

IHI Leadership Alliance Spring Meeting

Changing Times, Changing Health Care

April 30 – May 2, 2025

The Mayflower Hotel, 1127 Connecticut Avenue, NW, Washington, DC 20036, US

Day 1: Wednesday, April 30, 2025

Time	Topic
9:30 AM – 11:00 AM ET	<p>Optional Site Visit Inova Health High Reliability Operations Center</p> <p>Participate in a site visit to Inova Fairfax Hospital (Inova Health) to experience their virtual nursing program in action. Tour a nursing unit and the High Reliability Operations Center to engage with bedside nurses and the virtual nursing team to explore how virtual technology and workflows promote improved care, efficiencies, and nurse thriving.</p>
1:00 PM – 1:30 PM ET	<p>Registration <i>Location: The Mayflower Hotel, District Ballroom</i></p>
1:30 PM– 2:30 PM ET	<p>Welcome, Introductions, and Stories of Leadership <i>Jill Duncan, RN, MS, MPH, IHI Vice President</i></p> <p>Alliance colleagues and Chief Quality Officer colleagues will share personal stories and forge new connections, centering around the theme of Changing Times, Changing Health Care. Leaders are invited to share how they've approached change management during uncertain times. Storytelling Tips and Tricks (compliments of The Moth) might aid in your preparations.</p> <p>Session objectives include:</p> <ul style="list-style-type: none"> • Develop skills in storytelling and person-centered leadership. • Expand connections and relationships across IHI's Networks.
2:30 PM – 3:30 PM ET	<p>The Physics of Change <i>Greg Satell, Author and Co-Founder of ChangeOS</i></p> <p>As leaders committed to radical redesign in health care, you face the challenge of driving meaningful change within deeply complex systems. Whether you're working to transform safety, elevate equity, or redesign care delivery, you've likely encountered resistance—not just from others, but sometimes from the system itself.</p>

	<p>In this provocative and energizing keynote, transformation expert Greg Satell will explore the natural laws that govern how lasting change happens. Drawing on two decades of research and insights from his bestselling book <i>Cascades</i>, Greg will share how small, intentional actions—grounded in networks, shared values, and clear purpose—can cascade into systemic transformation. Attendees will gain a clearer understanding of why some efforts stall while others ignite lasting impact—and how you can apply these principles to advance your own strategic priorities, inspire your teams, and contribute to a collective movement for better care, better health, and lower cost.</p> <p>Session objectives include:</p> <ul style="list-style-type: none"> • Examine how networks drive transformational change by analyzing their collective power, key enablers of momentum, and strategies for sustaining long-term success. • Explore effective strategies for overcoming resistance and fostering collaboration to accelerate impact, maintain growth, and support continuous improvement.
3:30 PM – 3:45 PM ET	Break, Stretch, and Networking
3:45 PM – 5:00 PM ET	<p>The Future of Patient Safety – Transforming Safety Together <i>Dan Hyman, MD, MMM, IHI Faculty</i> <i>Steve Muething, MD, Senior Clinical Director, Cincinnati Children's, IHI Faculty</i> <i>TST Advisory Committee Members</i></p> <p>Building upon IHI's newest Network – <i>Transforming Safety Together</i> – we will recommit to the fundamental principle that we don't compete on safety. This session will outline how a unified focus on patient and workforce safety can drive transformation across healthcare settings. Participants will be invited into small group discussions to focus on action-oriented strategies to reduce harm and advance the safety system design necessary to drive meaningful impact across organizations.</p> <p>Session objectives include:</p> <ul style="list-style-type: none"> • Examine the essential role of organizational cross-collaboration to advance understanding of patient safety. • Design novel actions that health care organizations can undertake to address harm affecting their patient populations.
5:00 PM – 5:30 PM ET	<p>Closing and Preparations for Day 2 <i>Amy Weckman, MSN, APRN, CNP, CPHQ, CPPS, Project Director, IHI</i></p>
6:00 PM – 7:30 PM ET	<p>Welcome Reception <i>Location: Palm Court Ballroom, The Mayflower Hotel</i></p>

The IHI team is eager to welcome Alliance colleagues to Washington, DC for the 2025 Spring Meeting. We invite you to join Alliance and Chief Quality Officer colleagues in connecting and reconnecting. Please join us for drinks and light appetizers as we close out our first day.

Day 2: Thursday, May 1, 2025

Time	Topic
6:30 AM – 7:30 AM ET	Optional Walk or Run with Alliance Colleagues Join us to explore the city and see national monuments in the company of old and new friends. Please meet in the lobby of the Mayflower Hotel.
8:00 AM – 9:00 AM ET	Breakfast <i>Location: District Ballroom, The Mayflower Hotel</i>
9:00 AM – 10:00 AM ET	Welcome and Alliance Programming Updates and Priorities <i>Jill Duncan, RN, MS, MPH, IHI Vice President</i> <i>Amy Weckman, MSN, APRN, CNP, CPHQ, CPPS, Project Director, IHI</i> Share insights from Alliance programs and partnerships from the past membership year and look ahead to opportunities for new collaborations. Session objectives include: <ul style="list-style-type: none"> Identify network innovations and advocacy focused on top-of-mind issues in health care. Formulate connections across the network to develop emerging engagements and identify collective priorities.
10:00 AM – 11:00 AM ET	If I Had a Crystal Ball: Health Policy Predictions <i>Don Berwick, MD, MPP, IHI President Emeritus</i> <i>Chris Jennings, President of Jennings Policy Strategies</i> This fireside chat will bring an ear-to-the-ground perspective on where the US health care system is moving. Explore the evolving political landscape, potential policy shifts on the horizon, and implications for the health care sector. We will save ample time for Alliance questions and discussion. Session objectives include: <ul style="list-style-type: none"> Assess recent and upcoming health policy changes affecting health care organizations across the US. Define the role of health care leaders in safeguarding the Triple Aim amidst a changing political administration.

11:00 AM – 11:15 AM ET	Break, Stretch, and Networking
11:15 AM – 12:15 PM ET	<p>Health Care AI at Speed: What Sticks, What Scales, and What’s Hype</p> <p>A live <i>Turn on the Lights</i> podcast recording hosted by Dr. Don Berwick and Dr. Kedar Mate, and featuring Alliance leaders: <i>Charles Binkley, MD, FACS, HEC-C, Director of AI Ethics and Quality, Hackensack Meridian Health</i> <i>Brett Moran, MD, Chief Health Officer, Parkland Health</i> <i>Lucas Zier, MD, MS, Director of Cardiovascular Performance and Outcomes, Zuckerberg San Francisco General Hospital, Co-Founder of PROSPECT lab</i></p> <p>As health care leaders strive to harness the power of AI amidst the overwhelming and rapid pace of innovation, this panel session offers practical guidance drawn from the Alliance AI Accelerator. Explore actionable insights to help drive transformation while ensuring responsible adoption of AI within health care organizations. This session is not eligible for continuing education credit.</p> <p>Session objectives include:</p> <ul style="list-style-type: none"> • Summarize how augmented and artificial intelligence technologies have and will impact health care in the coming years. • Identify guiding principles for assessing the feasibility, safety and ethics of adopting AI across health care settings.
12:15 PM – 1:00 PM ET	<p>Lunch and Networking</p> <p><i>Location: District Ballroom, The Mayflower Hotel</i></p>
1:00 PM – 2:00 PM ET	<p>Catharsis or Change. Write, Speak, and Organize for Impact</p> <p><i>Don Berwick, MD, MPP, IHI President Emeritus</i> <i>Frederick Isasi, JD, MPH, Former Executive Director of Families USA</i></p> <p>Influencing health policy requires the collective voice of today’s health care leaders. This skill-building session will help you craft your message for making change in what matters. Together, we will discover and practice how storytelling, social media, writing and community organizing can be outlets for health care leadership advocacy.</p> <p>Session objectives include:</p> <ul style="list-style-type: none"> • Express ideas with clarity and authenticity on moral and ethical imperatives in health care. • Compose compelling messages and narratives that inspire action and resonate with diverse stakeholders. • Compare modern communication platforms and approaches to engage effectively with today’s workforce and diverse communities, ensuring messages are accessible, inclusive, and impactful.

2:00 PM – 2:15 PM ET	Break, Stretch, and Networking
2:15 PM – 3:25 PM ET	<p>Alliance Capsule</p> <p>A consultation-like activity aimed at harnessing the genius and experience in the room. Attendees will be prompted to bring a challenge or problem they are trying to solve back home. Partnered in small groups, members will have the opportunity to solicit practical and imaginative help from colleagues immediately, at a cost everyone can afford (Free!).</p> <p>Session objectives include:</p> <ul style="list-style-type: none"> • Examine challenges faced across the Alliance and generate approaches and strategies for solving real-world problems. • Synthesize diverse ideas and insights from colleagues to develop practical solutions using collective expertise and experience.
3:25 PM - 3:30 PM ET	<p>Alliance Preparation for Friday (Day 3) <i>Amy Weckman, MSN, APRN, CNP, CPHQ, CPPS, Project Director, IHI</i></p>
Adjourn	

Day 3: Friday, May 2, 2025

Time	Topic
8:00 AM – 9:00 AM ET	<p>Breakfast <i>Location: District Ballroom, The Mayflower Hotel</i></p> <p>Members are encouraged to convene special interest breakfast table discussions as time and space allow.</p>
9:00 AM – 10:00 AM ET	<p>Welcome & Workforce Spotlight <i>Jill Duncan, RN, MS, MPH, IHI Vice President</i> <i>Maureen Sintich, DNP, MBA, RN, WHNP-BC, NEA-BC, Chief Nurse Executive, Inova Health</i></p> <p>Focusing on workforce resilience, development, and future-ready system designs, we will kick off the day with an engaging session that connects member networking to workforce ideation and the exchange of innovative ideas.</p> <p>Session objectives include:</p>

	<ul style="list-style-type: none"> • Identify key elements of workforce resilience and innovative system designs that contribute to organizational sustainability and adaptability. • Design actionable strategies for building a resilient workforce, incorporating new solutions generated through collaborative idea generating.
10:00 AM – 11:00 AM ET	<p>QI Back to Basics and Future Forward <i>Don Berwick, MD, MPP, IHI President Emeritus</i> <i>Partners from IHI Networks</i></p> <p>Discover the power of revisiting quality improvement fundamentals amid evolving health care challenges. Explore how core QI principles, illustrated through a lively <i>Red Bead Game</i>, can drive innovation, enhance care quality, and shape a more resilient and forward-thinking health care future.</p> <p>Session Objectives:</p> <ul style="list-style-type: none"> • Explore foundational underpinnings of quality improvement (QI) principles and their critical role in addressing emerging challenges in today's evolving health care landscape. • Evaluate innovative approaches in health care quality and safety, assessing their alignment with core QI strategies to drive sustainable, future-forward solutions.
11:00 AM – 11:15 AM	Break, Stretch, and Networking
11:15 AM – 12:15 PM ET	<p>Advancing Equity Today, Investing in Tomorrow <i>Katie Boston-Leary, PhD, MBA, MHA, RN, NEA-BC, FADLN, Senior Vice President of Equity and Engagement, American Nurses Enterprise</i></p> <p>Through over 30 years of experience as a nurse and leader, Katie Boston-Leary has learned that change comes from within and that workforce well-being and health equity are inextricably linked. This session will highlight the powerful connection between the two and explore how investing in a diverse and inclusive workforce can drive meaningful progress and pave the way for stronger teams and improved patient-centered care.</p> <p>Session objectives include:</p> <ul style="list-style-type: none"> • Assess key lessons from ANA's workforce diversity and well-being initiatives to understand their impact on health care professionals and patient outcomes. • Explore strategies that strengthen workforce well-being, diversity, and health equity, ensuring a supportive and inclusive health care environment.
12:15 PM – 12:30 PM ET	<p>Priorities, Wrap-Up and Looking Ahead <i>Jill Duncan and Dr. Don Berwick</i></p>

12:30 PM –
1:30 PM ET

Lunch and Networking

A grab-and-go, boxed lunch will be available. We encourage members to stay through lunch and continue conversation, collaboration, and networking.

Adjourn

The IHI Team recommends allocating 30-minutes for travel to Ronald Reagan Washington National Airport and at least 45-minutes to Dulles International Airport.