11th Annual International Summit on

Improving Patient Care in the Office Practice & The Community

March 7-9, 2010, in Washington, DC

Who should attend?
• Physicians and physician assistants
• Nurses and nurse practitioners
• Primary care clinicians and care teams
• Specialists with office-based practices
• Medical directors
• Health care administrators and office practice leaders
• Ambulatory service directors
• Health plan leaders and employers
• Government, association, and coalition leaders
• Health policy makers
• Health professions students
• Leaders in designing and improving patient care from university health centers, community health centers, nursing homes, home health agencies, and mental health facilities
THE SUMMIT

will bring together revolutionary thinkers and innovative practitioners who are focused on making critical connections across care settings while containing costs and providing the best patient experience.

This training event is designed for those involved in improvement work — from beginners to more experienced veterans in the field. Don’t miss the latest thinking and practices in ambulatory care and community settings for:

- health care professionals working in small to large practices;
- specialty practices;
- public health leaders;
- policy makers;
- health plan leaders;
- private employers overseeing health care benefits;
- coaches, improvement advisors, and consultants; and
- those working on optimizing ambulatory and office practice care while maximizing health care resources for the population.

Enroll at www.IHI.org/Summit
Dear Colleagues,

We hope you will join us for the 11th Annual International Summit on Improving Patient Care in the Office Practice and the Community.

We’re discovering model systems of caring in communities that are delivering high quality care to their citizens at an affordable cost. At this year’s Summit, we’ll expand our focus beyond the office practice and into the vitality of the community. While the office practice lies at the center of health care for most patients, many other actors play critical roles in the effective use of community-based resources to influence the health of populations. We are learning vital lessons from communities that are finding ways to collaboratively manage their limited resources to optimize the health and health care within their region.

In keeping with this expanded focus, this year we invite the many stakeholders who broadly influence health and health care within communities — employers, health plans, government agencies, policy makers, social service providers — to join us, along with our customary attendees who work in primary care practices, specialty practices, and other ambulatory care settings.

Please join us as we explore innovative strategies for transforming care delivery in the office practice and the critical connection between local caregivers and the communities they serve. We’ll reflect on our progress, celebrate our successes, and set a course for continuing to improve the standard of care in the years ahead.

We hope to see you on March 7–9 in Washington, DC. There has never been a more important time for us to be together!

Sincerely,

Donald M. Berwick, MD, MPP
President and CEO
Institute for Healthcare Improvement
These inspiring and well-respected keynote speakers will set the stage for improving patient and population health and health care across the full continuum of community care.

**ELLIOTT S. FISHER, MD, MPH**
Professor of Medicine and Community and Family Medicine, Dartmouth Medical School, is also Director, Institute for the Evaluation of Medical Practices at the Center for the Evaluative Clinical Sciences at Dartmouth. He is also a Senior Associate of the VA Outcomes Group at the VA Medical Center in White River Junction, Vermont. Dr. Fisher has broad expertise in the use of Medicare databases and survey research methods for health system evaluation. Serving on the Institute of Medicine’s Committee on the Redesign of Health Insurance, he also co-chairs the subcommittee on Performance Measurement. He has published broadly on issues of health care outcomes, quality, and costs.

**ROBERT M. PEARL, MD**
Executive Director and CEO, The Permanente Medical Group, is also President and CEO of Mid-Atlantic Permanente Medical Group. As CEO of the largest medical group in the nation, Dr. Pearl is responsible for the health care of more than 3 million Kaiser Permanente members. The Permanente Medical Group comprises more than 6,000 physicians and 25,000 staff members and operates 19 medical centers in Northern California. Mid-Atlantic Permanente Medical Group serves 500,000 members in Maryland, Virginia, and the District of Columbia.

**Summit Co-Chairs**

IHI would like to thank the Summit Co-Chairs for their extraordinary effort and commitment in developing the program for the 11th Annual International Summit on Improving Patient Care in the Office Practice and the Community.

**BRUCE BAGLEY, MD**
Medical Director for Quality Improvement, American Academy of Family Physicians (AAFP)

**MARY D. NAYLOR, PHD, RN**
Marian S. Ware Professor in Gerontology, University of Pennsylvania School of Nursing

**CAROLYN M. SHEPHERD, MD**
Vice President of Clinical Affairs, Clinica Campesina
AGENDA

The Summit offers a wide range of offerings on today’s critical topics, from highly interactive, full-day Pre-Conference Minicourses to a wide selection of Workshop Sessions during the two-day General Conference.

SUNDAY, MARCH 7
8:30 AM – 4:00 PM  Pre-Conference Minicourses

MONDAY, MARCH 8
8:00 AM – 6:30 PM  General Conference Day 1
8:00 AM – 9:00 AM  Keynote: Elliott Fisher, MD, MPH
9:30 AM – 12:30 PM  Learning Labs
1:30 PM – 2:45 PM  Workshop Sessions A
3:00 PM – 4:15 PM  Workshop Sessions B
4:30 PM – 6:30 PM  Posterboard and Networking Reception

TUESDAY, MARCH 9
8:00 AM – 2:30 PM  General Conference Day 2
8:00 AM – 9:00 AM  Keynote: Robert M. Pearl, MD
9:30 AM – 10:45 AM  Workshop Sessions C
11:00 AM – 12:15 PM  Workshop Sessions D
1:15 PM – 2:30 PM  Workshop Sessions E

DURING THIS PROGRAM, YOU WILL:

• Identify cutting-edge ideas that are ready for immediate application to your practice
• Apply new ways to engage patients, families, and communities in redesigning and delivering optimal care
• Network with colleagues to generate ideas and build supportive relationships
• Explore strategies to radically transform our care delivery systems
Pre-Conference Minicourses
SUNDAY, MARCH 7, 8:30 AM TO 4:00 PM

M1 Building a Medical Home: Foundation to Finish
Elaine Skoch, RN, MN, EMBA, CNAA, BC, Performance Improvement and Education Facilitator, TransforMED; Lachelle Phinney, MBA, Practice Enhancement Facilitator, TransforMED; Kathy Steen, BSN, Practice Enhancement Facilitator, TransforMED

M2 Transforming Patient and Staff Outcomes with Clinical Microsystem Improvement
Marjorie Godfrey, MS, RN, Co-Director, The Microsystem Academy Instructor, The Dartmouth Institute for Health Policy and Clinical Practice; Ann Marie Hess, NP, MSN, MS, President, Clinical Performance Management, Inc.; Joel Lazar, MD, MPH, Assistant Professor, Dartmouth-Hitchcock Clinic–Lebanon

M3 Critical Issues in Office Redesign and Transforming Care
Charles Kilo, MD, MPH, CEO, Greenfield Health; Doug Eby, MD, MPH, Vice President of Medical Services, Southcentral Foundation

M4 Improving Transitions and Reducing Avoidable Rehospitalizations
Patricia Rutherford, RN, MS, Vice President, Institute for Healthcare Improvement; Gail Nielsen, BSHCA, FAHRA, RTR, Clinical Performance Improvement Education Administrator, Iowa Health System; Marie Schall, MA, Director, Institute for Healthcare Improvement

M5 Ambulatory Practice Survival Kit: Maximizing Efficiency and Effectiveness
Christine Sinsky, MD, Physician, Medical Associates Clinic and Health Plans; Thomas Sinsky, MD, Physician, Medical Associates Clinic and Health Plans

M6 Developing Sustainable Physician Engagement to Transform Care
Jack Silversin, DMD, DrPH, President, Amicus, Inc.; Gregory Long, MD, Chief Medical Officer, ThedaCare

M7 System-wide Removal of Waits and Delays in All Services
Catherine Tantau, BSN, MPA, President, Tantau & Associates; Kevin Stange, MD, Surgeon, Alaska Native Medical Center

M8 Shared Care: Methods and Tools for Successful Group Visits
Amy Russell, MD, Clinic Medical Director, Clinica Family Health Services; Judy Troyer, Clinic Director, Clinica Campesina

M9 Embedding Care Collaboration in the Medical Home
Pamela Hageny, BSW, MBA, Director, Patient-Centered Care, Penobscot Community Health Care; Meridith Bolster, LCSW, Therapist, Penobscot Community Health Center; Thomas Claffey, MD, President, Intermed; Elizabeth Collet, Executive Director, NovaHealth; Trip Gardner, MD, Chief of Psychiatry, Penobscot Community Health Care; Laurie Laliberte, PA-C, Physician Assistant Health Care Provider, Intermed; Lois Tiedeken, MS, ANP, Nurse Practitioner, Intermed

M10 Creating Effective Patient Partnerships in Primary Care
Connie Davis, MN, ARNP, Improvement Coach; Sue Davis, Regional Manager, Management Development and Education, Vancouver Coastal Health Authority; Kelly McQuillen, RD, Director, Patients as Partners, Ministry of Health; Shirley Sze, BMSc, MD, CCFP, FCFP, Family Physician Lead, Interior Health Authority; Margie Wiebe, RN, Quality Improvement Advisor, Impact BC

M11 Ideal Medical Home Immersion Session
L. Gordon Moore, MD, President, Ideal Medical Practices; John Wasson, MD, Professor, The Dartmouth Institute for Health Policy and Clinical Practice

M12 Applying Lean Principles to Improve Clinic Flow: The Basics
Nancy McDonald, RN, BSN, Lean Facilitator, Denver Health Medical Center; Philip Goodman, MS, RRT, Hospital Administrator, Denver Health Medical Center; Lucy Loomis, MD, MSPH, Director of Family Medicine, Denver Health Medical Center
Keynote 8:00 AM to 9:00 AM

Elliott Fisher, MD, MPH,
Director, Health Policy Research, Center for the Evaluative Clinical Sciences (CECS); Professor of Medicine, Community & Family Health, Dartmouth Medical School; Co-Director, VA Outcomes Group.

Learning Labs 9:30 AM to 12:30 PM

L1 Enlightening Experiences with Shared Medical Appointments
Brent Jaster, MD, Group Visit Consultant, JasterHealth inc.; Byron Haney, MD, Family Physician, Family Health Care of Ellensburg

L2 A Proven Process for Improving Primary Care Access
Mark Murray, MD, Healthcare Consultant, Mark Murray & Associates; Mike Davies, MD, National Director, VA Systems Redesign and Improvement Consultant, Department of Veterans Affairs

L3 Designing Care for Large Population Segments Using the Triple Aim Framework
Carol Beasley, MPPM, Director, Strategic Projects, Institute for Healthcare Improvement

L4 Achieving the Triple Aim Takes a Community
Ruth Clark, RN, MPA, Executive Director, Integrated Health Partners; Mary Ellen Benzik, MD, Medical Director, Integrated Health Partners; Bill Green, Compensation Consultant, Kellogg Company; Samantha Pearl, Executive Director, Community HealthCare Connections

L5 Practice Transformation: A Medical Home Model That Achieves the Triple Aim
Beth Averbeck, MD, Associate Medical Director, Primary Care, HealthPartners Medical Group; Beth Waterman, RN, MBA, Vice President, Health Improvement and Care Innovation, HealthPartners Medical Group; Robert Van Why, Senior Vice President, HealthPartners Medical Group

L6 Population-Based Care: Caring for Your Practice’s Entire Patient Panel
Regina Neal, MPH, MSUP, Coach and Trainer, Practice Redesign and Process Improvement, Primary Care Development Corporation; Thomas Bodenheimer, MD, Professor, University of California, San Francisco; Elizabeth Johnson, MD, Medical Director for Quality Improvement, Community Primary Care, San Francisco Department of Public Health; David Margolius, Project Coordinator and Clinic Coach, University of California, San Francisco

L7 Reliability Strategies in Outpatient Settings
Neil Baker, MD, Improvement Consultant, Neil Baker Consulting; Virginia (Ginna) Crowe, RN, EdD, Principal, Hamilton Consulting, LLC; Ann Lewis, MPH, Chief Executive Officer, CareSouth Carolina, Inc.

L8 Developing Community Partnerships to Extend Primary Care
Judith Schaefer, MPH, Research Associate, MacColl Institute for Healthcare Innovation; Teresa Galicia, PT, Director of Physical Therapy, UNITE HERE Health Center; Alan Glaseroff, MD, Chief Medical Officer, Humboldt Del Norte IPA; Neil Korsen, MD, Medical Director, Primary Care Mental Health Program, MaineHealth

Learn more and enroll at www.IHI.org/Summit
L9 Sequencing High-Leverage Changes and Measures: Keys to Improved Outcomes, Value, and Reliability
Cindy Hupke, RN, BS, MBA, Director, Institute for Healthcare Improvement; Lisa Dolan-Branton, RN, Senior Clinical Informatics/Improvement Advisor, Indian Health Service; Charles “Ty” Reidhead, MD, National Chief Clinical Consultant in Internal Medicine, Whiteriver Indian Health Service Hospital; Jana Towne, RN, Improving Patient Care Initiative Collaborative Director, Whiteriver Indian Health Service Hospital

L10 Meaningful Use of Health IT in the Ambulatory Setting
Jacquelyn Hunt, PharmD, MS, Vice President, Clinical Support and Information Services, Bellin Health Care System; Jodie Ausloos, RN, MSN, Clinical Information Systems Officer, ThedaCare; Joseph Siemienczuk, MD, Chief Medical Officer, Providence Physician Division

L11 Office Practice Redesign Using Improving Performance in Practice (IPIP)
Janet Simon, RN, MHSA, Program Director, American Board of Medical Specialties; Ann Lefebvre, MSW, CPHQ, North Carolina IPIP State Director, North Carolina Academy of Family Physicians

L12 Multipayer Patient-Centered Medical Home: The Colorado Experience
Marjie Harbrecht, MD, Executive Medical Director, Colorado Clinical Guidelines Collaborative; David Ehrenberger, MD, Chief Medical Officer, Integrated Physician Network Avista; Allyson Gottsmann, BA, Associate Director, Colorado Clinical Guidelines Collaborative; Julie Schilz, BSN, MBA, Manager, Improving Performance in Practice and Patient-Centered Medical Home Programs, Colorado Clinical Guidelines Collaborative; Zula Solomon, MBA, QI Coach, Colorado Clinical Guidelines Collaborative

Workshop Sessions A & B
1:30 PM to 2:45 PM Workshop Sessions A
3:00 PM to 4:15 PM Workshop Sessions B
All A sessions repeat during B sessions, except for the Special Interest Keynotes.

A1 Special Interest Keynote
Douglas Eby, MD, MPH, is Vice President of Medical Services for Southcentral Foundation (SCF) at the Alaska Native Medical Center. The customer-owned, Alaska-Native-led SCF primary care redesign has gained national and international recognition. Dr. Eby presents frequently about the SCF work and its potential for broad transforming applicability elsewhere.

B1 Special Interest Keynote
Designing Services for People with Fatal Conditions
Joanne Lynn, MD, Bureau Chief, Cancer and Chronic Disease, Department of Health, Washington, DC, is currently directing a city-wide quality improvement initiative for serious chronic illnesses for the city of Washington, DC. She has led numerous collaboratives in quality improvement concerning serious chronic illnesses and the end of life. Dr. Lynn is lead author of the books Handbook for Mortals, The Common Sense Guide to Improving Palliative Care, Improving Care for the End of Life, and Sick to Death and Not Going to Take It Any More!

A2/B2 New Strategies for Improving Access to Specialty Care
Mark Murray, MD, Healthcare Consultant, Mark Murray & Associates; Mike Davies, MD, National Director, VA Systems Redesign and Improvement Consultant, Department of Veterans Affairs

Learn more and enroll at www.IHI.org/Summit
A3/B3 Building an Effective Medical Home with Stable Clinician Core Teams
Christine Sinsky, MD, Physician, Medical Associates Clinic and Health Plans; Thomas Sinsky, MD, Physician, Medical Associates Clinic and Health Plans

A4/B4 Lessons from Successful Spread of Medical Homes
David Labby, MD, Medical Director, CareOregon; Alan Glaseroff, MD, Chief Medical Officer, Humboldt Del Norte IPA; Rebecca Ramsay, BSN, MPH, Senior Manager of CareSupport and Clinical Programs, CareOregon

A5/B5 Outpatient Health IT: Clinicians Rile? Patients Smile!
Jacquelyn Hunt, PharmD, MS, Vice President, Clinical Support and Information Services, Bellin Health Care System; Steve Bergeson, MD, Medical Director of Quality, Allina Hospitals and Clinics

A6/B6 The Role of the Improvement Coach in Achieving Strategic Improvement
Marjorie Godfrey, MS, RN, Co-Director, The Microsystem Academy Instructor, The Dartmouth Institute for Health Policy and Clinical Practice; Ann Marie Hess, NP, MSN, MS, President, Clinical Performance Management, Inc.; Anette Nilsson, Project Leader, Qulturum

A7/B7 Engaging Physicians in Community-Level Practice Redesign
Brenda Hefford, MD, Physician Executive Lead, Primary Care Development, Fraser Health Authority; Brian Evoy, PhD, Executive Lead, Division of Family Practice, General Practice Services Committee

A8/B8 Maximize Benefits from Your Electronic Health Record
David Gans, MSHA, FACMPE, Vice President, Innovation and Research, Medical Group Management Association; Robert Tennant, Senior Policy Advisor, Medical Group Management Association

A9/B9 Optimizing the Role of the RN: Improved Satisfaction, Outcomes, and Office Efficiency
Catherine Tantau, BSN, MPA, President, Tantau & Associates; Katie Bell, MHA, MBA, Chief Operating Officer, Neighborcare Health

A10/B10 Reducing Costs with Appropriate Use of Specialty Care Services
Neil Baker, MD, Improvement Consultant, Neil Baker Consulting; Lawrence Shapiro, MD, Foundation Managed Care Medical Director, Palo Alto Medical Foundation

A11/B11 Translating Electronic Health Record Data into Meaningful Primary Care Clinical Improvement
Carolyn Shepherd, MD, Medical Director, Clinica Family Health Services; Jenny Valdivia, Clinical Reporting Analyst, Clinica Family Health Services

A12/B12 A Comprehensive Patient Safety Appraisal Using the Primary Care Trigger Tool
Robert Varnam, PhD, MSc, MbChB, Associate, NHS Institute for Innovation and Improvement; Paresh Dawda, MBBS, DRCOG, DFFP, MRCGP, GP Principal, South Street Surgery

A13/B13 Optimizing the Pharmacist’s Role in the Office Practice Setting
Frank Federico, RPh, Executive Director, Strategic Partners, Institute for Healthcare Improvement; Maureen McQueeney, PharmD, Clinical Pharmacy Specialist/Assistant Clinical Professor, Brigham and Women’s Hospital, BIMA Clinic and Northeastern University

Posterboard and Networking Reception
4:30 PM – 6:30 PM
Network with colleagues and view improvement in action in office practices and other community settings.

Exhibit Opportunities Available
Share tools, services, and more to improve patient care in office practice and community settings. Learn more at www.IHI.org/Summit.
Keynote 8:00 AM to 9:00 AM
Robert M. Pearl, MD, Executive Director and CEO, The Permanente Medical Group; President and CEO, Mid-Atlantic Permanente Medical Group

Workshop Sessions C
9:30 AM to 10:45 AM
C Sessions do not repeat.

C2 Integrating Mental Health Services in Primary Care
Nick Kates, MBBS, FRCP(C), Provincial Lead, Quality Improvement and Innovation Partnership

C3 Transforming into a Medical Home: What It Takes
Chad Boul, MD, MPH, MBA, Professor and Director, Lipitz Center for Integrated Health Care, Department of Health Policy and Management, Johns Hopkins University Bloomberg School of Public Health; Elaine Skoch, RN, MN, EMBA, CNA, BC, Performance Improvement and Education Facilitator, TransforMED

C4 Primary Care Coalition of Montgomery County
Steven Galen, MHA, MABS, Chief Executive, Primary Care Coalition of Montgomery County; Thomas Lewis, MD, Chief Information Officer, Primary Care Coalition of Montgomery County; Maria Triantis, RN, MBA, Vice President and Director, Quality Improvement, Primary Care Coalition of Montgomery County

C5 Make the Most of What You’ve Got: Reduce Staff Burnout and Maintain Excellent Patient Care
Tresa Arnold, RN, BSN, Nurse Care Manager, Veteran’s Administration Medical Center; Deborah Vinson, RN, Nurse Care Manager, VA Bend Oregon Outpatient Clinic

C6 Rethinking How Patients Learn About Their Depression: Applications in Primary Care
Virginia (Ginna) Crowe, RN, EdD, Principal, Hamilton Consulting, LLC

C7 Applying Lean to Clinical Quality: Cancer Screening
Lucy Loomis, MD, MSPH, Director of Family Medicine, Denver Health Medical Center; Pete Gutierrez, Community Health Administrator, Denver Health Medical Center; Nancy McDonald, RN, BSN, Lean Facilitator, Denver Health Medical Center

Also Presenting:
Catherine Craig, LMSW, MPA, Health Integrator, Common Ground Community; Becky Kanis, Director of Innovations, Common Ground Community
C8 Moving Dots: The Leadership Role in Improvement
Jennifer Powell, MBA, MPH, Consultant, Spragens and Associates, LLC; Allen Daugird, MD, MBA, Medical Director and Vice President of Ambulatory Care, University of North Carolina Health Care System; Sam Weir, MD, Clinical Associate Professor, University of North Carolina Health Care System

C9 Interprofessional Team-Based Care: Lessons from the Field
Mary Naylor, PhD, RN, Marian S. Ware Professor in Gerontology, University of Pennsylvania; Harleah Buck, PhD, RN, CHPN, Post-Doctoral Research Fellow, University of Pennsylvania; Janet Van Cleave, MSN, PhD, Research Associate and Post-Doctoral Fellow, University of Pennsylvania; Kenneth Coburn, MD, MPH, CEO and President, Health Quality Partners; Cheryl Cott, PhD, DipGer, BPT, Professor, University of Toronto Faculty of Medicine; Ellen Kurtzman, MPH, RN, Assistant Research Professor, George Washington University; Janet Prvu Bettger, ScD, Research Fellow, University of Pennsylvania

C10 The Medical Home’s Central Role in Healthcare Reform
Bruce Bagley, MD, Medical Director for Quality Improvement, American Academy of Family Physicians

C11 Multipayer-Enhanced Statewide Implementation of the Chronic Care Model in Pennsylvania
Robert Gabbay, MD, PhD, Co-Director, Penn State Diabetes Center, Pennsylvania State College of Medicine

C12 We Have an Electronic Medical Record, Now What? Optimizing EMR Data to Improve Access and Care
Cheryl Hermann, RN, Vice President, Allina Health System; Heidi Krueger, RN, District Director, Allina Health System; Janet Wied, District Director, Allina Health System

C13 Improving Care for People with Low Health Literacy: A Toolkit for Practices
Darren DeWalt, MD, MPH, Assistant Professor, University of North Carolina at Chapel Hill

Workshop Sessions D & E
11:00 AM to 12:15 PM Workshop Sessions D
1:15 PM to 2:30 PM Workshop Sessions E
All D sessions repeat during E sessions, except for the Special Interest Keynotes.

D1 Special Interest Keynote
J. Galen Buckwalter, PhD, a Research Scientist for the Institute for Creative Technologies, was the Chief Scientist at eHarmony, where he was responsible for the design and development of their profiling instruments and for developing eHarmony's comprehensive research programs. Dr. Buckwalter has become an acclaimed research psychologist and an internationally-recognized expert in the effects of hormones on brain functioning. He has authored more than 100 papers in the fields of psychology, neuropsychology and health services and served as a director of research at Kaiser Permanente. He holds a doctorate from Fuller Graduate School of Psychology and was a former research professor at the University of Southern California.

E1 Special Interest Keynote
To be Announced

D2/E2 Creating a Culture of Patient Safety and Reaping the Rewards
Radhika Nath, PhD, Senior Research Scientist, Medical Group Management Association; John E. Kralewski, PhD, William Wallace Distinguished Professor of Health Services Research and Administration, University of Minnesota School of Public Health; Timothy Palm, MHA, Senior Vice President, Mercy Medical Center

D3/E3 American Medical Group Association
Presenters to be announced
Students: Get Involved

Check out IHI.org/OpenSchool for scholarship applications, poster templates, and updates on student opportunities.

D4/E4 Developing Improvement Capability with an External QI Coach and Team-Based Care
Brenda Fraser, MSc, Executive Director, Quality Improvement and Innovation Partnership; Nick Kates, MBBS FRCP(C), Provincial Lead, Quality Improvement and Innovation Partnership; Patricia O’Brien, RN, MA, CNeph(C), Manager, Quality Improvement, Quality Improvement and Innovation Partnership

D5/E5 Transforming Ambulatory Practice with Healthcare Lean
Edward Millermaier, MD, MBA, Chief Medical Officer and Chief Operating Officer, Borgess Ambulatory Care; Cindy Gaines, MSN, RN, NE-BC, Executive Director, Operations Design and Quality Improvement, Borgess Ambulatory Care

D6/E6 Proactive Office Encounter: Highly Reliable, Integrated Patient Care
Michael Kanter, MD, Medical Director, Quality and Clinical Analysis, Kaiser Permanente; Ozzie Martinez, MPH, Group Leader for Proactive Care, Southern California Permanente Medical Group

D7/E7 Building an Efficient Medical Home: Using the “Lean Tool Box”
Lucy Loomis, MD, MSPH, Director of Family Medicine, Denver Health Medical Center; Pete Gutierrez, Community Health Administrator, Denver Health Medical Center; Nancy McDonald, RN, BSN, Lean Facilitator, Denver Health Medical Center

D8/E8 Implementing a Cross-Setting Transitional Care Model
Joan Marren, Chief Operating Officer, Visiting Nurse Society of New York; Andrew Dunn, MD, Director, Hospitalist Service, Mt. Sinai Medical Center; Ruth Raczkowski, NP, Visiting Nurse Society of New York

D9/E9 Providing Seamless Care Between Primary Care and Subspecialists
Michael S. Barr, MD, MBA, FACP, Vice President, Practice Advocacy and Improvement, American College of Physicians

D10/E10 Leadership Development and Team Nursing: Maximizing Office Efficiency Through Role and Scope
Judith Puzon, RN, MSN, Clinic Manager, Valley Medical Center; Kim Herner, MD, Physician, Medical Director, Valley Medical Center/Auburn Primary Care

D11/E11 Community-wide Population Health Improvement Using the Triple Aim
John Burton, MSc, Associate, NHS Institute for Innovation and Improvement; Andrew Scott-Clark, MRPharmS, MSC, HonFPH, Deputy Director of Public Health, Eastern and Coastal Kent Primary Care Trust

D12/E12 Reducing Readmissions: Outpatient “Must Hav es”
Steve Bergeson, MD, Medical Director of Quality, Allina Hospitals and Clinics; Ward Goddall, MD, Medical Director Clinical Quality, Aspen Medical Group; Cory Sevin, RN, MSN, NP, Director, Institute for Healthcare Improvement

D13/E13 Medical Home Case Studies: Lessons from the TransforMED Project
Robert Eidus, MD, President, Cranford Family Practice; Elizabeth Stewart, PhD, Research Analyst, American Academy of Family Physicians

Learn more and enroll at www.IHI.org/Summit
Enroll TODAY and SAVE!

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Special Discount
IHI is pleased to offer a 50% discount off the regular rate for employees of independent, federally qualified health centers not affiliated with a hospital or health system; independent practices with fewer than 20 physicians; hospitals with fewer than 50 beds; and members of the National Association of Public Hospitals. If you would like to apply for this rate, please visit the “Enroll” tab of the Summit web pages at www.IHI.org/Summit for details.

- $450 General Conference per person
- $250 Minicourse per person

Academic Scholarship Opportunities
The following discounted student rates are available off the general conference regular rate.

- 75% off for Full-Time Students
- 50% off for Part-Time Students
- 50% off for University Faculty and Deans

Other Scholarship Opportunities
There is a limited amount of need-based scholarship funding available to offset the General Conference fees in cases of financial hardship. If you are interested in applying for a need-based scholarship, please visit the “Enroll” tab on the Summit web pages at www.IHI.org/Summit. Scholarships are limited and are awarded on a first-come, first-served basis.

Unconditional Guarantee
If for any reason you are not completely satisfied that this program is a valuable experience, IHI will gladly refund your enrollment fee within 30 days of the program end date. Please note that due to unforeseeable circumstances, last-minute changes in program titles, speakers, or presentations may be unavoidable.

Cancellations and Substitutions
You will receive a full refund of your enrollment fee if you cancel before the start date of the program. Regrettably, refunds will not be granted for cancellations made on or after the first day of the program. You may substitute one person for another at any time.

Questions?
The IHI Customer Support Team is happy to help. Please call us at 617-301-4800, 866-787-0831, or email us at info@IHI.org.
**Physician Credits**
The Institute for Healthcare Improvement is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The Institute for Healthcare Improvement takes responsibility for the content, quality, and scientific integrity of this CME activity.

*Pre-Conference Minicourses: 6 credit hours
General Conference: 10.75 credit hours*

IHI designates this educational activity for a maximum of 16.75 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

**Nursing Credits** *
Institute for Healthcare Improvement is an approved provider of continuing nursing education by the Massachusetts Association of Registered Nurses, Inc., an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. This continuing education activity carries 16.75 contact hours.

*Pre-Conference Minicourses: 6 credit hours
General Conference: 10.75 credit hours*

*All RN licensing boards nationwide acknowledge and accept contact hours from accredited providers. The California Board of Registered Nursing recognizes Category 1 Continuing Medical Education credits, and California nurses can use participation at these events, which are approved for CME Category 1 Credits, towards their license renewal, regardless of whether or not they were held on California soil. In the section where California nurses are asked to provide a BRN number, please indicate that the IHI event attended was approved for Category 1 CME credits. For further inquiries, the California Board of Registered Nursing is in Sacramento, and their number is 916-322-3350.

**American Academy of Family Physicians Credits**
The Institute for Healthcare Improvement is accredited by the AAFP as a provider of family physician education. IHI can award up to 16.75 contact hours for participation in the program.

*Pre-Conference Minicourses: 6 credit hours
General Conference: 10.75 credit hours*

**Hotel**
The Summit will be held at the Gaylord National Resort and Convention Center. A specially-priced block of rooms has been reserved until February 5, 2010. Single and double rooms are $259 per night and premium rooms are $309. To make reservations at the Gaylord National Resort and Convention Center, please call 301-965-2000 and identify yourself as part of the “IHI” group to receive our special room rate.

Gaylord National Resort and Convention Center
201 Waterfront Street
National Harbor, MD 20745
301-965-2000
Exhibitor and Sponsorship Opportunities Still Available

Learn more at www.IHI.org/Summit
Who should attend?

- Physicians and physician assistants
- Nurses and nurse practitioners
- Primary care clinicians and care teams
- Specialists with office-based practices
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- Leaders in designing and improving patient care from university health centers, community health centers, nursing homes, home health agencies, and mental health facilities