we all take care

of so many things in our daily lives.

We take care of our own health, our family’s health, our patients’ health. We take care of business. We take care of each other. Sometimes, we take care from others — caregivers who provide care when we, or our loved ones, need it most. And throughout the world this year, states, counties, and countries are taking care of health care itself — through widespread reform and rapid spread of improvements that promise to make care better, safer, and less costly.

At this year’s National Forum, we’ll focus on taking care of YOU. We’ll offer the knowledge and connections you need to be an active participant in this growing movement. And we’ll make sure you have the latest hands-on tools and innovative ideas you and your organization need — as you take care of every patient, every day.
DEAR COLLEAGUES,

Last year, Don Berwick talked about how head-spinning a year 2009 was. Well, I think you would all agree with me that 2010 has been just as head-spinning, and maybe a bit head-scratching at times. In the U.S., Congress has passed, and the President has signed, a bill enacting the most sweeping changes to American health care since the establishment of Medicare over 40 years ago. Throughout the world, insurers, health systems, hospitals, clinics, private practices, and front-line staff are all cautiously eyeing and anticipating the changes that will come. Regardless of the forms these changes take, our commitment to improving the quality, safety, and value of care provided to patients is stronger than ever.

As always, far from the controversy and debate, the tireless work of clinicians and other health care providers continues. This work, and the devotion to patients and their families, fill us with a profound optimism. We at the Institute for Healthcare Improvement (IHI) get to see and hear about countless moments of superb care — individual encounters in which medical evidence combines with a healing touch to give patients exactly the care they want and need, exactly when they want and need it. We see physicians and nurses working together with careful communication and smooth coordination. We hear about hospitals that have gone years without a ventilator-associated pneumonia, and about hospitals that haven't harmed a patient with a central-line infection in over 36 months. We hear about primary care practices with open access that ensure their patients' needs are met efficiently and effectively. The stories of excellent care come in too fast for us to collect them all, and our optimism is refreshed every day. Improvement is happening — care is getting safer, more timely, more efficient, and more patient- and family-centered. And now is the time for us to “take care” of the system together.

The theme of the 22nd Annual National Forum on Quality Improvement in Health Care is “Taking Care.” We have all been taking care of patients, taking care of their families, taking care of their lives, throughout our careers — and now we need to take care of the system. The health care system in this country and those in countries across the globe are still far too costly, harm too many, and too often ignore the needs, values, and preferences of the patients they serve. At IHI, we firmly believe these three rules: 1) health care systems can be sustained with modest annual cost increases; 2) there is enough capacity in the systems to provide equitable, high-quality care to all; and 3) solutions to national problems can be found and designed at a regional level. At this year's National Forum, you'll hear the evidence that supports these rules, and you'll learn how you can use that evidence in your daily work. Let us take care of you on December 5 – 8 so that, together, we can work to improve the health care system.

On behalf of everyone at IHI and everyone who devotes themselves to caring for patients, I invite you to the 22nd National Forum. I can't wait to see all of you, help re-energize you, and be re-energized by you.

Take care,

Maureen Bisognano
President and CEO, Institute for Healthcare Improvement
Workshop Session Tracks
There are 84 workshop sessions offered during the General Conference, December 7 and 8. The sessions are organized into content areas, or "tracks." You can enroll in workshop sessions individually, or follow a specific track. The session directory for each track can be searched at www.IHI.org/Forum.

Available Tracks
• Hospital Care
• Innovation and Spread
• Leadership and Governance
• Measurement Tools, Technology, and Quality Processes
• Office Practice and Outpatient Settings
• Patient and Family Centeredness
• Patient Safety
• Student

In addition to these standard tracks, specialty tracks available online include:
• Quality Improvement for Vulnerable Populations
• Lessons learned from Virginia Mason’s 10-year quest for zero defects and the perfect patient experience

Session Levels at a Glance
The General Conference offers workshops for various levels of learning. Workshops in the fundamental or masters program are indicated in the session listings.

Fundamentals Program:
For newcomers into the world of improvement, this series of sessions offers helpful ideas and tools to get started in quality improvement.

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

Student Program:
For health professions students new to quality improvement or new to the National Forum, we’ve selected sessions across a wide spectrum of topics and disciplines that will accelerate your capacity for improvement. Sessions in the student program are identified by ☘.

2010 NATIONAL FORUM SCHEDULE

Sunday, December 5: Pre-Conference
7:00 AM – 6:00 PM Registration
11:00 AM – 12:00 PM National Forum Orientation
1:00 PM – 4:30 PM Learning Labs
5:30 PM – 7:30 PM International Attendee Meeting at the Gaylord Palms

Monday, December 6: Pre-Conference
7:00 AM – 8:00 AM National Forum Orientation
Continental Breakfast
(Minicourse and Excursions attendees only)
7:00 AM – 6:30 PM Registration
8:30 AM – 4:00 PM Minicourses (lunch provided)
8:30 AM – 4:00 PM Scientific Symposium (lunch provided)
at the Gaylord Palms
8:30 AM – 5:00 PM Forum Excursions (lunch provided), departing from the Gaylord Palms
3:30 PM – 6:30 PM Welcome Reception in Exhibition Hall

Tuesday, December 7: General Conference Day One
7:00 AM – 8:00 AM Registration, Continental Breakfast, National Forum Orientation
8:00 AM – 9:00 AM Keynote One
9:30 AM – 10:45 AM Workshop Session A
11:15 AM – 12:30 PM Workshop Session B (repeated from A)
12:30 PM – 1:30 PM Lunch
1:30 PM – 2:45 PM Workshop Session C
3:15 PM – 4:15 PM Keynote Two
4:30 PM – 6:30 PM Posterboard Reception in Exhibition Hall

Wednesday, December 8: General Conference Day Two
7:00 AM – 8:00 AM Continental Breakfast
7:00 AM – 7:45 AM Special Interest Breakfests
8:00 AM – 9:00 AM Keynote Three
9:30 AM – 10:45 AM Workshop Session D
11:15 AM – 12:30 PM Workshop Session E (repeated from D)
12:30 PM – 1:30 PM Lunch
1:30 PM – 2:30 PM Keynote Four
FORUM EXCURSIONS: QUALITY IMPROVEMENT FIELD TRIPS

December 6, 8:30 AM – 5:00 PM

Join us for an all-day adventure to investigate how Orlando-based, global businesses pursue continuous quality improvement. Health care organizations perform many of the same underlying functions as companies in other industries. Join us to learn more!

All Excursions start at the Gaylord Palms Resort and Convention Center, with the exception of the Marriott Excursion. Participants will then travel to their selected destination for a 3-hour tour and presentation led by destination staff and IHI faculty. Afterward, attendees will explore the lessons learned and their applicability to health care during an afternoon “deep dive” led by IHI faculty. Participants may choose from one of the following seven destinations:

**Marriott World Center: Large-Scale Operations and Flow**
Attendees will learn how the Marriott handles the flow of large volumes of visitors, yet still manages to offer superb customer service in the front office, adhere to tight schedules in the banquet kitchen, run the Hawk’s Landing golf club, tend to every detail of event and convention services, and manage daily housekeeping operations.

**Universal Orlando® Resort: Safety and Reliability**
Discover how Universal’s Creative Team produces impressive stunts and spectacles while ensuring the safety of staff and visitors. A behind-the-scenes look will visit the backstage area of park attractions and will focus on the Universal Orlando® culture of safety first.

**Central Florida Zoo: Patient Care and Operations**
Take a behind-the-scenes tour to learn how animal experts care for over 400 of their patients: wild animals! Participants will learn details of the zoo operations, safety protocols (for both humans and wildlife), crisis management planning, and methods for caring for, feeding, and managing many types of animals at once.

**Waste Management: Best Practices in Lean Management and Innovation**
Explore the operations of Waste Management’s Materials Recovery Facility (MRF). Learn how this MRF won an award for their business performance by implementing and sustaining Lean principles and concepts while engaging their employees in an effort to eliminate waste and maintain customer focus. The tour will focus on single stream recycling, workplace safety, and daily operations.

**SeaWorld®: Managing Complex Systems**
Participants will learn how this popular destination creates and manages successful complex processes to care for thousands of animals, support staff, and manage animal rescue operations. In a special tour, attendees will observe different interactions and techniques for throughput, training, safety, and innovation.

**Gaylord Palms: Joy in Work and Staffing Best Practices**
Learn how customer satisfaction starts with staff satisfaction at this large hotel and convention center. Study how the Gaylord Palms handles staffing assignments, manages unprofessional behavior, and keeps employee attrition rates lower than the industry standard. Participants will learn best practices for incorporating “joy in work.”

**Universal Orlando® Resort: Raising your HCAHPS Score and the Customer Experience**
The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores are public, and along with word-of-mouth recommendations, they are known to attract more patients, providers, and payers, all leading to greater revenues for hospitals. At Universal Studios, participants will learn how this theme park industry giant approaches customer service through their staff training and management of customer expectations.

Please note: Complimentary transportation to the Excursion destination will be provided to and from the Gaylord Palms Convention Center. Excursions will likely involve extended walking tours, but are accessible to all. Visits to all Excursion sites will take place rain or shine. Space is limited. Breakfast and lunch are included.

NEW FOR 2010

**Rapid Fire Sessions**
Rapid fire sessions 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. Rapid Fire sessions are offered at the same time as workshop sessions. See Rapid Fire workshop descriptions beginning on page 11 for more information.

- Health Information Technology
- Health Care Organizations Improving Care
- Engaging the Patient
- Great Results from Hospital Leaders
- The Medical Home

CONTINUING EDUCATION

Participants in the National Forum will learn how to:

- Recognize habits that support good care and apply the basic principles for improving them
- Define ways to reduce suffering and improve health
- Develop an understanding of how to transform an organization
- Identify elements for creating a culture of change that will lead to continuous improvement

The National Forum carries a maximum of 19.25 credits for physicians, nurses, and pharmacists. For complete details, please visit www.IHI.org/Forum.

Register for IHI’s National Forum by October 1 and save $100!

See Rapid Fire workshop descriptions beginning on page 11 for more information.
IHI would like to thank the National Forum Co-Chairs whose ambition and ideas were instrumental in shaping the 2010 National Forum:

**Elliott Fisher**, MD, MPH, Director of Population Health and Policy at The Dartmouth Institute for Health Policy and Clinical Practice (TDI)

**George Halvorson**, Chairman and CEO, Kaiser Permanente

**Paul Levy**, President and CEO, Beth Israel Deaconess Medical Center

**Sally Sampson**, Founder, ChopChop, The Fun Cooking Magazine

**Jed Weissberg**, MD, Senior Vice President of Quality and Care Delivery Excellence, Kaiser Permanente

All planning committee members and persons influencing the content of the National Forum program have disclosed all relevant financial relationships with any commercial interest to the Institute for Healthcare Improvement.

**Maureen Bisogno**n, President and CEO, Institute for Healthcare Improvement (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.

**Jenny Allen** is a Writer and Performer. Jenny’s profiles, essays, and reviews have appeared for years in many magazines, including *The New Yorker, The New York Times, New York Magazine, Vogue, Esquire, More, Huffington Post, and Good Housekeeping*. Recent essays have appeared in “Disquiet, Please!” a new anthology of humor pieces from *The New Yorker*, and in *In The Fullness of Time: 32 Women on Life After 50*, published by Simon & Schuster. She is the author of a book of fables for grown-ups called *The Long Chalkboard*, illustrated by her husband, Jules Feiffer. She produces and performs at stand-up comedy evenings in Manhattan. *I Got Sick Then I Got Better* was first performed on Martha’s Vineyard in the summer of 2007; since then James Lapine has been collaborating with Allen and with Darren Katz on shaping and expanding the material, under the aegis of New York Theatre Workshop, which produced the show in 2009.

**T.R. Reid** has become one of the nation’s best-known reporters through his coverage of global affairs for *The Washington Post*, his books and documentary films, and his light-hearted commentaries on National Public Radio. Reid majored in Classics at Princeton University, and served as a naval officer, a teacher, and various other jobs. At *The Washington Post*, he covered Congress and four presidential campaigns. He served as the paper’s bureau chief in Tokyo and in London, and has reported from three dozen countries on five continents. Reid has written and hosted documentary films for National Geographic TV, for PBS, and for the A&E network. He is a regular commentator on National Public Radio’s “Morning Edition.” T.R. has written seven books in English and three in Japanese, and translated one book from Japanese. His latest book *The Healing of America* was published in the fall of 2009 and quickly became a national best-seller. PBS Frontline made two documentaries following Reid around the world as he reported that book. Reid is a member of the boards of the Colorado Coalition for the Homeless, the Japan-America Society of Colorado, and the University of Colorado Medical School. He has taught at Princeton University and the University of Michigan.

Fourth keynote to be announced.
Special Interest Keynotes

**A1 How Patient-Provider Engagement Can Transform Healthcare**
Tuesday, December 7, 9:30 AM – 10:45 AM
Daniel Z. Sands, MD, MPH, Senior Director of Medical Informatics, Cisco Systems, and Attending Physician, Beth Israel Deaconess Medical Center

“e-Patient Dave” deBronkart, Patient, Speaker, Blogger, and Founding Co-Chair, Society for Participatory Medicine

**B1 Our Nation is Investing Billions in Health IT — How’s That Workin’ for Us?**
Tuesday, December 7, 11:15 AM – 12:30 PM
Laura Adams, President and CEO, Rhode Island Quality Institute

John Halamka, MD, Chief Information Officer, CareGroup

**C1 Driving Down Cost: Implementing Reliable Systems and Aligning Financing with Value for Patients**
Tuesday, December 7, 1:30 PM – 2:45 PM
Gary Kaplan, MD, CEO, Virginia Mason Medical Center

Patricia A. McDonald, Vice President, Technology and Manufacturing Group, Plant Manager of Intel's FAB

**D1 Fixing Health Care in America**
Wednesday, December 8, 9:30 AM – 10:45 AM
George Halvorson, Chairman and CEO, Kaiser Permanente

**E1 How Will We Do That? Redirecting the Medical Arms Race to Higher Quality, Lower Cost, and Better Health**
Wednesday, December 8, 11:15 AM – 12:30 PM
Atul Gawande, MD, MPH, General and Endocrine Surgeon, Brigham & Women’s Hospital

Elliott Fisher, MD, MPH, Director of Population Health and Policy, The Dartmouth Institute for Health Policy and Clinical Practice

SATELLITE BROADCAST
Can’t attend the National Forum in person? Consider a virtual option: Our satellite broadcast will include four keynote and five special interest keynote presentations.

IHI will be transmitting a live satellite broadcast of the National Forum presentations on December 7 and 8. This option is best suited for large groups of people watching in a conference room or auditorium setting. The broadcast is available in English only. To receive the broadcast, you must have the ability to downlink Analog C-Band or Analog KU-Band signals.

Schedule:
Sites in the United States and parts of Canada and Mexico.

Tuesday, December 7
8:00 AM – 4:15 PM ET

Wednesday, December 8
8:00 AM – 2:30 PM ET

Special thanks to the Veterans Health Administration’s Employee Education System for helping to make this broadcast available. Please contact info@IHI.org for more information.

SPECIAL SESSION
2010 CEO and Leadership Summit
Tuesday, December 7, 2010
9:30 AM – 2:45 PM

This special session will help executives with strategic guidance on current issues, including the role of Accountable Care Organizations (ACOs). For details, please email aalling@IHI.org.
Learning Labs

1:30 PM – 4:30 PM

Learning labs offer specific “how-to” improvement information. The content of each Learning Lab is rich and the opportunities to learn from fellow improvers are invaluable.

HOSPITAL CARE

L1 Building an Effective Surgical Quality Program
Fundamental
Jack A. Jordan, Administrator Quality, Henry Ford Health System; Gwen E. Gnam, RN, MSN, Surgical Services Administrator, Henry Ford Hospital; Jennifer L. Ritze, RN, BSN, BAA, Project Manager, Surgical Services Quality Improvement, Henry Ford Health System; Clifford Y. Ko, MD, MS, MSHS, Physician, American College of Surgeons; Joe H. Patton, MD, Physician, Henry Ford Health System

L2 Managing Operations: Improving Patient Flow and Safety While Decreasing Cost Masters
Eugene Litvak, PhD, President and CEO, Institute for Healthcare Optimization; Jason Leitch, DDS, MPH, National Clinical Lead for Quality, Scottish Government Health Department; Peter I. Lachman, MD, MPH, FRCPCH, Consultant in Service Redesign and Transformation, Great Ormond Street Hospital for Children, NHS Trust

INNOVATION AND SPREAD

L5 A Regional Approach to the IHI Triple Aim™
John W. Whittington, MD, Faculty, IHI; Ian Rutter, MBChB, MRCGP, OBE, Senior Partner, Westcliff Medical Practice; Nelly K. Ganesan, MPH, Project Manager, IHI

L6 Breakthrough Quality, Access, and Affordability: Lessons for Health Care from the World’s Greatest Organizations
Fundamental
Steven Spear, DBA, MS, MS, Senior Lecturer, Massachusetts Institute of Technology

L7 Building Quality Improvement Capability
Fundamental
Carol Peden, MBChB, MD, MPH, Associate Medical Director for Quality Improvement, Consultant in Anaesthesia and Intensive Care, Royal United Hospital, Bath; Brian J. Robson, MBChB, MRCGP, MPH, DRCOG, Medical Director, NHS Quality Improvement Scotland; Joanne M. Watson, DM, FRCP, Consultant Endocrinologist/ Clinical Director of Patient Experience, Taunton & Somerset NHS Foundation Trust; Jacquelyn S. Hunt, PharmD, MS, Vice President, Clinical Support & Information Services, Bellin Health; Rocco J. Perla, EdD, Director, Analytics, UMass Memorial Health Care; Matthew C. Stiefel, MPA, Senior Director, Care and Service Quality, Kaiser Permanente

L8 Building Your Customized Map to Great Results: Using the IHI Improvement Map
Fundamental
Andrea Kabcenell, RN, MPH, Vice President, IHI; Rose Lindsey Giuliani, PhD, RN, RHIA, Administrator, System Quality/Case Management, Baptist Memorial Health Care; Linda Kosnik, RN, MSN, ANP, Managing Partner, Healthcare Solutions INC; Kathy D. Duncan, RN, Faculty, IHI

L9 Integrating Health IT into a Statewide QI Program
Ann Lefebvre, MSW, CPHQ, Associate Director, Statewide Quality Improvement, NC AHEC Program at UNC Chapel Hill

L10 Large-Scale Spread for Child Survival in Ghana
Nana Y. Twum-Danso, MD, MPH, Director, Project Fives Alive!; IHI; George B. Akanlu, MPH, Deputy Project Director, National Catholic Health Service; Pierre M. Barker, MB, ChB, Executive Lead, Developing Countries, IHI and Professor, Pediatrics, UNC Chapel Hill

SUBMIT YOUR POSTERBOARD
Visit www.IHI.org/Forum for an application to submit a posterboard displaying your organization’s improvement success. Posterboard deadline is October 1.
LEADERSHIP AND GOVERNANCE

L14 Building Capacity: The Really BIG Challenge!
Robert C. Lloyd, PhD, Executive Director of Performance Improvement, IHI; Lisa Schilling, RN, MPH, Vice President, Healthcare Performance Improvement, Kaiser Permanente; Alide L. Chase, BS, MS, Senior Vice President, Quality and Service, Kaiser Permanente; Uma R. Kotagal, MBBS, MSc, Senior Vice President, Quality Transformation and Director, Health Policy & Clinical Effectiveness, Cincinnati Children’s Hospital Medical Center; Patricia O’Connor, RM, RN, ADM, BSc, MBA, National Patient Safety Development Advisor, NHS Tayside

L15 Driving Sustained Organization-Wide Improvement
Andrea Kabcenell, RN, MPH, Vice President, IHI; Anthony Staines, PhD, Associate Professor, University of Lyon

L16 Leading from the Middle
Barry Oshry, PhD, President, Power + Systems, Inc.

MEASUREMENT TOOLS, TECHNOLOGY, AND QUALITY PROCESSES

L17 Beyond the Basics: Advanced Statistical Process Control Charts
Sandra K. Murray, MA, Improvement Advisor, CT Concepts; Lloyd P. Provost, MS, IHI Senior Fellow, Statistician and Senior Improvement Advisor, Associates in Process Improvement

L18 Lean Design: The New Use for Lean in Health Care
Steve Matteson, Vice President, Healthcare, Simpler Consulting

L19 Practical Measurement Strategies for the Triple Aim™: Better Health, Better Care, Lower Cost
Matthew C. Stiefel, MPA, Senior Director, Care and Service Quality, Kaiser Permanente; Bonnie L. Zell, MD, MPH, Senior Director, Population Health, National Quality Forum; Kevin M. Nolan, MA, IHI Senior Fellow and Statistician, Associates in Process Improvement; Rebecca S. Ramsay, BSN, MPH, Senior Manager of CareSupport and Clinical Programs, CareOregon

L20 Reaching Every Single One: Developing a Health Care Home for the Community
Cindy Hupke, RN, BS, MBA, Director, IHI; Jerry Langley, IHI Senior Fellow and Consultant, Associates in Process Improvement

L21 Panel Management: Caring for Your Office Practice’s Entire Patient Panel
Thomas Bodenheimer, MD, MPH, Professor of Family and Community Medicine, University of California San Francisco; David Margolius, Medical Student, Brown Medical School

L22 Reducing Elective Near-Term Deliveries: When Doing Nothing Is the Right Thing
Sue M. Leavitt Gullo, RNC, BSN, MS, Managing Director, IHI; Peter H. Cherouny, MD, Professor, Obstetrics and Gynecology, University of Vermont; Patricia C. Heinrich, RN, BSN, Quality Improvement Consultant; Charles J. Homer, MD, MPH, CEO, National Initiative for Children’s Healthcare Quality; Tara E. Bristol, MA, March of Dimes NICU Family Support Specialist, UNC

L23 Translating the Transitional Care Model into Practice
Mary D. Naylor, PhD, RN, Maritan S. Wäré Professor in Gerontology, University of Pennsylvania; Marilyn P. Chow, DNSc, RN, FAAN, Vice President, National Patient Care Services, Kaiser Permanente; Natalie I. White, MHA, Project Manager, Kaiser Permanente; Betholyn Orte, Project Manager, Kaiser Permanente; Thomas P. Hüber, MS, ECS, Managing Director, Strategic Initiatives, Patient Care Services, Kaiser Permanente

L24 Closing Quality Gaps: Actualizing Patient Wishes
David E. Weissman, MD, Physician-Consultant, Medical College of Wisconsin; Lyn M. Ceronsky, DNP, GNP, Director and Nurse Practitioner, University of Minnesota

L25 Implementing a Connected Patient Experience Across the Care Continuum
Peter J. Knox, Executive Vice President, Bellin Health; Jacquelyn S. Hunt, PharmD, MS, Vice President, Clinical Support & Information Services, Bellin Health

L26 Respectful Crisis Management of Serious Clinical Events
Jim Conway, MS, IHI Senior Fellow and Adjunct Faculty, Harvard School of Public Health; Frank A. Federico, RPh, Executive Director, Strategic Partners, IHI; Kevin Stewart, FRCP, Health Foundation/IHI Fellow 2009-2010 and Medical Director, Winchester & Eastleigh NHS Trust; Blair L. Sadler, JD, Senior Fellow, IHI

PATIENT SAFETY

L27 Integrating Primary Care, Acute Hospitals, and Community Services to Improve Patient Safety
John D. Dean, MD, FRCP, Medical Director for Quality and Care Improvement, Bolton Primary Care Trust; Darren J. Mansfield, MB, ChB, MRCGP, Clinical Lead, Urgent Care and Safety, Bolton Primary Care Trust

L28 The Safer Patients Network: Leading Patient Safety Across the UK
Annette J. Bartley, RN, BA, MS, MPH, Director of the Safer Patient Network, IHI; Carol R. Haraden, PhD, Vice President, IHI

L29 Effective Methods for Conducting and Using Research to Improve Quality
John Ovretveit, MD, Director of Research, Karolinska Institute; Donald Goldmann, MD, Senior Vice President, IHI; Rocco Perla, EdD, Director of Analytics, UMass Memorial Health Care

This session will be held at the Gaylord Palms Resort and Convention Center and is offered exclusively for attendees of the Scientific Symposium. See page 9 for more information.
Minicourses

8:30 AM – 4:00 PM

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

HOSPITAL CARE

M1 Decreasing Avoidable 30-Day Rehospitalizations in a State or Region
Amy E. Boutwell, MD, MPP, Director of Health Policy Strategy, IHI; Patricia A. Rutherford, RN, MS, Vice President, IHI

M2 Senior Alert: A National Quality Registry to Prevent Harm
Göran Henrik, Chief Executive of Learning and Innovation, The County Council of Jönköping; Joakim F. Edvinsson, RN, Improvement Coach, Qulturum

INNOVATION AND SPREAD

M3 Accelerating Health Care Excellence: Lessons from Baldrige Recipients
Joel H. Ettinger, President, CEO, and Alumni Member of the Board of Examiners, Malcolm Baldrige National Quality Award, Category One, Inc.; Ken M. Davis, MD, Chief Medical Officer, San Antonio Foundation; Priscilla J. Nuwash, MBA, President, Center for Performance Excellence, Poudre Valley Health System; Harry S. Hertz, PhD, Director, Baldrige National Quality Program, National Institute of Standards and Technology; Paul Wörstl, Retired President, ProTec Coatings; Monica Ray, RN, MD, MBA, Process Leader for Quality and Safety, Heartland Health

M4 Coaching Strategies to Support Transformation at All Levels
Jane A. Taylor, EdD, Improvement Advisor, IHI; Ginna L. Crowe, RN, EdD, Principal, Hamilton Consulting, LLC; Patricia C. Heinrich, RN, BSN, Quality Improvement Consultant; Neil J. Baker, MD, Improvement Consultant, Neil Baker Consulting; Sue A. Butts, Improvement Advisor, Butts-Dion Consulting, Inc.

M5 Creativity in Health Care: Innovation with Impact
Paul E. Plsek, Consultant, Paul E. Plsek and Associates, Inc.; Lynne M. Maher, PhD, Interim Director for Innovation and Design, NHS Institute for Innovation and Improvement; Jennifer J. Phillips, Director, Center for Innovation, Virginia Mason Medical Center; Christi J. Zuber, Project Director, Kaiser Permanente National Offices

M6 How Has Quality Fared in U.S. Health Care Reform Implementation?
Kavita Patel, MD, MS, Physician, New America Foundation; Deborah E. Trautman, PhD, RN, Executive Director, Johns Hopkins Health System

M7 Joy at Work! Achieve a Quantum Leap in Performance
Jo Manion, PhD, RN, NEA-BC, FAAN, Senior Consultant, Manion & Associates; Tom Muha, PhD, Organizational Psychologist, PROPEL Performance, LLC; Joanne M. Watson, DM, FRCP, Consultant Endocrinologist/Clinical Director of Patient Experience, Taunton & Somerset NHS Foundation Trust

M8 Lower Total Cost, Sustained Improved Outcomes, and Happier People: The SCF Nuka Model of Care
Doug K. Elby, MD, MPH, Vice President of Medical Services, Southcentral Foundation; Michelle Tienney, MPA, SPHR, Director of Organizational Development, Alaska Native Medical Center; Tamara E. Pickett, MD, Family Practice Provider, Southcentral Foundation

M9 Transforming Care at the Bedside: An International Perspective
Patricia A. Rutherford, RN, MS, Vice President, IHI; Annette J. Bartley, RN, BA, MS, MPH, Director of the Safer Patient Network, IHI; Mary A. Viney, RN, MSN, NEA-BC, CPHQ, Vice President, Network Systems, Seton Health System Leadership and Governance

M10 Engaging Physicians in Transforming Care
Gary S. Kaplan, MD, CEO, Virginia Mason Medical Center; Jack Silversin, DMD, DrPH, President, Amicus, Inc.

M11 Exploring the English National Health Service
Helen J. Bevan, PhD, Chief of Service Transformation, NHS Institute for Innovation and Improvement; Gary Belfield, MBA, Associate Partner, KPMG LLP UK

M12 From the Top: The Role of the Board in Quality and Safety
James L. Reinertsen, MD, IHI Senior Fellow and President, The Reinertsen Group; Jim Conway, MS, IHI Senior Fellow and Adjunct Faculty, Harvard School of Public Health; Jamie Ortikoff, Consultant, Ortikoff & Associates, Inc.

M13 Improving Transitions and Reducing Readmissions: Engaging the Whole System
Jann Dorman, Director, Center for Health Care Delivery, Kaiser Permanente; Jim Bellows, PhD, Program Evaluation Consultant, Kaiser Permanente; Carol A. Barnes, MS, PT, GCS, Executive Program Consultant, Kaiser Permanente; Paul A. Feigenbaum, MD, Northern California Regional Medical Director of Hospital and Continuing Care Operations, The Permanente Medical Group; Michael H. Kanter, MD, Medical Director, Quality & Clinical Analysis, Kaiser Permanente Regional Quality and Risk Management; Esther B. Neuwirth, PhD, Senior Manager, Center for Evaluation and Analytics, Kaiser Permanente Management Institute

M14 It’s Time to Transform Quality Improvement...Beyond Platitudes
Davis Balestracci, MS, Statistician/Quality Improvement Specialist, Harmony Consulting, LLC; Jim W. Easton, BA(Hons), CEO, Quality Improvement & Innovation Partnership

M15 Leading a Whole Organization to Continuous Improvement Transformation
John Toussaint, MD, President and CEO, ThedaCare
M16 Saving Money, Changing Minds: Internal Quality Improvement Training as a Vehicle for Organizational Change
Brent C. James, MD, MStat, VP for Medical Research and CME, Intermountain Healthcare

M17 The Business of Infection Prevention and Control: What Organizational Leaders Need to Know
Denise M. Murphy, RN, MPH, CIC, VP Quality and Patient Safety, Main Line Health System; Amy M. Richmond, RN, MHS, CIC, Co-Owner and Consultant, P3 Healthcare Consulting, LLC

M18 Zero Events of Harm: Leading for High Reliability
Gary R. Yates, MD, Senior Vice President and Chief Medical Officer, Sentara Healthcare; Bill E. Corley, MHA, President Emeritus, Community Hospitals of Indiana; Kerry M. Johnson, Senior Partner and Chief Innovations Officer, Healthcare Process Improvement; Stephen E. Muething, MD, Assistant Vice President of Patient Safety, Cincinnati Children’s Hospital Medical Center; Steve Kreiser, MBA, MSM, Consultant, Health Care Process Improvement; Bernard J. Sherry, MHA, President and CEO, Baptist Hospital

MEASUREMENT TOOLS, TECHNOLOGY, AND QUALITY PROCESSES

M19 Activating Microsystems, Mesosystems, and Macrosystems to Achieve Organizational Excellence
Marjorie M. Godfrey, MS, RN, Co-Director, The Microsystem Academy and Instructor, The Dartmouth Institute for Health Policy and Clinical Practice; Eugene C. Nelson, DSC, MPH, Professor, Dartmouth-Hitchcock Medical Center

M20 Simplifying the Selection and Use of Shewhart Charts

Masters
Robert C. Lloyd, PhD, Executive Director of Performance Improvement, IHI; Richard P. Scoville, PhD, Improvement Advisor, IHI

M21 Practical Ways to Monitor Improvement Using Better Real-Time Data

Masters
Brian Jarman, OBE, PhD, FRCP, FRCGP, FFPH, FMedSci, IHI Senior Fellow and Professor Emeritus, Imperial College London

M22 Mapping for Improvement: What’s Available and How to Use It

Masters
Patrick L. Remington, MD, MPH, Professor and Associate Dean for Public Health, University of Wisconsin; Lindsay A. Martin, MSPH, Improvement Advisor, IHI

M23 Whose Care Is It Anyway... and Can Health IT Help?
Paul R. Hamnett, BSc, Vice President of Engineering, IHI; Laura Adams, President and CEO, Rhode Island Quality Institute; Brian J. Robson, MBChB, MRCGP, MPH, DRCOG, Medical Director, NHS Quality Improvement Scotland; Jacquelyn S. Hunt, PharmD, MS, Vice President, Clinical Support & Information Services, Bellin Health

M24 Preparing to Integrate Primary Care and Behavioral Healthcare: A Systems Approach

Fundamental
David H. Gustafson, PhD, Director NIATX & TECC, University of Wisconsin; Tom J. Mosgeller, MSA, Director of Change Management, University of Wisconsin; Kimberly Johnson, MS Ed, MBA, Director NIATX, University of Wisconsin; James Ford, Director of Research, University of Wisconsin

PATIENT AND FAMILY CENTERED CARE

M25 Strategies to Deliver Exceptional Care Experiences, Efficiencies, and Outcomes All in One
Anthony M. DiGioia, MD, Medical Director and Surgeon, Renaissance Orthopaedics; Lynne M. Maher, PhD, Interim Director for Innovation and Design, NHS Institute for Innovation and Improvement; Samantha J. Riley, Head of the Quality Observatory, NHS South East Coast

PATIENT SAFETY

M26 A Systematic Approach to Delivering Safe and Reliable Care
Allan S. Frankel, MD, Principal, Pascal Metrics, Inc.; Michael Leonard, MD, Physician Leader for Patient Safety, Kaiser Permanente

M27 Adaptive Problem Solving: Blueprint for Ideal Care
Judy Renas, MHA, RN, Vice President, Clinical Services and Chief Nurse Executive, Allen Memorial Hospital; Debra Shriver, RN, MSN, CENP, Chief Nurse Executive, Trinity Regional Medical Center; Mary A. Osborn, RN, Nurse Executive, St. Luke’s Hospital

16th Annual International Scientific Symposium on Improving the Quality and Value of Health Care

Gaylord Palms Resort and Convention Center
Monday, December 6, 8:30 AM – 4:00 PM
The Scientific Symposium features rapid-fire presentations of peer-reviewed papers, with an afternoon posterboard session. The focus is on advances in improvement research in health services delivery and health professions education.

For registration information, please go to www.IHI.org/Forum.

New This Year! Join us on Sunday, December 5 at the Gaylord Palms Resort and Convention Center for an additional Learning Lab, available exclusively for Scientific Symposium attendees. See page 7 for session details.

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

HOSPITAL CARE

A2/B2 Breakthroughs in Reducing Nurse Documentation Time
Felicia J. Gordon, BSN, CPHQ, Vice President, Performance Improvement, Covenant Health System; Brad N. Thornton, RN, BA, BSN, CCRN, Senior Facilitator, Covenant Health System; Karen A. Baggerly, RN, Chief Nursing Officer, Covenant Health System; Melynda E. Reeves, RN, BSN, Nurse Specialist, Covenant Health System

A3/B3 Designing for Safety and the Ultimate Patient Experience: Remarkable Results
Robert G. Porter, JD, MBA, Executive Vice President, SSM Health Care St. Louis; Kurt G. Spiering, AIA, ACHA, Vice President, Hammel Green and Abrahamson, Inc.; William B. Peterson, Industrial Engineer, HGA Architects and Engineers

A4/B4 Dramatically Improving ICU Pressure Ulcer Rates
Kathleen M. Hill, RN, MSN, CCNS-CSC, Clinical Nurse Specialist, Cleveland Clinic

A5/B5 Fast Tracks: Not Just for Lower Acuity Patients
Kevin M. Nolan, MA, IHI Senior Fellow and Statistician, Associates in Process Improvement; Kirk Jensen, MD, MBA, Chief Medical Officer, BestPractices, Inc.; Joseph T. Crane, MD, MBA, Emergency Physician and Business Director, Mary Washington Hospital

A6/B6 Real-Time Demand Capacity Tool Creates Real-Time Culture Change
Sandra M. Littlejohn, RN, Executive Director, Gunderson Lutheran Medical Center; Dar Jaeger, BSW, Quality Improvement Specialist, Gunderson Lutheran Medical Center; Laraine Buckles, RN, Administrative Director, Inpatient MedicalSurgical and Short Stay Unit, Gunderson Lutheran Medical Center

A7/B7 Rethinking Emergency Department Visits
Roger K. Resar, MD, Senior Fellow, IHI; Fran Griffin, RRT, MPA, Director, IHI

INNOVATION AND SPREAD

A8/B8 Interprofessional Student Education about Improvement: Curricula in Three Academic Institutions
Greg Ogrinc, MD, Associate Professor, Community and Family Medicine, White River Junction VA Medical Center; Linda A. Headrick, MD, Senior Associate Dean for Education, University of Missouri School of Medicine; Amy J. Barton, PhD, RN, Associate Dean for Clinical & Community Affairs, University of Colorado

A9/B9 ProvenCare® Lung Cancer Collaborative Masters
Albert Bothe, MD, Chief Quality Officer, Geisinger Health System; Karen McKinley, RN, MBA, Vice President, Special Projects, Division of Quality & Safety, Geisinger Health System; Matthew Facktor, MD, Director, Thoracic Surgery, Geisinger Health System; John Howington, MD, Thoracic Surgeon, Northshore University Health System; Scott Berry, MS, Associate Vice President, Division of Quality & Safety, Geisinger Health System

A10/B10 Reducing Health Disparities of the Underserved Insured
Mary Jo Strobel, BSN, MBA, Director of Clinical Prevention Services, Kaiser Permanente; Sam Larson, PhD, Senior Manager, Integrated Systems, Kaiser Permanente; Karin L. Kempe, MD, Director of Clinical Prevention, Kaiser Permanente

LEADERSHIP AND GOVERNANCE

A12/B12 From the C-Suite to the Front Lines and Back: A World-Class Management System for Spreading Improvement
Sarah H. Patterson, MHA, Executive Vice President and Chief Operating Officer, Virginia Mason Medical Center

A13/B13 Memphis Model: City-Wide Hospital Collaborative Masters
Manoj K. Jain, MD, MPH, Medical Director Quality Improvement, QSource, Center for Health Care Quality; Rose Lindsey Giulian, PhD, RN, RHIA, Administrator, System Quality/Case Management, Baptist Memorial Health Care; Jerry C. Maloit, MD, SVP/Chief Quality Officer, Methodist Le Bonheur Healthcare; Jason T. Fogg, RN, MPA, CPHQ, Vice President, Clinical Operations, Regional Medical Center at Memphis; Michael Lachina, MD, CMO, St. Francis Hospital; Renee S. Frazier, MHS, CHE, Executive Officer, VHA Pennsylvania

SPECIAL INTEREST KEYNOTES

A1 How Patient-Provider Engagement Can Transform Healthcare
Daniel Z. Sands, MD, MPH, Senior Director of Medical Informatics, Cisco Systems and Attending Physician, Beth Israel Deaconess Medical Center “e-Patient Dave” deBronkart, Patient, Speaker, Blogger, and Founding Co-Chair, Society for Participatory Medicine

B1 Our Nation is Investing Billions in Health IT — How’s That Workin’ for Us?
Laura Adams, President and CEO, Rhode Island Quality Institute
John Halamka, MD, Chief Information Officer, CareGroup
A14/B14 The Intersection Between Leadership and Coaching
Fundamental
Ann M. Lewis, CEO, CareSouth Carolina, Inc.; Ginna L. Crowe, RN, EdD, Principal, Hamilton Consulting, LLC; Neil J. Baker, MD, Improvement Consultant, Neil Baker Consulting

A15/B15 Trying to Engage the Board in Quality? Get Them Directly Involved
Kenneth E. Sands, MD, Senior Vice President, Health Care Quality, Beth Israel Deaconess Medical Center; Paula K. Ivey Henry, PhD, SM, Vice Chair, Board of Trustees, Beth Israel Deaconess Medical Center

A16/B16 Workplace Wellness: Investing in Employee Health
Fundamental
Leonard L. Berry, PhD, Distinguished Professor of Marketing, Texas A & M University; Ann Mirabito, PhD, Assistant Professor of Marketing, Baylor University

A20/B20 Dashboards: Please, No More Green, Yellow, or Red?
Sandra K. Murray, MA, Improvement Advisor, CT Concepts; Lloyd P. Provost, MS, IHI Senior Fellow, Statistician and Senior Improvement Advisor, Associates in Process Improvement

A21/B21 An Effective Primary Care Model of Depression Management for High-Risk Patients
Terri L. Robertson, PhD, Program Manager, Henry Ford Health System; M. Justin Coffey, MD, Neuropsychiatrist, Henry Ford Health System

A22/B22 Expanding Palliative Care Across the Continuum
Lynn H. Spragens, MBA, President, Spragens & Associates, LLC; Amber B. Jones, MEd, Consultant, Center to Advance Palliative Care

A23/B23 Step Out and Get Moving to Impact Child Obesity
Marianne McPherson, PhD, MS, Evaluation Advisor, National Initiative for Children’s Healthcare Quality; Priya N. Heatherley, MHA, Senior Project Manager and Director of Staff Development, National Initiative for Children’s Healthcare Quality; Charles J. Homer, MD, MPH, CEO, National Initiative for Children’s Healthcare Quality

A24/B24 Patient Experience-Based Design in the Community
Fundamental
Elizabeth Bradbury, MSc, RGN, Health Foundation/IHI Fellow 2009-2010 and Associate Director for Quality Improvement, NHS Bolton; Carole Truman, Professor of Health and Community Studies, University of Bolton

A25/B25 Taking Service to a New Level: A System-Wide Commitment to Patients
Deborah Romer, MBA, Vice President, Kaiser Permanente; Judy Husted, RN, MS, NEA-BC, Executive Director, Kaiser Permanente; Linda J. Fahey, RN, NP, MSN, Manager Quality and Patient Safety, Kaiser Permanente; Robert S. Mangel, PhD, Senior Manager, Service Quality Research, Kaiser Permanente; Mary Anne C. Gregorio, RN, Charge RN, Kaiser Permanente

A29/B29 Standardizing Optimal Care for Older Adults
Melissa Mattison, MD, Hospitlist, Beth Israel Deaconess Medical Center

A27/B27 National Incidence of Adverse Events and Use of the IHI Global Trigger Tool Meters
Lee M. Adler, DO, Vice President, Quality & Safety Innovation & Research, Florida Hospital; Ruth A. Dorrill, Program Analyst, Office of the Inspector General; Amy L. Ashcraft, MPA, Program Analyst and Team Leader, Department of Health and Human Services, Office of the Inspector General, Office of Environmental Information; David C. Classen, MD, MS, Associate Professor of Medicine, Senior Partner and CMO, University of Utah

A28/B28 Patient Safety: Improvement in Any Language
Fundamental
Sue M. Leavitt Gullo, RNC, BSN, MS, Managing Director, IHI; Carol R. Haraden, PhD, Vice President, IHI; Vibeke Rischel, RN, BA, MHSc, Programme Director, Danish Society for Patient Safety; Beth Lilja, MD, Head of Patient Safety, Danish Society for Patient Safety

MEASUREMENT TOOLS, TECHNOLOGY, AND QUALITY PROCESSES

A17/B17 Back to Basics: Building Essential QI Skills
Fundamental
Robert C. Lloyd, PhD, Executive Director of Performance Improvement, IHI; Jane A. Taylor, EdD, Improvement Advisor, IHI

A18/B18 Build Your Waste Reduction Portfolio and Pocket the Dollars
Eric Dickson, MD, MHCM, FAAEM, Senior Medical Director, University of Massachusetts Medical Center

A19/B19 Data Sanity: Statistical Thinking for Leaders
Davis Balestracci, MS, Statistician/Quality Improvement Specialist, Harmony Consulting, LLC

A26/B26 Achieving Comprehensive, Safe Patient Flow in an Academic Medical Center
Gaye Capozzalo, Executive Vice President, Strategy & System Development, Yale New Haven Hospital; Thomas J. Balcezak, MD, MPH, Vice President, Performance Management and Associate Chief of Staff, Yale New Haven Hospital

A25/B25 Achieving Comprehensive, Safe Patient Flow in an Academic Medical Center
Gayle Capozzalo, Executive Vice President, Strategy & System Development, Yale New Haven Hospital; Thomas J. Balcezak, MD, MPH, Vice President, Performance Management and Associate Chief of Staff, Yale New Haven Hospital

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A29/B29 Standardizing Optimal Care for Older Adults
Melissa Mattison, MD, Hospitlist, Beth Israel Deaconess Medical Center

R: Rapid Fire Workshops
10 MINUTES, 10 SLIDES!

A: Health Information Technology
EHR Implementation: Getting it Right the First Time
John Haughom, MD, Senior VP, Clinical Quality and Patient Safety, PeaceHealth

HIT and Large Physician Networks: Working Together Towards Quality
Evan Steffans, MS, RN, Director, Clinical and Quality Systems, Premier HealthNet

The Quest for QI: Extending Quality Principles Into HIT
Robert Moore, MD, Medical Director, Clinic Ole

Impact of EHR on Nurse-Sensitive Patient Outcomes
Dawn Dowding, PhD, BSc, RN, Senior Lecturer, Clinical Decision Making, The University of York

B: Health Care Organizations
Improving Care
American Board of Internal Medicine
Richard Baron, MD, CEO, Greenhouse Internists, PC

American Academy of Family Physicians
Bruce Bagley, MD, Medical Director for Quality Improvement, American Academy of Family Physicians

National Quality Forum
Karen Adams, PhD, Vice President, National Priorities, National Quality Forum

Agency for Healthcare Research and Quality
Michael I. Harrison, PhD, Sr. Social Scientist, Organizations & Systems Center for Delivery, Organization, and Markets, Agency for Healthcare Research and Quality
HOSPITAL CARE

C2 Assessing Rapid Response Reliability
Michael E. Westley, MD, Medical Director of Critical Care, Virginia Mason Medical Center

C3 Don’t Let Your Glucose Get You Down: Achieving Optimal ICU Glucose Control
Karen Clark, MT(ASCP)SH, POC Manager, Baptist Memorial Hospital; Jan W. Padgett, RN, ICU Manager, Baptist Memorial Hospital; Jeff Wright, MD, PhD, Physician, Baptist Memorial Hospital

C4 Health Literacy and Transitions in Care: The First 24 Hours
Gail A. Nielsen, Director of Learning and Innovation, Iowa Health System; Mary Ann A. Abrams, MD, MPH, Center for Clinical Transformation, Iowa Health System

C5 Impacting Healthcare-Associated Infections Across 49 California Hospitals
Diane Jacobsen, MPH, CPHQ, Director, IHI; Lisa Payne Simon, MPH, Director, CA Healthcare-Associated Infection Prevention Initiative, Blue Shield of CA Foundation; Pat Stone, RN, PhD, Professor, Columbia University Graduate School of Arts & Sciences; Megan E. Vanneman, MPH, Graduate Student Researcher, Center for Health and Public Policy Studies, University of California, Berkeley

C6 Lessons from the AHA 2010 Patient Flow Challenges Assessment
John Penrod, MBA, Director, American Hospital Association; Mary Lange, Director, American Hospital Association

INNOVATION AND SPREAD

C7 Empowering Medical Home Transformation
David Labby, MD, Medical Director, CareOregon; Rebecca S. Ramsay, BSN, MPH, Senior Manager of CareSupport and Clinical Programs, CareOregon; Amit R. Shah, MD, Medical Director, Multnomah County Health Department; Susan K. Kirchoff, RN, Director, Multnomah County Health Department

C8 How a Medical Society Catalyzes Improvement
Paul Heidenreich, MD, Physician, VA Palo Alto Health Care System; Patrick Hughes, MD, Physician, Cardiovascular Associates; Blair Erb, MD, Physician, Cardiology Consultants of Bozeman

C9 Improving the Health of a Nation: Policy, Program, and Practice
Joseph Thompson, MD, MPH, Surgeon General of the State of Arkansas and Professor, University of Arkansas Medical Sciences; Charles J. Homer, MD, MPH, CEO, National Initiative for Children’s Healthcare Quality

C10 It Takes a Neighborhood to Build Patient-Centered Care Coordination
Blair W. Nickle, MBA, MSLS, Senior Vice President, Healthcare Management Directions, Inc.; Nan L. Holland, RN, BSN, Senior Director, Clinical Resource Services, Novant Medical Group

C11 Reading the Tea Leaves for 2011 Joint Commission Standards
Patricia Adamski, RN, MS, MBA, Director, Standards Interpretation Group and the Office of Quality Monitoring, The Joint Commission

LEADERSHIP AND GOVERNANCE

C12 Engaging Physicians to Reduce Clinical Variation
Lawrence Shapiro, MD, Foundation Managed Care Medical Director, Palo Alto Medical Foundation; Laurel M. Trujillo, MD, Co-Director, Regional Quality, Palo Alto Medical Foundation; Michael Van Duren, MD, Chief Medical Officer, Sutter Health; Wendi Knapp, MD, Patient Services, Palo Alto Medical Foundation

C13 Building the Capacity of Middle Managers to Support Improvement
Frank A. Federico, RPh, Executive Director, Strategic Partners, IHI; Marguerite Samms, RN, MN, Practice Leader, Program Development & Change Management, MultiCare

C14 Nurse Leadership Development to Improve Quality
Elizabeth J. Brown, RN, MSN, MBA, Director, Clinical Services, Partners Healthcare; Patricia Folcarelli, RN, PhD, Director of Patient Safety, Beth Israel Deaconess Medical Center; Joanne T. Ayoub, Director of Organizational Development, Beth Israel Deaconess Medical Center

C15 Strategies to Address Disparities in Health Care
Joseph R. Betancourt, MD, MPH, Director, The Disparities Solutions Center, Massachusetts General Hospital
C16 Improving Performance: Are You Doing It for the Government or the Patient?
Thomas N. Zweng, MD, Senior Vice President of Medical Affairs, Presbyterian Healthcare Systems; Suzie B. Rakya, RN, MHA, CPHQ, Senior Director Clinical Improvement, Novant Health

C17 Meaningful Use of the Electronic Health Record: An Innovative Approach to Quality Tracking and Improvement
David C. Classen, MD, MS, Associate Professor of Medicine, Senior Partner, and CMO, University Of Utah; Chris Wittkopp, Director of Quality Outcomes & Public Reporting, Kansas University Medical Center

C18 Measuring Progress on Reducing Rehospitalizations
Stephen F. Jencks, MD, IHI Senior Fellow and Independent Consultant; Amy E. Boutwell, MD, IHI Senior Fellow, Statistician and Senior Improvement Advisor, Associates in Process Improvement

C19 Powerfully Viewing Rare Events Data
Sandra K. Murray, MA, Improvement Advisor, CT Concepts; Lloyd P. Provost, MS, IHI Senior Fellow, Statistician and Senior Improvement Advisor, Associates in Process Improvement

C20 Integrating a Successful Collaborative Care Model for Depression
Nancy Jaekels, Vice President, Member Relations and Strategic Initiatives, Institute for Clinical Systems Improvement; Timothy J. Hernandez, MD, Medical Director, Family Health Services Minnesota

C21 Joy, More Time Off, and Better Care with Group Visits
Brent J. Jaster, MD, Group Visit Consultant, JasterHealth, Inc., University of Colorado School of Medicine

C22 Transforming Care Transitions for Heart Failure Patients
Heather Watson, MBA/HCM, Senior Consultant, Kaiser Permanente Regional Quality and Risk Management, Patient and Family Centered Care; Michael H. Kanter, MD, Medical Director, Quality & Clinical Analysis, Kaiser Permanente Regional Quality and Risk Management; Carol A. Barnes, MS, PT, GCS, Executive Program Consultant, Kaiser Permanente; Patti Harvey, RN, Vice President, Quality and Patient Care Services, Kaiser Permanente

C23 Developing a Model of Family-Centered Adult Critical Care
Barbara S. Lee, MSSW, Director of Social Work, Beth Israel Deaconess Medical Center; Sabrina Cannistraro, MS, Project Manager, Critical Care Quality, Beth Israel Deaconess Medical Center; Wendy J. McHugh, RN, Coordinator for Person-Centered Critical Care, Beth Israel Deaconess Medical Center; Peter F. Clardy, MD, Director, Medical Intensive Care, Beth Israel Deaconess Medical Center

C24 Patient and Family Shadowing: Walking the Walk
Patricia L. Embree, Senior Director, Project Management, University of Pittsburgh Medical Center; Anthony M. DiGioia, MD, Medical Director and Surgeon, Renaissance Orthopaedics; Michael H. Celender, MS, Organization Development Consultant, University of Pittsburgh Medical Center

C25 The Power of Stories: Successful Applications
Sarah Puntoni, Healthcare Improvement Lead Officer, Public Health Wales; Jonathon R. Gray, MB, ChB, Director of National Institute for Improvement and Innovation, New Zealand, Counties Manukau District Health Board; Tim Heywood, MBA, MSc, Leadership Programme Manager, Welsh Assembly Government

C26 Building a Program to Support the Second Victim
Linda K. Kenney, President/Founder, MITSS; Sue D. Scott, RN, MSN, Coordinator, Patient Safety, University Hospital

C27 Eliminating Preventable Harm: Progress and Insight
Kenneth E. Sands, MD, Senior Vice President, Health Care Quality, Beth Israel Deaconess Medical Center; Patricia Folcarelli, RN, PhD, Director of Patient Safety, Beth Israel Deaconess Medical Center

C28 The Next Evolution of Neonatal Intensive Care
Denise A. Hartman, RNC, MBA, Clinical Director, Community Health Network

C29 Transforming Care of Medicine
Peter Knox, Executive Vice President, Bellin Health, Green Bay, Wisconsin

“\nThe National Forum has the best collection of improvement talent and knowledge anywhere in the world, at any one time.”

Peter Knox, Executive Vice President, Bellin Health, Green Bay, Wisconsin

Register by October 1 and SAVE $100
Workshops D and E

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

HOSPITAL CARE

D2/E2 Cost-Effective Physical and Environmental Designs That Reduce Harm and Lower Costs
Blair L. Sadler, JD, Senior Fellow, IHI; Bill Rostenberg, FAIA, FACHA, ACHE, EDAC, Principal and Director of Research, Anshen + Allen Architects; Gary Cohen, Executive Director, Health Care Without Harm

Diane Jacobsen, MPH, CPHQ, Director, IHI; Terry P. Clemmer, MD, Director of Critical Care Medicine, LDS Hospital, Intermountain Healthcare; Sean R. Townsend, MD, Vice President of Quality & Safety, California Pacific Medical Center; Joan M. Grebe, MA, OT, AICF, Improvement Advisor, IHI

D4/E4 Disruptive Behavior by Physicians: Adverse Effects on Safety
Fundamental
Kevin Stewart, FRCP; Health Foundation/IHI Fellow 2009-2010 and Medical Director, Winchester & Eastleigh NHS Trust; Ronald M. Wyatt, MD, MHA, George W. Merck/IHI Fellow 2009-2010 and Staff Physician, Huntsville Hospital System

D5/E5 e-Autopsy: Saving More Lives by Studying Death
Helen Lau, RN, MHROD, National Program Leader - Quality, Kaiser Permanente National Offices; Kerry Litman, MD, Physician Quality Director, Kaiser Permanente; Michael H. Kanter, MD, Medical Director, Quality & Clinical Analysis, Kaiser Permanente Regional Quality and Risk Management

D6/E6 Lives Saved, Costs Safely Reduced: QUEST Year 2
Richard A. Bankowitz, MD, MBA, Vice President and Chief Medical Officer, Premier, Inc.; Carolyn C. Scott, RN, MEd, MHA, Vice President, Performance Improvement and Quality, Premier, Inc.

D7/E7 Rehabilitating Stroke Rehab: An Unexpected Adventure!
Mary K. Guarneri, RN, Senior Director, New York City Health and Hospitals Corporation

INNOVATION AND SPREAD

D8/E8 Building a Self-Management Support System
Trissa Torres, MD, MSPH, FACP, Medical Director, Genesis HealthWorks, Genesis Health Park

D9/E9 Partnering with Students to Transform Care
Fundamental
Carly N. Strang, Project Manager, IHI; Shannon A. Mills, MHS, Community Manager, IHI; Deepa Ranganathan, Content Manager, IHI

D10/E10 Physician-Hospital Organization: An Evolving Accountable Care Organization
Masters
Mary Ellen Benzik, MD, Medical Director, Integrated Health Partners; Ruth Clark, RN, MPA, Executive Director, Integrated Health Partners

D11/E11 Sepsis Mortality Reduction: A Standardized Approach for Early Screening and Treatment
Melinda L. Skeath, RN, CNS, Executive Director, Quality & Regulatory Services, Kaiser Foundation Health Plan; Alan P. Whippy, MD, Medical Director for Quality and Safety, Kaiser Permanente; Barbara L. Crawford, MS, RN, Vice President, Quality & Regulatory Services, Kaiser Permanente; Carmen Adams, DNSc, RNC, Clinical Practice Consultant, Kaiser Permanente

LEADERSHIP AND GOVERNANCE

D12/E12 Value Creation: Mayo Clinic’s Strategic Blueprint
Stephen J. Swensen, MD, MMM, FACP, Director of Quality, Mayo Clinic; James A. Dilling, BSIE, Senior Administrator, Mayo Clinic

D13/E13 High-Performing Health Care in America: A Ten-Year Plan to Save Lives and Money
Fundamental
Susan D. DeVore, CEO, Premier, Inc.

D14/E14 Leading Large-Scale Change: The Role of the CEO
James M. Anderson, JD, President & CEO, Cincinnati Children’s Hospital Medical Center; Gary S. Kaplan, MD, CEO, Virginia Mason Medical Center

D15/E15 The Heart of Transformational Health Care Leaders
Barbara Balik, RN, EdD, Senior Faculty, IHI and Common Fire Healthcare Consulting; Jack Gilbert, EdD, FACHE, Director, Masters of Healthcare Innovations Program, Arizona State University
D16/E16 Succeeding Under a Global Payment Model
Jeanette Clough, President and CEO, Mount Auburn Hospital; Barbara Spivak, MD, President, Mount Auburn Cambridge IPA

MEASUREMENT TOOLS, TECHNOLOGY, AND QUALITY PROCESSES

D17/E17 Clinical Decision Support: Implications for “Meaningful Use” and the American Recovery and Reinvestment Act
Scott R. Weingarten, MD, MPH, President and CEO, Zynx Health; David C. Glassman, MD, MS, Associate Professor of Medicine, Senior Partner, and CMO, University of Utah

D18/E18 Healthcare Value Leaders Network
Helen Zak, COO, Lean Enterprise Institute

D19/E19 Metric Magic: Aligning Internal and External Priorities
Celeste Derheimer, RN, MBA, CPHQ, Administrative Director, Corporate Quality & Safety, Virginia Mason Medical Center; David F. Dreis, MD, Medical Director of Clinical Outcomes, Virginia Mason Medical Center

D20/E20 Transforming Health Care Using Comparative Effectiveness Research
Masters
Jed Weissberg, MD, Senior Vice President, Quality and Care Delivery Excellence, Kaiser Permanente

D21/E21 Advancing the Health of the Community Through Health IT
Joseph Thompson, MD, MPH, Surgeon General of the State of Arkansas, University of Arkansas for Medical Sciences; Donald A. Goldmann, MD, Senior Vice President, IHI; Charles J. Homer, MD, MPH, CEO, National Initiative for Children’s Healthcare Quality (NICHQ)

D22/E22 Using the Dartmouth Atlas to Foster Accountability
William B. Weeks, MD, MBA, Principal, The Office of Professional Education and Outreach, The Dartmouth Institute for Health Policy and Clinical Practice

D23/E23 Community-Based IT Support for Integrated Primary Care
Lisa Dulsky Watkins, MD, Associate Director, Vermont Blueprint for Health, Vermont Department of Health; Joyce E. Matsko, BSN, RN, CPHQ, Clinical Consultant, DocSite

D24/E24 Optimal Use of Specialty Services to Reduce Costs
Neil J. Baker, MD, Improvement Consultant, Neil Baker Consulting; Lawrence Shapiro, MD, Foundation Managed Care Medical Director, Palo Alto Medical Foundation; Patrick J. Hughes, MD, MS, Assistant Professor of Medicine, University of Wisconsin Medical Foundation; Peter Tilkemeier, MD, Medical Director, Nuclear Cardiology, The Miriam Hospital

D25/E25 Patient and Family Advisors: Moving from Complaints to Partners in Continuous Improvement
Sally Sampson, Founder, ChopChop Magazine; Jim Conway, MS, IHI Senior Fellow and Adjunct Faculty, Harvard School of Public Health

D26/E26 Win-Win Strategies That Produce Breakthroughs in the Patient AND Employee Experience
Wendy Leebow, EdD, Consultant, Wendy Leebow and Associates

PATIENT SAFETY

D27/E27 Engaging Physicians: Insights and Actions for Results
Jack Silversin, DMD, DrPH, President, Amicus Inc.

D28/E28 Scotland: Leading the Way in Health Care Quality
Carol R. Haraden, PhD, Vice President, IHI; Jason Leitch, DDS, MPH, National Clinical Lead for Quality, Scottish Government Health Department

D29/E29 Transforming Safety and Flow Across the Hospital
Stephen E. Muething, MD, Assistant Vice President of Patient Safety, Cincinnati Children’s Hospital Medical Center; Uma R. Kotagal, MBBS, MSc, Senior Vice President, Quality Transformation and Director, Health Policy & Clinical Effectiveness, Cincinnati Children’s Hospital Medical Center; Frederick C. Ryckman, MD, Vice President, System Capacity and PeriOperative Operations and Professor of Surgery, Cincinnati Children’s Hospital Medical Center

The David Calkins Memorial Scholarship
This scholarship will be awarded to a full-time student who demonstrates a strong interest in health care improvement, and will cover the cost of General Conference fees. This scholarship will also provide a $1,000 stipend to be used toward travel, lodging, or other National Forum expenditures. See www.IHI.org/Forum for details.

E: The Medical Home
Collaborate for Change: Learning How to Involve the Community
Ruth Clark, RN, MPA, Executive Director, Integrated Health Partners

In Homelessness, Housing + Medical Home = Health
Catherine Craig, LMSW, MPA, Health Integrator, Common Ground Community

Tough Love: What Can the Medical Home Really Deliver?
David Labby, MD, Medical Director, CareOregon

Medical Home Case Studies: Lessons from the TransferMED Project
Robert Eidus, MD, President, Cranford Family Practice
Events, Special Programs and Logistics

National Forum Orientation (optional)
December 5, 11:00 AM – 12:00 PM
December 6, 7:00 AM – 8:00 AM
December 7, 7:00 AM – 8:00 AM

If you are new to the National Forum, we suggest that you attend one of the National Forum Orientation sessions to help you navigate through the program and devise a personal learning plan. To participate, please pre-register by selecting one of the “National Forum Orientation” sessions during your online enrollment for the National Forum. Participation in the National Forum Orientation is free.

International Attendee Meeting
December 5, 5:30 PM – 7:30 PM
Gaylord Palms Resort and Convention Center

All National Forum attendees from outside the United States are invited to meet with colleagues from around the world. This informal get-together will provide an opportunity to network with peers who are working on health systems improvements outside the USA. Attendees will hear a brief account of IHI’s strategic vision and current execution of its global work.

NETWORKING OPPORTUNITIES

Welcome Reception
December 6, 3:30 PM – 6:30 PM
Exhibition Hall (Palms Ballroom)

Posterboard Reception
December 7, 4:30 - 6:30 PM
Exhibition Hall
(Palms Ballroom and Cypress 1)
Representatives from organizations with posterboards on display will be available to answer questions, share lessons learned, and network in an informal setting.

Dine Around
December 7, 6:00 PM – 8:00 PM
Join your colleagues for a casual dinner at one of the many award-winning restaurants of the Marriott World Center and Gaylord Palms Resort and Convention Center. Visit the IHI Dine Around staff in the Los Angeles Room at the Marriott World Center on December 7 for details.

Special Interest Breakfasts
December 8, 7:00 AM – 7:45 AM
Network with colleagues who face the same issues you do over breakfast. Participation in Special Interest Breakfasts is free of charge. These are optional sessions and do not carry continuing education credits. A full listing of Special Interest Breakfasts will be available online and in the On-Site Guide.

Scholarships
There is a limited amount of need-based scholarship funding available to offset the General Conference fees in cases of financial hardship. Please visit the “enroll” tab at www.IHI.org/Forum to complete a scholarship application. Scholarships are not available for Learning Labs, Minicourses, or Forum Excursions.

Student Activities

3rd Annual IHI Open School
Chapter Congress
December 6, 4:30 PM – 7:30 PM
Gaylord Palms Resort and Convention Center
This event is an opportunity for Chapters of the Open School to come together, share their successes and challenges, and generate ideas for the new year.

Faculty and Student Reception
December 6, 7:30 PM – 9:00 PM
Gaylord Palms Resort and Convention Center
A networking opportunity for students and IHI National Forum faculty.

IHI Open School Informational Lunch
December 7, 12:30 PM – 1:30 PM
Marriott World Center Resort and Convention Center
This lunch will include an overview of the IHI Open School and how to use the Open School’s resources.

IHI Open School Breakfast Session
December 8, 7:00 AM – 7:45 AM
Marriott World Center Resort and Convention Center
Learn how to create and sustain your IHI Open School Chapter with Jo-Inge Myhre, Chapter Leader at the University of Oslo.

For more information on student activities, please email openschool@IHI.org

Enrollment Fees

Sunday, December 5
Learning Labs $395
Scientific Symposium Learning Lab
Special Price of $100 (for Scientific Symposium attendees only)

Monday, December 6
Minicourses $595
Forum Excursions $595
Scientific Symposium $250

December 7 – 8
General Conference
$1,106 (on or before October 1)
$1,206 (after October 1)
$1,006 (groups of five or more)

Discounted rates are available for:
• Independent practices with fewer than 20 physicians
• Hospitals with fewer than 50 beds
• Members of the National Association of Public Hospitals
• Groups of five or more
• Students and medical residents
• Full-time faculty and deans

To learn more about discounted rates and additional scholarships, please visit the “enroll” tab at www.IHI.org/Forum.

Cancellations and Substitutions
You will receive a full refund of your enrollment fee if you cancel before December 5. 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 any time. For questions regarding cancellation or substitution, please contact IHI Customer Service at info@IHI.org or 617-301-4800.

Satisfaction Guaranteed
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.
The National Forum gives me great ideas to take home, while recharging my batteries for another year of improvement work.”

Richard Gitomer, MD, Chief Quality Officer, Emory University Hospital Midtown, Atlanta, Georgia
IHI would like to thank the members of our Board of Directors for their ongoing support and guidance.

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