who are bringing their unique gifts and invaluable experiences to the improvement movement. Meeting and learning from these people always helps reconnect my daily work to its true purpose. And that connection to purpose has been the thing that recharges me. I hope you depart from the Forum with as much energy and electricity as we get from you. Welcome to the IHI National Forum. Have an amazing week!

Sincerely,

Maureen Bisognano
President and CEO, Institute for Healthcare Improvement
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>6:30 AM</td>
<td>Welcome Center open</td>
<td>Crystal Ballroom, Salon G</td>
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<tr>
<td>11:00 AM</td>
<td>National Forum Orientation</td>
<td>Crystal Ballroom, Salon G</td>
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<td>2:30 PM</td>
<td>Welcome Center open</td>
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<td>8:00 AM</td>
<td>Keynote One: Maureen Bisognano</td>
<td>Cypress Ballroom 3</td>
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<td>11:00 AM</td>
<td>Keynote Three: Robert Wachter, MD and Craig Kielburger</td>
<td>Cypress Ballroom 3</td>
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* Breakfast and lunch provided for Minicourse, Forum Excursion, and Scientific Symposium attendees

** With the exception of the Marriott, Orlando Health, and NASA Kennedy Space Center Excursions, all Excursions start at the

† *Registration and continental breakfast for the Scientific Symposium begin at 8:30 AM

‡ Gaylord Palms, Sun
Stay Connected

Stay connected with IHI and your fellow National Forum attendees! Use the hashtag #27Forum when Tweeting. Be sure to follow IHI on Twitter, Facebook, and LinkedIn.
Networking Opportunities

**International Attendee Meeting**

**Sunday, December 6**
5:00 PM – 7:00 PM
Grand Ballroom, Salon 7

All National Forum attendees are invited to this informal networking meeting to interact with colleagues from around the globe.

**Welcome Reception**

**Monday, December 7**
4:30 PM – 6:30 PM
Palms Ballroom

Join attendees and over 130 exhibitors in the Exhibit Hall for snacks, drinks, and to learn about all the latest health care technologies, innovations, and services.

**Storyboard Reception**

**Tuesday, December 8**
4:15 PM – 6:30 PM
Palms Ballroom

See the nearly 500 improvement storyboards displayed by fellow attendees at this networking event. Storyboard presenters will be standing by to answer your questions about their quality improvement journeys in the Exhibit Hall.

**Recharge! A National Forum Celebration**

**Tuesday, December 8**
6:30 PM – 10:00 PM
Falls Pool Pavilion

Join us by the Marriott pool to meet and engage with other attendees. Reception food provided 6:30 PM – 8:30 PM, live music and cash bar until 10:00 PM!

**Free-Throw Contest**

**Monday, December 7**
5:30 PM – 6:30 PM
Palms Ballroom

Join us for a friendly free-throw contest and win a chance to meet Magic Johnson after his keynote on Tuesday afternoon.

**Meet the Expert Lunches**

**Tuesday, December 8**
12:40 PM – 1:20 PM
Palms Ballroom

Grab your lunch and sit with one or more of the National Forum’s expert faculty to discuss various topics.

**Lunch and Learn: Minimizing Disparities to Achieve Health Equity**

**Tuesday, December 8**
12:40 PM – 1:20 PM
Crystal Ballroom, Salon H

**Special Interest Breakfasts**

**Wednesday, December 9**
7:00 AM – 7:45 AM
Various Locations

Network with colleagues and discuss a variety of improvement topics over breakfast. See page 22 for details.

**Meet the Author Lunches**

**Wednesday, December 9**
12:40 PM – 1:20 PM
Palms Ballroom

Grab your lunch and sit with one of the National Forum bookstore authors to discuss various topics.

Learning Formats

We offer a variety of different learning formats to improve your educational experience.

- **Buzz Session**
  Highly interactive sessions designed to stimulate thinking in small group discussions.

- **Rapid Fire**
  Fast-paced presentations designed to keep the information flowing and the audience fully engaged.

- **Flipped Classroom**
  Attendees become the teachers by completing pre-work before the conference, then applying new knowledge through exercises and discussion. *(Note: No on-site enrollment for these sessions.)*

- **Case Study**
  Presenters provide realistic, complex, and contextually rich situations and offer intensive analysis of individual processes or scenarios.

- **Controversy Panel**
  Panelists engage in friendly debate about a controversial issue, process, or behavior.

- **Simulation Encounter**
  Attendees learn from imitating or estimating how an event, process, skill, or behavior might occur in a real-life situation.

- **Lecture**
  Highly didactic, content-rich sessions.

- **Storyboard Walkaround**
  Presenters will guide attendees through a series of improvement projects in a rapid-fire style presentation — giving you the opportunity to learn on your feet!
Workshop Tracks

More than 90 workshops are offered during the General Conference (December 8 and 9). The sessions are organized into content areas — or “tracks” — that fall into IHI’s five focus areas. We also have special areas of emphasis, which include sessions on leadership, equity, and sessions for students. Participants can enroll in sessions individually or follow one of these strategic tracks:

- Leadership New!
- Equity New!
- Student
- Improvement Capability
- Patient Safety
- Person- and Family-Centered Care
- Quality, Cost, and Value
- Triple Aim for Populations

Leadership Track New!
IHI has a variety of sessions that are ideal for developing and honing health care quality leadership skills. Look for leadership workshops in gray boxes like this one.

Equity Track New!
IHI has added new emphasis on reducing disparities and improving health equity throughout the program. Look for equity workshops in light blue boxes like this one.

Student Track
Students attending the National Forum are encouraged to take advantage of the following programming:

Monday, December 7
IHI Open School Chapter Congress sponsored by Kaiser Permanente
Crystal Ballroom, Salon H

Tuesday, December 8
Crystal Ballroom, Salon N
B1: The Big Debate: The Patient Knows Best
Cypress 3
C5: Maximizing Impact from the Bottom of the Totem Pole
Crystal Ballroom, Salon P-Q

Wednesday, December 9
D12/E12: Diagnosing the Diagnostic Dilemma
Crystal Ballroom, Salon A-C
D22/E22: Less Burnout, More Engagement: High-Quality Care
Crystal Ballroom, Salon D
SW5: Storyboard Walkaround
Crystal Ballroom 1

Session Levels

The National Forum offers workshops for all levels of learning. Sessions are labeled by experience level throughout this guide.

Fundamentals Program
This series of sessions offers helpful ideas and tools for newcomers to the world of quality improvement.

Masters Program
For the advanced learner, this series of sessions provides cutting-edge improvement thinking from health care and other industries.

Student Program
Selected across a wide spectrum of topics and disciplines, these sessions will accelerate learning for students who are new to quality improvement or new to the National Forum.

Patient Presenters
The sessions designated with a “P” will have a patient presenting.
Keynotes

Keynote One: Maureen Bisognano

tuesday, december 8 8:00 am – 9:00 am
Cypress Ballroom 3

Maureen Bisognano, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI’s Executive Vice President and COO for 15 years. She is a prominent authority on improving health care systems, whose expertise has been recognized by her elected membership to the Institute of Medicine and by her appointment to The Commonwealth Fund’s Commission on a High Performance Health System, among other distinctions. Ms. Bisognano advises health care leaders around the world, is a frequent speaker at major health care conferences on quality improvement, and is a tireless advocate for change. She is also an Instructor of Medicine at Harvard Medical School, a Research Associate in the Brigham and Women’s Hospital Division of Social Medicine and Health Inequalities, and serves on the boards of The Commonwealth Fund, ThedaCare Center for Healthcare Value, and Mayo Clinic Health System Eau Claire. Prior to joining IHI, she served as CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.

Keynote Two: Earvin “Magic” Johnson

Tuesday, December 8 3:15 PM – 4:15 PM
Cypress Ballroom 3

Earvin “Magic” Johnson is an NBA two-time hall of famer, entrepreneur, motivational speaker, and philanthropist. He is currently Chairman and CEO of Magic Johnson Enterprises, which provides high-quality products and services that focus primarily on ethnically diverse and underserved urban communities through strategic alliances, investments, consulting, and endorsements. Mr. Johnson parlayed his skills and tenacity on the court into the business world, propelling his company to the number one urban brand in America. Mr. Johnson also serves as Chairman and Founder of the Magic Johnson Foundation, where he works to transform urban America through HIV/AIDS awareness and prevention programs, community empowerment centers, and the Taylor Michaels Scholarship program. Over the past 20 years, the Magic Johnson Foundation has become one of the most recognizable philanthropic organizations in the world.

Keynote Three: Dr. Robert Wachter, MD and Craig Kielburger

Wednesday, December 9 8:00 AM – 9:00 AM
Cypress Ballroom 3

Robert Wachter, MD, is Professor and Associate Chair of the Department of Medicine at the University of California, San Francisco, where he directs the 60-physician Division of Hospital Medicine. Author of 250 articles and six books, he coined the term “hospitalist” in 1996 and is generally considered the “father” of the hospitalist field, the fastest growing specialty in the history of modern medicine. He is past president of the Society of Hospital Medicine (1999-2000) and past chair of the American Board of Internal Medicine (2012-13). In 2004, he received the John M. Eisenberg Award, the nation’s top honor in patient safety. For the past seven years, Modern Healthcare magazine has named him one of the 50 most influential physician-executives in the US, the only academic physician to receive this recognition. In 2014, the same publication also recognized him as one of the 100 most influential people in healthcare. His new book, The Digital Doctor: Hope, Hype and Harm at the Dawn of Medicine’s Computer Age, was published in April 2015.

Craig Kielburger is a social entrepreneur, New York Times best-selling author and speaker. He is the co-founder, along with his brother, Marc, of Free The Children, an international charity; Me to We, an innovative social enterprise; and We Day, a signature youth empowerment event. To date, Free The Children has built more than 650 schools and school rooms in developing countries, providing education to more than 55,000 children every day. Through Me to We, Craig and Marc are advancing a new vision of philanthropy that connects business to a social purpose. Every year, Me to We reaches hundreds of thousands of socially-conscious consumers. It provides full-time employment to over 1,000 women artisans in Kenya, and has created a global market for their work through partnerships with leading retailers. Half of Me to We’s annual net profit is donated to Free The Children, while the other half is reinvested to grow the enterprise and its social mission. Through We Day, a series of inspirational stadium-sized events, Craig and Marc connect with 200,000 students from 5,000 schools every year. For

sponsored by: PREMIER
his work to advance human rights, Craig has been awarded 15 honorary doctorates and degrees, and has received the Order of Canada, the Roosevelt Freedom from Fear Medal, the World Children’s Prize for the Rights of the Child, and the Muhammad Ali Humanitarian Award. His work has been featured through multiple appearances on 60 Minutes, as well as in National Geographic, TIME, and The Economist.

Keynote Four: Donald Berwick

Wednesday, December 9 1:30 PM – 2:30 PM
Cypress Ballroom 3

Donald Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement, is also former Administrator of the Centers for Medicare & Medicaid Services. A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health, and on the staffs of Boston’s Children’s Hospital Medical Center, Massachusetts General Hospital, and the Brigham and Women’s Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first “Independent Member” of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality. He served two terms on the Institute of Medicine’s (IOM’s) Governing Council, was a member of the IOM’s Global Health Board, and served on President Clinton’s Advisory Commission on Consumer Protection and Quality in the Healthcare Industry. Recognized as a leading authority on health care quality and improvement, Dr. Berwick has received numerous awards for his contributions. In 2005, he was appointed “Honorary Knight Commander of the British Empire” by the Queen of England in recognition of his work with the British National Health Service. Dr. Berwick is the author or co-author of over 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School.

IHI Onsite App:

Available on All Smartphones

IHI Onsite, the official app of the National Forum, serves as your all-in-one event guide by putting everything you need to know right into your mobile device. IHI Onsite lets you:

- Browse all National Forum session descriptions (including Learning Labs, Minicourses, and General Conference Workshops)
- Follow along with session presentations
- Take notes that will be saved to your IHI profile
- Browse faculty biographies
- Follow Twitter updates using the conference hashtag #27Forum
- Locate events and rooms using an interactive map of the Marriott
- View exhibitor descriptions and locations

IHI Onsite is available for free in the App Store and Google Play. Search either store for IHI Onsite to download the app today.

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Tweet your National Forum thoughts using #27Forum
Healthcare is your calling. Providing tools that help you improve it is ours.

Stop Juggling with Your Data

When you already have a lot of balls in the air, analyzing your data can become the first task to drop. But understanding your data shouldn’t be a struggle. Join us to learn how to juggle for real — and how to make data analysis much easier to handle.

Presented by Bill Hooper, William Hooper Consulting (Sponsored by Minitab)
Monday, December 7, 4:45pm - 5:15pm
Vendor Classroom (outside of Palms Ballroom)
Special Interest Keynotes

A1: Personal Mastery for Transformational Leadership
**Tuesday, December 8 • 9:30 AM – 10:45 AM • Cypress Ballroom 3**

Neil Baker, MD, Principal, Neil Baker Consulting and Coaching

B1: The Big Debate: The Patient Knows Best
**Tuesday, December 8 • 11:15 AM – 12:30 PM • Cypress Ballroom 3**

Moderated by: Helen Bevan, PhD, Chief Transformation Officer, NHS Improving Quality
Lakshman Swamy, MD, Resident Physician, QI Pathway, Boston Medical Center
Mark Smith, MD, Professor of Clinical Medicine, University of California at San Francisco
Martha Hayward, Faculty, IHI
Don Goldmann, MD, Chief Medical and Scientific Officer, IHI
Byron Crowe, Medical Student, Emory University
Knitasha Washington, Executive Director, Consumers Advancing Patient Safety

C1: Leading Innovation in Health Care Delivery
**Tuesday, December 8 • 1:30 PM – 2:45 PM • Cypress Ballroom 3**

Chris Trimble, Adjunct Professor of Business Administration, Dartmouth University

D1: An International Perspective on Radical Redesign: Learning from 50 Vanguards
**Wednesday, December 9 • 9:30 AM – 10:45 AM • Cypress Ballroom 3**

Simon Stevens, CEO, NHS England

E1: Improving Service in Cancer Care: A Pecha Kucha-Style Workshop
**Wednesday, December 9 • 11:15 AM – 12:30 PM • Cypress Ballroom 3**

Moderated by: Leonard Berry, PhD, Distinguished Professor of Marketing, Texas A&M University
Joe Holcomb, Director, Oncology Wellness, INTEGRIS Health
Jerilyn Crain, Patient Advocate
Deborah Mayer, PhD, RN, Professor, University of North Carolina at Chapel Hill
Jody Wilmet, RN, Vice President, Bellin Heart and Vascular Center, Bellin Health
Lou Carbone, CEO, Experience Engineering
Brad Stuart, MD, Coalition to Transform Advanced Care
Robert Chapman, MD, Director, Josephine Ford Cancer Institute, Henry Ford Health System
National Forum Orientation
11:00 AM – 12:00 PM
Crystal Ballroom, Salon G

If you are a first-time attendee, we suggest that you attend one of the National Forum Orientation sessions to help you navigate through the program. Participation in the orientation is free.

Learning Labs
1:00 PM – 4:30 PM

Learning Labs offer specific “how-to” improvement information. These half-day sessions allow full engagement, discussion, and ample time for Q&A.

Improvement Capability

L1: Designing Sustainable Improvement Strategies
Crystal Ballroom, Salon D
Chris Hayes, MD, Medical Director, Quality & Performance, St. Michael’s Hospital; Frank Federico, RPh, Vice President, Senior Expert Patient Safety, IHI

L2: Engaging Staff and Service Users in Quality Improvement
Grand Ballroom, Salon 11
Amar Shah, Associate Medical Director (QI) and Consultant Forensic Psych, East London NHS Foundation Trust; Paul Binfield, Senior People Participation Lead, East London NHS Foundation Trust; Jonathan Warren, Director of Nursing, East London NHS Foundation Trust; Marie Gabriel, Chairperson, East London NHS Foundation Trust; Kevin Cleary, MD, East London NHS Foundation Trust

L3: Informatics and the Learning Health Care System
Grand Ballroom, Salon 1-2
Doug Fridsma, MD, PhD, President and CEO, American Medical Informatics Association; Patricia Dykes, RN, Corporate Manager, Nursing Informatics & Research, Partners Healthcare

L4: Multi-State Success: Large-Scale Adoption
Hall of Cities, Miami
Kathy Duncan, RN, Faculty, IHI; Kate DeBartolo, National Field Manager, IHI; Jo Ann Endo, MSW, Content Development Manager, IHI; Gareth Parry, PhD, Senior Scientist, IHI

L5: Publish Your Improvement Work
Grand Ballroom, Salon 4-6
David Stevens, MD, Editor Emeritus, BMJ Quality and Safety; Louise Davies, MD, Associate Professor of Surgery, Dartmouth Medical School; Daisy Goodman, Instructor in Ob/Gyn, Geisel School of Medicine at Dartmouth; Greg Ogrinc, MD, Physician, White River Junction VA Medical Center

L6: Relational Coordination Impact on Improvement
Hall of Cities, New York/New Orleans
Marjorie Godfrey, PhD, Co-Director, The Microsystem Academy, and Instructor, The Dartmouth Institute for Health Policy and Clinical Practice; Tina Foster, MD, Faculty, Dartmouth Hitchcock Medical Center; Richard Freeman, Chair, Department of Surgery, Dartmouth Hitchcock Medical Center

L7: The Brain Game: (Re)Claiming Your Creativity
Grand Ballroom, Salon 3
Chris McCarthy, Director, Innovation Learning Network, Kaiser Permanente; Christi Zuber, RN, Innovation Specialist, Kaiser Permanente National Patient Care Services

L8: Use the Attention Economy: Improve Health via Film
Crystal Ballroom, Salon P-Q
Maxine Power, PhD, Director of Innovation and Improvement Science, Salford Royal NHS Foundation Trust; Göran Henrikson, Chief Executive of Learning and Innovation, The County Council of Jönköping; Helen Bevan, PhD, Chief Transformation Officer, NHS Improving Quality

L9: Why Lecture on PDSAs When You Can Experience Them?
Crystal Ballroom, Salon A-C
Robert Lloyd, PhD, Vice President, IHI; David Williams, PhD, Executive Director, IHI

Patient Safety

L10: Addressing Behaviors That Undermine Safety Culture
Grand Ballroom, Salon 7
Gerald Hickson, MD, Senior Vice President for Quality, Safety & Risk Prevention, Vanderbilt University; Kevin Stewart, Clinical Director, Clinical Effectiveness Unit, Royal College of Physicians; Jay Banerjee, Emergency Physician and Associate Medical Director, University Hospitals of Leicester NHS Trust

L11: Curing the Opioid Epidemic
North Tower, Sawgrass
Stephanie Neuman, MD, Pain Medicine Physician, Gundersen Health System; Holly Boisen, RN, Quality Improvement Specialist, Gundersen Health System

L12: Finding Comfort in Learning from Loss
North Tower, Aruba/Bahamas
Dale Ann Micalizzi, Pediatric Patient Safety Advocate/Advisor/Educator, The Task Force for Global Health (Justin’s HOPE Project); Bruce Ramshaw, MD, Chair, Surgical Momentum, Co-Director, Advanced Hernia Solutions, Halifax Health; Jonny Taitz, MD, Director, Patient Safety, Clinical Excellence Commission; Barbara Brandom, Anesthesiologist, University of Pittsburgh School of Medicine

L13: Nurse Leaders Creating Conditions for Effective Care Teams
Crystal Ballroom, Salon G
Erica Reid, Associate Nurse Director for Quality Improvement, NHS Lanarkshire, Harimyres; Annette Bartley, RN, Quality Improvement Consultant and Faculty, IHI; Beverly Malone, CEO, National League for Nursing

Person- and Family-Centered Care

L14: Partnering with Patients and Families for Improvement
North Tower, Grand Cayman/Puerto Rico
Libby Hoy, Founder and CEO, Patient and Family Centered Care Partners; Randall Carter, Senior Vice President, Planetree; Joan Scott, Administrative Director, Patient and Community Engagement, Stanford Hospital and Clinics
L15: After the Storm: Stories of Harm and Learning
Crystal Ballroom, Salon E-F
Helen Haskell, President, Mothers Against Medical Error; Laura Townsend, President and Co-Founder, Louise H. Batz Patient Safety Foundation; Lisa Morrise, Consultant, LAM Professional Services, LLC; Tanya Lord, PhD, Patient Engagement Consultant, Foundation for Healthy Communities; Carolyn Canfield, Patient, University of British Columbia

L16: Go Shadow: Improve Outcomes and Experience at Lower Cost
North Tower, West Indies
Anthony Digioia, MD, Medical Director, University of Pittsburgh Medical Center; Michelle Bulger, Trainer, PFCC Innovation Center, University of Pittsburgh Medical Center; Lisa Schraeder, Consultant and Sr. Associate, University of Pittsburgh Medical Center

L17: Transforming End-of-Life Care: It All Begins with a Conversation
Hall of Cities, Chicago/Denver
Harriet Warshaw, Executive Director, The Conversation Project; Billie Kester, RN, Director of Continuum of Care, Reid Hospital

Quality, Cost, and Value

L18: High-Value Health Care for Diverse Populations
North Tower, Key Largo
Bev Beckman, RN, Project Manager, Health Connections Initiative, KentuckyOne Health; Joseph Betancourt, MD, Director, The Disparities Solutions Center, Massachusetts General Hospital; Aswita Tan-Mcgregory, Deputy Director, Massachusetts General Hospital; Juana Slade, Director of Diversity and Language Services, AnMed Health System; Thomas Hawkins, MD, Senior Medical Director, Population Health and Analytics, Blue Cross Blue Shield of Massachusetts

L19: Leadership to Improve Quality, Safety, and Value
Grand Ballroom, Salon B
Evan M. Benjamin, MD, Senior Vice President for Quality and Population Health, Baystate Medical Center; Jamie Orlikoff, President, Orlikoff & Associates, Inc.

L20: Shark Tank: Costs of Care Edition
North Tower, Marco Island
Neel Shah, MD, Executive Director, Costs of Care; September Wallingford, RN, Director of Operations, Costs of Care; Christopher Moriates, MD, Assistant Clinical Professor, University of California San Francisco Medical Center; Jordan Harmon, Director, Hospital for Special Surgery

L21: Value Models for Co-Producing Health Care Services
Hall of Cities, Anaheim
Julie Johnson, PhD, Professor, Northwestern University; Maren Batalden, MD, Senior Medical Director of Inpatient Quality, Cambridge Health Alliance; Paul Batalden, MD, Professor Emeritus, The Dartmouth Institute

L22: Accountable Care: A Value-Based Approach to Health Care Transformation
Crystal Ballroom, Salon K-M
Trissa Torres, MD, Senior Vice President, IHI; George Kerwin, President and CEO, Bellin Health; Richard Gilmore, MD, President and CQO, Emory Healthcare Network

Triple Aim for Populations

L23: Engaging the Community to Improve Health Outcomes
North Tower, Harbor Beach
Katherine Gottlieb, President and CEO, Southcentral Foundation; Doug Eby, MD, Vice President of Medical Services, Southcentral Foundation

L24: Health System Design to Impact Social Determinants of Health
Grand Ballroom, Salon 12-14
Cory Sevin, RN, Director, IHI; Jill Kemper, Project Manager, Institute for Clinical Systems Improvement; Beth Heinz, MSW, Vice President of Operations and Chief Operating Officer, Regions Hospital; Brigid McCaw, MD, Director, Family Violence Prevention Program, Kaiser Permanente

L25: Improving Children’s Lives on Both Sides of the Pond
North Tower, St. Thomas
Rosamund Gray, RN, Head of Early Years Collaborative, Scottish Government; Susan Hannah, Head of Improvement Programme – Raising Attainment For All, Scottish Government; Robert Kahn, MD, Professor, Associate Chair for Community Health, Cincinnati Children’s Hospital Medical Center; Uma Kotagal, Senior Vice President, Quality/Transformation and Director, Health Policy & Clinical Effectiveness, Cincinnati Children’s Hospital Medical Center

L26: Integrated Care and Health Equity
North Tower, Key Biscayne
Glenda Wrenn, MD, Director, Division of Behavioral Health, Morehouse School of Medicine; Ana Isabel Gallego, Program Director, Alliance for a Healthier SC, South Carolina Hospital Association; Ruth Shim, Vice Chair, Education and Faculty Development, Lenox Hill Hospital; Joel Homberger, Chief Strategy Officer, Cherokee Health Systems; Liz Fye, MD, Instructor of Clinical Psychiatry, Morehouse School of Medicine

L27: Rapid Scale-Up Over Seven Years: Lessons from Ghana
North Tower, Key West
Nana Twum-Danso, MD, Founder and CEO, MAZA; Felix Sodzi Sodzi-Tettey, MD, Director of Ghana Operations, IHI; Nneka Mobisson-Etuk, MD, Executive Director, IHI; Ernest Kanyoke, Project Lead, Department of Health, National Catholic Secretariat

L28: Redesigning Patient-Centered Care Through Digital Health Technology
Grand Ballroom, Salon 9-10
Andrey Ostrovsky, MD, CEO, Care at Hand; Greg Mascavage, Imaging Solutions Design Leader, GE Healthcare

L29: Universal Roadmap to Population Health Management
North Tower, Vinoy
Tawnya M. Adkisson, Corporate Director, Population Health & Care Coordination, Orlando Health; Marlene McIntyre, Director, Quality, Risk & Population Health, Northeast Georgia Diagnostic Clinic; Karen Handmaker, Vice President, Population Health Strategies, Phytel

L30: Leadership for Large-Scale Change
Crystal Ballroom, Salon N
Derek Feeley, Executive Vice President, IHI; Amy Compton-Phillips, MD, Executive Vice President and Chief Clinical Officer, Providence Health and Services

Sunday Special Event
International Attendee Meeting
5:00 PM – 7:00 PM
Grand Ballroom, Salon 7
All National Forum attendees are invited to this informal meeting to network with colleagues from around the globe who are working on health systems improvements. Hear about the strategic vision and current execution of IHI’s global work.

Learning Labs
1:00 PM – 4:30 PM
For Learning Lab descriptions, download the IHI Onsite App
**Monday December 7**

**PRE-CONFERENCE**

**National Forum Orientation**

7:00 AM – 8:00 AM
Crystal Ballroom, Salon G

If you are a first-time attendee, we suggest that you attend one of the National Forum Orientation sessions to help you navigate through the program.

**Minicourses**

8:30 AM – 4:00 PM
Minicourses offer in-depth, hands-on learning opportunities and many take-home tools for implementing and sustaining change.

**Improvement Capability**

**M1: A One-Day School for Health Care Radicals** ☑ Crystal Ballroom, Salon K-M
Helen Bevan, PhD, Chief Transformation Officer, NHS Improving Quality; Steve Fairman, Managing Director, NHS Improving Quality

**M2: Achieving Strategic Results** ☑ Crystal Ballroom, Salon A-C
George Kerwin, President and CEO, Bellin Health; Peter Knox, Executive Vice President, Chief Learning and Innovation Officer, Bellin Health

**M3: Better Quality Through Better Measurement** ☑ Grand Ballroom, Salon 3
Robert Lloyd, PhD, Vice President, IHI; David Williams, PhD, Executive Director, IHI

**M4: Engage Physicians to Transform Care** ☑ Grand Ballroom, Salon 12-14
Gary Kaplan, MD, Chairman and CEO, Virginia Mason Medical Center; Jack Silversin, President, Amicus, Inc.

**M5: High-Impact Leadership in the Real World** ☑ Crystal Ballroom, Salon G
Derek Feeley, Executive Vice President, IHI; Jason Leitch, National Clinical Director, Scottish Government Health Department; Stephen Swensen, MD, Medical Director, Leadership and Organization Development, Mayo Clinic

**M6: The IHI Innovation Relay** ☑ North Tower, Vinoy
Lindsay Martin, Executive Director, IHI; Kedar Mate, MD, Senior Vice President, IHI

**M7: Leadership at the Middle: Building Capability** ☑ Hall of Cities, New York/New Orleans
Michael Pugh, President, MdP Associates, LLC; David Munch, MD, Senior Vice President and Chief Clinical Officer, Healthcare Performance Partners; Craig Luzinski, RN, Vice President, Performance Optimization, Cheyenne Regional Medical Center; Margo Karsten, PhD, RN, CEO, Cheyenne Regional Medical Center

**M8: Putting the Fun into Health Improvement Learning** ☑ Grand Ballroom, Salon 9-10
Cheryl Guest, Content Lead and Learning Facilitator, National Health Service – Improving Quality; Margaret Herbert, Programme Manager, National Health Service – Improving Quality; Rolf Bardon, Acad Exam in Journalism, Communication Manager, and Improvement Leader, Qulturum; Ann-Christine Andersson, PhD, Senior Lecturer, The Jönköping Academy for Improvement of Health and Welfare; Katherine Stevenson, Faculty, The Jönköping Academy for Improvement of Health and Welfare

**Patient Safety**

**M9: Advancing Patient Safety: Resilience Engineering** ☑ Grand Ballroom, Salon 4-6
Gary Yates, MD, Vice President, Sentara Healthcare; Craig Clapper, Partner and COO, Healthcare Performance Improvement, LLC; Michael Leonard, MD, Principal, Safe & Reliable Healthcare

**M10: Leading in a Crisis: The Power of Transparency** ☑ North Tower, Key Largo
Kevin Stewart, MB, BCH, Clinical Director, Clinical Effectiveness Unit, Royal College of Physicians; Blair Sadler, Senior Fellow, IHI; Maggie Oldham, CEO Advisor to FMLM (secondment). The Royal Wolverhampton Hospitals NHS Trust; Linda Kenney, President and Founder, MITSS

**M11: Reducing Diagnostic Error: A Practical Workshop** ☑ North Tower, Marco Island
Douglas Salvador, Vice President, Medical Affairs, Baystate Medical Center; Robert Trowbridge, MD, Division Director, General Internal Medicine, Maine Medical Center; Harry Hoar, MD, Med-Peds Hospitalist, Baystate Medical Center

**Person- and Family-Centered Care**

**M12: Cultural Competency 2.0: Health Equity and Quality** ☑ North Tower, Key West
Cheri Wilson, Diversity & Inclusion, Cultural Competence, & Health Equity Subject Matter Expert; Amy Wilson-Stronks, Advocate, Consultant, Researcher, Wilson-Stronks, LLC

**M13: Essentials for Person-Centeredness and Joy in Work** ☑ North Tower, Grand Cayman/Puerto Rico
Kristine White, RN, Co-Founder, Aefina Partners; Barbara Balik, RN, Co-Founder, Aefina Partners

**M14: Patient Voice in Quality: Beyond Advisory Councils** ☑ North Tower, St. Thomas/West Indies
Connie Davis, Co-Director and Geriatric Nurse Practitioner, Centre for Collaboration, Motivation, and Innovation; April Lawrence, Content Expert, Patient Engagement, Centre for Collaboration, Motivation, and Innovation; Richard Scholtz, Educator and Consultant
IHI’s 21st Annual Scientific Symposium on Improving the Quality, Cost, and Value of Health Care

Monday, December 7  9:00 AM – 4:45 PM (Breakfast available at 8:30 AM)
Gaylord Palms, Sun Ballroom A/B (shuttles available)

Every year, the Scientific Symposium attracts the best work in the science of health and health care improvement. We aim to foster dialog and shared learning among participants. The day features keynote speakers, rapid-fire presentations of peer-reviewed papers, interactive methods sessions, and networking. This program will include a keynote presentation by Sanjeev Arora, MD, Director, Project ECHO (Extension for Community Healthcare Outcomes), Department of Internal Medicine, University of New Mexico School of Medicine.
**Forum Excursions**

8:00 AM – 5:00 PM
(Breakfast and Registration: 7:30 AM)

With the exception of the Marriott, Orlando Health, and NASA Kennedy Space Center Excursions, all Excursions start at the Gaylord Palms Resort and Convention Center. Participants will then be transported to their selected destination for a three-hour tour and presentation led by destination staff and IHI faculty. Afterward, participants will explore the lessons learned and their applicability to health care during an afternoon “deep dive” led by IHI faculty.

**FE1: Marriott World Center: Managing Large-Scale Operations**
*Marriott, Hall of Cities, Chicago/Denver*

Marie Schall, Senior Director, IHI
Saranya Loehrer, MD, Executive Director, IHI

**FE2: Universal Orlando®: Safety and Reliability**
*Gaylord Palms, Sun Ballroom 1-3*

Fran Griffin, Owner, Fran Griffin & Associates LLC
Peter Lachman, MD, Deputy Medical Director for Patient Safety, Great Ormond Street Hospital for Children NHS Trust

**FE3: Orlando Health Hospital Site Visit: Delivering Great Care with High Reliability**
*Marriott, National Forum Welcome Center*

Carol Haraden, PhD, Vice President, IHI

**FE4: Gaylord Palms: Joy in Work and Customer Satisfaction**
*Gaylord Palms, Tallahassee*

Christina Gunther-Murphy, Executive Director, IHI
Eric Dickson, MD, President and CEO, UMass Memorial Health Care

**FE5: Central Florida Zoo: Patient Care and Operations**
*Gaylord Palms, Sanibel*

Kathy Duncan, RN, Faculty, IHI
Kate DeBartolo, National Field Manager, IHI

**FE6: Disney’s Keys to the Kingdom: Generating Positive Experiences for Multiple Generations**
*Gaylord Palms, Naples*

Trissa Torres, MD, Senior Vice President, IHI
Alide Chase, Consultant

**FE7: Kennedy Space Center: Quality and Innovation at NASA**
*Marriott, Grand Ballroom, Salon 7*

Ninon Lewis, Executive Director, IHI
Marian Bihrlie Johnson, Director, Innovation, IHI

**FE8: Disney’s Animal Kingdom: Conservation, Enrichment, and Patient Care**
*Gaylord Palms, Sarasota*

Martha Hayward, Faculty, IHI
James Moses, MD, Medical Director of Quality Improvement, Boston Medical Center

**FE9: EA SPORTS – Tiburon: Innovation and Creativity**
*Gaylord Palms, Captiva*

Jill Duncan, RN, Director, IHI
Lisa Schilling, RN, National Vice President, Healthcare Performance Improvement, Kaiser Permanente

**FE10: Daytona International Speedway: Engaging the Community in Health and Safety**
*Gaylord Palms, Miami*

Sue Gullo, RN, Director, IHI
Gilbert Salinas, Chief Clinical Officer, Rancho Los Amigos National Rehabilitation Center
Monday Special Events

Welcome Reception
4:30 PM – 6:30 PM
*Palms Ballroom*
Join attendees and over 130 exhibitors in the Exhibit Hall for snacks, drinks, and to learn about all the latest health care technologies, innovations, and services.

Vendor Presentation

**Minitab**
4:45 PM – 5:15 PM
*Vendor Theater, Palms Foyer*
**Stop Juggling with Your Data**
When you already have a lot of balls in the air, analyzing data can become the first task to drop. But understanding your data shouldn't be a struggle. Join us to learn how to juggle for real—and how to make data analysis much easier to handle.

*Presented by Bill Hooper, William Hooper Consulting*

Presenter and Student Reception
7:00 PM – 9:00 PM
*Grand Ballroom, Salon 7*
This reception is offered exclusively for National Forum presenters, IHI Faculty, and students.

Candlelight Vigil: Honoring Our Patients, Friends, and Family Members
6:30 PM – 7:00 PM
*Courtyard Terrace (across from the Forum Bookstore)*
National Forum participants are invited to join in a Candlelight Vigil in the courtyard terrace across from the bookstore to gather in quiet remembrance of children and family members who have passed.

8th Annual IHI Open School Chapter Congress
4:00 PM – 7:00 PM
*Crystal Ballroom, Salon H*
Sponsored by:

**Kaiser Permanente. thrive**

Free-Throw Contest
5:30 PM – 6:30 PM
*Palms Ballroom*
Show off your free-throw skills for a chance to meet Magic Johnson!
sponsored by:

**Premier**

IHI Information Sessions

*Exhibit Hall, IHI Booth #301*
Join IHI content experts for an informal discussion on the following topics:
3:30 PM – 4:15 PM  Patient Safety
4:15 PM – 5:00 PM  The Triple Aim
5:00 PM – 5:45 PM  Improvement Capability
Tuesday
December 8
GENERAL CONFERENCE
DAY 1

Keynote One
Maureen Bisognano
President and CEO, IHI
8:00 AM – 9:00 AM
Cypress Ballroom 3

Special Interest
Keynotes
A1: Personal Mastery for Transformational Leadership
9:30 AM – 10:45 AM
Cypress Ballroom 3
Neil Baker, MD, Principal, Neil Baker Consulting and Coaching

B1: The Big Debate: The Patient Knows Best
11:15 AM – 12:30 PM
Cypress Ballroom 3
Helen Bevan, PhD, Chief Transformation Officer, NHS
Improving Quality; Lakshman Swamy, MD, Resident, Boston Medical Center;
Mark Smith, MD, Professor of Clinical Medicine, University of California
at San Francisco; Martha Hayward, Faculty, IHI; Don Goldmann, MD, Chief Medical and Scientific Officer, IHI;
Byron Crowe, Medical Student, Emory University; Knitasha Washington, Executive Director, Consumers Advancing Patient Safety

Storyboard Walkarounds
Rapid-Fire Quality Improvement Projects

Storyboard Walkaround:
The Early Years Collaborative
9:30 AM – 10:45 AM
Cypress Ballroom 1
Facilitator: Susan Hannah, Head of Improvement Programme – Raising Attainment for All, Scottish Government; Anne Edwards, Co-Medical Director, Children’s Health Initiatives, Health Partners, and Chair, Pediatrics, Park Nicollet Health Services; Kathryn Paterson, Improvement Advisor, Early Years Collaborative; Julia Lodge, RN, Pediatric Nurse Navigator, High Risk Populations, St. Charles Health System; Elaine Wylie, Head Teacher, St. Ninians Primary School

Storyboard Walkaround:
Community Partnerships
9:30 AM – 10:45 AM
Cypress Ballroom 1
Facilitator: Afiesha Balgobin, Senior Project Manager, Strategic Partners, IHI; Chad Proulx, Health Education Specialist, Ammonosuc Community Health Services, Inc; Sai Cherala, MD, Assistant Professor and Senior Clinical Analyst, University of Massachusetts Medical School; Leigh Caswell, Manager of Community Health, Presbyterian Healthcare Services; Stacey Rosen, MD, Vice President, Women’s Health, Northwell Health

Storyboard Walkaround:
Behavioral Health
11:15 AM – 12:30 PM
Cypress Ballroom 1
Facilitator: Mara Laderman, Senior Research Associate, IHI; John Santopietro, Chief Clinical Officer, Behavioral Health, Carolinas Healthcare System; Andy Melton, Director of Integrated Behavioral Health, Ross Behavioral Group; Kristin Powers, LICSW, Manager – Health Integration, Saint Charles Health System (SCHS); Amy Armata, Senior Quality Consultant, Boston Children’s Hospital

Storyboard Walkaround:
Chronic Conditions
11:15 AM – 12:30 PM
Cypress Ballroom 1
Facilitator: Cory Sevin, RN, Director, IHI; Sai Cherala, MD, Assistant Professor/Senior Clinical Analyst, University of Massachusetts Medical School; Tracie Callier, Physician, Cheyenne Regional Medical Center; Craig Syrop, MD, University of Iowa Carver College of Medicine; Stephen Kennedy, MD, Physician, All Children’s Hospital, John’s Hopkins Medicine

Workshops
A: 9:30 AM – 10:45 AM
B: 11:15 AM – 12:30 PM

Improvement Capability
Crystal Ballroom, Salon N
Jane Taylor, Improvement Advisor, Learning Designer, IHI; Robert Lloyd, PhD, Vice President, IHI

A3/B3: Catalyzing Students and Residents as Change Agents
Crystal Ballroom, Salon P-Q
Jessica Perlo, Senior Community Manager, Open School, IHI; Kate Hilton, Senior Faculty, ReThink Health

A4/B4: Designing for Scale: Building a Scalable Unit
North Tower, Harbor Beach
Pierre Barker, MD, Senior Vice President, IHI; Marie Schall, Senior Director, IHI

A5/B5: Health Care Equity Scholars Program: Building Capacity
North Tower, Bahamas
Megan Brady, Project Manager, Henry Ford Health System; Kimberlydawn Wisdom, MD, Senior Vice President, Community Health & Equity and Chief Wellness Officer, Henry Ford Health System; Marla Rowe Gorosh, MD, Clinician, Education and Organizational Development, Henry Ford Health System

A6/B6: Learning from Networks to Improve Health Outcomes
Hall of Cities, New York/New Orleans
Carole Lannon, MD, Professor of Pediatrics, Cincinnati Children’s Hospital Medical Center; Stacey Lihn, President, Sisters by Heart; Shannon Provost, PhD Student, University of Texas at Austin

A7/B7: National Home Visiting CoIn: Process and Progress
North Tower, Grand Cayman
Mary Mackrinn, Project Director, Education Development Center; Carlos Cano, MD, Senior Medical Advisor, Health Resources and Services Administration; Marycatherine Arbour, MD, Physician, Harvard University Medical School

sponsored by:
Harvard University Medical School
Administration; Medical Advisor, Health Resources and Services Development Center; Mary MacKrain, PhD Student, University of Texas at Austin

27th Annual National Forum
**A10/B10: Workers and Patients: A Single Culture of Safety**

**Grand Ballroom, Salon 7**

Helen Archer-Dustie, RN, Executive Director, Care Experience and Workplace Safety, Kaiser Permanente; Kathy Gerwig, Vice President, Employee Safety, Health and Wellness, Kaiser Permanente; Molly P. Clopp, RN, Strategic Leader, Patient Safety, Kaiser Permanente

**A11/B11: You Want Me to Manage My Ward AND Do Quality?**

**Crystal Ballroom, Salon G**

David Williams, PhD, Executive Director, IHI; David Munch, MD, Senior Vice President and Chief Clinical Officer, Healthcare Performance Partners

**Patient Safety**

**A12/B12: A Malpractice Insurance Safety Collaborative**

**North Tower, Key Biscayne**

Patricia Kischak, Vice President, Risk Management, and CNO, Hospitals Insurance Company; Michael Brodman, Chairman, Dept. of Obstetrics, Gyn and Reproductive Sciences, Icahn School of Medicine at Mount Sinai Hospital; Michael Leitman, Chief of General Surgery, Beth Israel Medical Center; Carolina Santana, Associate Director of Quality, Montefiore Medical Center; Ronald Kailey, Chief, Gastrointestinal Surgical Oncology, Maimonides Medical Center

**A13/B13: Ambulatory Infection Prevention: A New Journey**

**North Tower, Sawgrass**

Juan Inurria, Vice President, Quality and Safety, Memorial Hermann; Virginia Kennedy, RN, Infection Preventionist, Infection Prevention & Management Associates; Koya Davis, Regional Manager of Infection Prevention – Ambulatory, Memorial Hermann; Anne-Clarie France, PhD, Process Improvement Specialist, Houston Health Innovations, LLC

**A14/B14: Covert Dynamics of Medication Administration Error**

**North Tower, Marco Island**

Lily Thomas, PhD, RN, Vice President, System Nursing Research, Northwell Health; Patricia Donohue-Porter, Associate Professor and Director, PhD Program, Adelphi University

**A15/B15: HealthAlliance Medication Reconciliation**

**North Tower, Vinoy**

Anne Myrka, Pharmacist, IPRO; Tinesha Schell, Accreditation Manager, HealthAlliance of the Hudson Valley; Laura Coryat, Nurse Practitioner, HealthAlliance of the Hudson Valley; Jeffrey Schnipper, MD, Director of Clinical Research, BWH Hospitalist Service, Brigham and Women’s Hospital

**A16/B16: High Reliability and Robust Process Improvement**

**Crystal Ballroom, Salon H**

M. Michael Shabot, MD, Executive Vice President and Chief Clinical Officer, Memorial Hermann; Mark Chassin, MD, President and CEO, The Joint Commission

**Person-and Family-Centered Care**

**A17/B17: Response to a Global Risk of Contagious Disease**

**North Tower, Key West**

Mark Jarrett, MD, Senior Vice President, Associate Chief Medical Officer and Chief Quality Officer, Northwell Health; Gene Tangney, Senior Vice President and Regional Director, Northwell Health; Donna Armellino, RN, Vice President, Infection Prevention, Northwell Health

**A18/B18: Triggers to Measure Harm: Automated Review**

**Crystal Ballroom, Salon A-C**

Fran Griffin, Owner, Fran Griffin & Associates LLC; David Classen, MD, Associate Professor of Medicine, Senior Partner and CMO, Pascal Metrics, Inc.; Loran Hauck, MD, Chief Medical Officer, Adventist Health System; Joann Sanders, MD, Chief Quality Officer, Cook Children’s Health Care System

**A19/B19: Co-Designing Solutions to Engage Patients in Care**

**Crystal Ballroom, Salon K-M**

Libby Hoy, Founder and CEO, Patient & Family Centered Care Partners; Wendy Prins, Vice President, National Quality Forum; Mary Clough, RN, Director, University of Minnesota

**A20/B20: Course Correction Along the Journey**

**North Tower, Key Largo**

Patricia Chambers, MD, Attending Physician, Cincinnati Children’s Hospital Medical Center; Kurt Myers, Coordinator of Community Outreach, Cincinnati Children’s Hospital Medical Center

**A21/B21: Creating Joy in Work: Your Best Day in Health Care**

**Crystal Ballroom, Salon D**

Chris Hayes, MD, Medical Director, Quality and Performance, St. Michael’s Hospital; Hans Hartung, Consultant Respiratory Physician, NHS Ayrshire & Arran

**A22/B22: Improving Care for Transgender Patients**

**North Tower, Aruba**

Clinton Coil, MD, Chief Quality Officer, Harbor UCLA Medical Center; Gina Buccolo, International Board Certified Lactation Consultant, Glendale Adventist Medical Center

**A23/B23: Patient-Centered Care: Science, Politics, and Quality**

**Grand Ballroom, Salon 12-14**

Timothy Gilligan, MD, Associate Professor of Medicine, Cleveland Clinic Health System; Adrienne Boissy, MD, Chief Experience Officer, Cleveland Clinic Health System; Richard Frankel, Professor of Medicine, IU School of Medicine

**A24/B24: Accelerating Hotspotting in Pediatrics**

**Crystal Ballroom, Salon E-F**

Danielle Casher, MD, Associate Medical Director, Population Health and Value, St. Christopher’s Hospital for Children; Katie McPeak, MD, Medical Director, The Center for the Urban Child, St. Christopher’s Pediatric Associates

**A25/B25: Quality Improvement via Appropriate Prescribing**

**Hall of Cities, Chicago/Denver**

Kaye Phillips, PhD, Senior Director, Canadian Foundation for Healthcare Improvement; Julie Coughran, RN, Nurse, Yorkcare Centre; Reagan Gale, Director, Clinical Psychology, Yukon Continuing Care; Kevin Harter, CEO, Yorkcare Centre; Dawn Vallee, Director of Care, Capliano Care Center

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For complete session descriptions and presenter bios, download the IHI Onsite App.
A26/B26: Three Steps to Improve Transitions: Use of a Health Information Exchange

Grand Ballroom, Salon 9-10

Steven Kravet, President, Johns Hopkins Community Physicians; Jennifer Bailey, Senior Director, Quality & Transformation, Johns Hopkins Hospital

A27/B27: Thriving in a Value-Based Environment

Grand Ballroom, Salon 3

Ulfat Shaikh, MD, Director, Healthcare Quality, University of California; Lisa Schilling, RN, National Vice President, Healthcare Performance Improvement, Kaiser Permanente; Anna Roth, RN, CEO, Contra Costa Health Services

A28/B28: The Role of Employers, Employees, and Unions in Improving Health and Decreasing Cost

North Tower, St. Thomas/West Indies

Lindsay Martin, Executive Director, IHI; Alex Anderson, Research Associate, Innovation, IHI; Ivana Krajcinovic, Senior Director of Healthcare Delivery, Unite Here Health

A29/B29: Maternity Care: Emerging Models to Support Health

Hall of Cities, Miami

Sue Gullo, RN, Director, IHI; Malini A. Nijagal, MD, Physician, Boston Medical Center; Ginna Crowe, RN, Principal, Hamilton Consulting, LLC; Sheri Matteo, Director of Midwifery, Prima Medical Foundation

A30/B30: Social Determinant Screening and Interventions

Grand Ballroom, Salon 1-2

Michelle Proser, Director of Research, National Association of Community Health Centers (NACHC); Laurie Francis, Senior Director Clinical Excellence and Operation, Oregon Primary Care Association; Roger Chaufournier, President and CEO, CSI Solutions, LLC; Alicia Atalla-Mei, Social Determinants of Health Manager, Oregon Primary Care Association

Recharge!

A National Forum Celebration

Tuesday, December 8

6:30 PM – 10:00 PM

Join us by the Marriott pool to meet and engage with other attendees. Reception food provided 6:30 PM – 8:30 PM. Live music and cash bar until 10:00 PM!
For complete session descriptions, download the IHI Onsite App.
C21: The Voice of the Caregiver Is Part of the Solution
Hall of Cities, Anaheim
Rosie Bartel, Patient Advocate; Andrea Kabcenceli, RN, Vice President, IHI; Chris Grant, MD, Clinical Director, Critical Care, NHS

C22: Understanding What Matters to Patients and Families
Crystal Ballroom, Salon K-M
Christina Gunther-Murphy, Executive Director, IHI; Paula Suter, Clinical Director, Sutter VNA and Hospice; Beth Hennessy, RN, Executive Director, Sutter Center for Integrated Care, Sutter VNA and Hospice; Damara Gutnick, MD, Associate Professor of Medicine and Psychiatry, Bellevue Hospital Center; Geraldine Marsh, Improvement Advisor, Older People’s Care, NHS Greater Glasgow, and Clyde & Healthcare Improvement Scotland

Quality, Cost, and Value

C23: Care Redesign for Bundled Payments
Grand Ballroom, Salon 1-2
Katharine Luther, RN, Vice President, IHI; Stephanie Calcasola, RN-BC, Director of Quality and Medical Management, Baystate Medical Center; Trisha Frick, RN, Assistant Director of Managed Care Contracting, Johns Hopkins Healthcare; Evan Benjamin, MD, Senior Vice President for Quality and Population Health, Baystate Medical Center; Molly Bogan, Director, IHI

C24: Clinical and Cost Improvement for Population Health
Crystal Ballroom, Salon A-C
Scott R. Weingarten, MD, Senior Vice President, Chief Clinical Transformation Officer, Cedars-Sinai Health System; David Classen, MD, Associate Professor of Medicine, Senior Partner and CMO, Pascal Metrics, Inc.

C25: Solving the Value Equation in the NICU
Hall of Cities, Miami
Jeffrey Horbar, MD, Chief Executive, Vermont Oxford Network; Madge Buss-Frank, Director of Quality Improvement and Education, Dartmouth-Hitchcock Medical Center; Marybeth Fry, NICU Family Care Coordinator, Akron Children's Hospital; Heather Kaplan, MD, Assistant Professor, Cincinnati Children's Hospital Medical Center; Timmy Ho, Harvard Perinatal and Neonatal Fellowship Program, Boston Children's Hospital

C26: The Next Big Thing: Transitions in Care
Grand Ballroom, Salon 12-14
Tina Exposito, Vice President, Center for Health Information Services, Advocate Healthcare; Marlene Bober, RN, Vice President, Acute Enterprise Care Management, Advocate Healthcare

Triple Aim for Populations

C27: Achieving Large-Scale Triple Aim Improvement Through Collective Impact
North Tower, Sawgrass
Richard Foster, MD, Executive Director, Catalyst for Health, South Carolina Hospital Association; Ana Isabel Gallego, Program Director, Alliance for a Healthier SC, South Carolina Hospital Association

C28: Life in a Global Medicaid Budget One Year Later
North Tower, Key West
Robin Henderson, Chief Behavioral Health Officer and Vice President, Strategic Integration, Saint Charles Health System; Jennifer Welander, Chief Financial Officer, Saint Charles Health System

C29: Pursuing the IHI Triple Aim: The First Seven Years
Crystal Ballroom, Salon P-Q
John Whitington, MD, Lead Faculty, Triple Aim Initiative, IHI; Ninon Lewis, Executive Director, IHI

C30: The Journey from Fee-for-Service Star to Accountable Care
Crystal Ballroom, Salon D
Richard Gitomer, MD, President and CQO, Emory Healthcare Network

Keynote Two
Earvin “Magic” Johnson
Chairman and Founder, Magic Johnson Foundation
3:15 PM – 4:15 PM
Cypress Ballroom 3

Person- and Family-Centered Care

C18: Bias in Health Care
North Tower, Key Largo
Chiiquita Collins, PhD, Associate Dean, Johns Hopkins University School of Medicine

C19: Families as Partners in Preventing Crisis
North Tower, Grand Cayman
Ron-Li Liaw, Director, Sala Institute Center for Child and Family Resilience, NYU Langone Medical Center; Juliette Schlicter, Director, Center for Child and Family Experience, NYU Langone Medical Center; Yasir Al-Qaas, MD, Medical Director, PICU, NYU School of Medicine; Fiona Levy, MD, Executive Director, Sala Institute for Child and Family Centered Care, NYU Langone Medical Center; Lea Devins, RN, Nurse Manager, NYU Langone Medical Center

C20: The Science and Art of Transforming Suffering
North Tower, Key Biscayne
Richard Groves, Founding Director, Sacred Art of Living Center

20 27th Annual National Forum
Tuesday Special Events

Recharge Room
8:00 AM – 4:15 PM
Crystal Ballroom J

Use the exercise equipment and burn some calories while watching Keynotes and Special Interest Keynotes.

Vendor Presentation
GLOBAL COMPRESSORS
10:45 AM – 11:15 AM
Vendor Theater, Palms Foyer

Don’t Be Myopic: Stories from a Global Health Care Quality Collaborative

Global Comparators brings together like-minded and forward-thinking senior health care leaders and clinicians from hospitals across 11 countries to improve patient care by sharing data, developing close relationships with international colleagues, and conduct unique research. In this session, we will highlight how this international network operates and uses combined expertise and knowledge to improve quality of care throughout the world. Members of the network will present various case studies.

Vendor Presentation
Q-Centrix
12:45 PM – 1:15 PM
Vendor Theater, Palms Foyer

Integrated Facility Design: Using Lean to Optimize Space and Assets for Better Patient Care

Integrated Facility Design (IFD) is a design approach that embraces the principles of Lean thinking and integrates the expertise of all stakeholders in a simultaneous manner during the design process. Running multiple experiments during the IFD process created value for a pediatric hospital in the Midwest. Learn how and why this hospital replaced a traditional design process and designed two patient-centric facilities in less than six months.

Vendor Presentation

2:45 PM – 3:15 PM
Vendor Theater, Palms Foyer

Two Timely Patient Safety Topics: Preventing Falls and High Reliability in Health Care

Learn how the new Preventing Falls Targeted Solutions Tool® helped reduce patient falls with injury rates by 62% and why high reliability matters. Featuring Oro™ 2.0: High Reliability Organizational Assessment & Resource Library.

IHI Information Sessions

Palms Ballroom, IHI Booth #301
12:30 PM – 1:15 PM
I Quality, Cost, and Value
I 100 Million Healthier Lives

Lunch and Learn:

12:40 PM – 1:20 PM

Meet the Expert Lunches
12:40 PM – 1:20 PM

Storyboard Reception
4:15 PM – 6:30 PM

Book Signings
Bookstore
10:45 AM – 11:15 AM

Mary Jane Kornacki and Jack Silversin
A New Compact: Aligning Physician-Organization Expectations to Transform Patient Care
2:45 PM – 3:15 PM

Chris Trimble
How Physicians Can Fix Health Care: One Innovation at a Time
4:45 PM – 5:15 PM

Don Berwick
Promising Care: How We Can Rescue Health Care by Improving It

Recharge! A National Forum Celebration
6:30 PM – 10:00 PM
Special Interest Breakfasts

7:00 AM – 7:45 AM

Grab your breakfast and network with colleagues on a variety of improvement topics!

SIB1: Getting Mouthy: An Interprofessional’s Role in Oral Health Care

**Hall of Cities, Miami**

Facilitators: Brian Nový, Director of Practice Improvement, DentathQuest Institute; Sean Boynes, Director of Interprofessional Practice, DentathQuest Institute

SIB2: Integrating Maternal Health and Care: Closing the Equity Gap

**Grand Ballroom, Salon 1-2**

Facilitators: Sue Gulfo, RN, Director, IHI; Pierre Barker, MD, Senior Vice President, IHI

SIB3: Why Going Green Is A Core Improvement Strategy

**Grand Ballroom, Salon 4-6**

Facilitators: Blair Sadler, Senior Fellow, IHI; Jeff Thompson, CEO, Gunderson Health System; Kathy Gerwig, Vice President, Safety, Health & Wellness, Kaiser Permanente

SIB4: Kaiser Permanente Dental: A Collaborative Model for Oral Health in Primary Care

**Grand Ballroom, Salon 9-10**

Facilitators: Michael Plunkett, Senior Director, Dental Care Delivery, Kaiser Foundation Health Plan of the Northwest; Daniel Pihlstrom, Associate Director, Evidence Based Care and Oral Health Research, Permanente Dental Associates; Rob Unitan, MD, Director, Optimization and Innovation, Northwest Permanente, PC

SIB5: Payer-Provider Collaboration: Increasing Trust, Building Infrastructure, and Rethinking Partnerships to Advance the Triple Aim

**Grand Ballroom, Salon 7**

Facilitators: Trina Lorch, Executive Director, IHI; Kedar Maje, MD, Senior Vice President, IHI; Debra Southard, Senior Care Consultant, Anthem Blue Cross and Blue Shield of Ohio; Tiffany Ransell, Senior Care Consultant, Enhanced Personal Health Care Program, Anthem Blue Cross and Blue Shield of Ohio; Jack Sommers, MD, Senior Vice President and Chief Medical Officer, CommunityCare; Ronald Brooks, MD, Senior Network Medical Director at Independence Blue Cross

SIB6: Spreading Innovations in Health Care: A Canadian Experience

**Grand Ballroom, Salon 8**

Facilitators: Kaye Phillips, Senior Director, Evaluation, Education & Performance Improvement, Canadian Foundation for Healthcare Improvement; Kevin Harter, President & CEO, York Care Centre, Canadian Foundation for Healthcare Improvement; Chris Hayes, MD, Medical Director, Quality and Performance, St. Michael’s Hospital


**Crystal Ballroom, Salon G**

Facilitator: Harriet Warshaw, Executive Director, The Conversation Project

SIB8: A Symphony of Life: Innovative Medical Music Therapy Interventions

**Hall of Cities, New York/New Orleans**

Facilitator: Brian Schreck, Music Therapist, Cincinnati Children’s Hospital Medical Center

SIB9: Big Data in Quality Improvement: Where Are We Now?

**Crystal Ballroom, Salon K-M**

Facilitator: Leonard D’Avolio, CEO, Cyft

SIB10: Faster, Better, Stronger: Accelerating Patient-Centered Progress by Applying Improvement Science to High-Leverage Change Opportunities

**Grand Ballroom, Salon 3**

Facilitators: Christina Gunther-Murphy, Executive Director, IHI; Martha Haywood, Faculty, IHI; Randy Carter, Senior Vice President, Planetree

SIB11: Managing Another Deadly Outbreak: Lessons Learned from the Recent Ebola Crisis

**Grand Ballroom, Salon 12-14**

Facilitators: Don Goldmann, MD, Chief Medical and Scientific Officer, IHI; Felix Sodzi Sodzi-Tettey, MD, Director of Ghana Operations, IHI; Nneka Mobissun-Etuk, MD, Executive Director, IHI

SIB12: Creating a Quality Improvement Community in Latin America

**Crystal Ballroom, Salon E-F**

Facilitators: Pedro Delgado, Executive Director, IHI; Paulo Borem, MD, Patient Safety and Quality Leader, Unimed Brazil

SIB13: Seven Years of Project Fives Alive: Harvesting Key Lessons for IHI in Africa

**Crystal Ballroom, Salon P-Q**

Facilitators: George Adjei, Director, National Catholic Health Services of Ghana; Lee Pyne-Mercier, Program Officer, Maternal, Neonatal & Child Health, Bill & Melinda Gates Foundation; Sophia Teshome, Director, African Operations, IHI

SIB14: Advancing Care Delivery with Transitions of Care

**Grand Ballroom, Salon 11**

Facilitators: Bharat Sutariya, Vice President and Chief Medical Officer, Cerner Corporation; Cole Erdmann, Manager, Cerner Corporation

SIB15: 100 Million Healthier Lives: How Can We Create Health Care Systems That Are Good at Health AND Good at Care?

**Crystal Ballroom, Salon A-C**

Facilitators: Soma Stout, MD, Executive External Lead for Health Improvement, IHI; Kevin Barnett, Senior Investigator, Public Health Institute

SIB16: IHI Staff Alumni Network Breakfast

**Los Angeles**

Facilitator: Ken Tebbetts, Vice President, Human Resources, IHI
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- to reducing risk and increasing patient safety
- to data integrity to drive improvement
- to patient engagement.

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As quality becomes a responsibility for everyone in healthcare, it is more important than ever to commit to the CPHQ credential. A CPHQ commands a broader perspective and understands how quality, risk, patient safety, data management, patient engagement, and more come together to ensure quality care. Demonstrate the unique skills you bring to the organization, healthcare team, and patient as a certified healthcare quality professional. Start your journey at www.CPHQ.org.

Commit to quality. Commit to the CPHQ.
Wednesday
December 9
GENERAL CONFERENCE
DAY 2

Keynote Three
Robert M. Wachter, MD
Professor and Associate Chair, Department of Medicine, University of California, San Francisco
Craig Kielburger
Co-Founder, Free The Children and Me to We

8:00 AM – 9:00 AM
Cypress Ballroom 3

Special Interest Keynotes
D1: An International Perspective on Radical Redesign: Learning from 50 Vanguards
9:30 AM – 10:45 AM
Cypress Ballroom 3
Simon Stevens, CEO, NHS England

E1: Improving Service in Cancer Care: A Pecha Kucha-Style Workshop
11:15 AM – 12:30 PM
Cypress Ballroom 3
Moderator: Leonard Berry, PhD, Distinguished Professor of Marketing, Texas A&M University; Joe Holcomb, Director, Oncology Wellness, INTEGRIS Health; Jerilyn Crain, Patient Advocate, Kaiser Permanente; Deborah Mayer, PhD, RN, Professor, University of North Carolina at Chapel Hill; Jody Wilmet, RN, Vice President, Bellin Heart and Vascular Center, Bellin Health; Lou Carbone, CEO, Experience Engineering; Brad Stuart, MD, CMO, Coalition to Transform Advanced Care; Robert Chapman, MD, Director, Josephinne Ford Cancer Institute, Henry Ford Health System

Workshops
D: 9:30 AM – 10:45 AM
E: 11:15 AM – 12:30 PM

Improvement Capability
D2/E2: A Proven Approach for Improving Clinical Outcomes
Crystal Ballroom, Salon N
Marta Karlow, Education Director, ThedaCare Center for Healthcare Value; John Toussaint, MD, CEO, ThedaCare Center for Healthcare Value

D3/E3: High-Impact Leadership
Crystal Ballroom, Salon H
Michael Pugh, President, Mdp Associates, LLC; David Munch, MD, Senior Vice President and Chief Clinical Officer, Healthcare Performance Partners

D4/E4: Knowledge Management for Large-Scale Improvement
Grand Ballroom, Salon 4-6
Kate DeBartolo, National Field Manager, IHI; Ninon Lewis, Executive Director, IHI

D5/E5: Lessons Learned: National Quality Strategy Design
North Tower, Key West
Nneka Mobisson-Etuk, MD, Executive Director, IHI; Enrique Ruelas, MD, Senior Fellow, IHI; Derek Feeley, Executive Vice President, IHI

D6/E6: Managing Innovation in Health Care Organizations
Grand Ballroom, Salon 11
Floortje Blindenbach-Driessen, PhD, Founder & CEO, Organizing for Innovation, LLC; Kedar Mate, MD, Senior Vice President, IHI; Mara Laderman, Senior Research Associate, IHI; John M. Gauthier, Project Manager, Innovation, IHI; Chris Trimble, Adjunct Professor of Business Administration, Dartmouth College

D7/E7: Performance Measurement to Sustain Improvement
Grand Ballroom, Salon 8
Bernard Lawless, MD, Physician, Critical Care Services Ontario; Linda Kostrzewa, RN, Director, Critical Care Services Ontario

Patient Safety
D12/E12: Diagnosing the Diagnostic Dilemma
Crystal Ballroom, Salon A-C
Dana Siegal, Director of Patient Safety, CRICO; Gordon Schiff, MD, Director, Clinical Quality Research, Brigham and Women’s Hospital

D13/E13: Harnessing the Power of Zero
Grand Ballroom, Salon 3
Thornton Kirby, President & CEO, South Carolina Hospital Association; Lorri Gibbons, RN, Vice President, Quality Improvement and Patient Safety, South Carolina Hospital Association

D Workshops
9:30 AM – 10:45 AM
E Workshops
11:15 AM – 12:30 PM
All D workshops repeat during E workshops except for Special Interest Keynotes.
D Workshops
9:30 AM – 10:45 AM
E Workshops
11:15 AM – 12:30 PM
All D workshops repeat during E workshops except for Special Interest Keynotes.

D14/E14: Identifying Adverse Events in Nursing Homes
Hall of Cities, Anaheim
Lee Adler, DO, Senior Advisor Safety, Quality & Innovation, Adventist Health System; Frank Federico, RPh, Vice President, IHI; Ruth-Ann Dorrill, Deputy Regional Inspector General, Office of Inspector General

D15/E15: Improve Tracking and Follow-up of Patient Results
North Tower, Sawgrass
Chris Kissell, RN, Director of Clinical Quality Programs, University of Minnesota Medical Center; Kris Mascotti, Vice President, Clinical Quality, and Assistant Professor Laboratory Medicine and Pathology, Fairview Health Services; Valerie Overton, Vice President, Quality and Innovation, Fairview Health Services; Jessica Kuehn-Hajder, MD, Assistant Professor, University of Minnesota Medical Center

D16/E16: Insults to Dignity: A Neglected Preventable Harm
Crystal Ballroom, Salon K-M
Laug Sokol-Hessner, MD, Attending Physician, Beth Israel Deaconess Medical Center; Patricia Folicarelli, RN, PhD, Director of Patient Safety, Beth Israel Deaconess Medical Center; Kenneth Sands, MD, Senior Vice President, Health Care Quality, Beth Israel Deaconess Medical Center

D17/E17: Making Enhanced Recovery After Surgery a Reality
North Tower, Harbor Beach
Stephen Parodi, Associate Executive Director, The Permanente Medical Group; Allison Mason-Herr, RN, Chief Nursing Officer, Kaiser Permanente Roseville Medical Center; Mengfei Huang, Senior Manager Consultant, Kaiser Permanente

D18/E18: Safety in Maternity Care: Global Examples
North Tower, St. Thomas/West Indies
Sue Gullo, RN, Director, IHI; Pauline Lynch, Consultant OB/GYN, NHS Tayside; Patricia O’Connor, PhD, Director of Care Quality and Strategic Development, Scottish Ambulance Service

D19/E19: Simplifying Sepsis: Saving Lives, Time, and Money
Crystal Ballroom, Salon G
Daniel Leisman, Academic Associate, Northwell Health; Mary Frances Ward, RN, Senior Research Director, Emergency Medicine, NorthShore University Hospital; John D’Angelo, MD, Senior Vice President, Emergency Medicine, Northwell Health

D20/E20: Cultural Competency: A Formalized Strategy
North Tower, Aruba
Elizabeth McCulloch, PhD, Director, Language Access Services & Performance Improvement, Northwell Health; Jennifer Mieres, MD, Senior Vice President, Community & Public Health, Northwell Health

D21/E21: Is Patient- and Family-Centered Care a Luxury?
Hall of Cities, Chicago/Denver
Felix Sodzi Sodzi-Tettey, MD, Director of Ghana Operations, IHI; Kristine K. White, RN, Co-Founder, Aefina Partners; Anna Roth, RN, CEO, Contra Costa Health Services

D22/E22: Less Burnout, More Engagement: High Quality Care
Crystal Ballroom, Salon D
Andrea Kabcenell, RN, Vice President, IHI; Stephen Swensen, MD, Medical Director, Leadership & Organization Development, Mayo Clinic; Pierre Barker, MD, Senior Vice President, IHI

D23/E23: Patient-Centered Care: What’s in It for You?
North Tower, Grand Cayman/Puerto Rico
Chris Safaty, MSW, LICSW, Patient-Centered Collaborative Care Coaching for Health Professionals; Patrik Blomqvist, Patient Supporter, County Hospital Ryhov; Richard Gibney, MD, Central Texas Nephropathy Associates; Britt-Mari Banck, RN, Deputy Chief Nurse, County Hospital Ryhov

D24/E24: Patient- and Family-Centered Care: Is It All-In or In-All?
North Tower, Vinoy
Beverly Johnson, President/CEO, Institute for Patient- and Family-Centered Care; Randall Carter, Senior Vice President, Planetree; Jason Wolf, PhD, President, The Beryl Institute; Katherine Gottlieb, President and CEO, Southcentral Foundation; Martha Hayward, Faculty, IHI

Quality, Cost, and Value

D25/E25: Attacking C. difficile Infections: Align the Team
Crystal Ballroom, Salon E-F
Georgine Krueidelbach, Director, Infection Prevention, Naples Community Hospital; Teresa Golden, RN, System Director, Quality, NCH Healthcare System; Demetrious Robinson, Director, Environmental Service, Naples Community Hospital; Donna Lee, RN, NCH Healthcare System

D26/E26: Bringin’ It to the Bedside: Staff-Driven Savings
North Tower, Marco Island
Megan Waxler, RN, Clinical Nurse Expert, The Children’s Hospital of Philadelphia; Jackie Noll, RN, Senior Director of Nursing, The Children’s Hospital of Philadelphia; Amy Gallagher, PharmD, Senior Director of Home Care, The Children’s Hospital of Philadelphia; Cheryl Gebelein-Myers, Principal Improvement Advisor, The Children’s Hospital of Philadelphia; Jessica Phillips, RN, Registered Nurse, The Children’s Hospital of Philadelphia

D27/E27: Environmental Sustainability and the Triple Aim
Hall of Cities, Miami
Blair Sadler, Senior Fellow, IHI; Donald Berwick, MD, MPP, President Emeritus and Senior Fellow, IHI; Robin Guenther, Principal, Perkins+Will; Jeff Thompson, MD, CEO, Gundersen Health System; Kathy Gerwig, Vice President, Employee Safety, Health & Wellness, Kaiser Permanente

Triple Aim for Populations

D28/E28: Caring for the Five Percent: Triple Aim in Canada
Grand Ballroom, Salon 1-2
Jennifer Verma, Senior Director, Canadian Foundation for Healthcare Improvement; Geetha Mukerji, Assistant Professor, Physician in Quality and Innovation, Women’s College Hospital; Jeffrey Turnbull, Chief of Staff, Ottawa Hospital; Patricia Steedly, Manager, Primary Care, Alberta Health Services

D29/E29: Ambulance Drivers Can Do All That?
North Tower, Key Biscayne
David Williams, PhD, Executive Director, IHI; Jonathan Washko, Assistant Vice President, Northwell Health; Mike Taigman, General Manager, American Medical Response

For complete session descriptions and presenter bios, download the IHI Onsite App.
Wednesday Special Events

Vendor Presentation

10:45 AM – 11:15 AM

**Palms Foyer Classroom**

**How to Meet the New 2016 Requirement: Mandatory eCQM Reporting**

CMS continues to move beyond electronic quality measures (eCQM) attestation in Meaningful Use to submission of patient-level data electronically as QRDA 1 files. In the 2016 IPPS final rule CMS has mandated electronic reporting of four inpatient eCQMs. In this session, you will learn how best to comply with this ruling, integrating it with electronic reporting options from The Joint Commission and other quality reporting mandates from CMS.

**Meet the Author Lunches**

12:40 PM – 1:20 PM

**Palms Ballroom**

Grab your lunch and sit with one of the National Forum bookstore authors to discuss various topics.


**Chris Trimble**, *How Physicians Can Fix Health Care: One Innovation at a Time*

**Patty Gabow**, *The Lean Prescription*

**IHI Information Session**

**Palms Ballroom, IHI Booth #301**

12:30 PM – 1:00 PM

Patient- and Family-Centered Care

**Book Signings**

**Bookstore**

9:00 AM – 10:00 AM

**Craig Kielburger**, *The World Needs Your Kid*

10:45 AM – 11:15 AM

**Robert Wachter, MD**, *The Digital Doctor*

12:45 PM – 1:15 PM

**Kathy Gerwig**, *Greening Health Care: How Hospitals Can Heal the Planet*
27th Annual National Forum

Our contribution to the IOM report, *Improving Diagnosis in Healthcare*, would not have been possible without your collaboration, leadership, and dedication to improving patient safety.

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Please visit us at booth #1013.
To Access Complimentary Wireless Internet

1. Select “view available wireless networks” and connect to the “IHIFORUM” wireless network.
2. Open a new web browser and type “ihi.org” into the address bar. You will be redirected to a Marriott webpage.
3. Enter “IHI27FORUM” as the Meeting Passcode and click “Submit” (passcode is case sensitive).

Shuttle Service to:
- Gaylord Palms Resort & Convention Center
- Courtyard Orlando Lake Buena Vista in the Marriott Village
- Springhill Suites Orlando by Marriott
- Caribe Royale
- Buena Vista Suites

See Shuttle Map on page 30 for details.
IHI will provide complimentary shuttle service from the Marriott World Center Resort to Orlando International Airport on Wednesday, December 9 from 12:00 PM–4:00 PM.

**Shuttle Hours**

**SUNDAY**
December 6
6:30 AM–10:00 PM

**MONDAY**
December 7
6:30 AM–10:00 PM

**TUESDAY**
December 8
6:30 AM–10:30 PM

**WEDNESDAY**
December 9
6:00 AM–4:00 PM

**Route Key**

1. **Shuttle Route 1**
   Gaylord Palms Resort and Convention Center to Marriott World Center Resort

2. **Shuttle Route 2**
   Buena Vista Suites and Caribe Royale to Marriott World Center Resort

3. **Shuttle Route 3**
   Courtyard Marriott and Springhill Suites to Marriott World Center Resort

**Travel Times**

- Marriott World Center Resort to Gaylord Palms: 11 MIN
- Marriott World Center Resort to Caribe Royale: 2 MIN
- Marriott World Center Resort to Buena Vista Suites: 2 MIN
- Marriott World Center Resort to Springhill Suites: 6 MIN
- Marriott World Center Resort to Courtyard Orlando Lake Buena Vista in the Marriott Village: 6 MIN
Conference Information

Shuttle Service to Other Hotels
During the conference, IHI will provide National Forum participants with complimentary shuttle transportation to the Marriott World Center. Shuttles will run every 5 to 15 minutes from the following locations:
- Gaylord Palms Resort & Convention Center
- Courtyard Orlando Lake Buena Vista in the Marriott Village
- Springhill Suites Orlando by Marriott
- Caribe Royale
- Buena Vista Suites

See opposite page for shuttle map.

Shuttle Operating Hours
Sunday, December 6, 6:30 AM – 10:00 PM
Monday, December 7, 6:30 AM – 10:00 PM
Tuesday, December 8, 6:30 AM – 10:30 PM
Wednesday, December 9, 6:00 AM – 4:00 PM

IHI will also provide complimentary shuttle service from the Marriott World Center to Orlando International Airport on the last day of the General Conference, Wednesday, December 9, from 12:00 PM to 4:00 PM.

Exhibit Hall Hours
The 2015 Exhibit Hall, with snack stations, an IHI café for meeting and relaxing, and over 130 exhibitors, will be open in the Palms Ballroom during the following times:

Monday, December 7
3:30 PM – 6:30 PM

Tuesday, December 8
9:30 AM – 10:30 AM
(by appointment only)
10:30 AM – 1:30 PM
4:15 PM – 6:30 PM
(Storyboard Reception)

Wednesday, December 9
10:30 AM – 1:30 PM

Video Cameras and Photographers
Please note, IHI will have video cameras and photographers at the National Forum. We may capture your image for use on IHI TV at the National Forum, on the IHI website, or in other IHI materials.

National Forum Bookstore
Located in the Crystal Foyer, the National Forum Bookstore features books written, edited, or recommended by our world-renowned faculty. It will be open during the following times:
Monday, December 7, 7:30 AM – 6:00 PM
Tuesday, December 8, 7:30 AM – 6:30 PM
Wednesday, December 9, 7:30 AM – 1:30 PM

Many of the National Forum Bookstore authors will have scheduled a time for book signings, and these events will be advertised around the conference center and on Twitter using #27Forum.

Business Center
Located in the Crystal Foyer, the full-service Business Center offers professional printing services as well as shipping, receiving, copying, and faxing. Business Center hours are:
Monday – Friday, 7:00 AM – 6:30 PM
Saturday – Sunday, 8:00 AM – 4:00 PM

Health Center
The Health Center is a separate building on the Marriott World Center property, located beyond the pool. It is a fully-equipped athletic facility with indoor and outdoor pools, a full spa, whirlpools, and saunas. The health center is open 24 hours, with an attendant from 6:00 AM until 10:00 PM. Use is complimentary for overnight guests.

Checkout
Checkout from the Marriott World Center is at 11:00 AM. If you are staying at the Marriott, please see the hotel bell staff about storing any luggage after checkout. If you are staying at one of our additional hotel properties, you will be able to store your luggage in Cypress Ballroom 1 on Wednesday, December 9.

Emergencies
If for any reason there is an emergency during the National Forum, you may dial “0” on any hotel phone to request assistance from the operator or “55555” to connect directly to the Loss Prevention Department. IHI Blue Shirt and Marriott World Center staff are also available to assist.

Unattended Belongings
Please do not leave any personal belongings unattended in meeting rooms. IHI is not responsible for lost or stolen items.

Wireless Code:
The entire meeting space will have high-speed wireless Internet access. We encourage participants to bring their laptops to sessions to take notes and view presentations. Meeting rooms will be set up with work tables whenever possible.

To access complimentary wireless Internet:
1. Select “view available wireless networks” and connect to the “IHHFORUM” wireless network.
2. Open a new web browser and type “ihi.org” into the address bar. You will be redirected to a Marriott webpage.
3. Enter “IHH27FORUM” as the Meeting Passcode and click “Submit” (passcode is case sensitive).

Guests
We are excited that family and friends are accompanying many of you. We regret that hotel space can accommodate only registered participants at the keynote presentations, general sessions, and meal functions. Your guests are welcome to join you at the National Forum receptions. Please see IHI staff at the National Forum Welcome Center for a guest ribbon and name badge.

Message Board/Job Postings
You may place job postings as well as messages for other attendees on a corkboard located in the Welcome Center.

Messages and Faxes
If you are staying at the Marriott World Center, your telephone messages will go directly to your room. If a caller identifies you as being with the National Forum, urgent messages will be posted on the message board located in the Welcome Center.

Marriott World Center contact numbers are:
Phone: 407-239-6411
Guest Fax: 407-239-6164

Conference Passes
Please wear your Conference Pass throughout the National Forum and carry your list of registered participants at the keynote presentations, general sessions, and meal functions. Your guests are welcome to join you at the National Forum receptions. Please see IHI staff at the National Forum Welcome Center for a guest ribbon and name badge.

For complete conference information, download the IHI Onsite App
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Graduate Programs in Healthcare Quality and Patient Safety

• Master of Science degree in Healthcare Quality and Patient Safety
  A two-year, part-time degree program which focuses on the knowledge, skills, and methods necessary for improving healthcare delivery systems. It is designed for both clinical and non-clinical professionals currently working in the healthcare setting who want to focus their career development on these important areas in healthcare.

• Faculty Development Program in Healthcare Quality and Patient Safety
  A one-year program designed for faculty who wish to develop the educational tools, methods, and curricular approaches for integrating healthcare quality and patient safety into the medical education curriculum.

• Certificate Program in Healthcare Quality and Patient Safety
  A one-year program designed for the learner who wants to acquire a comprehensive overview of these fields.

The above programs are all part-time and do not require Chicago residence. Students are required to travel to our Chicago campus for a series of classroom-based intensive sessions. Accommodation is available at select local area hotels at a reduced rate.

For more information, please contact us by email at MastersIHS@northwestern.edu or by phone at 312-503-5533.

Please visit our website at: www.northwestern.edu/quality-safety

“The need for leadership in health care has never been greater...”
— from The Institute of Medicine report, Crossing the Quality Chasm
Your Forum Wellness Checklist

IHI’s Work-Life Wellness Team and the IHI Blue Shirts have some tips for how you can make the 27th Annual National Forum a great learning experience AND a renewing time for you.

- Visit the Recharge Room and use the exercise equipment while watching Keynotes or Special Interest Keynotes in Crystal Ballroom J
- Visit the fitness center at your hotel
- Take a break from work emails to be present during a session
- Choose to stand up rather than sit during a session
- Wear comfortable shoes
- Get at least 8 hours of sleep
- Walk to the North Tower
- Take a deep breath and find some time to meditate in the Meditation and Prayer room, located in San Antonio
- Recharge with a nap before evening networking activities

Questions?
Ask a Blue Shirt!
Personalized Health Care Through Technology

Kaiser Permanente’s Imagining Care Anywhere® presents a future vision where everyday life is the new context of care; seamlessly integrated care teams are linked to people, not to places; and personalized health experiences are enabled through technology.

Join us in the Cypress Foyer during Exhibit Hall hours.

Monday, December 7
3:30 PM - 6:30 PM

Tuesday, December 8
10:30 AM - 1:30 PM & 4:15 PM - 6:30 PM

Wednesday, December 9
10:30 AM - 1:30 PM

JAMES C. BENNEYAN, PH.D., DIRECTOR

To learn more or participate in our programs, visit hsye.org
North Shore-LIJ is now Northwell Health. Our new name is a testament to how far we have come and where our people will take us to tomorrow. The Northwell Health team is passionate about the opportunity to provide quality care and support wellness. In this day and age, we believe everything is possible.

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  At the forefront of deploying bioelectric medicine
- Cold Spring Harbor Laboratory
  Strategic affiliation to accelerate cancer research, diagnosis and treatment
- Recipient of the John M. Eisenberg Patient Safety and Quality
  The National Quality Forum and the Joint Commission, recognizing a 50% reduction in sepsis mortality

Everyone at Northwell Health is empowered to courageously adopt change for the better. Our system isn’t just leading breakthrough in healthcare; more than 61,000 of us are already living it, every day.

Stop by booth #507 to celebrate North Shore-LIJ’s new chapter as Northwell Health and meet a few of our committed healthcare professionals. Or visit us at NorthShoreLIJ.com/brandstory.
Successfully managing better patient health - and risk - across populations demands that providers have relevant patient and population health information where and when it matters most.

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Stop by the National Forum Welcome Center to provide feedback on how we can continue to reduce the impact of the National Forum on the environment.
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The IHI Open School provides training, tools, and a vibrant community that will help you and your team improve care.

### Online Courses

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- PS 100: Introduction to Patient Safety
- PS 101: Fundamentals of Patient Safety
- PS 102: Human Factors and Safety
- PS 103: Teamwork and Communication
- PS 104: Root Cause and Systems Analysis
- PS 105: Communicating with Patients after Adverse Events
- PS 106: Introduction to the Culture of Safety
- PS 201: Teaming Up Against Healthcare-Associated Infections
- PS 202: Preventing Pressure Ulcers

**Improvement Capability**
- QI 101: Fundamentals of Improvement
- QI 102: Model for Improvement
- QI 103: Measuring for Improvement
- QI 104: Life Cycle of a QI Project
- QI 105: Human Side of QI
- QI 106: Mastering PDSA Cycles and Run Charts
- QI 201: IHI Open School QI Practicum
- QI 202: QI in Action: Stories from the Field

**Quality, Cost, and Value**
- QCV 100: Introduction to Quality, Cost, and Value in Health Care
- QCV 101: Achieving Breakthrough Quality, Access, and Affordability

**Person- and Family-Centered Care**
- PFC 101: Dignity and Respect
- PFC 102: Shadowing: Care Through the Eyes of Patients and Families
- PFC 103: Conversations about End-of-Life Care

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### In the Field

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**Contact us today or visit us at Booth #1440 at the 2015 IHI National Forum**

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The Agency for Healthcare Research and Quality’s (AHRQ) mission is to produce evidence to make health care safer, higher quality, more accessible, equitable, and affordable, and work within the U.S. Department of Health and Human Services and with other partners to make sure the evidence is understood and used.

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Founded in 1933 and governed by pediatricians, the American Board of Pediatrics is an independent, nonprofit organization whose certificate signifies a high level of physician competence throughout the world. Certification by the ABP has one objective — to promote excellence in medical care for children and adolescents. ABP Staff will be on hand to answer questions regarding the quality improvement project approval program for Maintenance of Certification (MOC) Part 4.

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IHI would like to thank the National Forum Co-Chairs for their extraordinary effort and commitment in developing the program for the 2015 National Forum:

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