INTRODUCTION

The IHI Open School West Coast Regional Leader, the PSU & OHSU IHI Open School Chapter, and students from University of Southern California, University of Washington, and the University of Colorado Open School Chapters, planned and hosted the first IHI Open School West Coast Conference (WCC) on April 17-18, 2015 in Portland, Oregon.

CONFERENCE AIMS

The WCC aimed to educate and empower learners to be interprofessional collaborators with each other, their patients, their communities, and their health systems by:

1. Disseminating evidence-based methods of interprofessional (two or more professions collaborating on a project) team-based care that enhance patient safety.
2. Exploring system redesign and opportunities for interface among multiple sectors and professions to design a health services delivery system capable of achieving the Triple Aim.
3. Spreading health systems improvement best-practices from interprofessional and student-led improvement projects.

PLANNING PROCESS

- Initiation of Conference Planning:
  - Developed conference aims, theme, and planning teams using Marshall Ganz’s “snowflake” model of leadership.1
  - Developed the scope of each team using a team charter template.

- Team Responsibilities:
  - Strategic: team charter, monthly meetings, master of ceremonies, conference program, and gifts of appreciation.
  - Advertising: pre- and post- conference media releases, advertising timeline, materials (paper, electronic, and social media).
  - Education: keynote selection process and communications, storyboard scoring and process, storyboard handbook, breakout session call-for-proposals, scoring, and process. All pre-conference workshop materials.
  - Fundraising: packet, asks, and on-line giving website.
  - Welcoming & Hosting Team: scholarship application, attendee resource guide, accommodations, and orienteering activity.
  - Logistics: budget, space, name-tags, signs, and meals.

- Meetings:
  - Monthly Strategic Team Meetings: 90 minute team report-out conference calls.
  - Team Meetings: each team lead had separate ad-hoc meetings.

- Continual Improvement:
  - Day-Of Conference Huddles: Multiple team huddles were held throughout each day of the conference to ensure immediate action and logistical support.
  - Real-Time Plus/Deltas: Plus-deltas were collected after each session to ensure timely improvement and attention to attendee concerns.
  - Post-Conference Survey: An electronic survey was distributed to all conference attendees. Results were compiled and shared with all conference speakers.

CONFERENCE OUTCOMES

- Number of attendees: 160
- Number of keynote speakers: 4
- Number of breakout sessions: 14
- Number of speakers: 39
- Registration fees: $0
- Number of student travel scholarships given: 22

LESIONS LEARNED

- Establishing a theme and aim was key to guiding conference decisions.
- Delineation of team responsibilities was important to ensure each team was working to their full capacity.
- Sustaining teams over a long period of time (nine months) took thoughtful re-engagement.
- Continual improvement and reflection was necessary to streamline planning processes and to improve future conferences.

SPONSORS

- IHI Open School
- PSU & OHSU IHI Open School Chapter
- OHSU Office of the Provost
- PSU Speakers Board
- FamilyCare Health
- Mark O. Hatfield School of Government
- Portland State University
- OHSU School of Nursing
- OHSU School of Medicine
- OHSU All Hill Council
- Oregon Patient Safety Commission
- 30 student and faculty volunteers

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