



INSTITUTE FOR
HEALTHCARE
IMPROVEMENT

12th Annual
International Summit on

Improving Patient Care in the
**OFFICE
PRACTICE**
AND THE
Community

Building New Partnerships

March 20-22, 2011, in Dallas, Texas, USA



The

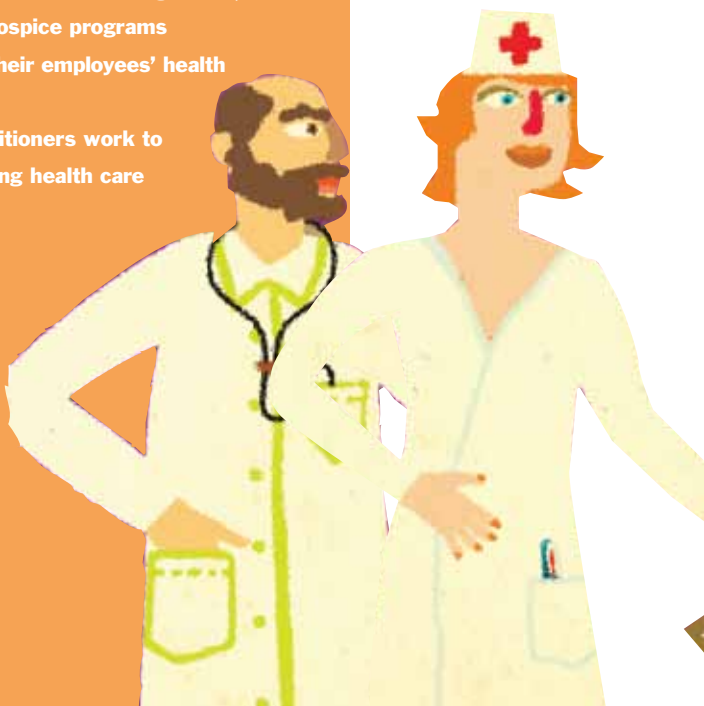
12th Annual International Summit on Improving Patient Care in the Office Practice and the Community will bring together revolutionary thinkers and innovative practitioners who strive to make critical connections across care settings while containing costs and providing the best patient experience.

This event is designed for everyone from beginners in improvement work to more experienced veterans in the field. Don't miss the latest thinking and practices for health care professionals working in primary care and community settings, including:

- **Small to large primary care practices**
- **Multispecialty and specialty clinics**
- **Health plans and insurers**
- **Government agencies**
- **Local, regional, and state community organizations**
- **Social services and mental health facilities**
- **University and community health centers**
- **Long-term care settings (including skilled nursing facilities and nursing homes), home health agencies, rehabilitation facilities, and hospice programs**
- **Employers concerned about their employees' health**
- **Integrated delivery systems**
- **Other settings in which practitioners work to optimize care while maximizing health care resources**

About IHI

The Institute for Healthcare Improvement (www.IHI.org) is an independent not-for-profit organization that works with health care providers and leaders throughout the world to achieve safe and effective health care. IHI focuses on motivating and building the will for change, identifying and testing new models of care in partnership with both patients and health care professionals, and ensuring the broadest possible adoption of best practices and effective innovations. Based in Cambridge, Massachusetts, IHI mobilizes teams, organizations, and increasingly nations, through its staff of more than 100 people and partnerships with hundreds of faculty around the world.





Dear Colleagues,

The theme of this year's International Summit is "building new partnerships."

At last year's International Summit, we expanded our focus by moving beyond office practices and into the communities they serve. Maintaining that momentum at this year's Summit, we will look at building new partnerships — broadening and deepening the interactions between office practices, patients and families, and the community-based resources that play a crucial role in the health of individuals within a community. We will also examine the close links that need to be made between office practices and other ambulatory care settings.

Our guiding principle in this work is the IHI Triple Aim. We cannot achieve the crucial goals of the Triple Aim — improved population health, improved experience of care, and lower per capita costs — without bringing together the disparate pieces of the health care system, and the links between primary care and the community are central to this effort. As we progress into an era of reform, the office practice's role as the true integrator of health care across the continuum has never been more important.

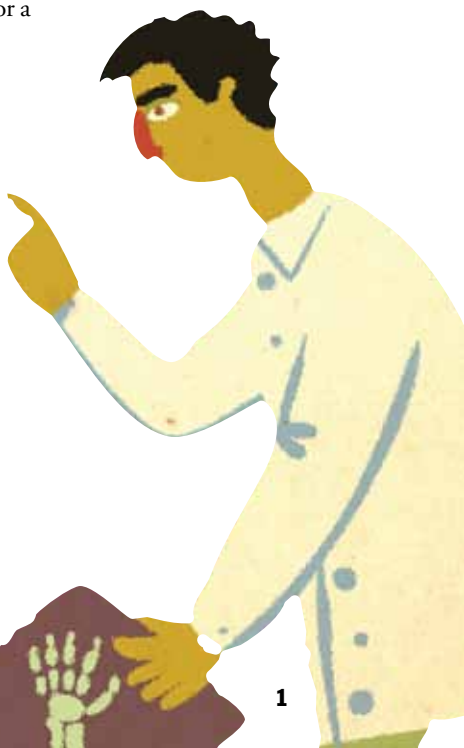
A decade ago, the Institute for Healthcare Improvement (IHI) led an innovation project to create the "Idealized Design of the Clinical Office Practice." In the years since, we have created and distributed models to support the patient-centered medical home and are now innovating toward Primary Care 3.0 — a new "ideal design." While these changes may represent new challenges for office practices, they also present new opportunities. We will focus on these opportunities at this year's International Summit. We will present, explore, and discuss innovative models and strategies for expanding the central role of ambulatory care and strengthening its connections with the rest of the health care continuum.

I hope you can join us in Dallas on March 20–22, 2011, as we celebrate our accomplishments, share our growing knowledge, and build new partnerships for a transformed health care system.

Sincerely,



Maureen Bisognano
President and CEO
Institute for Healthcare Improvement



2011 keynotes

Two inspiring and highly respected keynote speakers will kick off a conference focusing on building new partnerships, as we work to improve patient and population health and health care across the full continuum of community care.



Maureen Bisognano, President and CEO, IHI, 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 and a Research

Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities. Prior to joining IHI, she served as CEO of the Massachusetts Respiratory Hospital and Senior Vice President of the Juran Institute.



Edward H. Wagner, MD, MPH, FACP, Director, MacColl Institute for Healthcare Innovation at the Center for Health Studies, Group Health Cooperative of Puget Sound, has directed Improving Chronic Illness Care, a national program of the Robert Wood Johnson Foundation, since 1998. He and his MacColl Institute colleagues developed the Chronic Care Model, which has now been used in quality improvement programs worldwide. Dr. Wagner is Principal Investigator of the Cancer Research Network, a National Cancer Institute funded cancer research consortium of 12 HMO-based

research programs. He has written two books and more than 250 publications. He serves on several editorial boards, including *Health Services Research* and the *British Medical Journal*.

Summit Co-Chairs

IHI would like to thank the International Summit Co-Chairs for their effort and commitment in developing the program for the 12th Annual International Summit on Improving Patient Care in the Office Practice and the Community.



Jennie Chin Hansen,
CEO, American Geriatrics
Society



Robert A. Petzel, MD,
Under Secretary for Health,
Veterans Health Administration



Edward H. Wagner, MD, MPH, FACP, Director,
MacColl Institute for Healthcare
Innovation at the Center for
Health Studies, Group Health
Cooperative of Puget Sound

All planning committee members and persons influencing the content of the International Summit program have disclosed all relevant financial relationships with any commercial interest to IHI.

Agenda

The International Summit offers a wide range of sessions on today's critical topics, from the highly interactive, full-day, pre-conference Minicourses to a wide selection of workshops during the two-day General Conference.

Sunday, March 20

Pre-Conference

8:30 AM – 4:00 PM Minicourses

Monday, March 21

General Conference Day One

8:00 AM – 9:00 AM Keynote One: Maureen Bisognano
9:30 AM – 12:30 PM Learning Labs
12:30 PM – 1:30 PM Lunch
1:30 PM – 2:45 PM Workshop A
3:00 PM – 4:15 PM Workshop B (*A workshops repeated*)
4:30 PM – 6:30 PM Storyboard and Networking Reception

Tuesday, March 22

General Conference Day Two

8:00 AM – 9:00 AM Keynote Two: Edward Wagner
9:30 AM – 10:45 AM Workshop C
11:00 AM – 12:15 PM Workshop D
12:15 PM – 1:15 PM Lunch
1:15 PM – 2:30 PM Workshop E (*D workshops repeated*)

New for 2011

Rapid-Fire Workshops

Rapid-Fire (RF) workshops are energetic and fast-paced presentations on five subject areas. A diverse mix of presenters will have 10 minutes to share 10 slides and discuss their findings on one of the following topics:

- RFA: Practice Coaching
- RFB: Focusing on Cost & Quality
- RFC: The Medical Home
- RFD: Improving Access
- RFE: The Patient Experience

Rapid-Fire workshops are offered at the same time as workshops A-E and do not repeat. See Rapid-Fire workshop descriptions beginning on page 7 for details.

MINICOURSES

8:30 AM – 4:00 PM

Minicourses offer in-depth, hands-on learning opportunities with details about how to implement and sustain change.

M1 Aligning Patient-Centered Medical Home Standards and Meaningful Use Criteria to Meet the Health Information Technology Incentives

Elaine M. Skoch, RN, MN, EMBA, CNAA, BC, Facilitator, Performance Improvement and Education, TransformMED; Allyson Gottsman, BA, Associate Director, Colorado Clinical Guidelines Collaborative; Tricia Barrett, Vice President, Product Development, NCQA; Johann Chanin, RN, MSN, Director, Product Development, NCQA

M2 Integrating Behavioral Health Services into Primary Care: Considerations for the Patient-Centered Medical Home

Alexander Blount, EdD, Professor of Family Medicine and Psychiatry, University of Massachusetts Medical School; Ronald Adler, MD, Director, Primary Care Practice Improvement, University of Massachusetts Medical Center

M3 Clinical Integration: Leading the Way to an Accountable Care Organization

Lee B. Sacks, MD, Executive Vice President and Chief Medical Officer, Advocate Health Care; Mark C. Shields, MD, MBA, Senior Medical Director, Advocate Health Care

M4 Using Clinical Microsystems: Transforming the Practice to Achieve Better Outcomes for Everyone

Marjorie M. Godfrey, MS, RN, Co-Director, Microsystem Academy and Instructor, Dartmouth Institute for Health Policy and Clinical Practice; Ann Marie R. Hess, NP, MSN, MS, President, Clinical Performance Management, Inc.; Representatives from the University of Wisconsin Primary Care Team

M5 Coaching Primary Care Practices: How to Be an Effective Agent of Change

Cory Sevin, RN, MSN, NP, Director, IHI; Neil J. Baker, MD, Improvement Consultant, Neil Baker Consulting; Roger C. Taylor, Principal, Roger Taylor & Associates; Ann Lefebvre, MSW, CPHQ, Associate Director, University of North Carolina Health System

M6 Developing Physicians' Commitment to the Transformation of Care

Jack Silversin, DMD, DrPH, President, Amicus, Inc.; Gregory L. Long, MD, Chief Medical Officer, ThedaCare

M7 Improving Transitions and Reducing Avoidable Rehospitalizations

Patricia A. Rutherford, RN, MS, Vice President, IHI; Marie W. Schall, MA, Senior Director, IHI; Steve Bergeson, MD, Medical Director, Quality, Allina Hospitals and Clinics; Joan Doyle, RN, MSN, MBA, Executive Director, Penn Home Care and Hospice Services, University of Pennsylvania Health System; Ann Marie R. Hess, NP, MSN, MS, President, Clinical Performance Management, Inc.; Pennie Viggiano, BS, NHA, MBA, System Director, Government and Special Populations, HealthEast Care System

M8 Patient Safety Improvement in Primary Care

Robert Varnam, PhD, MD, MRCGP, Primary Care Physician, National Health Service (NHS) Institute for Innovation and Improvement; Paresh Dawda, MB, BS, DRCOG, DFFP, FRCGP, General Practitioner and Teaching Faculty, Safer Care Program, NHS Institute for Innovation and Improvement; Richard G. Jenkins, MBBS, BSc(Hons), MRCGP, Associate, Safer Care Program, NHS Institute for Innovation and Improvement

M9 Motivational Interviewing for Behavior Change and the Medical Home

Steven Cole, MD, Professor of Psychiatry, Stony Brook University Medical Center; Connie L. Davis, MN, ARNP, President, Connie L. Davis Health Services; Mary Cole, RN, MS, APRN, BC, Family Nurse Practitioner; Damara Gutnick, MD, Assistant Professor of Medicine and Psychiatry, Health and Hospitals Corporation–Bellevue Hospital



General Conference Day 1

MONDAY, MARCH 21



KEYNOTE ONE
8:00 AM – 9:00 AM

Maureen Bisognano,
President and CEO, IHI

LEARNING LABS

9:30 AM – 12:30 PM

Learning Labs offer specific how-to improvement information.

M10 Recognizing Patients as Change Managers to Improve Primary Care Practice

John Wasson, MD, Professor, Dartmouth Institute for Health Policy and Clinical Practice; **L. Gordon Moore, MD,** President, Ideal Medical Practices; **Connie L. Davis, MN, ARNP,** President, Connie L. Davis Health Services

M11 Removing Waits and Delays: Improving Access Throughout Your System

Catherine I. Tantau, BSN, MPA, President, Tantau & Associates; **Kevin Stange, MD,** Surgeon, Alaska Native Medical Center

M12 Using Lean Analysis to Improve Clinical Flow

Nancy McDonald, RN, BSN, Lean Facilitator, Denver Health Medical Center; **Lucy W. Loomis, MD, MSPH,** Director of Family Medicine, Denver Health Medical Center; **Louis Beachamp, BS,** Lean Facilitator, Denver Health

LL1 Ambulatory Patient Safety Priorities: From Process Design to Patient Role
Tejal K. Gandhi, MD, Director of Patient Safety, Partners Healthcare; **Frank A. Federico, RPh,** Executive Director, Strategic Partners, IHI

LL2 Brief Action Planning for Patient Behavior Change
Steven Cole, MD, Professor of Psychiatry, Stony Brook University Medical Center; **Connie L. Davis, MN, ARNP,** President, Connie L. Davis Health Services; **Mary Cole, RN, MS, APRN, BC,** Family Nurse Practitioner; **Damara Gutnick, MD,** Assistant Professor of Medicine and Psychiatry, Health and Hospitals Corporation–Bellevue Hospital

LL3 Building a Portfolio of Projects to Support a Triple Aim Program
Carol L. Beasley, MPPM, Director, Strategic Projects, IHI; **Matt Stiefel, MPA,** Senior Director, Care and Service Quality, Kaiser Permanente

LL4 Building a Medical Home in a Small Practice: Lessons from Rhode Island's Multi Payer Initiative
Chris Campanile, MD, PhD, Physician and Quality Improvement Director, Hillside Family/Community Medicine; Participants in the Rhode Island Chronic Care Sustainability Initiative

LL5 Provider-Delivered Care Management in the Primary Care Practice
Ruth Clark, RN, MPA, Executive Director, Integrated Health Partners; **Mary Ellen Benzik, MD,** Medical Director, Integrated Health Partners; **Margaret H. Mason, MHSA,** Senior Health Care Manager, Blue Cross Blue Shield of Michigan

General Conference Day 1

MONDAY, MARCH 21

LL6 Collaborating for Outcomes: Transforming Relationships Between Nurses and Physicians

Thomas P. Huber, MS, ECS, Managing Director, Strategic Initiatives, Patient Care Services, Kaiser Permanente; Terry L. Bream, RN, MN, Administrator, Southern California Permanente Medical Group Nursing Administration; Kara Y. Snow, PhD, Managerial Consultant, Kaiser Permanente; Natalie I. White, MHA, Project Manager, Kaiser Permanente; John M. Brookey, MD, Assistant Medical Director, Kaiser Permanente Regional Quality and Risk Management

LL7 Mental Health Integration: Enhancing Primary Care Capacity to Manage Chronic Conditions at a Lower Cost

Brenda Reiss-Brennan, MS, APRN, CS, Mental Health Integration Director, Intermountain Healthcare; Wayne H. Cannon, MD, Primary Care Clinical Program Leader, Intermountain Healthcare; Ross L. Fulton, MBA, Operations Director, Central Services, Intermountain Healthcare

LL8 Enlightening Experiences with Shared Medical Appointments

Brent J. Jaster, MD, Group Visit Consultant, JasterHealth Inc., University of Colorado School of Medicine; Byron L. Haney, MD, Family Physician, Family Health Care of Ellensburg

LL9 The Spread of Transformative Changes Within and Between Multiple Organizations and Nations

Cindy Hupke, RN, BS, MBA, Director, IHI

LL10 Improving Performance by Integrating Technology into High-Leverage Care Processes

Robert Eidus, MD, President, Cranford Family Practice; David E. Shute, MD, Medical Director, Greenfield Health

LL11 Microsystem Strategy for Redesigning Primary Care at Academic Medical Centers

Sue M. Ertl, RN, MSN, Vice President, Care and Quality Innovations, University of Wisconsin (UW) Medical Foundation; Lauren M. Fiedler, MSIE, Project Manager, UW Medical Foundation; William M. Caplan, MD, Associate Medical Director, Care and Quality Innovations, UW Medical Foundation

LL12 Tools for Building a Medical Neighborhood

Kathryn A. Horner, MS, Project Manager, Group Health Research Institute; Marjie Harbrecht, MD, CEO, Colorado Clinical Guidelines Collaborative; Katie Coleman, MSPH, Research Associate, MacColl Institute for Healthcare Innovation; Zula Solomon, MBA, QI Coach, Colorado Clinical Guidelines Collaborative; Alice Chen, MD, MPH, Medical Director, San Francisco General Hospital; Alan Glaseroff, MD, Chief Medical Officer, Humboldt-Del Norte Foundation for Medical Care; Judith Schaefer, MPH, Research Associate, MacColl Institute for Healthcare Innovation

WORKSHOPS A & B

1:30 PM – 2:45 PM Workshop A

3:00 PM – 4:15 PM Workshop B

All A workshops repeat during B workshops, except for the Special Interest Keynotes and Rapid-Fire workshops.



A1 Special Interest Keynote

Beyond the Diagnosis:
The New York Times
Patient Voices Series

Karen Barrow, Producer,
New York Times



B1 Special Interest Keynote

**Managing Chronic
Disease with Patient-
Aligned Care Teams**

Robert A. Petzel, MD,
Undersecretary for
Health, Veterans Health
Administration

A2/B2 Academic Practices for the New Millennium: The Patient-Centered Medical Home Approach

Michael Rosenblum, MD, Section Chief and Medical Director, Baystate Health Systems; William J. Waring, MD, CMM, FAAFP, CAQ Sp Med, Program Director, Crozer Keystone Health Systems; Diane R. Russell, BSN, MBA, Manager, Ambulatory Quality, Baystate Medical Practices; Orlando Torres, MD, MS, Internist, Clinician Educator, and Assistant Professor of Clinical Engineering, Baystate Health Systems

A3/B3 Advanced Primary Care: Leveraging Technology, Teams, and Payment Models to Provide High Value

Richard J. Baron, MD, MACP, CEO,
Greenhouse Internists

RAPID-FIRE WORKSHOPS

10 Minutes, 10 Slides!

RFA: Practice Coaching

1:30 PM – 2:45 PM

Clinic-Based Health Coach Training

Ben Gaumer, DO, Vice President of Quality and IT, Mercy Clinics

Building Internal Capacity for Change:

The Real Job of the QI Coach

Sue Butts-Dion, Program Director, Maine Patient-Centered Medical Home Pilot

Using and Refining a Practice Coaching Manual

Jennifer Powell, MBA, MPH, Consultant, Spragens & Associates, LLC

Coaching Small Primary Care Practices

Toward Patient-Centered Medical Home

Rose Steiner, RN, BSN, MBA, CPHQ, Quality Manager and Managed Care Educator, Covenant Healthcare

RFB: Focusing on Cost & Quality

3:00 PM – 4:15 PM

Buy What You Want – Patients, Providers, and Payers

Dan MacCarthy, MB, BCh, BAO, Director of Professional Relations, British Columbia Medical Association

Nonphysician Providers – Finding the Right Ratio for Maximum Benefit and Lower Cost

David Gans, MSHA, FACMPE, Vice President, Innovation and Research, Medical Group Management Association

Taking on the Supply Side of a Physician Practice

Paula Baker, RN, MSM, MBA, Director of Sourcing, Premier, Inc.

Breakthrough Results via a High-Performance Model

Amy L. Dettman, RN, MBA, Vice President, Physician Division, Bellin Health

A4/B4 Creating a Culture of Equitable Care and Service

Nancy A. McClure, Senior Vice President, HealthPartners; Beth M. Averbek, MD, Associate Medical Director, Primary Care, HealthPartners; David P. Johnson, MBA, Regional Clinic Director, HealthPartners

A5/B5 Electronic Health Records and Meaningful Use Compliance and Reimbursement

Navneet Gill, MD, Medical Director, Viola Pitts Clinic, University of North Texas Health Sciences; Tej Gill, MS, MBA, CEO and Vice President of Marketing, GilmanHealth

A6/B6 Patient Safety in Ambulatory Care: Using Trigger Tools to Quantify and Characterize Adverse Events

Donald Kennerly, MD, PhD, Chief Patient Safety Officer, Baylor Health Care System

A7/B7 Plain Talk About Physician Culture and Change in Ambulatory Care

Jack Silversin, DMD, DrPH, President, Amicus, Inc.

A8/B8 Implementing a Patient Portal to Improve Practice: Two Health System Experiences

Frannie R. Kronenberg, MD, MSc, Medical Director, Ambulatory Practice Improvement, Ochsner Medical Center; Ray Weick, MD, Physician, St. John's Mercy Medical Center; Mark Faron, MD, Electronic Health Records Medical Director, St. John's Mercy Medical Group

A9/B9 The Proactive Office Encounter: Addressing Both Preventive and Chronic Care Needs

Michael H. Kanter, MD, Medical Director, Quality and Clinical Analysis, Kaiser Permanente Regional Quality and Risk Management; Kristen I. Andrews, BS, Proactive Care Group Leader, Kaiser Permanente Regional Quality and Risk Management

A10/B10 Storytelling: A Powerful Tool for Creating High-Performing Teams

John W. McKenna, MBA, Storyteller, Wythe Creek Technology

A11/B11 Transforming the Role of Medical Assistants: A Key to an Effective Patient-Centered Medical Home

Regina M. Neal, MPH, MSUP, Coach and Trainer, Practice Redesign and Process Improvement, Primary Care Development; Karen Nelson, MD, MPH, CEO and Medical Director, UNITE HERE Health

A12/B12 Using the Triple Aim to Address Health Inequity and Support Population Health Improvement

John N. Burton, MSc, Associate, National Health Service Institute for Innovation and Improvement; Andrew Scott-Clark, MRPharmS, MSc, HonFPH, Deputy Director, Public Health, Eastern and Coastal Kent Primary Care Trust

STORYBOARD AND NETWORKING RECEPTION

4:30 PM – 6:30 PM

Network with colleagues and observe improvement projects in action in primary care and community settings.

General Conference Day 2

TUESDAY, MARCH 22



WORKSHOP C

9:30 AM – 10:45 AM

Workshop C does not repeat.



C1 Special Interest Keynote

Meaningful Use and Beyond: What Does it Really Mean?

Farzad Mostashari, MD, ScM, Deputy National Coordinator for Programs and Policy, US Department of Health and Human Services

RAPID-FIRE WORKSHOP

10 Minutes, 10 Slides!

RFC: The Medical Home

9:30 AM – 10:45 AM

Culture Changes Needed to Truly Make Your House a Home

Marjie Harbrecht, MD, CEO, Colorado Clinical Guidelines Collaborative

Designing the Cost-Effective Medical Home

Allan Bailey, MD, Physician, Westview Primary Care Network

From Traditional Practice to Medical Home

Kenneth Bollin, MD, Chief, Department of Family Medicine, St. John Hospital

Technology and Teams in the Medical Home

Richard Baron, MD, MACP, CEO, Greenhouse Internists



KEYNOTE TWO
8:00 AM – 9:00 AM

Edward H. Wagner, MD, MPH, FACP, Director, MacColl Institute for Healthcare Innovation at the Center

for Health Studies, Group Health Cooperative of Puget Sound

C2 Patient Population Management: Tools for Improving Pediatric Care

Resa L. Bradeen, MD, Medical Director, Children's Health Foundation; Julie Harris, BSIE, MBA, Manager of Quality Programs, Children's Health Foundation

C3 Achieving Breakthrough Results: A High-Performance Model for Health Care Organizations

Amy L. Dettman, RN, MBA, Vice President, Physician Division, Bellin Health

C4 Clinical Performance Measures for Retail Health

Julie A. Lindenberg, DNP, APRN, FNP-BC, DCC, Clinical Quality Manager, RediClinic; Susan C. King, RN, PhD, CPNP, Vice President for Clinical Services, RediClinic

C5 The Role of e-Visits in Improving Ambulatory Care Practice

Joseph Siemienczuk, MD, Chief Medical Officer, Providence Physician Division; Yelena Rozenfeld, MPH, Biostatistical Analyst, Providence Medical Group; Trista W. Johnson, PhD, Director of Quality and Outcomes, Providence Medical Group

C6 Improving Diabetes Care Through Enhanced Use of Electronic Health Records

Susan L. Chauvie, RN, MPA-HA, Vice President, Quality Improvement for Practice Transformation, OCHIN; Martha Shenkenberg, BSN, MBA, Principal Consultant, Green Management Consulting Group, Inc.

C7 The Role of Community Health Centers in Raising Literacy Skills of Underserved Populations

Chelsea M. Coblentz, MHA, Quality Program Manager, Community Health Plan; Jan E. Ellis, MA, Educator; Carol J. Cotton, Volunteer Literacy Teacher

WORKSHOPS D & E

C8 Making It Work: Office Staffing for Transformation

Jodie L. Root, MBA, Chief Operating Officer, Practice Transformation Institute; **Laura A. Byars, PhD**, Senior Director, Human Performance, Blue Cross Blue Shield of Michigan

C9 No More Firefighting: The Training Within Industry Model

Bat B. Shunatona, MD, Assistant Medical Director, OMNI Medical Group; **Emily C. Glynn**, Director of Practice Operations, St. John Health System; **J. Robert Gray, MD**, Medical Director, OMNI Medical Group

C10 Not Your Father's Quality Improvement: A Program for Hospital-Based Networks

Donald J. Klingen, MD, Medical Director, Information Services, Crozer-Keystone Health System; **Susan L. Williams, MD**, Senior Physician for Network Affairs and Clinical Integration, Crozer-Chester Medical Center; **David Lainoff, MD**, Physician, Crozer-Chester Medical Center

C11 Redesigning Clinics to Improve Patient Access

Meyers Stallings, MBA, Associate Director, Performance Improvement Office, Vanderbilt University Medical Center; **Joseph A. Miller**, Performance Improvement Analyst, Vanderbilt University Medical Center

C12 Forming Teams to Provide High-Quality Patient- and Family-Centered Care

Paul Rosen, MD, MPH, MMM, Clinical Director, Children's Hospital of Pittsburgh; **Patricia L. Embree**, Senior Director, Project Management, University of Pittsburgh Medical Center; **Sarah A. Ball, BS, MHA**, Director of Ambulatory Services, Children's Hospital of Pittsburgh

11:00 AM – 12:15 PM Workshop D

1:15 PM – 2:30 PM Workshop E

All D workshops repeat during E workshops, except for the Special Interest Keynotes and Rapid-Fire workshops.



D1 Special Interest Keynote

Building the Foundations of a Successful ACO: Lessons from an Integrated Delivery System

Jack Cochran, MD, Executive Director, The Permanente Federation, Kaiser Permanente



E1 Special Interest Keynote

Quality and Safety: Through the Lens of the Older Adult

Jennie Chin Hansen, CEO, American Geriatrics Society

D2/E2 The 100,000 Homes Campaign: Improving Health and Reducing Costs by Ending Homelessness

Catherine Craig, LMSW, MPA, Health Integrator, Common Ground Community

D3/E3 Coaching Independent Practices to Sustain Change

Ruth Clark, RN, MPA, Executive Director, Integrated Health Partners; **Mary Ellen Benzik, MD**, Medical Director, Integrated Health Partners

D4/E4 The Doctor-Patient Relationship: Improving Care through Dynamic Communication

Beryl Shaw, Communications Expert and Trainer

D5/E5 Engaging Physicians to Reduce Clinical Variation: Strategies for Setting Local Standards

Lawrence Shapiro, MD, Managed Care Medical Director, Palo Alto Medical Foundation; **Laurel M. Trujillo, MD**, Medical Director for Quality, Palo Alto Medical Foundation; **Wendi Knapp, MD**, Patient Services, Palo Alto Medical Foundation; **Michael Van Duren, MD, MBA**, Chief Medical Officer, Sutter Physician Services

DO YOU HAVE AN
IMPROVEMENT STORY?

Submit storyboards online at
www.IHI.org/Summit by Feb. 1, 2011!

Storyboard displays chronicle specific improvement projects and provide an opportunity for organizations to share their strategies and celebrate their successes with other International Summit attendees.

General Conference Day 2

TUESDAY, MARCH 22

D6/E6 Safe Transitions from Hospital to Home: An Innovative Approach
Mary McDonough, RN, Practice Administrator, Maine Medical Center; Ann Skelton, MD, Chief, Family Medicine, Maine Medical Center

D7/E7 Stimulating Collaborative Improvement with Detailed Comparative Data
Julie Sanderson-Austin, RN, Vice President, American Medical Group Association; John K. Cuddeback, MD, PhD, Chief Medical Information Officer, Ancuta

D8/E8 A Team-Based Approach to Improving Patient Access and Continuity in Academic Practice
Jason Hosain, Assistant Professor, University of Saskatchewan; Elizabeth E. Boyle, MD, Medical Director, Baystate Medical Center Outpatient; Gregory Delozier, RN, Clinical Coordinator, Baystate Medical Practices

D9/E9 New Skills for Health Care Leaders: From Managing to Coaching
Ann M. Lewis, MPH, CEO, CareSouth Carolina, Inc.; Neil J. Baker, MD, Improvement Consultant, Neil Baker Consulting;

D10/E10 Electronic Health Records: Optimizing the Return on Investment in a New System
David N. Gans, MSHA, FACMPE, Vice President for Innovation and Research, Medical Group Management Association

D11/E11 Breaking Out of the Frantic Bubble: Improving Physician, Staff, and Patient Interaction in Ambulatory Care
Christine A. Sinsky, MD, Physician, Medical Associates Clinic and Health Plans; Benjamin J. Chesluk, PhD, Clinical Research Associate, American Board of Internal Medicine; Lorna A. Lynn, MD, Director of PIM Research, American Board of Internal Medicine

D12/E12 Patient Centeredness in the US Department of Veterans Affairs
Tracy Gaudet, MD, Director, Duke Center for Integrative Medicine

RAPID-FIRE WORKSHOPS

10 Minutes, 10 Slides!

RFD: Improving Access
11:00 AM – 12:15 PM

Advanced Access Across the Health Care System
Martin Vogel, MBChB, CEO and Executive Director, Saskatchewan Medical Association

Panel Management: Making Advanced Access Painless
Melissa Damm, Clinical Access Program Manager, Providence Health and Services

Moving from Empanelment to Supply and Demand Management
Amit Shah, MD, Medical Director, Multnomah County Health Department

How Special is Specialty Care Access?
Cara Beatty, MD, Physician, Kaiser Permanente

RFE: The Patient Experience
1:15 PM – 2:30 PM

Patients as Partners: The British Columbia Experience
Connie L Davis, MN, ARNP, President, Connie L. Davis Health Services

Patient Satisfaction Surveys: Allina's Experience
Steve Bergeson, MD, Medical Director, Quality, Allina Hospitals and Clinics

Walking the Path to Patient-Centered Medical Home Transformation with Patients
Somava Stout, MD, Medical Director, President-Elect of Medical Staff, Cambridge Health Alliance

Transforming a Service to an Experience
Paul Rosen, MD, MPH, MMM, Clinical Director, Children's Hospital of Pittsburgh



ENROLL TODAY and SAVE



	Until Feb. 4 <i>early bird</i>	After Feb. 4 <i>regular rate</i>
Pre-Conference		
Minicourses March 20		
Individual	\$495	\$495
General Conference		
Learning Labs, Keynotes, and Workshops March 21–22		
Individual	\$795	\$895
Groups of 5 or more	\$760	\$760

SCHOLARSHIPS

Special Discount

IHI is pleased to offer a 50% discount off the regular rate for employees of (1) independent, US federally qualified health centers not affiliated with a hospital or health system, (2) independent practices with fewer than 20 physicians, (3) hospitals with fewer than 50 beds, or (4) members of the National Association of Public Hospitals. If you would like to apply for this rate, please visit www.IHI.org/Summit and click the “Enroll” tab for details.

Academic Scholarship Opportunities

The following discounted rates are available for the General Conference only:

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

For academic scholarship applications, student storyboard templates, and other student opportunities, check out www.IHI.org/OpenSchool.

Other Scholarship Opportunities

A limited number of need-based scholarships are 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 www.IHI.org/Summit and click the “Enroll” tab for details. These scholarships are limited and are awarded on a first-come, first-served basis.

Please note: These discounts and scholarships cannot be combined with other discounts and offers, including the early registration discount.

Conference Information

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. 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 March 20. Regretfully, 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 anytime.

Questions?

The IHI Customer Support team is happy to help. Please call us at (617) 301-4800 or (866) 787-0831 or email us at info@IHI.org.

Hotel

The International Summit will be held at the Gaylord Texan Resort and Convention Center. A specially priced block of rooms has been reserved until February 18, 2011. Single and double rooms are \$225 per night and premium rooms are \$265. To make reservations at the Gaylord Texan Resort and Convention Center, please call (817) 778-2000 and identify yourself as part of the "IHI group" to receive our special room rate.

Gaylord Texan Resort and Convention Center
1501 Gaylord Trail
Grapevine, Texas 76051
(817) 778-2000
(866) 782-7897
www.gaylordhotels.com/gaylord-texan

STUDENTS

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

SPONSORSHIP AND EXHIBITION OPPORTUNITIES AVAILABLE

At www.IHI.org/Summit, download the Sponsor/Exhibitor Prospectus for a complete list of available opportunities, or contact Sara Kolovitz, Sales Manager, SmithBucklin, at (312) 673-4779, skolovitz@smithbucklin.com.

Continuing Education

In support of improving patient care, the IHI is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing education for health care teams. The International Summit carries a maximum of 16.75 credits. For complete details, please visit www.IHI.org/Summit.

During this program, attendees will be able to:

- Identify cutting-edge ideas that are ready for immediate application in 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 ways to build healthier communities and provide superior care to patients while containing or reducing costs







Who should attend?

- Physicians and physician's assistants
- Nurses and nurse practitioners
- Primary care clinicians
- Specialists with office-based practices
- Behavioral health professionals
- Medical directors
- Health care administrators and office practice managers
- Health plan leaders
- Government, association, and coalition leaders
- Health policy makers
- Pharmacists
- Quality improvement leaders and staff
- Senior leaders
- Students, faculty, and residents in health professions
- Community leaders who are working to optimize care while maximizing health care resources



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Register

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