


IHI National Forum

2019

on Quality Improvement in Health Care



December 8–11
Orlando, FL

ihi.org/NF
#IHIForum

We're making better care for older adults a reality.



Age-Friendly 
Health Systems

Join our movement to bring age-friendly care to all older adults. Learn more about Age-Friendly Health Systems at booth 413 and attend sessions:

SH22: Age-Friendly Health Systems: Safe Care that Matters with Older Adults

Sunday, Dec. 8th, 1:00 PM – 4:30 PM

SIB5: Special Interest Breakfast – Join the Age-Friendly Health Systems Movement

Wednesday, Dec. 11th, 7:00 AM – 7:45 AM

4Ms as Best Care for Older Adults: Implement & Sustain

Wednesday, Dec. 11th – Repeat Sessions

D32: 9:30 AM – 10:45 AM

E32: 11:15 AM – 12:30 PM

Age-Friendly Health Systems is an initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement, in partnership with the American Hospital Association and the Catholic Health Association of the United States.

Visit ihi.org/AgeFriendly



**The John A. Hartford
Foundation**

Welcome!

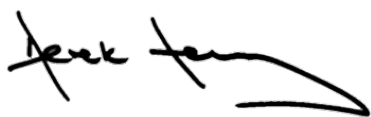
Earlier this year, I was asked how I stay motivated in my job of improving health and health care. At first, this struck me as a rather odd question. To be candid, staying motivated isn't a problem for me. I'm privileged to get to do the work I do and lead an organization like IHI. And I'm just as privileged to get to engage with all of you — the thousands and thousands of dedicated professionals who are improving lives every day. This engagement, both at home in Boston and on the road around the world, provides more than ample motivation. As does an honest reckoning of the challenges we all face: trying to improve within large, complex, and often fractured systems of care; working to solve problems with a myriad of contributing factors; and charting a clear path forward in an environment in which the only constant is change.

As I thought more about what prompted this question about motivation, I realized that facing the same challenges, year after year, can of course drain motivation and energy. This is one of the key reasons why the National Forum is so important. Working to improve against the longstanding, intractable issues in health and health care — e.g., safety, equity, value — requires a vigilance that can exhaust even the most passionate. Only by coming together, learning together, and working together can we overcome these challenges. The National Forum isn't just a welcome opportunity to see old friends and meet new ones. This Forum is an essential vehicle through which we can harness and direct our collective energy toward our shared aims. This is why I look forward to the Forum so much each year. I get to spend time with friends, old and new, AND I get to be a part of us all taking the next steps toward a better, healthier, future.

Welcome to the National Forum.



Sincerely,



Derek Feeley
President and CEO
Institute for Healthcare Improvement

Table of Contents

Conference Map	Reverse Cover
Conference Information	2
Code of Conduct	4
Forum at a Glance	6
Keynotes.	8
Networking Opportunities	10
Spotlight Sessions	11

Sunday, December 8

Full- and Half-Day Workshops	12
International Attendee Meeting	14

Monday, December 9

Scientific Symposium	16
Excursions	16
Half-Day Workshops (Morning)	17
Full-Day Workshops	18
Half-Day Workshops (Afternoon)	20
IHI Open School Congress	21
Pre-Conference Keynote	21
Receptions	21

Tuesday, December 10

National Forum Orientation.	22
Keynote One	22
Storyboard Walkarounds, Spotlight Sessions, A and B Workshops	22
Networking Lunches	26
Storyboard Walkarounds, Spotlight Session, C Workshops	26
Keynote Two	30
Storyboard Reception.	30
National Forum Celebration	30

Wednesday, December 11

Special Interest Breakfasts	32
IHI Membership Breakfast	34
Keynote Three.	34
Spotlight Sessions, D and E Workshops	34
Networking Lunches	41
Keynote Four.	41

• • • •

Innovation Theater.	42
Book Signings	44
Continuing Education.	46
Shuttle Map	48
General Information.	50
Supporters	52
Exhibitors	55
Exhibitor Index	64
Solutions Connection	65
Notes	68

Conference Information

Videographers and Photographers

Please note that IHI will have videographers and photographers at the National Forum. **We may capture your image for use on TV during the National Forum, on the IHI website, or in other IHI materials.**


Conference Tracks

Select sessions within one or more of our 10 Conference Tracks.

- Building Improvement Capability
- Care and Health for Older Adults
- Equity
- Improvement Science
- Joy in Work
- Leadership
- Moving from Volume to Value
- Patient Safety
- Person-Centered Care
- Population Health

Supported by:
 PETERSON
CENTER ON
HEALTHCARE

Note:

- Sessions relevant to more than one track are listed more than once.
- Some sessions within these tracks have particular relevance to maternal and neonatal health. They are marked with this symbol .
- Some sessions within these tracks focus on mental health and well-being and are marked in the schedule.

Download the Mobile App

Download the IHI app and log in with your email to access conference information, daily agenda, session descriptions, presenter biographies, networking events, and more.

1. Go to either the iOS App Store or Google Play Store and search “IHI Conferences.”
2. Download the “IHI Conferences” app and click “Open” when finished.
3. Select “IHI National Forum 2019” by clicking “Open.”
4. When the app launches, click on the hamburger icon on the top left and click “Log in for more features!”
5. Enter your first and last name and click “Next.”
6. A verification code will be sent to the email you used to register for the IHI National Forum. (If you don’t receive an email, please check your spam folder.)
7. Go back to the app and enter the verification code to access the mobile app.

For help with the app, ask any IHI Blue Shirt.

FREE WiFi

1. In the WiFi settings on your device, select “view available wireless networks” and connect to the “IHIFORUM” wireless network.
2. Open a new web browser and type “ihi.org” into the address bar. You will be redirected to a Marriott webpage.
3. Enter “**IHI31FORUM**” (case sensitive) as the Meeting Passcode and click “**CONNECT.**”

Spotlight Sessions

Five of the most popular sessions are highlighted as Spotlight Sessions. All Spotlight Sessions are held in the Palms Ballroom and will be broadcast to virtual attendees via livestream broadcast. See the full listing on page 11.

Sessions Key

- S Student:** This session has been selected from a wide range of topics and disciplines that are especially appropriate for students who are new to quality improvement or the National Forum.
- B Beginner:** This session will offer helpful ideas and tools for newcomers to the world of quality improvement.
- I Intermediate:** This session is for attendees who have a sound knowledge of quality improvement methodology.
- A Advanced:** This session is for the advanced learner and will provide cutting-edge improvement thinking.

About the Institute for Healthcare Improvement (IHI)

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization based in Boston, Massachusetts, USA. For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI collaborates with a growing community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better.



Code of Conduct

1. Purpose

- a. The Institute for Healthcare Improvement (IHI) believes the National Forum should be open for everyone and is committed to providing a friendly, safe, and welcoming environment for all, regardless of race, ethnicity, gender identity and expression, sexual orientation, disability, religion, age, or nation of origin.
- b. The physical, emotional, and psychological safety of everyone involved with the National Forum is of paramount importance to us. IHI has developed a Code of Conduct outlining our expectations for all participants, including presenters, vendors, exhibitors, attendees and guests, faculty, and IHI staff, as well as the consequences for unacceptable behavior.
- c. Before the Forum, we are asking all parties to review and agree to the Code of Conduct. We appreciate your joining us in support of our mission to improve health and health care worldwide through our values of equity, courage, love, and trust.

2. Expectations for Behavior

- a. We ask all participants to abide by our values of equity, courage, love, and trust.
 - i. **Equity:** We work to prevent and undo unfair systems, policies, and forms of racism and discrimination that drive gaps in our organization and in our work. We tell the truth about inequities and value all voices. We believe that we are interconnected and that inequities lead us all to lose. We want everyone to thrive and none of us can truly thrive until we all do.
 - ii. **Courage:** We stay true to our values, even in the face of risk or loss. We speak up. We do this all in the service of personal and organizational integrity.
 - iii. **Love:** We build relationships grounded in patience, kindness, gratitude, and respect. In our teams and in our work, we bring our whole selves in an authentic and caring spirit and encourage others to do the same.
 - iv. **Trust:** We recognize the unique experience that each of us brings and believe in each other's strengths. We ensure that people feel empowered and supported. We engage in genuine dialogue and encourage feedback with one another and our customers.
- b. Be considerate, respectful, and collaborative.
- c. Refrain from demeaning, discriminatory, or harassing behavior and speech.
- d. Be mindful of your surroundings and your fellow participants. Alert a Blue Shirt or a National Forum organizer if you notice a dangerous situation or someone in distress.

3. Unacceptable Behavior

- a. Unacceptable behaviors include: intimidating, harassing, abusive, discriminatory, derogatory, or demeaning conduct by anyone participating in the IHI National Forum.
- b. Harassment includes: offensive verbal comments related to gender, sexual orientation, race, religion, or disability; inappropriate use of nudity and/or sexual images in public space; deliberate intimidation, stalking, or following; harassing photography or recording; sustained disruption of sessions, presentations, or other events; inappropriate physical contact; and unwelcome sexual attention.

4. Consequences of Unacceptable Behavior

- a. Unacceptable behavior will not be tolerated whether by presenters, vendors, exhibitors, attendees, guests, faculty, or IHI staff.
- b. Anyone asked to stop unacceptable behavior is expected to comply immediately.
- c. If someone engages in unacceptable behavior, IHI and the National Forum organizers reserve the right to take steps to resolve the situation, up to and including expulsion from the National Forum and removal from the Marriott World Center grounds.

5. What to Do If You Witness or Are Subject to Unacceptable Behavior

- a. If you are subject to unacceptable behavior, notice that someone else is being subject to unacceptable behavior, or have any other concerns, please notify a Blue Shirt or National Forum organizer as soon as possible.
- b. Alternative Contact Points: If you would prefer other ways to contact us, send an email to hrtteam@ihi.org, and it will be reviewed by a member of the IHI Human Resources team. You are welcome to report an incident anonymously; however, if you would like someone to follow up with you about the progress of your incident report, you would need to provide contact information.
- c. Confidentiality and Follow Up: Our team will do its best to work with you to co-design next steps whenever possible, including, but not limited to ensuring as much confidentiality as feasible.
- d. As needed, the National Forum organizers or a representative of IHI will be available to help participants contact building security or local law enforcement, to provide escorts, or to otherwise to the best of our ability help those experiencing unacceptable behavior to feel physically and psychologically safe for the duration of the National Forum.

CareSelect™



Enterprise-Wide Clinical Decision Support



CareSelect establishes a standard of care and drives decision support interventions in native EHR ordering workflows. Within a service line or across the enterprise, CareSelect eliminates waste and improves quality.

- Establish a standard of care with criteria authored by leading medical specialty societies
- Deliver guidelines for advanced imaging, laboratory testing, and patient blood management
- Optimize workflows and analyze provider ordering to target your organizational needs
- Comply with important federal mandates, including the imaging requirements of the Protecting Access to Medicare Act

Learn more at www.nationaldecisionsupport.com

**NATIONAL
DECISION SUPPORT**
COMPANY
A Change Healthcare Company

Forum at a Glance

Sunday, December 8

Pre-Conference

Coffee break provided for Pre-Conference attendees

7:00 AM – 5:00 PM

Badge Pick-Up Area Open

1:00 PM – 4:30 PM

Half-Day Workshops

5:00 PM – 6:00 PM

Sunset Yoga, West Terrace

5:00 PM – 7:00 PM

International Attendee Meeting, Grand Ballroom, Salon 7

Monday, December 9

Pre-Conference

Continental breakfast, coffee break, and lunch provided for Pre-Conference attendees

6:30 AM – 5:30 PM

Badge Pickup Area Open

8:00 AM - 4:00 PM

Scientific Symposium, Gaylord Palms Resort, Sun Ballroom A-B

Excursions

8:00 AM – 11:30 AM

Half-Day Workshops

8:30 AM – 4:00 PM


Full-Day Workshops

12:30 PM – 4:00 PM

Half-Day Workshops

3:00 PM – 5:30 PM

IHI Open School Chapter Congress, Crystal Ballroom, Salon H

Supported by:
 KAISER PERMANENTE

3:30 PM – 5:45 PM

Forum Hall Open, Cypress Ballroom

4:00 PM – 5:45 PM

Welcome Reception, Forum Hall

Supported by:
 vizient

5:45 PM – 6:45 PM

Pre-Conference Keynote, Palms Ballroom

6:30 PM – 8:00 PM

IHI Equity Reception, Grand Ballroom Salon 4-6

7:00 PM – 7:30 PM

Candlelight Vigil, Courtyard Terrace

7:00 PM – 9:00 PM

Presenter and Student Reception, Grand Ballroom, Salon 7

Tuesday, December 10

Conference Day 1

6:30 AM – 5:30 PM

Badge Pickup Area Open

7:00 AM – 8:00 AM

National Forum Orientation, Crystal Ballroom, Salon G

8:00 AM – 9:00 AM

Keynote One, Palms Ballroom and Overflow Rooms

Supported by:
 PETERSON
CENTER ON
HEALTHCARE

9:30 AM – 10:45 AM

Storyboard Walkarounds and A Sessions



FREE WiFi

1. In the WiFi settings on your device, select “view available wireless networks” and connect to the “IHIFORUM” wireless network.
2. Open a new web browser and type “ihi.org” into the address bar. You will be redirected to a Marriott webpage.
3. Enter “**IHI31FORUM**” (case sensitive) as the Meeting Passcode and click “**CONNECT.**”

11:00 AM – 1:30 PM

Forum Hall Open, Cypress Ballroom

11:15 AM – 12:30 PM

Storyboard Walkarounds and B Sessions
(repeat of A Sessions)

12:30 PM – 1:30 PM

Lunch, Forum Hall

12:40 PM – 1:20 PM

Death Over Deli, Longitude/Latitude Dining Room
Breaking the Rules in Mental Health Care, Hall of Cities, Denver

1:30 PM – 2:45 PM

Storyboard Walkarounds and C Sessions

3:15 PM – 4:15 PM

Keynote Two, Palms Ballroom and Overflow Rooms

4:30 PM – 6:30 PM

Storyboard Reception, Forum Hall, Cypress Ballroom

4:30 PM – 6:30 PM

Forum Hall Open, Cypress Ballroom

6:30 PM – 10:00 PM

National Forum Celebration, Marriott Pool

Wednesday, December 11 Conference Day 2

6:30 AM – 1:30 PM

Badge Pickup Area Open

7:00 AM – 7:45 AM

Special Interest Breakfasts

8:00 AM – 9:00 AM

Keynote Three, Palms Ballroom and Overflow Rooms



9:30 AM – 10:45 AM

D Sessions

11:00 AM – 1:30 PM

Forum Hall Open, Cypress Ballroom

11:15 AM – 12:30 PM

E Sessions (repeat of D Sessions)

12:30 PM – 1:30 PM

Lunch, Forum Hall

12:40 PM – 1:20 PM

Lunch & Launch, Crystal Ballroom, Salon N
Redefining Our Lane — Advocacy in Health Care, Crystal Ballroom, Salon K-M

1:30 PM – 2:30 PM

Keynote 4, Palms Ballroom and Overflow Rooms

Keynotes

Monday, December 9
7:00 PM – 7:45 PM
IHI Forum Bookstore
Abby Wambach will be signing copies of her book *WOLFPACK: How to Come Together, Unleash Our Power, and Change the Game*



Pre-Conference Keynote

Monday, December 9

5:45 PM – 6:45 PM • Palms Ballroom

One of the world's best players in the air, **Abby Wambach** is currently the number-one, all-time leading scorer in international soccer history with 160 career goals. The USA's emotional leader was her country's leading scorer in the 2011 and 2015 Women's World Cup tournaments, and the 2004 and 2012 Olympics. (She missed Beijing 2008 due to a broken leg.) Her ability to wear down defenses with her physical play, aerial game, and hard running has long been a key to the USA's success. Ms. Wambach is a true leader on and off the field, an ambassador for Right to Play and USAID among other organizations. She is the youngest of seven children and claims she got her "toughness" from her four older brothers. She loves coffee, cooking, music, and the beach.



Keynote One • Tuesday, December 10

Supported by:
PETERSON
CENTER ON
HEALTHCARE

8:00 AM – 9:00 AM • Palms Ballroom and Overflow Viewing Rooms

Derek Feeley, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI's Executive Vice President from 2013–2015, during which time he had executive-level responsibility for driving IHI's strategy in five focus areas: Improvement Capability; Person- and Family-Centered Care; Patient Safety; Quality, Cost, and Value; and the Triple Aim.

Prior to joining IHI in 2013, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In that role, he was the principal advisor to the Scottish Government on health and health care policy and on public service improvement. He also provided leadership to NHS Scotland's 140,000 staff in their delivery of high-quality health and health care. In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.

Watch Keynotes in the Palms Ballroom or from the Overflow Viewing Rooms in the Crystal Ballrooms.



Keynote Two • Tuesday, December 10

3:15 PM – 4:15 PM • Palms Ballroom and Overflow Viewing Rooms

Tarana Burke is a social justice advocate and Founder of the “me too.” Movement. She shares the story behind the genesis of the viral movement, recognized in 2017 by TIME magazine in its “Person of the Year” issue, and gives strength and healing to those who have experienced sexual trauma or harassment.

A sexual assault survivor herself, Ms. Burke is now working under the banner of the “me too.” Movement to assist other survivors and those who work to end sexual violence. She is Executive Director of the Me Too organization. On stage, she provides words of empowerment that lift up marginalized voices; enables survivors across all races, genders, or classes to know that they are not alone; and creates a place for comfort and healing to those who have experienced trauma.



Keynote Three • Wednesday, December 11

Supported by:
WELSTAR
Health Systems

8:00 AM – 9:00 AM • Palms Ballroom and Overflow Viewing Rooms

Raj Panjabi, MD, MPH, is the Chief Executive Officer of Last Mile Health and Assistant Professor of Medicine at Harvard Medical School and the Division of Global Health Equity at Brigham and Women’s Hospital. Dr. Panjabi grew up in Liberia but was forced to flee with his family when he was nine years old due to civil war. After returning to Liberia as a medical student, he co-founded Last Mile Health in 2007.

Last Mile Health partners with governments to design and scale national community health workforces to bring lifesaving primary health care to the world’s most remote communities. Last Mile Health and its partners are also building the Community Health Academy, a global platform that leverages the power of digital technology to modernize the training of community health workers and health system leaders.



Keynote Four • Wednesday, December 11

1:30 PM – 2:30 PM • Palms Ballroom and Overflow Viewing Rooms

Donald M. Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement, is also former Administrator of the Centers for Medicare & Medicaid Services. A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health, and on the staffs of Boston Children’s Hospital, Massachusetts General Hospital, and the Brigham and Women’s Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first “Independent Member” of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality. He served two terms on the Institute of Medicine’s (IOM’s) Governing Council, was a member of the IOM’s Global Health Board, and served on President Clinton’s Advisory Commission on Consumer Protection and Quality in the Healthcare Industry.

Recognized as a leading authority on health care quality and improvement, Dr. Berwick has received numerous awards for his contributions. In 2005, he was appointed Honorary Knight Commander of the British Empire by the Queen of England in recognition of his work with the British National Health Service. Dr. Berwick is the author or co-author of more than 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School.

Networking

Sunday, December 8

Sunset Yoga

5:00 PM – 6:00 PM • West Terrace

Led by Elena Origlio, Senior Event Assistant, Blue Shirt, IHI, and Certified Yoga Instructor, this all-levels class will help you to improve flexibility, build strength, and develop control and endurance. Mats will be provided. Space and mats are available on a first-come, first-served basis. Preregistration is not required.

International Attendee Networking Meeting

5:00 PM – 7:00 PM • Grand Ballroom, Salon 7

All National Forum attendees are invited to this informal networking meeting to interact with colleagues from around the globe.

Monday, December 9

Welcome Reception Supported by: **vizient.**

4:00 PM – 5:45 PM • Forum Hall (Cypress Ballroom)

Join attendees and more than 100 exhibitors in the Forum Hall for snacks, drinks, and the opportunity to learn about the latest health care technologies, innovations, and services.

IHI Health Equity Reception

6:30 PM – 8:00 PM • Grand Ballroom, Salon 4-6

All National Forum attendees are invited to meet and connect at a reception with IHI leaders and staff as well as colleagues from around the world to discuss equity initiatives in their organizations.

Candlelight Vigil

Honoring Our Patients, Friends, and Family Members

7:00 PM – 7:30 PM • Courtyard Terrace

(across from the National Forum Bookstore)

Every year, we gather as a health care community to remember and honor our patients, friends, family members, and colleagues who have been lost to adverse events. Candles will be provided.

Presenter and Student Reception

7:00 PM – 9:00 PM • Grand Ballroom, Salon 7

This reception is offered exclusively for National Forum presenters, students, and IHI faculty.

Tuesday, December 10

Lunch-N-Learns

12:40 PM – 1:20 PM

LNL1: Breaking the Rules in Mental Health Care Hall of Cities, Denver

Where is the only place in the hospital that will take away your phone while you wait for care? And when was the last time your hospital questioned why that process is in place, who benefits, and who might be harmed? Some protocols and procedures around mental health are based on gut reactions to isolated adverse events rather than on evidence and can cause real harm to patients and families. Join us for an informal and thought-provoking lunch conversation about revisiting presumptions around practices related to mental health care, focusing on the patient and family experience of these protocols, and thinking together about ideas for changing the status quo.

Robin Henderson, PsyD, Chief Executive, Behavioral Health, Providence St. Joseph Health; Chris Bouneff, Executive Director, National Alliance on Mental Illness

LNL2: Death Over Deli Longitude/Latitude

Like most people, you know you should talk about your wishes for end-of-life care — particularly if you couldn't speak for yourself. But something gets in the way — like how to start, or maybe plain old denial. Join The Conversation Project team for a casual lunch and friendly conversation about what matters most to you. Ensure your wishes will be expressed and respected. Don't wait. It's always too soon — until it's too late.

Patty Webster, Improvement Advisor, Faculty, IHI; Kate DeBartolo, Senior Director, IHI

Storyboard Reception

4:30 PM – 6:30 PM • Forum Hall (Cypress Ballroom)

Check out the 500+ improvement storyboards displayed by fellow attendees at this networking event. Storyboard presenters will be present to answer your questions about their quality improvement journeys.

National Forum Celebration

6:30 PM – 10:00 PM • Marriott Pool

Join us by the Marriott pool to meet and engage with other attendees. Live music and fresh fare provided; cash bar available.

Wednesday, December 11

Special Interest Breakfasts

7:00 AM – 7:45 AM

Network with colleagues and discuss a variety of topics over breakfast. See pages 32-34 for details.

Lunch-N-Learn

12:40 PM – 1:20 PM

LNL3: Redefining Our Lane — Advocacy in Health Care

Crystal Ballroom, Salon K-M

This is a case-based, interactive, team-based session with participants working in groups on various tools of advocacy in health care. Our department has been involved in advocacy at the local, state, national, and global levels to address the needs of our patients, communities, and providers. Whether learning to write an op-ed, speak to reporters, lobby with legislators, or run for political office, advocacy is an important tool for those involved in health care to make a difference. And we should not be worried about “staying in our lane,” because the entire process is our lane. Participants will leave with a framework to get involved in advocacy at their home institutions/organizations at various levels within and outside of health care.

Tochi Iroku-Malize, MD, Chair, Family Medicine, Northwell Health; Barbara Keber, President, New York State Academy of Family Physicians, Vice Chair, Department of Family Medicine, Northwell Health, Associate Professor, Donald and Barbara Zucker School of Medicine Hofstra/Northwell; Prest Adebawale

LNL4: Lunch & Launch! New Reports on Social and Health Care Integration, Joy in Work, the Opioid Crisis, and Patient Safety Measurement

Crystal Ballroom, Salon N

Grab your lunch and hear from IHI facilitators speaking about the recent NASEM reports on social care / health care integration and joy in work; a report being co-issued by the Grayken Center at Boston Medical Center and IHI on best hospital practices when dealing with opioid addiction; and a Salzburg Statement co-produced with IHI's Lucian Leape Institute on global principles for measuring patient safety.

Susan Edgman-Levitan, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital; Saranya Loehrer, MD, Head of Innovation, IHI; Mara Laderman, Senior Director of Innovation, IHI; Kedar Mate, MD, Chief Innovation and Education Officer, IHI

Spotlight Sessions

Five of the most popular sessions have been selected as Spotlight Sessions. This enables us to match supply and demand for the most popular content and supports our continuing efforts to improve and refine the National Forum program. All Spotlight Sessions are held in the Palms Ballroom and will be broadcast to virtual attendees via Livestream.

Tuesday, December 10

Palms Ballroom

A14: Safety First: Reducing Serious Safety Events with High Reliability

B • 9:30 AM – 10:45 AM

Rocco Orlando III, MD, Chief Medical Officer, Hartford Health Care Corp; Stephanie Calcasola, RN-BC, CPHQ, Vice President, Quality and Safety, Hartford Health Care Corp; Erika Sundrud, Vice President, Care Delivery Optimization, Hartford Health Care Corp

Track: Patient Safety

B6: An Improvement Culture that Outlasts Your Leaders

A • 11:15 AM – 12:30 PM

John Toussaint, MD, Chairman, Catalysis; Aravind Chandrasekaran, PhD, Associate Professor and Associate Director, Center for Operational Excellence, The Ohio State University

Track: Leadership

C26: Sustaining Improvement in Daily Work

B • 1:30 PM – 2:45 PM

Karen Baldoza, MSW, Executive Director and Improvement Advisor, IHI; Kevin Little, PhD, Principal, Informing Ecological Design, LLC; Jeff Rakover, Research Associate, IHI

Track: Building Improvement Capability

Wednesday, December 11

Palms Ballroom

D1: From Learners to Leaders: Systems-Based Approaches to Foster Joy in Work

A • 9:30 AM – 10:45 AM

Jessica Perlo, Director, IHI; Derek Feeley, President and CEO, IHI; Jessica Fried, MD, PGY-5 Chief Resident, Penn Radiology; Lakshman Swamy, MD, Resident, Boston Medical Center

Track: Joy in Work

E33: What Matters Most: “Listening First” for Building Health Equity

B • 11:15 AM – 12:30 PM

Kirstin Siemering, DrPH, Program Manager, American Heart Association; Winston Wong, MD, Medical Director, Community Benefit, and Director, Disparities Improvement and Quality Initiatives, Kaiser Permanente; Eduardo Sanchez, MD, Chief Medical Officer for Prevention, American Heart Association; Don Conley, Executive Director, United African American Ministerial Action Council; Andrea Tull, PhD, Director of Reporting and Analytics, Massachusetts General Hospital; Aswita Tan-McGrory, Deputy Director, Massachusetts General Hospital

Track: Equity

Sunday

8:30 AM – 4:00 PM

Full-Day Workshop

Patient Safety

SF1: CPPS Review Course

I • North Tower, Key West

Mark Jarrett, MD, CPPS, Senior Vice President and Chief Quality Officer, Northwell Health; Dot Snow, CPPS, Director, National Care Experience, Risk and Patient Safety in National Health Plan & Hospital Quality, Kaiser Permanente; Maureen Frye, CRNP, ANP-BC, CPPS, CPHQ, High Reliability Expert/Consultant, Safe and Reliable Healthcare, LLC

1:00 PM – 4:30 PM

Half-Day Workshops

Building Improvement Capability

Supported by:
 PETERSON
CENTER ON
HEALTHCARE

SH17: Back to Basics: Building Essential Quality Improvement Skills

B • Crystal Ballroom, Salon K-M

Christina Gunther-Murphy, Head of Operational Excellence and Improvement Advisor, IHI; KellyAnne Johnson, Senior Project Manager, IHI; Jane Taylor, EdD, Improvement Advisor, IHI; Maureen Tshabalala, RNM, Director, Regional Projects, IHI

Care and Health for Older Adults

SH22: Age-Friendly Health Systems: Safe Care that Matters with Older Adults

B • Grand Ballroom, Salon 1-2

Leslie Pelton, Senior Director, IHI; Karineh Moradian, Assistant Medical Center Administrator, Kaiser Permanente; Maulik Joshi, DrPH, Executive Vice President, Integrated Care Delivery, and Chief Operating Officer, Anne Arundel Medical Center; Michelle Moccia, DNP, ANP-BC, CCRN, Program Director, Senior Emergency Center, St. Mary Mercy Hospital; Diane Healey, MD, St. Vincent Health System; Deborah Burton, PhD, RN, Senior Vice President and CNO, Providence St. Joseph Health

SH3: See to Solve: Translating Toyota

B • Grand Ballroom, Salon 3

Steven Spear, DBA, PhD, IHI Senior Fellow, The High Velocity Edge, LLC; Pinckney McIlwain, MD, Chief Medical Officer, Charleston Area Medical Center; Tom Downes, MD, Clinical Lead for Quality Improvement, Sheffield Teaching Hospitals

(Also listed in the Improvement Science Track)

Sessions Key

S Student: This session has been selected from a wide range of topics and disciplines that are especially appropriate for students who are new to quality improvement or the National Forum.

B Beginner: This session will offer helpful ideas and tools for newcomers to the world of quality improvement.

I Intermediate: This session is for attendees who have a sound knowledge of quality improvement methodology.

A Advanced: This session is for the advanced learner and will provide cutting-edge improvement thinking.

Download the Mobile App

for session descriptions, presenter biographies, networking events, and more. See download instructions on page 2.

Recharge Room

Tuesday, December 10, 7:45 AM – 4:15 PM

Wednesday, December 11, 7:45 AM – 2:30 PM

Use the exercise equipment and burn some calories while watching Keynotes and Spotlight Sessions.

Equity

SH15: Strategic Application of QI for Population Health: Four Key Tools to Address Health Equity

B • North Tower, Key Biscayne

Rumana Rabbani, PhD Student, Research Assistant, Teaching Assistant, UNC Gillings School of Global Public Health; Will Douglas, Director, Programs and Community Partnerships, Saint Francis Foundation; Becky Henry, Performance Improvement Coordinator, Health Improvement Partnership of Maricopa County; Melvin Jackson, Community Health Advocacy Coordinator, Alexander Family YMCA; Paul Howard, Senior Director of Community Initiatives, 100 Million Healthier Lives, IHI

(Also listed in the Population Health Track)

Improvement Science

SH3: See to Solve: Translating Toyota

B • Grand Ballroom, Salon 3

Steven Spear, DBA, PhD, IHI Senior Fellow, The High Velocity Edge, LLC; Pinckney McIlwain, MD, Chief Medical Officer, Charleston Area Medical Center; Tom Downes, MD, Clinical Lead for Quality Improvement, Sheffield Teaching Hospitals

(Also listed in the Care and Health for Older Adults Track)

SH4: Accelerating QI Top 10 Tips

A • North Tower, Sawgrass

Patricia O'Connor, RN, RM, PhD, Executive Director, Scottish Ambulance Service; John Brennen, General Practitioner, QI Faculty, Ireland Scholar in Residence, Royal College of Physicians of Ireland; Peter Lachman, MD, Chief Executive Officer, International Society for Quality in Health Care (ISQUA)

SH9: Physician Quality Improvement: QI from the Ground Up

A • Hall of Cities, New York–New Orleans

Curtis Smecher, MD, PQI Provincial Physician Lead, Doctors of BC; Aman Hundal, Liaison, Specialist Services Committee, Doctors of BC

SH12: Learning Statistical Thinking Through Games

B • North Tower, Vinoy

James Benneyan, PhD, Executive Director, Healthcare Systems Engineering Institute; Michael Pugh, President, MdP Associates, LLC

Leadership

SH2: Leading, Managing, and Coaching to Excellence

B • Grand Ballroom, Salon 4-6

Janet Porter, PhD, Professor, Board Member, Ohio State University; Kathy Duncan, RN, Faculty, IHI; David Munch, MD, Senior Principal, Vizient Advisory Solutions

SH7: Quality Planning – What's Our Plan?

B • Crystal Ballroom, Salon E-F

Jennifer Lenoci-Edwards, RN, CPPS, Head of North America, IHI; David Williams, PhD, Improvement Advisor, DMW Austin, LLC; Laura Haubner, MD, Vice President and Chief Quality Officer, University of South Florida; Kelly Cullen, Chief Operating Officer, Tampa General Hospital

SH8: Big System Quality Strategy and Management

A • North Tower, Grand Cayman–Puerto Rico

Jason Leitch, PhD, National Clinical Director for Healthcare Quality and Strategy, Scottish Government; Ruth Glassborow, Director of Improvement, Healthcare Improvement Scotland; Sodzi Sodzi-Tetty, MD, Head of Africa Region, IHI; Pierre Barker, MD, MBChB, Chief Global Partnerships and Programs Officer, IHI; Lisa Arellanes, Vice President, Kaiser Permanente

SH16: Leading with Confidence When Things Go Wrong

A • Crystal Ballroom, Salon A-C

Thomas Gallagher, MD, Professor and Associate Chair, University of Washington; Blair Sadler, JD, Senior Fellow, IHI; Alide Chase, Senior Fellow, IHI

Moving from Volume to Value

SH21: Seven Proven Paths for Engaging Physicians Around Cost

A • Hall of Cities, Tampa

Paul Maggio, MD, Associate Professor of Surgery, Vice Chair of Surgery for Clinical Affairs, Associate Chief Medical Officer, Stanford Hospital and Clinics; Michael Van Duren, MD, Chief Medical Officer, Bay Area Hospital

Patient Safety

SH6: Sepsis Vigilance: A Real-World Approach to Improve Patient Outcomes

B • North Tower, Harbor Beach

Maureen Sintich, DNP, RN, Chief Nurse Executive, Inova Health System; Albert Holt IV, Medical Director, Inova Health System; Theresa Davis, Clinical Operations Director, Inova Fairfax Hospital; Patrick Bradley, RN, Program Manager, Critical Care Nursing, Inova Health System

SH11: Achieving Safety II via Resilience Engineering

A • North Tower, Key Largo

Eric Williams, MD, System Chief Quality Officer, Baylor College of Medicine; Jordana Goldman, MD, Medical Director of Quality and Safety for Critical Care, Baylor College of Medicine/Texas Children's Hospital; Cara Doughty, MD, Medical Director of Simulation, Texas Children's Hospital; Kasey Davis, MD, Associate Medical Director of Simulation, Baylor College of Medicine/Texas Children's Hospital; Kelly Wallin, RN, Director, Quality Education and Simulation Center, Texas Children's Hospital

1:00 PM – 4:30 PM

SH14: Communication Framework to Drive Care Improvement

B • North Tower, Marco Island

Mary Beth Happ, PhD, RN, Professor, Associate Dean for Research & Innovation, The Ohio State University; Lance Patak, MD, Assistant Professor, Seattle Children's Hospital; Judith Tate, PhD, RN, Assistant Professor, The Ohio State University

Person-Centered Care

SH5: What Matters to You? Experience from Five Countries

B • Grand Ballroom, Salon 9-10

Maureen Bisognano, RN, President Emerita and Senior Fellow, IHI; Damara Gutnick, MD, Medical Director, Montefiore Hudson Valley Collaborative; Karen Turner, Service Lead – Oncology Therapy Team, Royal Free Hospital; Shaun Maher, RN, Principal Educator, NHS Education for Scotland; Anders Vege, RN, Head of Quality Improvement, Norwegian Institute of Public Health; Tommy Whitelaw, Project Lead, Health and Social Care Alliance Scotland

SH13: Practice of Respect: Find Out What It Means to You

B • Grand Ballroom, Salon 12-14

Lauge Sokol-Hessner, MD, Associate Director of Inpatient Quality, Beth Israel Deaconess Medical Center; Patricia Folcarelli, RN, PhD, Vice President for Health Care Quality, Beth Israel Deaconess Medical Center; Barbara Sarnoff Lee, LICSW, Senior Director of Social Work and Patient Family Engagement, Beth Israel Deaconess Medical Center; Frank Federico, RPh, Vice President, Senior Patient Safety Expert, IHI

SH18: Toward a Personalized Patient Experience: Approaches from Inside and Outside Health Care

B • Crystal Ballroom, Salon G

Jeff Rakover, Research Associate, IHI; Sofia Persson, Development Leader/Project Manager and PhD Student, The County Council of Jönköping; Steve Jackson, President, NRC Health

Population Health

SH1: Practical Guide to Achieving the IHI Triple Aim

A • Hall of Cities, Chicago-Denver

Beth Sandor, Principal, Community Solutions; Julia Parshall, Improvement Advisor, Community Solutions; Amar Shah, Physician, Chief Quality Officer, East London NHS Foundation Trust (ELFT); Richard Fradgley, Director of Integrated Care, ELFT

Mental Health and Well-Being

SH10: A How-to Guide to Tele-Behavioral Health

B • North Tower, West Indies

Cody Mullen, PhD, Policy, Research, and Development Officer,

Indiana Rural Health Association; Amnah Anwar, MBBS, Epidemiologist and Project Director, Indiana Rural Health Association; Trevor Cunningham, Project Coordinator, Indiana Rural Health Association

SH15: Strategic Application of QI for Population Health: Four Key Tools to Address Health Equity

B • North Tower, Key Biscayne

Rumana Rabbani, PhD Student, Research Assistant, Teaching Assistant, UNC Gillings School of Global Public Health; Will Douglas, Director, Programs and Community Partnerships, Saint Francis Foundation; Becky Henry, Performance Improvement Coordinator, Health Improvement Partnership of Maricopa County; Melvin Jackson, Community Health Advocacy Coordinator, Alexander Family YMCA; Paul Howard, Senior Director of Community Initiatives, 100 Million Healthier Lives, IHI

(Also listed in the Equity Track)

Mental Health and Well-Being

SH19: EDs and Communities: Rethinking Behavioral Health Care

B • Crystal Ballroom, Salon J

Marie Schall, Senior Director, IHI; Scott Zeller, MD, Vice President, Acute Psychiatric Medicine, Vituity; Chris Bouneff, Executive Director, NAMI Oregon; Arpan Waghay, MD, Executive Medical Director, Behavioral Medicine, Well Being Trust; Robin Henderson, PsyD, Chief Executive, Behavioral Health, Providence Health and Services; Vera Feuer, MD, Director, Northwell Health; Jesse Radloff, Licensed Mental Health Counselor/Care Coordinator, Orlando Health; Stephen Turner, Manager, Care Management, Orlando Health South Seminole Hospital

Maternal and Neonatal Health

SH20: A City-Wide Network to Improve Child Health and Narrow Equity Gaps

B • Crystal Ballroom, Salon P-Q

Robert Kahn, MD, Executive Lead, Community and Population Health, Cincinnati Children's Hospital Medical Center; Andrew Beck, MD, Pediatrician, Associate Professor, Cincinnati Children's Hospital Medical Center

5:00 PM – 7:00 PM

International Attendee Networking Meeting

Grand Ballroom, Salon 7

All National Forum attendees are invited to this informal networking meeting to interact with colleagues from around the globe who are working on health systems improvements. Attendees can hear about the strategic vision and current execution of IHI's global work.

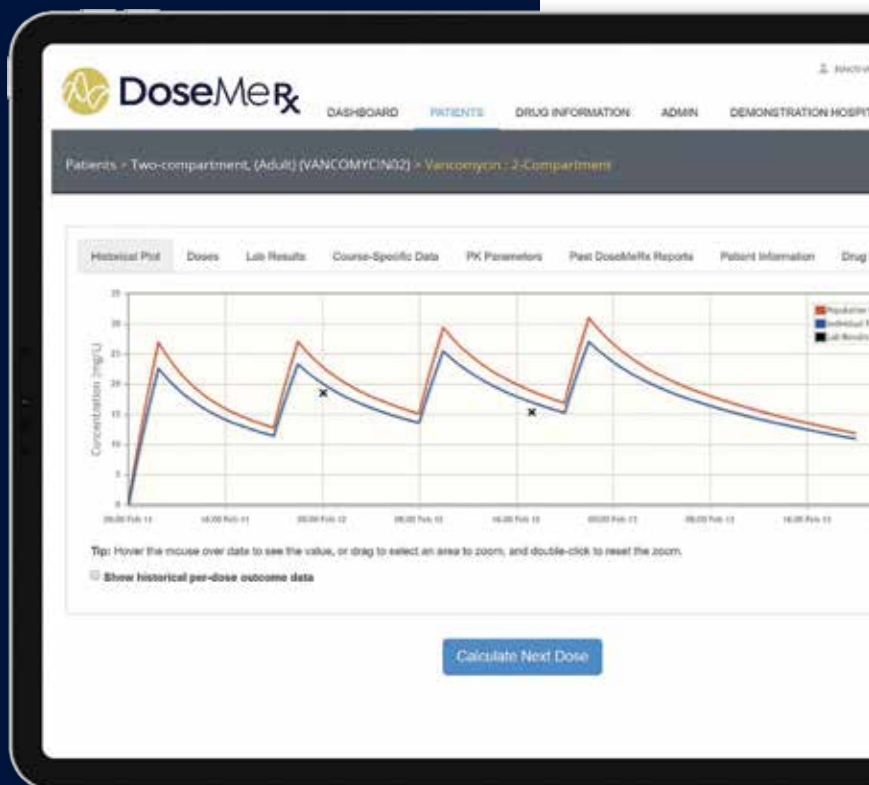
For more Networking Opportunities, see page 10-11.



Comprehensive dose optimization and monitoring software

Practice on the leading edge of medicine with a clinically validated HIPAA compliant decision support tool.

- ✓ Easy-to-use
- ✓ 24/7 Support
- ✓ HIPAA Compliant



"It's a straight-forward way to implement AUC-based decision making in vancomycin dosing whilst at the same time minimizing the number of levels needed. It's a win, win... DoseMeRx solves my need."

William L. Musick Pharm. D., BCPS | Residency Program Director | Houston Methodist

P: 832-358-3308 | E: hello@doseme-rx.com | www.doseme-rx.com



Advanced medication safety solutions

Enhance patient care with medication decision support tools that identify and mitigate adverse drug events, personalize engagement, and improve outcomes and quality measures.

Backed by Science. Proven Outcomes. Documented Savings.

P: 866-648-2767 | E: sales@trhc.com | www.trhc.com

- ✓ HITRUST CSF certified
- ✓ SaaS model capability
- ✓ Cloud-based applications

Monday

8:00 AM – 4:00 PM

25th Annual International Scientific Symposium on Improving the Quality and Value of Health Care

Gaylord Palms Resort, Sun Ballroom

The Scientific Symposium attracts the best work in the science of health and health care improvement. We aim to foster dialogue and shared learning among participants. Learn and exchange on the latest papers and methods in improvement science, listen to expert keynote speakers, see rapid-fire presentations of peer-reviewed papers, and apply your learning through interactive methods sessions. In collaboration with: BMJ Open Quality.

8:00 AM – 4:00 PM

Excursions

Most Excursions (with two exceptions noted below) start at the Gaylord Palms Resort and Convention Center, with breakfast available at the Gaylord from 7:00 AM – 8:00 AM. See page 48 for information about shuttle service from the Marriott and other hotels to the Gaylord.

The Marriott World Center Excursion starts at the Marriott World Center, Crystal Ballroom, Salon P–Q (breakfast available from 7:00 AM – 8:00 AM).

The Orlando Health System Excursion departs from the Marriott World Center, Cypress Pre-Function 1, promptly at 8:00 AM (breakfast available at Orlando Health upon arrival).

Participants will be transported to their selected Excursions for a tour and presentation led by Excursion staff and IHI faculty. Afterward, participants will explore the lessons learned and their applicability to health care during an afternoon “deep dive” led by IHI faculty. They will be returned to the Marriott World Center by 4:00 PM.

Building Improvement Capability

Supported by:
 PETERSON
CENTER ON
HEALTHCARE

X1: Marriott World Center: Managing Large-Scale Operations

B • Crystal Ballroom, Salon P-Q

Susan Went, IHI Fellow, Director, Nerissa Healthcare Consulting, Ltd.

Equity

X7: Second Harvest Food Bank of Central Florida

B • Gaylord Palms, Captiva

Marianne McPherson, PhD, Senior Director, 100 Million Lives Implementation, IHI; Niñon Lewis, Head of Content Portfolios, IHI; Gilbert Salinas, Chief Clinical Officer, Rancho Los Amigos National Rehabilitation Center

Sessions Key

S Student: This session has been selected from a wide range of topics and disciplines that are especially appropriate for students who are new to quality improvement or the National Forum.

B Beginner: This session will offer helpful ideas and tools for newcomers to the world of quality improvement.

I Intermediate: This session is for attendees who have a sound knowledge of quality improvement methodology.

A Advanced: This session is for the advanced learner and will provide cutting-edge improvement thinking.

Download the Mobile App

for session descriptions, presenter biographies, networking events, and more. See download instructions on page 2.

Recharge Room

Tuesday, December 10, 7:45 AM – 4:15 PM

Wednesday, December 11, 7:45 AM – 2:30 PM

Use the exercise equipment and burn some calories while watching Keynotes and Spotlight Sessions.

Joy in Work

X2: Gaylord Palms Resort: Joy in Work and Customer Satisfaction

B • Gaylord Palms, Tampa

Kush Badshah, Director, IHI; Yaël Gill, Executive Director, Strategic Partners Global, IHI

Leadership

X6: Brad Brewer Golf Academy: Leadership Lessons from the Links

B • Gaylord Palms, Sun 5-6

Ross W. Hilliard, MD, Director of Medical Informatics and Associate Program Director for Internal Medicine Residencies, Brown University; David Yuh, MD, Hospitalist and BMC QI Hub Faculty, Boston Medical Center

Patient Safety

X4: Universal Orlando®: Safety and Reliability

B • Gaylord Palms, Miami

Fran Griffin, Consultant, IHI; Peter Lachman, MD, Chief Executive Officer, International Society for Quality in Health Care (ISQUA)

X5: Orlando Health System: Delivering Great Care with High Reliability

B • Cypress Pre-Function 1

Carol Haraden, PhD, Senior Fellow, IHI; Anne Peach, RN, NEA-BC, Vice President, Future Vision Group

Person-Centered Care

X3: Central Florida Zoo: Patient Care, Safety, and Engagement

B • Gaylord Palms, Sanibel

Kathy Duncan, RN, Faculty, IHI; Jennifer Lenoci-Edwards, RN, CPPS, Head of North America, IHI

8:00 AM – 11:30 AM

Half-Day Workshops

Improvement Science

MH2: Lead Courageous QI with Improv and Collaboration

I • Grand Ballroom, Salon 1-2

Sarah Horst, Health Care Consultant, Institute for Clinical Systems Improvement

MH9: Large-Scale Change Is Easy, Right? Insights and Tips

A • Crystal Ballroom, Salon G

Pierre Barker, MD, MBChB, Chief Global Partnerships and Programs Officer, IHI; Katie DeFreitas, Senior Improvement Manager, East London NHS Foundation Trust (ELFT); Heather Pritchard, Senior Programs Lead, ELFT

Leadership

MH4: Playing Your Way to Improved Team Communications

B • Grand Ballroom, Salon 4-6

Margie Godfrey, PhD, Co-Director, The Dartmouth Institute; Tina Foster, MD, Associate Professor, Dartmouth Hitchcock Medical Center; Julie Johnson, PhD, Professor, Northwestern University

MH5: The Board's Role in Governing Quality

B • Grand Ballroom, Salon 9-10

Beth Daley Ullem, President, Quality and Safety First; Tejal Gandhi, MD, CPPS, Chief Clinical and Safety Officer, IHI; Joanne Disch, PhD, RN, Professor ad Honorem, University of Minnesota School of Nursing, Member, IHI Lucian Leape Institute

Moving from Volume to Value

MH7: Data, Leadership, and Change Management: Navigating Your Journey to Value

I • Grand Ballroom, Salon 12-14

Caleb Stowell, MD, Enterprise Director, Value Based Care (VBC), Providence St. Joseph Health; Michelle Donald, MD, VBC Medical Director, Northwell Health; Kimon Stathakos, Administrative Director, VBC, Northwell Health; Stephanie Fine, Manager, Clinical Analytics, Providence St. Joseph Health; Laurel Kirby, Director, PSJH Neurosciences Institute

Patient Safety

MH1: Improving Safety with Routinely Collected Data

B • Crystal Ballroom, Salon J

Benjamin Nowotny, MBBS(Hons)-PhD Candidate, Monash University; Euan Wallace, Chief Executive Officer, Safer Care Victoria

MH6: A Health Care Acquired Condition: Workforce Harm

B • Crystal Ballroom, Salon A-C

Kathy Gerwig, Vice President, Employee Safety, Health and Wellness, Kaiser Permanente; Mary Beth Kingston, PhD, RN, NEA-BC, Chief Nurse Officer, Advocate Aurora Health; Michael Hodgson, MD, Chief Medical Officer, US Department of Labor, Occupational Safety and Health Administration

MH8: Doing Diagnostic Error Work: What and How

B • Crystal Ballroom, Salon K-M

Doug Salvador, MD, Chief Quality Officer, Baystate Medical Center; Chris Bryson, MD, Medical Director, Hospital Medicine, Baystate Medical Center; Karen Johnson, RN, Senior Director, Patient Safety, Baystate Medical Center

Population Health

Mental Health and Well-Being

MH3: National Models for Addressing the Opioid Crisis at the Practice and Community Level

B • North Tower, Harbor Beach

Cody Mullen, PhD, Policy, Research, and Development Officer, Indiana Rural Health Association; Kimberly Hardy, MD, Family Medicine, Gundersen Health System; Mara Laderman, Senior Director, Innovation, IHI; Jamie Von Arx, Quality Improvement

Monday

Specialist, Gundersen Health System; Cara Jordan, MSW, LISW-S, Psychiatric Counselor, Ohio State University Wexner Medical Center; Amnah Anwar, MBBS, Epidemiologist and Project Director, Indiana Rural Health Association; Allison Orwig, Project Director, Indiana Rural Health Association; Marlene Ripa, Senior Director, Network Transformation, Montefiore Health System; Joan Chaya, Senior Director of Workforce Development, Montefiore Medical Center; Daniel Maughan, FNP-C, Senior Vice President, Transformation, Montefiore Medical Center

8:30 AM – 4:00 PM

Full-Day Workshops

Building Improvement Capability

Supported by:
 PETERSON
CENTER ON
HEALTHCARE

MF9: Improvement Coaching in Action

I • Crystal Ballroom, Salon D

Karen Baldoza, MSW, Executive Director and Improvement Advisor, IHI; Dorian Burks, Project Manager, IHI; Lauren Macy, Improvement Advisor, IHI; Phyllis Virgil, IHI Improvement Coach, Consultant, PMV Consulting

MF10: Better Quality Through Better Measurement

B • North Tower, Sawgrass

Sue Butts-Dion, Quality Improvement Consultant, Butts-Dion Consulting, Inc.; Todd Hatley, PhD, IHI Improvement Advisor, Integral Performance Solutions; Robert Lloyd, PhD, Vice President, IHI; Jesse McCall, Director, IHI

Equity

MF8: Creating Health Care Justice: Understanding and Eliminating Racism in Health Systems

B • Crystal Ballroom, Salon N

Laura Botwinick, Director, Graduate Program in Health Administration and Policy, University of Chicago; Patricia Dawson, MD, PhD, Medical Director, Healthcare Equity, UW Medicine; Judy Fleishman, PhD, Director of Leadership Development and Quality Improvement, IHI Fellow, Tufts Family Medicine Residency at CHA; Ron Wyatt, MD, Chief Quality Officer, Cook County Health; Amy Reid, Director, IHI

Improvement Science

MF2: Open Wide: Dental Safety and Quality, from Sealants, to Scaling, to Sedation

B • Grand Ballroom, Salon 3

Elsbeth Kalenderian, DDS, PhD, Professor, UCSF School of Dentistry; Helen Lee, MD, Assistant Professor, University of Illinois at Chicago; Muhammad Walji, PhD, Professor and Associate Dean, The University of Texas Health Science Center at Houston; Joel

White, DDS, MS, Professor, University of California San Francisco; Jason Leitch, DDS, National Clinical Director for Healthcare Quality and Strategy, Scottish Government; Sean G. Boynes, DMD, Executive Director, Person-Centered Care, DentaQuest Partnership for Oral Health Advancement

Maternal and Neonatal Health



MF5: Driving Complex Change Through QI Collaboratives

I • Crystal Ballroom, Salon E-F

Nate French, Portfolio Lead, Built for Zero Collaborative, Community Solutions; Vibeke Rischel, RN, IHI Improvement Advisor and Coach, Deputy CEO, Head of Healthcare Improvement, Danish Society for Patient Safety; Hema Magge, MD, Executive Director, Africa Region, IHI; Heidi Black, Director of Collaborative Improvement, StriveTogether; Leslie Wise, Portfolio Lead, Direct Community Support, Built for Zero, Community Solutions; Eddie Turner, Improvement Advisor/Strategy Lead, Community Solutions; Annelene Højvang Larsen, Communications Advisor, Danish Society for Patient Safety; Bodil Elgaard Andersen, Senior Advisor, Danish Society for Patient Safety

(Also listed in the Population Health Track)

MF11: Empathy-Based Innovation Lab Toolkit in a Box

I • North Tower, St. Thomas

Brent Ibata, PhD, JD, FACHE, System Director, Accreditation and Quality Assurance, Lee Health; James Olver, Associate Professor, Raymond A. Mason School of Business

MF12: The Psychology of Change: People-Driven Methods to Unlock Resistance and Unleash QI

A • North Tower, Key West

Kate Hilton, JD, Faculty, IHI; Michael Rose, MD, Senior Vice President and Chief Innovation Officer, McLeod Health; Alex Anderson, Research Associate, IHI

Joy in Work

Mental Health and Well-Being

MF17: Second Victim Support: Helping Healers Heal

B • North Tower, Key Largo

Eric Wei, MD, Vice President and Chief Quality Officer, NYC Health + Hospitals; Jeremy Segall, Senior Director, System Performance Improvement Office of Quality & Safety, NYC Health + Hospitals

MF18: IHI Framework Actions for Improving Joy in Work

B • North Tower, Vinoy

Stephen Swensen, MD, Former Mayo Clinic Director Leadership Development, Mayo Clinic; Barbara Balik, EdD, RN, President, Aefina Partners

Leadership

MF1: Deming in the 21st Century: Thinking Beyond Usual

B • Hall of Cities, Chicago–Denver

Bill Bellows, President, InThinking Services, Inc.; Frans Leijse, Ambassador, W.E. Deming Leadership Philosophy, ITC Validation Consultants

MF13: High-Impact Leadership: Teamwork at a Grand Scale

A • North Tower, Grand Cayman–Puerto Rico

David Williams, PhD, Improvement Advisor, DMW Austin, LLC; David Munch, MD, Senior Principal, Vizient Advisory Solutions; Joanne Roberts, MD, Senior Vice President and Chief Value Officer, Providence St. Joseph Health; Michael Pugh, President, MdP Associates, LLC

MF14: How an Aligned Management System Optimizes Clinical Outcomes, Patient Experience, and Economics

A • North Tower, West Indies

Gary Kaplan, MD, Chairman and CEO, Virginia Mason Medical Center; Jack Silversin, DMD, DrPH, President, Amicus, Inc.

MF16: Leading for Improvement

B • Hall of Cities, Los Angeles

Amar Shah, Physician, Chief Quality Officer, East London NHS Foundation Trust (ELFT); Navina Evans, MBBS, Chief Executive, ELFT; Lorraine Sunduza, RN, Chief Nurse, ELFT; Richard Fradgley, Director of Integrated Care, ELFT; Eileen Taylor, Nonexecutive Director, ELFT; Jon Statham, ELFT

Moving from Volume to Value

MF3: Value Management: A New Approach to Making Cost Reduction Part of Your Quality Strategy

I • North Tower, Key Biscayne

Jeff Rakover, Research Associate, IHI; William Andrews, MD, Senior Consultant, Hamad Heart Hospital; Kay Cordiner, RN, Value Improvement Lead, NHS Highland

MF4: Achieving Hospital-Wide Patient Flow

A • Grand Ballroom, Salon 7

Patricia Rutherford, RN, Vice President, IHI; Bela Patel, MD, Regional Chief Medical Officer, Memorial Hermann Hospital; Karen Murrell, MD, Vice President, Process Improvement in Emergency Medicine, TeamHealth; Frederick Ryckman, MD, Senior Vice President, Medical Operations, Retired, Cincinnati Children's Hospital Medical Center; James Rudy, Director, Industrial Engineering, Northwell Health

Patient Safety

MF15: Nobody Puts Safety in a Corner: How Culture and Systems Dance Together to Improve Safety

A • Hall of Cities, Tampa

Amelia Brooks, Senior Director, Patient Safety and Europe, IHI; William Danchanko, PhD, ANP-BC, Nurse Practitioner, John Murtha Cancer Center; Frank Federico, RPh, Vice President, Senior Patient Safety Expert, IHI; Robin Francis, RN, CPPS, Chief, Patient Safety, Brooke Army Medical Center

Person-Centered Care

MF7: Health Care Service Co-Production and Its Improvement: How Does It Work?

B • Hall of Cities, New York–New Orleans

Lucy Pickard Sullivan, Pediatric Registrar, Imperial College Healthcare NHS Trust; Paul Batalden, MD, Professor Emeritus, The Dartmouth Institute; Helen Lee, RN, Registered Specialist Community Public Health Nurse - HV, Experience of Care Professional Lead, NHS England; Tiffany Christensen, Vice President, Experience Innovation, The Beryl Institute; Julie Johnson, PhD, Professor, Northwestern University; Tina Foster, MD, Associate Professor, Dartmouth Hitchcock Medical Center

Population Health

Maternal and Neonatal Health

MF5: Driving Complex Change Through QI Collaboratives

I • Crystal Ballroom, Salon E-F

Nate French, Portfolio Lead, Built for Zero Collaborative, Community Solutions; Vibeke Rischel, RN, IHI Improvement Advisor and Coach, Deputy CEO, Head of Healthcare Improvement, Danish Society for Patient Safety; Hema Magge, MD, Executive Director, Africa Region, IHI; Heidi Black, Director of Collaborative Improvement, StriveTogether; Leslie Wise, Portfolio Lead, Direct Community Support, Built for Zero, Community Solutions; Eddie Turner, Improvement Advisor/Strategy Lead, Community Solutions; Annelene Højvang Larsen, Communications Advisor, Danish Society for Patient Safety; Bodil Elgaard Andersen, Senior Advisor, Danish Society for Patient Safety

(Also listed under the Improvement Science Track)

MF6: Health System Journey to Population Health, Equity, and Well-Being

B • North Tower, Marco Island

Dominique Allwood, MBBS, Associate Director of Improvement, Imperial College Healthcare NHS Trust; Matt Stiefel, Senior Director, Center for Population Health, Kaiser Permanente; Trissa Torres, MD, Chief Operations and North America Programs Officer, IHI; Brita Roy, MD, Assistant Professor, Yale School of Medicine; Carley Riley, MD, Assistant Professor, Cincinnati Children's Hospital Medical Center

12:30 PM – 4:00 PM

Half-Day Workshops

Care and Health for Older Adults

MH15: Reducing Stigmas in Advance Care Planning

A • Grand Ballroom, Salon 1-2

Jacqueline Baron-Lee, PhD, Director of Quality Improvement, University of Florida; Anne Meiring, LCSW, Patient Experience and Language Access Manager, Shands at the University of Florida; Jeannette Hester, RN, Clinical Nurse Leader, University of Florida Health Shands Hospital; Katharina Busl, MD, Physician Director of Quality, University of Florida; David Quillen, MD, Associate Professor, UFHealth, Department of Medicine, Community Health and Family Medicine Division

MH17: Unlock WHAT MATTERS Most: Key to Older Adult Care

I • Crystal Ballroom, Salon K-M

Kelly McCutcheon Adams, LICSW, Senior Director, IHI; Erin Salvador, MD, Palliative Care Physician, Baystate Health; Lauge Sokol-Hessner, MD, Associate Director of Inpatient Quality, Beth Israel Deaconess Medical Center; Leslie Pelton, Senior Director, IHI

(Also listed in the [Person-Centered Care Track](#))

Improvement Science

MH18: Words Matter: How WORDS Impact Results

A • Grand Ballroom, Salon 9-10

Julie Fox, CEO, Brandbuilders

Joy in Work

Mental Health and Well-Being

MH10: Building a Peer Support Program

B • Grand Ballroom, Salon 12-14

Jo Shapiro, MD, Associate Professor Otolaryngology/Head and Neck Surgery, Harvard Medical School

Patient Safety

MH14: Successful Practices to Optimize Root Cause Analyses and Actions (RCA²)

B • North Tower, Harbor Beach

Tejal Gandhi, MD, CPPS, Chief Clinical and Safety Officer, IHI; Rollin J. (Terry) Fairbanks, MD, CPPS, Vice President, Quality and Safety, MedStar Health; Patricia Folcarelli, RN, PhD, Vice President for Health Care Quality, Beth Israel Deaconess Medical Center; Jessica Behrhorst, Senior Director, Patient Safety, IHI

MH16: Safety at Every Level: A Cultural Transformation

A • Grand Ballroom, Salon 4-6

Evan Hochberg, RN, CPN, Lead Patient Safety Consultant, Children's National Medical Center; Kathryn Merkeley, RN, Director of Patient Safety, Children's National Medical Center; Lisbeth Fahey, RN, Executive Director, Children's National Medical Center; Parihk Kavita, MD, Hospitalist, Children's National Medical Center; Rahul Shah, MD, Vice President, Chief Quality and Safety Officer, Children's National Medical Center

Person-Centered Care

MH13: Shared Decision Making: Knowledge to Implementation

B • Crystal Ballroom, Salon A-C

John Brennen, General Practitioner, QI Faculty, Royal College of Physicians of Ireland; Gail A Nielsen, Fellow and Faculty, IHI

MH17: Unlock WHAT MATTERS Most: Key to Older Adult Care

I • Crystal Ballroom, Salon K-M

Kelly McCutcheon Adams, LICSW, Senior Director, IHI; Erin Salvador, MD, Palliative Care Physician, Baystate Health; Lauge Sokol-Hessner, MD, Associate Director of Inpatient Quality, Beth Israel Deaconess Medical Center; Leslie Pelton, Senior Director, IHI

(Also listed in the [Care and Health for Older Adults Track](#))

Population Health

Mental Health and Well-Being

MH11: Impact of Behavioral Health Integration on Health Care Utilization Patterns

B • Crystal Ballroom, Salon G

Jennifer O'Donnell, PsyD, Clinical Program Director, Primary Care Behavioral Health, Swedish Medical Group; Michael Tang, MD, Clinical Director of Behavioral Health Integration, Dimock Community Health Center; Vanessa Casillas, PsyD, Director of Psychology, Providence Health and Services

MH12: Integrated Approaches for Better Health Outcomes

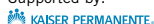
A • Crystal Ballroom, Salon J

Susan Hannah, Improvement Advisor, Senior Director, IHI; Uma Kotagal, MBBS, Senior Fellow, IHI; Professor of Pediatrics, Cincinnati Children's Hospital Medical Center; Diana Beveridge, Scottish Improvement Leader, Head of CYPIC, Scottish Government; Goran Henriks, Chief Executive, Qulturum

3:00 PM – 5:30 PM

12th Annual IHI Open School Chapter Congress

Crystal Ballroom, Salon H

Supported by:
 KAISER PERMANENTE

Change Agent of the Year Award

The IHI Open School recognizes **Preethi Pradhan, PhD**, as Change Agent of the Year for 2019. Dr. Preethi is Dean of Chitkara School of Health Sciences and Faculty Advisor for the IHI Open School Chapter of the same name. Dr. Preethi is being recognized for her incredible engagement with the Change the Narrative Challenge of the Recover Hope Campaign. The Change the Narrative Challenge invited change agents to change the narrative on substance use disorders by using person-first and recovery-focused language.



4:00 PM – 5:45 PM

Welcome Reception

Supported by:
 vizient

Forum Hall (Cypress Ballroom)

Join attendees and more than 100 exhibitors for snacks, drinks, and the opportunity to learn about the latest health care technologies, innovations, and services. For more Networking Opportunities, see page 10-11.

5:45 PM – 6:45 PM

Pre-Conference Keynote

Abby Wambach

Palms Ballroom

Soccer Champion, Olympic Gold Medalist and World Cup Champion, Author, Activist for Gender Equality

Find out more about this keynote speaker on page 8.

This keynote presentation is offered exclusively for registered Pre-Conference attendees.

6:30 PM – 8:00 PM

IHI Equity Reception

Grand Ballroom, Salon 4-6

All National Forum attendees are invited to meet and connect at a reception with IHI leaders and staff as well as colleagues from around the world to discuss equity initiatives at their organizations.

7:00 PM – 7:30 PM

Candlelight Vigil Honoring Our Patients, Friends, and Family Members

Courtyard Terrace (across from the National Forum Bookstore)

Every year, we gather as a health care community to remember and honor our patients, friends, family members, and colleagues who have been lost to adverse events. Candles will be provided.

7:00 PM – 9:00 PM

Presenter and Student Reception

Grand Ballroom, Salon 7

This reception is offered exclusively for National Forum presenters, students, and IHI faculty.

For more Networking Opportunities, see pages 10-11.

Tuesday

7:00 AM – 8:00 AM

IHI National Forum Orientation

Crystal Ballroom, Salon G

If you are a first-time attendee, we suggest that you attend the National Forum Orientation session to help you navigate through the program and learn about all the National Forum has to offer. No registration required.

Facilitators: Lauren Macy, Improvement Advisor, IHI; Jo Ann Endo, MSW, Senior Managing Editor, IHI

8:00 AM – 9:00 AM

Keynote One



Derek Feeley, President and CEO, IHI, and
Special Guests

Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote speaker on page 8.

9:30 AM – 10:45 AM

Storyboard Walkarounds

Moving from Volume to Value

SW1: Models and Tools for Primary Care Transformation

B • Forum Hall, Cypress Ballroom

Janis Coffin, DO, Chief Transformation Officer, Medical College of Georgia; Karen Sullivan, Senior Operations Manager, Akron Children's Hospital; Maria Marin Casaverde, CHS Operations Coordinator, Denver Health

Population Health

SW2: Methods for Improving Outcomes for Complex Care Populations

B • Forum Hall, Cypress Ballroom

Jon Zlabek, MD, Chief Medical Officer, Gundersen Health System; Christie Lawrence, President, Chief Consultant, Area Representative, Surge Advisors & Mississippi Business Group on Health; Luran Hardin, Senior Advisor, Camden Coalition's National Center for Complex Health and Social Needs

Sessions and Spotlight Sessions

See the listing of all Spotlight Sessions on page 11.

Sessions Key

S Student: This session has been selected from a wide range of topics and disciplines that are especially appropriate for students who are new to quality improvement or the National Forum.

B Beginner: This session will offer helpful ideas and tools for newcomers to the world of quality improvement.

I Intermediate: This session is for attendees who have a sound knowledge of quality improvement methodology.

A Advanced: This session is for the advanced learner and will provide cutting-edge improvement thinking.

Download the Mobile App

for session descriptions, presenter biographies, networking events, and more. See download instructions on page 2.

Recharge Room

Tuesday, December 10, 7:45 AM – 4:15 PM

Wednesday, December 11, 7:45 AM – 2:30 PM

Use the exercise equipment and burn some calories while watching Keynotes and Spotlight Sessions.

9:30 AM – 10:45 AM

Spotlight Session A

A14: Safety First: Reducing Serious Safety Events with High Reliability

B • Palms Ballroom

Rocco Orlando III, MD, Chief Medical Officer, Hartford Health Care Corp; Stephanie Calcasola, RN-BC, CPHQ, Vice President, Quality and Safety, Hartford Health Care Corp; Erika Sundrud, Vice President, Care Delivery Optimization, Hartford Health Care Corp

Track: Patient Safety

A Sessions

All A Sessions repeat during the B Sessions period. See the A/B listing that follows.

11:15 AM – 12:30 PM

Spotlight Session B

B6: An Improvement Culture that Outlasts Your Leaders

A • Palms Ballroom

John Toussaint, MD, Chairman, Catalysis; Aravind Chandrasekaran, PhD, Associate Professor and Associate Director, Center for Operational Excellence, The Ohio State University

Track: Leadership

B Sessions

All B sessions are repeats of A sessions. See the A/B listing below.

9:30 AM – 10:45 AM: A Sessions

11:15 AM – 12:30 PM: B Sessions

Building Improvement Capability

Supported by:
 PETERSON
CENTER ON
HEALTHCARE

A26/B26: Filling Your Quality Improvement Toolbox: Starter Edition

B • Crystal Ballroom, Salon A-C

Maureen Bisognano, RN, President Emerita and Senior Fellow, IHI; Jerry Langley, Statistician, Associates in Process Improvement; Marianne McPherson, PhD, Senior Director, 100 Million Lives Implementation, IHI

A27/B27: Taking Successful Improvements to Scale

I • Hall of Cities, Chicago

Marie Schall, Senior Director, IHI; Angela Zambeaux, Director, IHI; Hema Magge, MD, Executive Director, Africa Region, IHI

Session A28/B28: The Foundations of Quality Improvement in Health Care

B • Crystal Ballroom, Salon H

Lisa McKenzie, Country Director, Australia and New Zealand, IHI; Lloyd Provost, Improvement Advisor, Associates in Process Improvement; Donald Berwick, MD, MPP, President Emeritus and Senior Fellow, IHI

Care and Health for Older Adults

A12/B12: Hospital at Home: Is Your Organization Ready?

A • North Tower, Vinoy

Albert Siu, MD, Professor, Chair Emeritus of the Brookdale Department of Geriatrics and Palliative Medicine at the Icahn School of Medicine at Mount Sinai; Bruce Leff, MD, Professor, Johns Hopkins University School of Medicine; Linda DeCherrie, MD, Clinical Director, Icahn School of Medicine at Mount Sinai

A20/B20: Delirium Reduction: Good for Older Adults and Health Systems

B • North Tower, Sawgrass

Stephanie Rogers, MD, Assistant Professor of Medicine, University of California San Francisco Medical Center; Leslie Pelton, Senior Director, IHI

Equity

A2/B2: Queer Eye for the QI

A • North Tower, Key Largo

Gabriel Lopez, Director of Health Information Systems, Los Angeles LGBT Center; Meghan Delehanty, RN, Quality Manager, Los Angeles LGBT Center

Maternal and Neonatal Health



A7/B7: Building Empathic Respectful Care for Mothers

A • Crystal Ballroom, Salon G

Pierre Barker, MD, MBChB, Chief Global Partnerships and Programs Officer, IHI; Neil Prose, MD, Professor, Duke University Medical Center; Birkety Mengistu Jembere, MD, Maternal and Neonatal Health and Community Engagement Advisor, IHI

A22/B22: Radical Equality: Becoming Rooted for Health Equity

B • North Tower, Marco Island

Matt Allen, President, M David MI, Inc; Cindy Hannon, Measurement Systems Director, DentaQuest; Sharity Ludwig, Director, Clinical Innovations, Advantage Dental from DentaQuest; Parrish Ravelli, Program Officer, DentaQuest Partnership for Oral Health Advancement

A29/B29: Pursuing Equity: Moving from Information to Action

B • North Tower, Harbor Beach

Karthik Sivashanker, MD, Harvard Medical School Fellow in Patient Safety and Quality, Brigham Health; Beth Averbeck, MD, Senior Medical Director, Primary Care, HealthPartners

Improvement Science

A1/B1: Skin in the Game: Accountability and Pressure Injury Analytics

A • Grand Ballroom, Salon 4-6

Shea Polancich, PhD, RN, Assistant Dean/Administrative Director, University of Alabama at Birmingham; Jason Williamson, Manager, Finance, University of Alabama at Birmingham; Terri Poe, DNP, RN, Chief Nursing Officer, University of Alabama at Birmingham; Amy Armstrong, RN, CWOCN, UAB Medicine; Ross Vander Noot, Inpatient Wound Care Director, University of Alabama at Birmingham

9:30 AM – 10:45 AM: A Sessions

11:15 AM – 12:30 PM: B Sessions

A11/B11: Replicating Improvement at Scale

B • Crystal Ballroom, Salon E-F

Tim Horton, PhD, Assistant Director of Improvement, The Health Foundation; Tom Downes, MD, Clinical Lead for Quality Improvement, Sheffield Teaching Hospitals

A13/B13: Learning Health Systems: Buzzword to Science

A • Grand Ballroom, Salon 1-2

Lucy Savitz, PhD, Vice President, Health Research, Kaiser Permanente; Raj Srivastava, MD, Assistant Vice President, Research, Intermountain Healthcare; Don Goldmann, MD, Senior Fellow, IHI

A15/B15: The “F” Word: Learning from Failure

A • Grand Ballroom, Salon 9-10

Barbara Grey, Director of Quality Improvement and Slam Partner, South London and Maudsley NHS Foundation Trust; John Boulton, Executive Director of Continuous Improvement, Public Health Wales

Mental Health and Well-Being

A16/B16: Improved Patient Flow Using Quality-Based Pathways

A • Grand Ballroom, Salon 12-14

Beth Brannon, RN, Director, Patient Access and Flow & The Integrated Community Access Program, Ontario Shores Centre for Mental Health Sciences; Jim McNamee, Administrative Director, Ontario Shores Centre for Mental Health Sciences; Maria Grant, Manager, Quality, Recovery and Patient Experience, Ontario Shores Centre for Mental Health Sciences

Joy in Work

A4/B4: Your “Universal” Guide to Creating Joy in Work

B • Crystal Ballroom, Salon N

Simon Edgar, MB ChB, Director of Medical Education & Consultant Anesthesiologist, NHS Lothian; Kristen Swain, RN, Project Manager, Performance Improvement, Suffolk University; Amar Shah, Physician, Chief Quality Officer, East London NHS Foundation Trust (ELFT)

A9/B9: Co-Design an Environment Where Staff Thrive

B • Crystal Ballroom, Salon D

Tony Digiioia, MD, Medical Director, UPMC Bone and Joint Center, University of Pittsburgh Medical Center (UPMC); Angela DeVanney, Co-Founder, goShadow; Jessica Carlson, RN, Improvement Specialist, UPMC

A18/B18: Harnessing Data to Inform Workforce Resiliency

B • North Tower, Key Biscayne

Damara Gutnick, MD, Medical Director, Montefiore Hudson Valley Collaborative; Joan Chaya, Senior Director of Workforce Development, Montefiore Medical Center; Tamar Wolinsky, Medical Student, Albert Einstein College of Medicine

Leadership

A5/B5: Am I Making the Right Decision on What to Do?

B • Grand Ballroom, Salon 3

David Williams, PhD, Improvement Advisor, DMW Austin, LLC; Brandon Bennett, Improvement Advisor, ISC

A6/B6: An Improvement Culture that Outlasts Your Leaders

A • A6: Crystal Ballroom, Salon P-Q

B6: Spotlight Session: Palms Ballroom

John Toussaint, MD, Chairman, Catalysis; Aravind Chandrasekaran, PhD, Associate Professor and Associate Director, Center for Operational Excellence, The Ohio State University

A8/B8: Managing the Risks of Power in Shaping Culture

A • Hall of Cities, New York–New Orleans

Neil Baker, MD, Principal, Neil Baker Consulting and Coaching

Moving from Volume to Value

A3/B3: Hot Topics in High Value Health Care

A • Grand Ballroom, Salon 7

Pamela Johnson, MD, Vice Chair and Professor of Radiology, Johns Hopkins University School of Medicine; Steven Frank, MD, Professor, Johns Hopkins University School of Medicine; Sapan Desai, MD, PhD, Chief Executive Officer, Surgisphere Corporation; Nisha Gilotra, Assistant Professor of Medicine, Director of Heart Failure Disease Management, Johns Hopkins University School of Medicine; Arjun Venkatesh, MD, Director, Quality and Safety Strategy and Research, Yale School of Medicine; Erwin Wang, MD, Hospitalist, Clinical Lead for Value Based Management, NYU Langone Hospital—Brooklyn; Sonia Arnold, Assistant Director, Decision Support and Value Improvement, NYU Langone Health; Frank Volpicelli, MD, Chief of Medicine, NYU Langone Hospital—Brooklyn, NYU Langone Medical Center

A17/B17: A System Quality Structure to Move to Value

I • Hall of Cities, Denver

Julie Bonewell, RN, CPHQ, Senior Director, Quality Improvement, Spectrum Health System; Kristen Farmer, Director, Quality, Safety, Experience, Spectrum Health System

A19/B19: Post-Acute Readmissions? Not with Your Nurse Practitioner in Charge

I • North Tower, Bahamas

Shelly Evans, Post-Acute Services Manager, Deaconess Health System; Kathy Clodfelter, Executive Director, Deaconess VNA Plus Home Care and Hospice

Patient Safety

A14/B14: Safety First: Reducing Serious Safety Events with High Reliability

B • A14: Spotlight Session: Palms Ballroom
B14: Crystal Ballroom, Salon P-Q

Rocco Orlando III, MD, Chief Medical Officer, Hartford Health Care Corp; Stephanie Calcasola, RN-BC, CPHQ, Vice President, Quality and Safety, Hartford Health Care Corp; Erika Sundrud, Vice President, Care Delivery Optimization, Hartford Health Care Corp

A21/B21: Our Oxygen Mask Comes First: Workforce Safety

B • North Tower, Key West

Stephen Muething, MD, Co-Director, James M. Anderson Center for Health Systems Excellence, Cincinnati Children's Hospital Medical Center; Jeffrey Boord, MD, Chief Quality and Safety Officer, Parkview Health System; Saranya Loehrer, MD, Head of Innovation, IHI

A24/B24: Getting the Right Diagnosis: Building Cultural Awareness

B • North Tower, Aruba

Ronald Loo, MD, Regional Assistant Medical Director, Performance Improvement, Innovation, KP Exchange, Southern California Permanente Medical Group (SCPMG), Kaiser Permanente; Michael Kanter, MD, Associate Dean of Quality Science, Kaiser Permanente School of Medicine, Kaiser Permanente; Nancy Gin, MD, Regional Medical Director of Quality & Clinical Analysis, SCPMG, Kaiser Permanente; Maricruz Arteaga-Garavito, Consultant, SCPMG Performance Assessment, Kaiser Permanente; Mimi Hugh, Director, SCPMG Performance Assessment, Kaiser Permanente

Person-Centered Care

A25/B25: How Design Thinking Improves Your Improvement Work

A • North Tower, St. Thomas

Monica VanBuskirk, Chief Policy & Relationships Officer, Connect for Health Colorado; Kari Coughlon, Patient Experience Consultant, Aspen Labs; Brittney Wilburn, RN, Innovation Consultant, Clinica Colorado

Population Health

Mental Health and Well-Being

A10/B10: Population Health Strategies for Behavioral Health

A • Crystal Ballroom, Salon K-M

George Alvarado, MD, Medical Director, Health Home, Northwell Health; Manish Sapra, Medical Director, Northwell Health; Vera Feuer, MD, Director, Northwell Health; Megan Grella, LCSW, Project Manager, Northwell Health

A23/B23: Reducing Length of Stay at a Correctional Hospital

A • North Tower, West Indies

Enrique Matias, Jr., MD, CCRN, Patient Care Facilitator, University of Texas Medical Branch

Mental Health and Well-Being

A30/B30: The Opioid Crisis — Transforming Care in the ED and Beyond

B • Hall of Cities, Los Angeles

Lauren Nentwich, MD, Medical Director of Quality and Patient Safety, Department of Emergency Medicine, Boston Medical Center; Sandeep Kapoor, MD, Director, SBIRT, Northwell Health; Kate O'Neill, RN, Assistant Vice President, Emergency Medicine, Northwell Health; Natalija Farrell, PharmD, Pharmacy Clinical Specialist Lead — Emergency Medicine and Toxicology, Boston Medical Center; Bhargavi Sampath, Research Associate, IHI

A31/B31: How to Screen for and Address Social Needs Across the Lifespan

I • North Tower, Grand Cayman

Nicole Pelletier, Senior QI Consultant, Patient Safety, Boston Children's Hospital; Natalie Bergstrom, Project Manager, Mount Sinai St. Luke's West; Stephanie Wang, MD, Senior Medical Director of Care Transitions and Population Health, Mount Sinai St. Luke's and West; Jane Bittner, Senior QI Practice Consultant, Boston Children's Hospital; Kathryn Bazylewicz, Vice President, Population Health and Marketing, Cottage Health System; Ama Atiedu, Population Health Evaluator, Cottage Health System; Cory Sevin, RN, Senior Director, IHI

Maternal and Neonatal Health



A32/B32: Statewide Collaboration to Improve Perinatal Health and Equity

B • North Tower, Puerto Rico

Zsakeba Henderson, MD, Medical Officer, Centers for Disease Control and Prevention (CDC); Amy Ladley, PhD, State Perinatal Quality Program Manager, Louisiana Department of Health Office of Public Health — Bureau of Family Health; Carole Lannon, MD, Senior Faculty Lead, Learning Networks Program, Anderson Center for Health Systems Excellence, Cincinnati Children's Hospital Medical Center

11:15 AM – 12:30 PM

Storyboard Walkarounds

Patient Safety

SW3: Patient Safety — Workplace Violence

B • Forum Hall, Cypress Ballroom

Lisa Davis, RN-BC, Nurse Manager, Psychiatric Nursing Consultation Team, VCU Health System; Maureen Grissom, PhD, Director of Behavioral Health, Hofstra Northwell School of Medicine; Ellen Crowe, RN, Director, Clinical Excellence and Care Redesign, Connecticut Hospital Association; Rena Sorensen, PhD, Psychologist III, Behavior Safety Team, Division of Psychiatry, Division of Developmental and Behavioral Pediatrics, Cincinnati Children's Hospital Medical Center

SW4: Student Storyboards

B • Forum Hall, Cypress Ballroom

Optimizing Opiate Prescribing After Outpatient Surgery

Eleanor Phelps, RN, University of Texas Southwestern Medical Center

Leading in Action Through a New IHI Open School Chapter at Towson University

Wendy Whitner, PhD, Towson University

Quality Improvement Initiatives to Implement a Patient-Centered Continuum of Postpartum Care in Midwifery Practice

Michelle Gragg, APRN, CNM, RN, Frontier Nursing University

12:40 PM – 1:20 PM

Lunch-N-Learns

LNL1: Breaking the Rules in Mental Health Care Hall of Cities, Denver

Robin Henderson, PsyD, Chief Executive, Behavioral Health, Providence St. Joseph Health; Chris Bouneff, Executive Director, National Alliance on Mental Illness

Where is the only place in the hospital that will take away your phone while you wait for care? And when was the last time your hospital questioned why that process is in place, who benefits, and who might be harmed? Some protocols and procedures around mental health are based on gut reactions to isolated adverse events rather than on evidence and can cause real harm to patients and families. Join us for an informal and thought-provoking lunch conversation about revisiting presumptions around practices related to mental health care, focusing on the patient and family experience of these protocols, and thinking together about ideas for changing the status quo.

LNL2: Death Over Deli

Longitude/Latitude Dining Room

Patty Webster, MPH, Improvement Advisor, Faculty, IHI; Kate DeBartolo, Senior Director, IHI

Like most people, you know you should talk about your wishes for end-of-life care — particularly if you couldn't speak for yourself. But something gets in the way — like how to start, or maybe plain old denial. Join The Conversation Project team for a casual lunch and friendly conversation about what matters most to you. Ensure your wishes will be expressed and respected. Don't wait. It's always too soon — until it's too late.

1:30 PM – 2:45 PM

Storyboard Walkarounds

Maternal and Neonatal Health

SW5: Reducing Maternal Morbidity and Mortality

B • Forum Hall, Cypress Ballroom

Livia Pedrillo, Patient Safety Consultant, Hospital Israelita Albert Einstein; Rhonda Fuselier, Nurse Manager, Women's Services, Advent Health; Michele Lamping, RN, Women's Clinical Quality Improvement Officer, TriHealth

Maternal and Neonatal Health

SW6: Improving Care for Mothers and Babies in Low-Resource Settings

B • Forum Hall, Cypress Ballroom

Chinonyerem Egekwu, Health Strategy and Delivery Foundation;

Sessions and Spotlight Sessions

See the listing of all Spotlight Sessions on page 11.

1:30 PM – 2:45 PM

Spotlight Session C

C26: Sustaining Improvement in Daily Work

B • Palms Ballroom

Karen Baldoza, MSW, Executive Director and Improvement Advisor, IHI; Kevin Little, PhD, Principal, Informing Ecological Design, LLC; Jeff Rakover, Research Associate, IHI

Track: Building Improvement Capability

C Sessions

C Sessions do not repeat.

NEW! IHI Membership

Learn more about this exciting new way to engage with IHI and the health care community. Visit the team next to Conference Information.



ihi.org/Membership



Learn more! Join us
for breakfast in the
Los Angeles room
on Wednesday, from
7:00–7:45 AM.

1:30 PM – 2:45 PM

Building Improvement Capability

Supported by:
 PETERSON
CENTER ON
HEALTHCARE

C26: Sustaining Improvement in Daily Work

B • Palms Ballroom

Karen Baldoza, MSW, Executive Director and Improvement Advisor, IHI; Kevin Little, PhD, Principal, Informing Ecological Design, LLC; Jeff Rakover, Research Associate, IHI

C27: Measurement for Improvement 101

B • Grand Ballroom, Salon 4-6

Brandon Bennett, Improvement Advisor, ISC; Lauren Macy, Improvement Advisor, IHI

Care and Health for Older Adults

C9: Improving Care to Live Well with Dementia

B • North Tower, Key West

Alice Bonner, PhD, RN, Senior Advisor, Aging, IHI; David Reuben, MD, Chief, Division of Geriatrics and Director, UCLA Alzheimer's and Dementia Care Program, David Geffen School of Medicine at UCLA; Danielle Wilde, Group Lead for Dementia, Royal Free London NHS Foundation Trust; Lynn Flannigan, Improvement Advisor, NHS Healthcare Improvement Scotland

C10: Improving Care Processes for Aging in Place

B • North Tower, Sawgrass

Rachael-Linn Spooner, Vice President, Clinical Transformation, Northwell Health; Karen Abrashkin, MD, Medical Director, House Calls, Northwell Health; Amy Wade, Research Analyst, Northwell Health; Joyce Racanelli, MSW, Director, Ambulatory Care Management, Northwell Health; Jill Slaboda, PhD, Principal Investigator, Northwell Health

(Also listed in the Improvement Science Track)

C14: Telemedicine Cuts Avoidable Long-Term Care Transfers to Emergency Department

A • Crystal Ballroom, Salon E-F

Natasha Milijasevic, PhD, Director, Quality and Patient Safety, Trillium Health Partners; Shaan Chugh, Physician Lead: Patient Safety and Quality Improvement, Trillium Health Partners; Amir Ginzburg, Chief of Quality and Medical Director of Medical Administration, Trillium Health Partners

Equity

C2: Developing a Dashboard to Measure Health Equity

A • Crystal Ballroom, Salon H

Aswita Tan-McGrory, Deputy Director, Massachusetts General Hospital; Andrea Tull, PhD, Director of Reporting and Analytics, Massachusetts General Hospital

C28: Moving Beyond Diversity: Two Organizations Improving Workplace Equity

B • North Tower, Vinoy

Stephen Mette, MD, Chief Clinical Officer and Executive Associate Dean for Clinical Affairs, University of Arkansas for Medical Sciences; Alex Anderson, Research Associate, IHI; Dorian Burks, Project Manager, IHI; Audrey Lampert, Director, IHI

Improvement Science

C4: Transforming Patient Care Through Standardization

B • Crystal Ballroom, Salon N

Mariana Gattegno, CPHQ, Senior Improvement Consultant, Piedmont Healthcare

C6: Improve Your Organization via Value Stream Management

I • Crystal Ballroom, Salon P-Q

Jim Wilkerson, System Director, Memorial Health System

C7: Launching a Next Generation Command Center

A • North Tower, Grand Cayman

Lucy Xenophon, MD, Chief Transformation Officer, Mount Sinai Health System; Arthur Gianelli, Chief Transformation Officer, Mount Sinai Health System; Maytal Rand, Emergency Manager, Mount Sinai St. Luke's; Lagrimas C. Fausto, Senior Director, Daily Management and Incident Command Center, Mount Sinai St. Luke's; Paul Francaviglia, Director, Epic Applications, Mount Sinai Health System; Brian Radbill, MD, Chief Medical Officer, Mount Sinai Hospital of Queens

C10: Improving Care Processes for Aging in Place

B • North Tower, Sawgrass

Rachael-Linn Spooner, Vice President, Clinical Transformation, Northwell Health; Karen Abrashkin, MD, Medical Director, House Calls, Northwell Health; Amy Wade, Research Analyst, Northwell Health; Joyce Racanelli, MSW, Director, Ambulatory Care Management, Northwell Health; Jill Slaboda, PhD, Principal Investigator, Northwell Health

(Also listed in the Care and Health for Older Adults Track)

C13: Timely Care: Insights From a Three-Year Case Study

A • Grand Ballroom, Salon 7

Tristan Vasquez, Quality Improvement Coach, Safer Care Victoria; Damon Grimwood, Quality Improvement Coach, Safer Care Victoria

C18: Using Nurse Power and Practical Tools to Improve Hospital-Wide Flow

A • Grand Ballroom, Salon 12-14

Marije Hansen-Stoffer, RN, Manager Quality Improvement Team, University Medical Centre; Windi Winasti, Consultant, Radboudumc; Daniëlle Stuijvenberg, Quality Improvement Advisor, Radboudumc

C21: Creating Health System Innovation at Scale

A • Hall of Cities, New York–New Orleans

Evan Benjamin, MD, Chief Medical Officer, Ariadne Labs; Sue Gullo, RN, Director of Implementation, Ariadne Labs; Natalie Henrich, PhD, Senior Scientist, Ariadne Labs

Joy in Work

C23: Workload, the Final Piece of the Quality Jigsaw?

I • Hall of Cities, Chicago

Diane Murray, RGN, RM, Deputy Chief Nursing Officer, Scottish Government; Fiona McQueen, RGN, Chief Nursing Officer, Scottish Government; Ann Gow, RGN, RM, Director of Nursing and Allied Health Professionals, Healthcare Improvement Scotland

Leadership

C3: Board to Bedside: Driving Board Engagement

B • Hall of Cities, Denver

Rahul Shah, MD, Vice President, Medical Affairs, and Chief Quality and Safety Officer, Children's National Medical Center; Kathleen Gorman, RN, Executive Vice President, Patient Care Services, and Chief Operating Officer, Children's National Medical Center

C11: Build Power for Improvement by Partnering with Student and Resident Leaders

B • Grand Ballroom, Salon 9-10

Becka DeSmidt, Senior Program Manager, IHI; Kate Hilton, JD, Faculty, IHI; Ross W. Hilliard, MD, Director of Medical Informatics and Associate Program Director for Internal Medicine Residencies, Brown University

Moving from Volume to Value

C1: Journeying from Volume to Value for Everyone

B • North Tower, Marco Island

Richard Gitomer, MD, Director, Primary Care Center of Excellence, Brigham and Women's Hospital; Salina Bakshi, MD, Assistant Medical Director for Primary Care, Brigham and Women's Hospital; Katherine Rose, MD, Associate Medical Director for Population Health, Brigham Health

C5: Zen and the Art of Balanced Scorecard Maintenance

I • North Tower, Puerto Rico

Linda Reich, FNP-C, Director Clinical Integration, Martin's Point Health Care; Sara Freedman, Vice President, Clinical Quality Integration, Martin's Point Health Care

C16: Code Green: The Economics of Acute Care Redesign

A • North Tower, Harbor Beach

Mary Pisciotta, Director, IHI; Albert Siu, MD, Professor, Chair Emeritus of the Brookdale Department of Geriatrics and Palliative Medicine at the Icahn School of Medicine at Mount Sinai; Linda DeCherrie, MD, Clinical Director, Icahn School of Medicine at Mount Sinai; Amy Stuck, PhD, RN, Senior Director, West Health

C17: All Roads Lead to the ED: Getting Your ED on Board with Your Value-Based Clinical Programs

A • Crystal Ballroom, Salon A-C

Leah Warner, MD, Physician, Emergency Medicine, Northwell Health; Zenobia Brown, MD, Vice President, Population Health Management, Northwell Health; Hallie Bleau, ACNP, Assistant Vice President, Transitional Care, Northwell Health

C24: Financial Toxicity and Health Care: An Invitation to Lead

B • North Tower, Key Largo

Saranya Loehrer, MD, Head of Innovation, IHI; Andrea Werner, MSW, Vice President of Heart, Lung & Vascular Services, Bellin Health; Maggie Koch, RN, Heart, Lung & Vascular Clinical Coordinator, Bellin Hospital

Patient Safety

C19: Health Systems Are Merging: What Could Go Wrong?

A • North Tower, Aruba

Luke Sato, MD, Senior Vice President and Chief Medical Officer, CRICO/RMF; Susan Haas, MD, Co-PI, Project on System Expansion Risks to Patient Safety, Ariadne Labs

C20: Just Culture: The Critical Paradigm Shift

B • Crystal Ballroom, Salon K-M

Rebekah Friedrich, RN, CCRN, CPPS, Senior Performance Improvement Leader, University of Maryland Medical Center; Mangla Gulati, MD, CPPS, Chief Quality Officer, Associate Chief Medical Officer, Vice President of Patient Safety & Clinical Effectiveness, University of Maryland; Megan Anders, MD, CPPS, Assistant Professor and Associate Chair for Safety and Quality, University of Maryland School of Medicine

C25: A Novel Ambulatory Quality and Safety Infrastructure

A • Grand Ballroom, Salon 1-2

Rollin J. (Terry) Fairbanks, MD, CPPS, Vice President, Quality and Safety, MedStar Health; Kathryn Kellogg, MD, CPPS, Assistant Vice President, Ambulatory Quality and Safety, MedStar Health

1:30 PM – 2:45 PM

Person-Centered Care

C12: The Role of Primary Care in Accountable Care Organizations

A • Crystal Ballroom, Salon D

Doug Eby, MD, Vice President of Medical Services, Southcentral Foundation; Donna Galbreath, MD, QA Medical Director, Southcentral Foundation

C15: Equity in Access to Palliative Care

B • Crystal Ballroom, Salon G

Kathleen Grimm, MD, Director, Supportive Medicine & Palliative Care, Erie County Medical Center; Sandra Lauer, RN, Continuum of Care Director, Erie County Medical Center; Claudia Aghaie, Medical Student, Jacobs School of Medicine and Biomedical Sciences

C22: Better Results WITH People with Lived Experience

B • North Tower, Key Biscayne

Paul Howard, Senior Director of Community Initiatives, 100 Million Healthier Lives, IHI; Shemekka Ebony Coleman, Engagement Leader, IHI

Population Health

Mental Health and Well-Being

C8: Launching Together to Improve Family Brain Health

A • Grand Ballroom, Salon 3

Matt Guy, President and Lead Community Connector, Accelerated Transformation Associates; Lindsay Reeves, Director of Early Childhood Programs, Catholic Charities Diocese of Pueblo; Erika Retzlaff, Community Initiatives Coordinator, Catholic Charities Pueblo, Colorado

C29: Health and Well-Being: Tools for Understanding and Measuring This Component of the Triple Aim

B • North Tower, Bahamas

Matt Stiefel, Senior Director, Center for Population Health, Kaiser Permanente; Tom Kottke, MD, Medical Director, Well Being, HealthPartners; Brita Roy, MD, Assistant Professor, Yale School of Medicine; Carley Riley, MD, Assistant Professor, Cincinnati Children's Hospital Medical Center

C30: Collaborative Quality Improvement in Communities

I • North Tower, St. Thomas

Heidi Black, Director of Collaborative Improvement, StriveTogether; Cheryl Broadnax, Senior Director District Improvement, StriveTogether

Maternal and Neonatal Health



C31: Using QI Bundles to Improve Maternity Care: Outcomes and Lessons from the Field

B • North Tower, West Indies

Deborah Browne, MD, Medical Director of Collaborative Improvement, Womens Healthcare Australasia & Clinical Excellence Commission, New South Wales; Cathy Emeis, PhD, CNM, Associate Professor, Director of Nurse-Midwifery, Oregon Health and Science University (OHSU); Lisa Kane Low, PhD, CNM, Associate Dean, Practice and Professional Graduate Programs, University of Michigan

3:15 PM – 4:15 PM

Keynote Two

Tarana Burke, Social Justice Advocate, Founder of the “me too.” Movement

Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote speaker on page 9.

4:30 PM – 6:30 PM

Storyboard Reception

Forum Hall (Cypress Ballroom)

See 500+ improvement storyboards displayed by your colleagues, who will be standing by to answer questions about their improvement journeys. A listing of all titles and authors will be provided.

For more Networking Opportunities, see pages 10-11.

6:30 PM – 10:00 PM

National Forum Celebration

Marriott Poolside

Snacks provided until 8:30 PM. Live music and cash bar until 10:00 PM.

For more Networking Opportunities, see pages 10-11.

Cancer

PROGRAMS

AMERICAN COLLEGE OF SURGEONS

Accreditation makes a difference.

Accreditation by the American College of Surgeons Cancer Programs can help your organization gain a competitive advantage and lead the way to better cancer care for your patients.

Contact us to learn more about how your cancer program can become accredited.

312-202-5085 | acscancerprograms@facs.org

facs.org/cancer



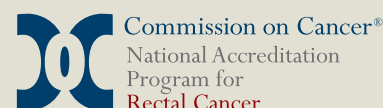
100+years

AMERICAN COLLEGE OF SURGEONS
Inspiring Quality:
Highest Standards, Better Outcomes



NAPBC[®]

NATIONAL ACCREDITATION PROGRAM
FOR BREAST CENTERS



GLOBAL JOURNAL ON QUALITY AND SAFETY IN HEALTHCARE

The *Global Journal on Quality and Safety in Healthcare* (JQSH) publishes evidence from real-life examples of quality and safety improvement outcomes in various disciplines, environments, and countries, including original research, quality improvement (QI) projects, reviews, commentary, and more.

Topics include healthcare delivery, health policy analysis, health economics, and all domains of QI such as safety, effectiveness, efficiency, timeliness, equity, and patient-centered care.

Visit us online to register as a reviewer and submit a paper.

JQSH.ORG



Volume 1 • Issue 1 • January/February 2015
Global Journal on
Quality and Safety
in Healthcare
www.jqsh.org

JQSH

CALL FOR PAPERS: JQSH IS CURRENTLY SEEKING MANUSCRIPTS FOR A SPECIAL ISSUE DEVOTED TO PHARMACOECONOMICS AND ACCESS TO QUALITY MEDICATIONS. **SUBMIT ONLINE BY DECEMBER 31.**

Wednesday

7:00 AM – 7:45 AM

Special Interest Breakfasts

Have breakfast and network with colleagues on a variety of improvement topics.

For more Networking Opportunities, see pages 10-11.

SIB1: Finance Roundtable: Quality and Finance Leaders Together for Care at a Cost We Can All Afford

Grand Ballroom, Salon 8

Facilitators: Helen Macfie, PharmD, Chief Transformation Officer, MemorialCare Health System; James Leo, MD, Chief Medical Officer, MemorialCare Health System; Joanne Roberts, MD, Senior Vice President/Chief Value Officer, Providence St. Joseph Health; Karen Testman, Chief Financial Officer, MemorialCare Health System; Sheri Feeney, Chief Financial Officer, Clinical Institutes, Providence St. Joseph Health

SIB2: The Conversation Project: Normalizing End-of-Life Conversations

Crystal Ballroom, Salon K-M

Facilitators: Kate DeBartolo, Senior Director, IHI; Patty Webster, Improvement Advisor and Faculty, IHI; Naomi Fedna, Project Coordinator, IHI

SIB3: Friends of IHI and Global Initiatives — What's New?

Grand Ballroom, Salon 4-6

Facilitators: Pierre Barker, MD, MBChB, Chief Global Partnerships and Programs Officer, IHI; Yael Gill, Executive Director, Strategic Partners, IHI

SIB4: Sneak Peek: A Roadmap to Safety

Grand Ballroom, Salon 12-14

Facilitators: Tejal Gandhi, MD, CPPS, Chief Clinical and Safety Officer, IHI; Jeffrey Brady, MD, Director, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality

SIB5: Join the Age-Friendly Health Systems Movement

Crystal Ballroom, Salon E-F

Facilitators: Kellyanne Johnson, Project Director, IHI; Leslie Pelton, Senior Director, IHI

SIB6: Learning from Industry: Mass Customization for Health Care

Crystal Ballroom, Salon A-C

Facilitators: Göran Henriks, Chief Executive, Qulturum; Helen Bevan, OBE, Chief Transformation Officer, Horizons Team, NHS England; Jeff Rakover, Research Associate, IHI

Sessions Key

- S Student:** This session has been selected from a wide range of topics and disciplines that are especially appropriate for students who are new to quality improvement or the National Forum.
- B Beginner:** This session will offer helpful ideas and tools for newcomers to the world of quality improvement.
- I Intermediate:** This session is for attendees who have a sound knowledge of quality improvement methodology.
- A Advanced:** This session is for the advanced learner and will provide cutting-edge improvement thinking.

Download the Mobile App

for session descriptions, presenter biographies, networking events, and more. See download instructions on page 2.

Recharge Room

Tuesday, December 10, 7:45 AM – 4:15 PM

Wednesday, December 11, 7:45 AM – 2:30 PM

Use the exercise equipment and burn some calories while watching Keynotes and Spotlight Sessions.

SIB7: Black Women and Maternal Care: Redesigning for Safety, Dignity, and Respect

Grand Ballroom, Salon 1-2

Facilitators: Joia Crear Perry, President, National Birth Equity Coalition; Trissa Torres, MD, Chief Operations and North America Programs Officer, IHI

Supported by:
WISDOM
WAY
INSTITUTE

SIB8: Advancing Organizational Equity: IHI's Journey

Grand Ballroom, Salon 9-10

Facilitator: Dorian Burks, Project Manager, IHI

SIB9: Learnings from High-Performing Health Systems Around the World

Crystal Ballroom, Salon P-Q

Facilitators: Jennifer Lenoci-Edwards, RN, CPPS, Head of North America, IHI; Kush Badshah, Director, IHI; Joe Mando, Operations Director, IHI; Susan Hannah, Senior Director, IHI

Special Interest Breakfasts continue on page 34.



Promoting healthy aging— and independent living

Northwell Health is a proud advocate of healthy aging—enabling seniors who may be frail or living with chronic illness to age safely from the comfort of home.



Northwell
Health®

Look North®

Northwell is a national leader in delivering care that improves outcomes, reduces costs, and alleviates pain and suffering by preventing hospitalizations and emergency visits.

As one of 14 participants in the U.S. Centers for Medicare & Medicaid Services' (CMS) "Independence at Home" program, Northwell is recognized as a top performer in delivering superior care to hundreds of seniors while also achieving \$3.4 million in annual savings—the highest among all CMS demonstration sites.

For more information, come by **Booth #205**
or visit **Northwell.edu/Healthy-Aging**

Wednesday

SIB10: Nurses Leading to Improved Care

Grand Ballroom, Salon 7

Facilitator: Maureen Bisognano, RN, President Emerita and Senior Fellow, IHI

SIB11: A Global Network of Learning

Hall of Cities, Chicago

Facilitators: William Scott, Event Manager, IHI; Kyle Rolph, Conference Producer, BMJ

Supported by:
BMJ

7:00 AM – 7:45 AM

IHI Membership Breakfast

Hall of Cities, Los Angeles

Open to current members and all those interested in the new IHI Membership

Facilitators: Donna Amrhein, IHI; Ashley Latta, IHI

8:00 AM – 9:00 AM

Keynote Three

Supported by:
WELLSTAR
Health Systems

Raj Panjabi, MD, MPH, Chief Executive Officer, Last Mile Health

Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote speaker on page 9.

Sessions and Spotlight Sessions

See the listing of all Spotlight Sessions on page 11.

9:30 AM – 10:45 AM

Spotlight Session D

D1: From Learners to Leaders: Systems-Based Approaches to Foster Joy in Work

A • Palms Ballroom

Jessica Perlo, Director, IHI; Derek Feeley, President and CEO, IHI; Jessica Fried, MD, PGY-5 Chief Resident, Penn Radiology; Lakshman Swamy, MD, Resident, Boston Medical Center

D Sessions

All D Sessions repeat during the E Sessions period. See the D/E listing that follows.

11:15 AM – 12:30 PM

Spotlight Session E

E33: What Matters Most: “Listening First” for Building Health Equity

B • Palms Ballroom

Kirstin Siemering, DrPH, Program Manager, American Heart Association; Winston Wong, MD, Medical Director, Community Benefit, and Director, Disparities Improvement and Quality Initiatives, Kaiser Permanente; Eduardo Sanchez, MD, Chief Medical Officer for Prevention, American Heart Association; Don Conley, Executive Director, United African American Ministerial Action Council; Andrea Tull, PhD, Director of Reporting and Analytics, Massachusetts General Hospital; Aswita Tan-McGrory, Deputy Director, Massachusetts General Hospital

E Sessions

All E sessions are repeats of D sessions. See the D/E listing below.

9:30 AM – 10:45 AM: D Sessions

11:15 AM – 12:30 PM: E Sessions

Building Improvement Capability

Supported by:
PETERSON
CENTER ON
HEALTHCARE

D29/E29: Running Successful Collaboratives Around the Globe

B • Crystal Ballroom, Salon G

Sue Butts-Dion, Quality Improvement Consultant, Butts-Dion Consulting, Inc.; Catherine Mather, Director, IHI; Kelly McCutcheon Adams, MSW, LICSW, Senior Director, IHI

D30/E30: Using the Dosing Approach to Build Capability

B • Hall of Cities, New Orleans

Uma Kotagal, MBBS, Senior Fellow IHI, Professor of Pediatrics, Cincinnati Children's Hospital Medical Center; Robert Lloyd, PhD, Vice President, IHI; Marianne McPherson, PhD, Senior Director, 100 Million Lives Implementation, IHI; Rebecca Steinfeld, Senior Director, Improvement Advisor, IHI

D31/E31: The Psychology of Change: People-Driven Methods to Unlock Resistance and Unleash QI

B • North Tower, Key West

Alex Anderson, Research Associate, IHI; Kate Hilton, JD, Faculty, IHI



Save the Date
December 6–9
2020



IHI National Forum²⁰²⁰

on Quality Improvement in Health Care

Believe it or not, the next amazing IHI National Forum is less than a year away. Want to officially RSVP for the **December 6–9, 2020**, event held here in **Orlando, FL**? Sign up at the Registration Edits Desk or visit ihi.org/Forum to get the lowest price possible:

\$899 for the General Conference!



Register at ihi.org/Forum

Offer ends January 10, 2020

December 6–9, 2020

Orlando, FL, USA

Register Today • ihi.org/Forum

Wednesday

9:30 AM – 10:45 AM: D Sessions

11:15 AM – 12:30 PM: E Sessions

Care and Health for Older Adults

D9/E9: One Year After Diabetes Deprescribing: Our Journey

B • Crystal Ballroom, Salon A-C

Lynn Deguzman, PharmD, Pharmacy Clinical Operations Manager, Kaiser Permanente Northern California; Maisha Draves, MD, Medical Director of Pharmacy, The Permanente Medical Group

(Also listed in the Patient Safety Track)

D32/E32: 4Ms as Best Care for Older Adults: Implement and Sustain

B • North Tower, Key Largo

Anne Pohnert, FNP-BC, Director of Clinical Quality, MinuteClinic; Tammy Vachon, LCSW, Program Manager, Geriatrics, MaineHealth; Molly Anderson, Manager, Geriatrics Programs, Maine Medical Center; Mary Dolansky, PhD, RN, Associate Professor, Louis Stokes VA Medical Center

Equity

D13/E13: Improving Quality of Care Through Health Equity

B • North Tower, St. Thomas

Alisahah Cole, MD, Chief Community Impact Officer, Atrium Health; Roy Gilbreath, MD, Senior Vice President, Chief Systems of Care Integration Officer, Navicent; Kinneil Coltman, DHA, Vice President, Chief Diversity Officer, Atrium Health; Carol Babcock, Director, Navicent, Brisa Urquieta de Hernandez, Senior Management Associate, Atrium Health

D33/E33: What Matters Most: “Listening First” for Building Health Equity

B • D33: Grand Ballroom, Salon 3

E33: Spotlight Session: Palms Ballroom

Kirstin Siemering, DrPH, Program Manager, American Heart Association; Winston Wong, MD, Medical Director, Community Benefit, and Director, Disparities Improvement and Quality Initiatives, Kaiser Permanente; Eduardo Sanchez, MD, Chief Medical Officer for Prevention, American Heart Association; Don Conley, Executive Director, United African American Ministerial Action Council; Andrea Tull, PhD, Director of Reporting and Analytics, Massachusetts General Hospital; Aswita Tan-McGrory, Deputy Director, Massachusetts General Hospital

Improvement Science

D8/E8: Using Communications Strategies to Accelerate Quality Improvement

A • Crystal Ballroom, Salon H

Frits Bredal, Head of Communications, Danish Society for Patient Safety; Jo Ann Endo, MSW, Senior Managing Editor, IHI; Andrew Cooper, Director of Communications, Life Sciences Hub Wales

D14/E14: A Knowledge Commons Supercharges Learning Networks

A • Grand Ballroom, Salon 7

Carolyn Simpkins, Senior Advisor, Clinical Research Knowledge Creation, HIVE Networks; Peter Margolis, MD, PhD, Co-Director, Anderson Center for Health Systems Excellence, Cincinnati Children's Hospital Medical Center; Michael Seid, PhD, Director, Health Outcomes and Quality Care Research, Cincinnati Children's Hospital Medical Center; Bentley Davis, Senior Organizational Advisor, Learning Networks, Hive Networks, Inc.; Kedar Mate, MD, Chief Innovation Officer, IHI

D15/E15: How Virtual Collaboration Can Ignite Improvement

A • Grand Ballroom, Salon 1-2

Helen Bevan, OBE, Chief Transformation Officer, Horizons Team, NHS England; Kathryn Perera, Director, NHS England Sustainable Improvement Team; Zoe Lord, Deputy Director, NHS England

Maternal and Neonatal Health

D19/E19: Better Maternal Outcomes: Redesigning Systems with Black Women

B • North Tower, Marco Island

Trissa Torres, MD, Chief Operations and North America Programs Officer, IHI; Joia Crear Perry, President, National Birth Equity Collaborative; Kimberlydawn Wisdom, MD, Senior Vice President, Henry Ford Health System; Ebony Marcelle, Director of Midwifery, Community of Hope; Jaye Clement, Director, Community Health Programs and Strategies, Henry Ford Health Systems; Shannon Welch, Director, IHI

D20/E20: Data Visualization for Quality Improvement

A • Crystal Ballroom, Salon D

Lloyd Provost, Improvement Advisor, Associates in Process Improvement; Shannon Provost, PhD, Lecturer, The University of Texas at Austin

D25/E25: Bridge the QI and IS Gap to Reduce Opioid Prescribing

A • Grand Ballroom, Salon 4-6

Julie Johnson, PhD, Professor, Northwestern University; Rohit Ramaswamy, PhD, Professor, Director, Research Innovation and Global Solutions, University of North Carolina at Chapel Hill; Meagan Shallcross, Research Project Manager, Northwestern University; Willemijn Schäfer, PhD, Research Associate, Northwestern University Feinberg School of Medicine; Jonah Stulberg, MD, PhD, Assistant Professor of Surgery & Clinical Director, Innovation, Northwestern University Feinberg School of Medicine

(Also listed in the Population Health Track)



The Time is Now. Take the Lead.

Earn your Master of Science in Healthcare Quality & Patient Safety

PROGRAM HIGHLIGHTS

- Learn skills to lead evidence-based quality & safety improvements within your organization
- Executive format blends 4 in-person Immersion Sessions with Distance-Learning components to maximize your time and education
- Taught by distinguished faculty and leaders in the nation's most prestigious healthcare systems, national organizations, and government agencies

Scholarships available for

- Nurses
- Allied Health Professionals
- Clinicians working with underserved populations

For more information, visit
northwestern.edu/quality-safety

Wednesday

9:30 AM – 10:45 AM: D Sessions

11:15 AM – 12:30 PM: E Sessions

Joy in Work

D1/E1: From Learners to Leaders: Systems-Based Approaches to Foster Joy in Work

A • D1: Spotlight Session: Palms Ballroom
E1: Grand Ballroom, Salon 3

Jessica Perlo, Director, IHI; Derek Feeley, President and CEO, IHI; Jessica Fried, MD, PGY-5 Chief Resident, Penn Radiology; Lakshman Swamy, MD, Resident, Boston Medical Center

D2/E2: Building a Culture of Respect for People

B • Grand Ballroom, Salon 8

Lynne Chafetz, JD, Senior Vice President and General Counsel, Virginia Mason Medical Center; Charleen Tachibana, DNP, RN, Senior Vice President, Quality and Safety, Chief Nursing Officer, Virginia Mason Health System

D7/E7: Why We Do Our Work

A • Crystal Ballroom, Salon E-F

Rosie Bartel, Patient Advisor; Paul Vlies, Director of Facilities Management and Security, Bellin Health; David Bartel, Caregiver; Corrine Vercauteren, Team Leader, Environmental Services, Bellin Health

Leadership

D3/E3: Five Strategies for Leading Quality at a System Level

B • Grand Ballroom, Salon 11

David Williams, PhD, Improvement Advisor, DMW Austin, LLC; Angela Shippy, MD, Senior Vice President & Chief Quality Officer, Memorial Hermann; James Moses, MD, Vice President, Quality and Safety, Chief Quality Officer, Boston Medical Center

D16/E16: Developing an Integrated Quality Management System

A • Hall of Cities, New York

Pierre Barker, MD, MBChB, Chief Global Partnerships and Programs Officer, IHI; Stephen Muething, MD, Co-Director, James M. Anderson Center for Health Systems Excellence, Cincinnati Children's Hospital Medical Center; Melody Siska, Vice President Quality and Advanced Analytics, Cincinnati Children's Hospital Medical Center

D18/E18: High-Impact Leadership Behaviors in Daily Practice

I • North Tower, Sawgrass

Joanne Roberts, MD, Senior Vice President and Chief Value Officer, Providence St. Joseph Health; Douglas Meyer, Director, Talent Development, Providence St. Joseph Health; Michael Pugh, President, MdP Associates, LLC

Moving from Volume to Value

D5/E5: IHI Alliance Driving Out Waste to Return the Money

A • North Tower, Vinoy

Helen Macfie, PharmD, Chief Transformation Officer, MemorialCare Medical Centers; James Leo, MD, Chief Medical Officer, MemorialCare Health System

D17/E17: Strategies to Promote High-Value Accountable Care

A • Grand Ballroom, Salon 9-10

Sonya Streeter, Senior Researcher, Mathematica Policy Research, Inc.; Mary Pisciotta, Director, IHI; Jasmine Masand, Program Analyst, Mathematica Policy Research

D23/E23: Transforming to a Safety-Net Accountable Care Organization Using Lean

I • Hall of Cities, Chicago

Edgardo Trejo, MD, Acting Chief, Psychiatry, Cambridge Health Alliance; Jacob Venter, MD, Division Chief, Child and Adolescent Psychiatry, Cambridge Health Alliance; Renee Kessler, Chief Operating Officer, Cambridge Health Alliance; Gouri Gupte, PhD, Director of Performance Improvement, Cambridge Health Alliance; Paola Peynetti Velazquez, Senior Performance Improvement Advisor, Cambridge Health Alliance

D24/E24: Coproduction Value Creation Simulation

B • North Tower, Puerto Rico

Brant Oliver, PhD, APRN-BC, Assistant Professor, The Dartmouth Institute for Health Policy and Clinical Practice, Geisel School of Medicine at Dartmouth; Paul Batalden, MD, Professor Emeritus, The Dartmouth Institute

D27/E27: Clinical Redesign: A Framework to Drive Value

A • Grand Ballroom, Salon 12-14

L. Scott Sussman, MD, Senior Medical Director, Clinical Operations, Yale New Haven Health System; Stephanie Amport, Senior Consultant, Office of Strategy Management, Yale New Haven Health System; Ian Schwartz, Vice President, Clinical Operations, and Associate Clinical Professor, Emergency Medicine, Yale New Haven Health; Maribeth Cabie, PharmD, Director, Clinical Redesign, Yale New Haven Health System

D28/E28: Are Frequently Admitted ED Patients in Fact MVPs?

A • Hall of Cities, Denver

Brandon Allen, MD, Assistant Professor, Medical Director, Adult ED, Shands at the University of Florida; Kartik Motwani, Medical Student, University of Florida

IHI Summit

On Improving Primary Care

April 16–18, 2020

Gaylord National
Resort and
Convention Center

National Harbor,
MD, USA

Register today
and save
\$100

ihi.org/Summit



Wednesday

9:30 AM – 10:45 AM: D Sessions

11:15 AM – 12:30 PM: E Sessions

Patient Safety

D6/E6: Measuring Harm: Tools for Today, Tips for Tomorrow

A • North Tower, Harbor Beach

Merranda Logan, MD, Associate Chief Quality Officer, Massachusetts General Hospital; David Bates, MD, Chief, Division of General Internal Medicine, Brigham and Women's Hospital; Elizabeth Mort, MD, Senior Vice President, Quality and Safety, Chief Quality Officer, Massachusetts General Hospital; Lynn Volk, Senior Manager, Information Systems, Partners HealthCare

D9/E9: One Year After Diabetes Deprescribing: Our Journey

B • Crystal Ballroom, Salon A-C

Lynn Deguzman, PharmD, Pharmacy Clinical Operations Manager, Kaiser Permanente Northern California; Maisha Draves, MD, Medical Director of Pharmacy, The Permanente Medical Group

(Also listed in the Care and Health for Older Adults Track)

Maternal and Neonatal Health

D12/E12: Leading Large-Scale Change to Reduce Stillbirth

A • Crystal Ballroom, Salon K-M

Cheryl Clark, Midwife/IA, Associate Improvement Advisor, Healthcare Improvement Scotland; Bernie McCulloch, Improvement Advisor, Healthcare Improvement Scotland; Angela Cunningham, Midwifery Clinical Lead, Healthcare Improvement Scotland

D21/E21: Key Factors to Creating a Culture of Safety

A • Crystal Ballroom, Salon P-Q

Frank Federico, RPh, Vice President, Senior Patient Safety Expert, IHI; Emmanuel Aiyenigba, MD, CPPS, Faculty Director and Improvement Advisor, IHI; Sodzi Sodzi-Tetty, MD, Head of Africa Region, IHI; Jennifer Ross, RN, Faculty Director and Independent Consultant

D35/E35: Violence Has No Home in Health Care

A • North Tower, Key Biscayne

Ellen Crowe, RN, Director, Clinical Excellence and Care Redesign, Connecticut Hospital Association; Carl Schiessl, JD, Senior Director, Regulatory Advocacy, Connecticut Hospital Association

Person-Centered Care

D4/E4: Design Ideal Experiences with Focused Care Centers

B • Hall of Cities, Los Angeles

Tony Digoia, MD, Medical Director, UPMC Bone and Joint Center, University of Pittsburgh Medical Center (UPMC); Gigi Crowley, RN, Director, UPMC

Mental Health and Well-Being

D11/E11: Co-Designing to Empower Family Caregivers

B • North Tower, Aruba

Estee Neuwirth, PhD, Senior Director, Innovation & Design, Kaiser Permanente's Care Management Institute; Lisa Arellanes, Vice President, Care Delivery Ancillary Services and Support, National Quality, Kaiser Permanente; Dan Huynh, MD, Assistant Medical Director, Hospital Quality, and Physician Director, Home Care Services, Kaiser Permanente; Reema Shah, Executive Consultant, Kaiser Permanente; Carissa Lim, Senior Service Designer, Kaiser Permanente

D26/E26: Scaling Communication and Resolution Programs

A • North Tower, West Indies

Evan Benjamin, MD, Chief Medical Officer, Ariadne Labs; Thomas Gallagher, MD, Professor and Associate Chair, University of Washington; Meghan Long, Project Manager, Ariadne Labs

Mental Health and Well-Being

D34/E34: Navigating the Opioid Crisis: Journey Maps and Relationships

B • North Tower, Grand Cayman

Steve Tierney, MD, Senior Medical Director, Clinic Quality Improvement, Southcentral Foundation; Christina Krause, Chief Executive Officer, BC Patient Safety and Quality Council; Jennie Aitken, Leader, BC Patient Safety and Quality Council

Population Health

D10/E10: Turning the IHI Triple Aim into an Actionable Strategy

B • Crystal Ballroom, Salon N

Chris Woleske, JD, President & Chief Executive Officer, Bellin Health; Cynthia Lasecki, MD, Chief Medical Officer, Bellin Health; Amar Shah, Chief Quality Officer, East London NHS Foundation Trust (ELFT) Navina Evans, MBBS, Chief Executive, ELFT

Maternal and Neonatal Health

D22/E22: Process Innovation to Promote Dignity in Birth

A • North Tower, Bahamas

Amber Weiseth, DNP, RNC-OB, Associate Director, Delivery Decisions Initiative, Ariadne Labs; Neel Shah, MD, Director, Delivery Decisions Initiative, Ariadne Labs; Amber Rucker, Senior Project Coordinator, Ariadne Labs; Avery Plough, Research Specialist, Ariadne Labs

D25/E25: Bridge the QI and IS Gap to Reduce Opioid Prescribing

A • Grand Ballroom, Salon 4-6

Julie Johnson, PhD, Professor, Northwestern University; Rohit Ramaswamy, PhD, Professor, Director, Research Innovation and Global Solutions, University of North Carolina at Chapel Hill; Meagan Shallcross, Research Project Manager, Northwestern University; Willemijn Schäfer, PhD, Research Associate, Northwestern University Feinberg School of Medicine; Jonah Stulberg, MD, PhD, Assistant Professor of Surgery & Clinical Director, Innovation, Northwestern University Feinberg School of Medicine

(Also listed in the Improvement Science Track)

12:40 PM – 1:20 PM

Wednesday Lunch Session — Leadership

WLS: Making Presentations Memorable: A Speaker's Legacy

B • Crystal Ballroom, Salon P-Q

Selina Stephen, Improvement Advisor, Director, Scottish Government; Tina Lynge Lyngbye, Senior Consultant

12:40 PM – 1:20 PM

Lunch-N-Learn

LNL3: Redefining Our Lane — Advocacy in Health Care

Crystal Ballroom, Salon K-M

Tochi Iroku-Malize, MD, Chair, Family Medicine, Northwell Health; Barbara Keber, President, New York State Academy of Family Physicians, Vice Chair, Department of Family Medicine, Northwell Health, Associate Professor, Donald and Barbara Zucker School of Medicine Hofstra/Northwell; Adebowale Prest, MD

This is a case-based, interactive, team-based session with participants in groups working on various tools of advocacy in health care. Our department has been involved in advocacy at the local, state, national, and global levels to address the needs of our patients, communities, and providers. Whether it is learning to write an op-ed, speak to reporters, lobby with legislators or run for political office, advocacy is an important tool for those involved in health care to make a difference. And we should not be worried about “staying in our lane” because the entire process is our lane. Participants will leave with a framework to get involved in advocacy at their home institutions/organizations at various levels within and outside of health care.

LNL4: Lunch & Launch! New Reports on Social and Health Care Integration, Joy in Work, the Opioid Crisis, and Patient Safety Measurement

Crystal Ballroom, Salon N

Susan Edgman-Levitan, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital; Saranya Loehrer, MD, Head of Innovation, IHI; Mara Laderman, Senior Director of Innovation, IHI; Kedar Mate, MD, Chief Innovation and Education Officer, IHI

Grab your lunch and hear from IHI facilitators speaking about the recent NASEM reports on social care / health care integration and joy in work; a report being co-issued by the Grayken Center at Boston Medical Center and IHI on best hospital practices when dealing with opioid addiction; and a Salzburg Statement co-produced with IHI's Lucian Leape Institute on global principles for measuring patient safety.

1:30 PM – 2:30 PM

Keynote Four

Donald Berwick, MD, MPP

Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote speaker on page 9.

Hospital Flow Professional Development Program

The right care, in the right setting,
at the right time Spring 2020 | Boston, MA



Innovation Theater

All Innovation Theater presentations take place in the Forum Hall/Cypress Ballroom. Please look for **Innovation Theater One** located at the rear left side of the hall and **Innovation Theater Two** in the front right side of the hall.

Monday, December 9

4:30 PM – 5:00 PM

Innovation Theater One

Digital Surgery at Scale: How AI Can Deliver Quality in the OR

Huzefa Neemuchwala, PhD, Vice President & General Manager, C-SATS Digital Surgery Solutions

Surgeons make countless, life-impacting decisions daily. And in most institutions, a wide variation in the quality of care provided in the operating room persists. The potential for AI to help to enable decision support in real time and reduce variation in care is disruptive and transformative. AI has the power to enable surgical insights that are designed to drive quality improvement.

Supported by:  **C-SATS**
PART OF THE Johnson & Johnson FAMILY OF COMPANIES

4:30 PM – 5:00 PM

Innovation Theater Two

Enabling the “Data-and-Insights-Driven Health care Enterprise” with Self-Service Analytics

Andy Dé, Senior Director, Healthcare Solutions Strategy and Marketing, Alteryx

Health care in the United States is in the throes of unprecedented change and transformation. New industry regulations and the call for accountability are driving the need for visibility, collaboration, agility, reporting, and actionable insights to drive superior patient outcomes. However, most health care providers and payers are challenged by disparate and disconnected health care IT systems and legacy business processes. This presentation will discuss current and forward-looking trends in health care analytics and artificial intelligence (AI) impacting the undulating landscape of health care innovation for health care providers and payers. Speakers will present a map of key health care business processes and use cases where health care providers and payers can potentially deploy an end-to-end, industry leading analytics platform like Alteryx for right-time decisions with tangible clinical and business impact.

Supported by:  **alteryx** | The Thrill of Solving

5:15 PM – 5:45 PM

Innovation Theater One

Clinical Data Base: Elevating Performance Improvement

Kyle Hanson and Mike McCall, Vizient

Clinical Data Base (CDB) is the definitive analytic platform for performance improvement allowing members to transparently compare their organization with others, increase quality ratings, and enhance patient outcomes. Learn how the Clinical Data Base unites quality, clinical, and financial measures to enable cross-functional decision making and collaboration and elevate performance improvement.

Supported by:  **vizient**

5:15 PM – 5:45 PM

Innovation Theater Two

Merging Evidence with Technology to Improve Outcomes and Standardize Care

Howard Willson, MD, Senior Vice President of Customer Success, Zynx Health

As a former department chief of emergency medicine and a pioneer in developing health care transparency and decision support for consumers, Howard Willson, MD, understands the challenges facing today's organizations. In this presentation, discover how new technologies offer health care providers the means to establish a baseline for right care, focus interventions on desired outcomes, and analyze ordering practices to improve results.

Supported by:  **zynxhealth**
PART OF THE HEARTS HEALTH NETWORK

Tuesday, December 10

12:45 PM – 1:15 PM

Innovation Theater One

A Comprehensive Approach to the Silent Hospital

Lisa Pahl, RN, Philips

Studies continue to show the detrimental impact of noise on patient healing (physical and psychological) and hospital costs due to staff disruptions and low HCAHPS scores around quietness. Learn strategies to develop a “Silent Hospital” by reducing unnecessary alarms and noise to improve patient healing and the patient experience and staff satisfaction.

Supported by:  **PHILIPS**

Tuesday, December 10

12:45 PM – 1:15 PM

Innovation Theater Two

RQI Implementation at Woman's Hospital: What Not to Do and Why It's Worth It

Ellen Tadman, Staff Development Coordinator, Woman's Hospital

Woman's Hospital adopted the Resuscitation Quality Improvement® (RQI) program because it met their commitment to innovation and improving patient outcomes. In this session, learn how, despite some major bumps along the way, they shifted from a traditional two-year compliance program and overcame a difficult starting position to achieve excellence in organization-wide quality improvement.

Supported by:  **RESUSCITATION
QUALITY
IMPROVEMENT™**
An American Heart Association
and Laerdal® Program

4:45 PM – 5:15 PM

Innovation Theater One

Using Virtual Reality Refresher Training to Address ACLS Skills Decay

Brian Gillett, MD, Founder & Chief Medical Officer, Health Scholars

Brian Gillett, MD, will share his experience as an emergency physician and simulation director and why current training limitations led him to VR. Learn how Health Scholars and their healthcare partners have developed a VR simulation to cost effectively combat ACLS skills decay at scale, as well as identify and mitigate performance gaps using cloud-based assessment reporting.

Supported by:  **HEALTH
SCHOLARS**

4:45 PM – 5:15 PM

Innovation Theater Two

What Data Are You Missing in Your Strategic Imperatives?

Brian Foy, Chief Product Officer, Q-Centrix

There are many challenges that prevent organizations from fully leveraging important data to execute on their strategic imperatives — most prominently, awareness. Join Q-Centrix leaders as they uncover how an enterprise approach employs four main principles to help organizations address these challenges and realize the full value of their quality program.

Supported by:  **Q-Centrix®**

5:30 PM – 6:00 PM

Innovation Theater One

Evolution of the Virtual Sitter to Safety Companion: The Compelling Story of Why

Karin Reese, RN, Chief Nursing Officer, MarinHealth Medical Center

Learn about the evolution of virtual fall prevention monitoring. Learn how the virtual safety companion is decreasing falls and falls with injury and also improving nurse safety and peace of mind.

Supported by:  **BANYAN.** | Healthcare Transformed.

5:30 PM – 6:00 PM

Innovation Theater Two

Ownership Matters! Hard-Wiring Better Care and ED Efficiency Utilizing an Intelligent Patient Assignment System

Vinh Le, MD, Evangelist; Doug Browder, MD, Chief of East Coast Operations, UBQ

Chronic overcrowding, long wait times, high LWBS, and long length of stay adversely affect ED financial performance, quality of care, and provider morale. An intelligent patient queuing system that assigns care ownership has been shown to align patient and provider incentives, remove barriers, and promote a better care experience. Furthermore, a computer-based patient assignment infrastructure that utilizes data science and machine learning can form the basis for real-time data management. It hard-wires flow, facilitates changes, and makes process improvements transparent and sustainable.

Supported by:  **UBQ™**

Wednesday, December 11

12:45 PM - 1:15 PM

Innovation Theater One

From A to Zero Harm, Our Aligned Approach to Performance Excellence

Crystal Veal, Executive Director Patient Safety, WellStar; Preston Hendrickson, Director System Quality, WellStar; Jennifer Giusti, Vice President Clinical Outcomes, WellStar

WellStar Health System shares their evolution as a system with a focus on every person, every time. Having doubled in size less than four years, this integrated health system has matured their culture and created an aligned approach supporting performance excellence. Learn about our efforts in: Implementation of the IHI Framework for Board Oversight of Quality, best in class RCA Standard Work, training 25,000 in HRO principles, standard quality structure and roles, with a foundation rooted in Lean.

Supported by:  **WELLSTAR**
Health System

Book Signings

Monday, December 9

At the National Forum Bookstore

7:00 PM – 7:45 PM

Abby Wambach, signing copies of *WOLFPACK: How to Come Together, Unleash Our Power, and Change the Game*

Tuesday, December 10

At the National Forum Bookstore

12:30 PM – 1:00 PM

Jack Cochran signing copies of *Healer, Leader, Partner*

Wednesday, December 11

At the National Forum Bookstore

10:45 AM – 11:15 AM

Don Berwick, MD, signing copies of *Promising Care: How We Can Rescue Health Care by Improving It*



GEORGETOWN UNIVERSITY
Georgetown University Medical Center
Office of Biomedical Graduate Education

Enroll by
May 15th
for Fall
2020 Start

EXECUTIVE MASTER'S AND GRADUATE CERTIFICATES IN Clinical Quality, Safety, and Leadership

The online Executive Master's and Graduate Certificates in Clinical Quality, Safety, and Leadership are designed for both clinical and non-clinical healthcare professionals interested in taking healthcare quality and patient care services to a higher level of excellence.

With teaching and mentorship from national experts, in addition to core Georgetown faculty, the online programs will immerse learners in advanced theory and concepts of healthcare quality, patient safety science, and organizational leadership.

In collaboration with



MedStar Health
Institute for Quality and Safety

For more information, visit:
PatientSafetyMasters.Georgetown.edu



Register today
and save \$200

Be empowered to make patient safety
a priority at your organization

IHI Patient Safety Congress

2020

Join us for a must-attend event on shaping smarter, safer care for patients
wherever it's provided – from the hospital to outpatient settings to the home.

Renaissance Orlando at SeaWorld
May 13–15, 2020
Orlando, FL

ihi.org/Congress

 Institute for
Healthcare
Improvement

Continuing Education

Visit
ihi.org/CEcredits
to learn more about
obtaining your
continuing education
certificate.

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the health care team.

The National Forum carries a maximum of **20.25 credits for physicians, nurses, and pharmacists**. The Institute for Healthcare Improvement designates this live activity for a maximum of **20.25 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This program has been approved by the National Association for Healthcare Quality for **20.25 CPHQ continuing education hours**.

A total of 20.25 contact hours is available toward the fulfillment of the requirements of CPPS (Certified Professional in Patient Safety) recertification (ihi.org/cpps). Please select the “general attendance” option when completing the post-event survey if only requesting CPPS recertification credit. Certificates from all other disciplines can also be used toward recertification. Please note the sessions on this page that are not approved for CPPS recertification credit.

This program is Approved by the National Association of Social Workers (Approval # 886367066-9062) for 15 continuing education contact hours.

By attending the IHI National Forum offered by IHI, participants may earn up to 20.25 ACHE Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.

All National Forum Learning Labs, Quick Courses, and General Conference sessions offer ACCME, ACHE, ACPE, ANCC, NAHQ, NASW, and CPPS recertification credits, with the exception of the following sessions:

Sessions that do not offer pharmacy contact hours:

A1, A2, A3, A7, A10, A11, A15, A16, A19, A21, A23, A24, A25, A31, A32, B1, B2, B3, B7, B10, B11, B15, B16, B19, B21, B23, B24, B25, B31, B32, C1, C3, C5, C6, C7, C8, C12, C13, C14, C15, C16, C17, C18, C22, C24, C25, C29, C30, C31, D3, D4, D5, D10, D11, D12, D14, D15, D17, D18, D19, D22, D23, D26, D27, D28, D29, E3, E4, E5, E10, E11, E12, E14, E15, E17, E18, E19, E22, E23, E26, E27, E28, E29, MF2, MF3, MF4, MF5, MF6, MF7, MF11, MF13, MF14, MH1, MH5, MH7, MH8, MH9, MH10, MH11, MH12, MH13, SH1, SH5, SH6, SH8, SH9, SH10, SH14, SH15, SH18,

SH19, SH20, SH21, SW1, SW2, SW4, SW5, X6, CEO Summit, Keynote One

Session that do not offer physician contact hours:

A1, A2, A13, A22, A25, B1, B2, B13, B22, B25, D13, D32, E13, E32, MH15, X1, X3, X7

Sessions that do not offer nursing contact hours:

A3, A4, A5, A6, A7, A8, A10, A11, A18, A19, A24, B3, B4, B5, B6, B7, B8, B10, B11, B18, B19, B24, C2, C10, C11, C13, C14, C19, C22, C29, C30, D1, D8, D10, D13, D16, D17, D18, D19, D23, D24, D25, D26, D27, D33, D34, E1, E8, E10, E13, E16, E17, E18, E19, E23, E24, E25, E26, E27, E33, E34, MF1, MF2, MF6, MF8, MF13, MF14, MH1, MH3, MH5, MH7, MH9, MH10, MH11, MH12, SH1, SH3, SH8, SH9, SH10, SH15, SH16, SH18, SH19, SH20, SH21, SW1, SW4, SW5, X2, X4, X6, Pre-Conference Keynote, Keynote Two

Sessions that do not offer social work contact hours:

Pre-Conference Keynote and Keynotes One through Four

Sessions that are not approved for CPPS recertification credit:

A31, B31, C24, C30, D5, D14, D24, D27, E5, E14, E24, E27, MF3, MF5, MF7, X1, Pre-Conference Keynote, Keynote Two

How to receive a certificate of credit:

All attendees will receive an email on Monday, December 16, 2019, with a link to the surveys. Attendees must complete the surveys by **January 31, 2020**, to obtain continuing education certificate. To be eligible for a continuing education certificate, you must ensure you have selected your sessions prior to the end of each conference day. If your custom agenda is inaccurate, you will need to reach out to our customer service department at info@ihi.org to have your agenda reset in order to take the surveys.

Attendees of the IHI National Forum will learn how to:

- Recognize habits that support quality health 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 John A. Hartford
Foundation



We congratulate the **179** hospitals and healthcare practices that have earned recognition as *Age-Friendly Health Systems Participants* by IHI, as of September 2019. These organizations are leading the way in improving care for older adults by implementing the 4Ms Framework – What Matters, Medication, Mentation, and Mobility.

101 of these sites (below) have been designated as *Committed to Care Excellence* for exemplary use of the 4Ms and for reporting the number of older adults reached over at least a three-month period:

Abington Jefferson Health – Abington Hospital	Christiana Care – Limestone
Anne Arundel Health System – Anne Arundel Medical Center	Christiana Care – MAP II
Ascension Medical Group – Anderson NE Family Practice	Christiana Care – New Castle
Ascension Medical Group – Anderson Family Medicine	Christiana Care – Springside
Ascension Medical Group – Anderson Multi-Specialty Practice	Cleveland Clinic – Main Campus
Ascension Medical Group – Scatterfield Primary Care	Dartmouth-Hitchcock Health – Dartmouth Centers for Health & Aging
Ascension Medical Group – Bedford Family Medicine	Kaiser Permanente – Woodland Hills
Ascension Medical Group – Family Medicine	MaineHealth – Maine Medical Center Geriatric Center
Ascension Medical Group – Bedford Mitchell Road	MaineHealth – Maine Medical Center
Ascension Medical Group – Family Physicians of Carmel	MedStar Health – MedStar Good Samaritan Hospital
Ascension Medical Group – Diagnostic Medicine of Carmel	Methodist Health System – Methodist Hospital - Acute Care for Elders Unit
Ascension Medical Group – Carmel Internal Medicine	Methodist Physicians Clinic – Health West
Ascension Medical Group – Medical Office Building	Methodist Physicians Clinic – Indian Hills
Ascension Medical Group – West Franklin	Moffitt Cancer Center – Moffitt Cancer Center - Tampa
Ascension Medical Group – Northbrook	OU Medicine, Inc. – OU Medical Center (Oklahoma City)
Ascension Medical Group – Northside Crossing	Providence St. Joseph Health – Elder at Home
Ascension Medical Group – Fishers Medical Center Northeast	Providence St. Joseph Health – MPG Mill Plain
Ascension Medical Group – Fishers Primary Care South	Providence St. Joseph Health – PMG Bridgeport Family Medicine
Ascension Medical Group – Frankfort Family Practice	Providence St. Joseph Health – PMG Canby
Ascension Medical Group – Broad Ripple Primary Care	Providence St. Joseph Health – PMG Central Point
Ascension Medical Group – Harcourt Primary Care	Providence St. Joseph Health – PMG Clackamas (Sunnyside)
Ascension Medical Group – Heather Glen Internal Medicine	Providence St. Joseph Health – PMG Hood River
Ascension Medical Group – Meridian Adult Medicine	Providence St. Joseph Health – PMG Medford Family Practice
Ascension Medical Group – Northside Internal Medicine	Providence St. Joseph Health – PMG Medford Medical Clinic - Hillcrest
Ascension Medical Group – Kokomo Family Medicine Southway	Providence St. Joseph Health – PMG Newburg
Ascension Medical Group – Kokomo Family Medicine	Providence St. Joseph Health – PMG Orenco
Ascension Medical Group – Mitchell Family Medicine	Providence St. Joseph Health – PMG Phoenix Family Practice
Ascension Medical Group – Winchester	Providence St. Joseph Health – PMG Scholls
Ascension Medical Group – Michigan Road	Rush University Medical Center – Rush University Medical Center
Ascension Medical Group – Pendleton Health Center	Saint Peter's HealthCare System – Saint Peter's University Hospital
Ascension Medical Group – Jennings Family Medicine	Sarasota Memorial Health Care – System Sarasota Memorial Hospital
Ascension Medical Group – Pendleton Family Medicine	Stanford Health Care – Stanford Senior Care
Ascension Medical Group – Newburg Primary Physicians	Stony Brook Medicine – Stony Brook University Hospital
Ascension Medical Group – Union City	The Primary Health Network – Andover Primary Care
Ascension – St. John Medical Center	The Primary Health Network – Beaver Falls Primary Care
Baystate Health – Baystate Brightwood Health Center/Centro de Salud	The Primary Health Network – Buhl Farm Community Health Center
Baystate Health – Baystate High Street Health Center Adult Medicine	The Primary Health Network – Clarion Community Health Center
Baystate Health – Baystate Mason Square Neighborhood Health Center	The Primary Health Network – Green Street Primary Care Building B
Baystate Health – Baystate Medical Center	The Primary Health Network – Hoffman Memorial Medical Center
Beebe Healthcare – Margaret H. Rollins Lewes Campus	The Primary Health Network – Mercer Primary Care
Bellin Health – Crivitz	The Primary Health Network – New Castle Primary Care
Bellin Health – Oconto Falls	The Primary Health Network – Petroleum Valley Medical Center
Bellin Health – Pulaski	The Primary Health Network – Punxsutawney Community Health Center
Beth Israel Lahey Health – Addison Gilbert Hospital	The Primary Health Network – Sandy Lake Community Health Center
Capital Health Plan – Nancy Van Vessem, MD Center for Healthy Aging	The Primary Health Network – Sharon Medical Group Family Medicine
Care New England Health System – Kent Hospital	The Primary Health Network – Transfer Health Center
Central Maine HealthCare – Rumford Hospital	The Primary Health Network – Tri County Community Health
Christiana Care – Carney's Point	Thomas Jefferson University Hospitals – Jefferson Geriatrics
Christiana Care – Christiana Hospital	UAB Medicine – UAB Hospital
Christiana Care – Greenville	UT Health (UT Physicians for Healthy Aging) – Center for Healthy Aging
Christiana Care – Hockessin	

Age-Friendly Health Systems is an initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement, in partnership with the American Hospital Association and the Catholic Health Association of the United States.

Join the growing movement!
Visit ihi.org/AgeFriendly

Shuttle Map



Through narrative, case studies,
and conversations with your peers,

IHI Open School

courses offer a dynamic learning
environment that inspires students
and health professionals at all levels
to lead change in health care.

Sharpen your skills today with free
sample courses:

L 101: Introduction to Health
Care Leadership

PS 101: Introduction to
Patient Safety

QI 102: How to Improve
with the Model for
Improvement

Visit ihi.org/SampleCourses
to get started.

IHI Open School
ihi.org/OpenSchool

30+ Online
Courses

35+ Available
Credits

900+ Global
Chapters



**Change Agent
of the Year
2019**

Professor Preethi Pradhan, PhD,
Dean, School of Health Sciences,
Chitkara University

Dr. Preethi is a tireless champion for
improving the quality of training for
allied health professionals.

As the Recover Hope Campaign Change
the Narrative Challenge winner, Dr.
Preethi gathered the highest number
of commitments from students and
colleagues to use person-first, recovery-
focused language to reduce the stigma
related to substance use disorders.

General Information

Shuttle Service to Other Hotels

During the conference, IHI will provide National Forum participants with complimentary shuttle transportation to and from the Marriott World Center. Shuttles will run every 5 to 15 minutes to and from the following locations:

- **Gaylord Palms Resort & Convention Center**
- **Courtyard Orlando Lake Buena Vista in the Marriott Village**
- **Springhill Suites Orlando by Marriott**
- **Caribe Royale**
- **Buena Vista Suites**

See page 48 for shuttle map.

Shuttle Operating Hours

Sunday, December 8, 6:30 AM – 10:00 PM

Monday, December 9, 6:30 AM – 10:00 PM*

Tuesday, December 10, 6:30 AM – 10:30 PM*

Wednesday, December 11, 6:00 AM – 4:00 PM

*Shuttles will transport attendees from the Marriott World Center to Universal's CityWalk™ after the conference sessions end for the day. The last shuttle from the Marriott leaves at 9:30 PM. IHI will also provide complimentary shuttle service from the Marriott World Center to Orlando International Airport on the last day of the General Conference, Wednesday, December 11, from 12:00 PM to 4:00 PM.

Forum Hall Hours

The Forum Hall (Cypress Ballroom), with more than 100 exhibitors and with snack stations located throughout, will be open during the following times:

Monday, December 9

3:30 PM – 5:45 PM

Tuesday, December 10

10:00 AM – 11:00 AM (appointments only)

11:00 AM – 1:30 PM

4:30 PM – 6:30 PM

Wednesday, December 11

11:00 AM – 1:30 PM

Emergencies

If for any reason there is an emergency during the National Forum, you may dial "0" on any hotel phone to request assistance from the operator or "55555" to connect directly to the Loss Prevention Department. IHI Blue Shirt and Marriott World Center staff are also available to assist.

If a special need or request arises while at the National Forum, please see an IHI Blue Shirt or Marriott World Center staff member. Scooters and wheelchairs are available. See the hotel bell stand at the main entrance to secure one during your time of need.

First Aid

For assistance during the Pre-Conference, please see the Conference Information Desk in the Grand and Crystal Foyers. In an emergency, please dial "0" on any hotel phone and request assistance from the operator. IHI Blue Shirt and Marriott World Center staff are also available to assist.

For routine medical assistance, there is a first aid station staffed with EMTs in the San Francisco room at the Marriott World Center at the following times:

Monday, December 9, 1:00 PM – 5:00 PM

Tuesday, December 10, 7:00 AM – 5:00 PM

Wednesday, December 11, 7:00 AM – 5:00 PM

Nursing mothers: The San Francisco room in the Hall of Cities is available for nursing mothers to utilize throughout the National Forum.

Wireless Code

The entire meeting space will have high-speed wireless Internet access. We encourage participants to bring their laptops to sessions to take notes and view presentations. Meeting rooms will be set up with work tables wherever possible.

To access complimentary wireless Internet:

1. In the WiFi settings on your device, select "View available wireless networks" and connect to the "IHIFORUM" wireless network.
2. Open a new web browser and type "ihi.org" into the address bar. You will be redirected to a Marriott webpage.
3. Enter "IHI31FORUM" (case sensitive) as the Meeting Passcode and click "CONNECT."

National Forum Bookstore

Located in the Crystal Foyer, the National Forum Bookstore features books written, edited, or recommended by our world-renowned faculty. Book signings will take place in the bookstore on Monday and Tuesday. See the schedule on page 44.

The bookstore is open during the following times:

Monday, December 9, 7:30 AM – 6:00 PM

Tuesday, December 10, 7:30 AM – 6:30 PM

Wednesday, December 11, 7:30 AM – 1:30 PM

Business Center

Located in the FedEx Office in the Crystal Foyer, the full-service Business Center offers professional printing services as well as shipping, receiving, copying, and faxing.

Business Center hours are:

Monday – Friday, 7:00 AM – 6:30 PM

Saturday – Sunday, 8:00 AM – 4:00 PM

Checkout

Checkout time at the Marriott World Center is 11:00 AM. If you are staying at the Marriott, please see the hotel bell staff about storing any luggage after checkout. If you are staying at one of our additional hotel properties, you will be able to store your luggage at the Marriott at Cypress Pre-Function 2–3 on Wednesday, December 11.

Guests

We are excited that family and friends are accompanying many of you. We regret that available space can accommodate only registered participants at the keynote presentations, general sessions, and meal functions. Your guests are welcome to join you at the National Forum receptions. Please see IHI staff at the Registration Edits Desk for a guest ribbon and name badge.

Messages and Faxes

Marriott World Center contact numbers are:

Phone: 407-239-6411

Guest Fax: 407-239-6164



Name Badges

Please wear your name badge throughout the National Forum and carry your list of registered sessions with you. This is your ticket into the conference and all sessions.

Unattended Belongings and Lost and Found

Please do not leave any personal belongings unattended in meeting rooms. IHI is not responsible for lost or stolen items. If we find misplaced items, we will store them at Conference Information until the end of the conference day. Each evening, items will be turned in to the Marriott's Loss Prevention Department.

Thank You to Our Supporters

The Institute for Healthcare Improvement offers sincere thanks to our National Forum supporters for their commitment to improvement in health care. Supporters as of October 30, 2019.



**PETERSON
CENTER ON
HEALTHCARE**

Keynote One
Building Improvement Capability Track



Education Supporter



Hand Sanitizing Stations

DentaQuest
WELCOME TO PREVENTISTRY

Open Wide Dental Health Program



KAISER PERMANENTE

Open School Congress

PHILIPS

Silver Supporter
Innovation Theater Presentation



C-SATS
PART OF THE **Johnson-Johnson** FAMILY OF COMPANIES

Silver Supporter
Innovation Theater Presentation

RQ | **RESUSCITATION
QUALITY
IMPROVEMENT**

An American Heart Association®
and Laerdal® Program

Supporter
Innovation Theater Presentation



UBQ

Silver Supporter
Innovation Theater Presentation

alteryx

The Thrill
of Solving

Silver Supporter
Innovation Theater Presentation

vizient®

Welcome Reception
Tote Bags
Innovation Theater Presentation

WELLSTAR®
Health System

Keynote Three
Innovation Theater Presentation

 **PREMIER®**
Headshot Photo Studio



**HEALTH
SCHOLARS**

Silver Supporter
Innovation Theater Presentation



**The John A. Hartford
Foundation**

Charging Stations



The Joint Commission

Supporter

 **zynxhealth™**
PART OF THE HEARST HEALTH NETWORK

Silver Supporter
Innovation Theater Presentation

Q-Centrix®

Supporter
Innovation Theater Presentation

BMJ

Silver Supporter
Special Interest Breakfast



BANYAN™ | Healthcare Transformed.

Supporter
Innovation Theater Presentation

eClinicalWorks

Silver Supporter

IHI also extends appreciation to Kaufman Hall, Northwell Health, NextPlane Solutions, Strata Decision Technology, Safety Learning System Collaborative, 3M, Wisdom Way, Magnolia Medical Technologies, and Sotera Wireless.

Supporters

Alteryx **SILVER SUPPORTER INNOVATION THEATER** #800

Alteryx is revolutionizing business through data science and analytics. We offer an end-to-end analytics platform that empowers data scientists and analysts alike to break data barriers, deliver insights, and experience the thrill of getting to the answer faster than they ever thought possible.
fieldevents@alteryx.com
www.alteryx.com/solutions/industry/healthcare

BANYAN Medical Systems **SUPPORTER INNOVATION THEATER** #620

BANYAN has developed virtual platforms for patient rooms, nursing stations, and fall prevention monitoring rooms. They enable the entire care team, in any setting to coordinate patient care, as well as monitor, inform, and educate patients and their loved ones. BANYAN can reduce your readmission rates, decrease falls with injury, and improve your HCAHPS.
info@banyanmed.com

BMJ **SILVER SUPPORTER SPECIAL INTEREST BREAKFAST**

BMJ advances health care worldwide by sharing knowledge and expertise to improve experiences, outcomes, and value. Along with our flagship title, The BMJ, we publish 60+ medical journals, including BMJ Quality & Safety, BMJ Open Quality, and professional development resources.
USClinicalSolutions@BMJ.com
bmj.com/company

C-SATS, Inc. **SILVER SUPPORTER INNOVATION THEATER** #509

C-SATS, part of the Johnson & Johnson Family of Companies, is empowering surgeons with objective case reviews and personalized skills insights while reducing costs and variability of care to improve patient outcomes.
sales@csats.com
www.csats.com

DentaQuest **OPEN WIDE DENTAL HEALTH PROGRAM**

DentaQuest is a purpose-driven oral health care company improving the oral health of all through Preventistry® – an all-in approach to better care, expanded access, value-based financing, and innovative solutions. DentaQuest manages dental benefits for 27+ million Americans and provides patient care through 85+ oral health centers in 5 states.
OralHealth@DentaQuest.com
Preventistry.org

eClinicalWorks **SILVER SUPPORTER**

eClinicalWorks is a leader in health care IT, providing innovative, customizable electronic health record (EHR) and practice management (PM) solutions for primary care and specialty providers.
sales@eclinicalworks.com
www.eclinicalworks.com

GOJO Industries, Inc. **HAND SANITIZING STATIONS** #215

GOJO Industries, Inc., is the leading global producer of skin health and hygiene solutions. We invented PURELL® Instant Hand Sanitizer and are committed to innovation.
Healthcare@GOJO.com
www.GOJO.com

Health Scholars **SILVER SUPPORTER INNOVATION THEATER** #108

Our future-ready platform includes clinical screen-based and virtual reality training, plus simulation design, management, delivery, and measurement tools. An effective, scalable training solution for improving clinical confidence and patient safety.
chris.ingwalson@healthscholars.com
www.healthscholars.com

The John A. Hartford Foundation **CHARGING STATIONS**

The John A. Hartford Foundation is a national philanthropy dedicated to improving the care of older adults in three priority areas: age-friendly health systems, family caregiving, and serious illness/end-of-life care.
mail@johnahartford.org
www.johnahartford.org

The Joint Commission **SUPPORTER** #513

The Joint Commission accredits and certifies over 22,000 health care organizations and programs and is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.
customerservice@jointcommission.org
www.jointcommission.org

Kaiser Permanente **OPEN SCHOOL CONGRESS**

Kaiser Permanente is committed to helping shape the future of health care. We are recognized as one of America's leading health care providers and not-for-profit health plans. Founded in 1945, Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve. We currently serve more than 12 million members in eight states and the District of Columbia.
kp.org/share

Peterson Center on Healthcare **KEYNOTE ONE BUILDING IMPROVEMENT CAPABILITY TRACK**

The Center is working to transform U.S. health care into a high-performance system by finding innovative solutions that improve quality and lower costs, and accelerating their adoption on a national scale.
inquiries@petersonhealthcare.org
petersonhealthcare.org

Pfizer **EDUCATION SUPPORTER**

www.pfizer.com

Philips Healthcare **SILVER SUPPORTER INNOVATION THEATER** #311

Philips delivers enterprise-wide alarm management strategies and implementation support. We also help improve ED and trauma operational performance and provide interim leadership to achieve operational, clinical, and financial excellence.
healthcare.consulting@philips.com
www.philips.com/healthcare/consulting

Premier **HEADSHOT PHOTO STUDIO** #321

Premier, Inc., is a leading health care improvement company, uniting an alliance of approximately 4,000 US hospitals and health systems and approximately 175,000 other providers and organizations to transform health care. With integrated data and analytics, collaboratives, supply chain solutions, and consulting

and other services, Premier enables better care and outcomes at a lower cost.
solutioncenter@premierinc.com
www.premierinc.com

Q-Centrix **SUPPORTER INNOVATION THEATER** #300

Q-Centrix comprehensively manages quality data to help improve the quality and safety of patient care using its market-leading technology platform, Q-Apps, and the industry's largest team of quality information specialists.
info@q-centrix.com
www.q-centrix.com

RQI Partners **SUPPORTER INNOVATION THEATER** #605

Two mission-driven organizations united with a shared lifesaving goal and seeking no less than a paradigm shift in the standard of care in hospital resuscitation. RQI Partners blends the AHA's leadership in science and education with Laerdal's expertise in technology and implementation to achieve resuscitation quality excellence in health care through the Resuscitation Quality Improvement® and HeartCode® portfolio.
kristy.rogers@rqipartners.com
rqipartners.com

UBQ, Inc. **SILVER SUPPORTER INNOVATION THEATER** #622

UBQ's team assignment software reduces ED wait times, LWBS, length of stay and increases patient satisfaction and revenues. Our A.S.A.P. algorithms intelligently ASSESS care acuity, SEGMENT patients to optimize resource utilization, ASSIGN care ownership to promote efficiency and PREDICT demand capacity for better flow and financial performance
Vinh.Le@Ubqinc.com
ubq.care

Vizient **WELCOME RECEPTION TOTE BAG INNOVATION THEATER** #305

Vizient, the combination of VHA, University HealthSystem Consortium, Novation, MedAssets' SCM/ Sg2, serves providers through innovative data-driven solutions, expertise, and collaborative opportunities that lead to improved patient outcomes and lower costs.
vizientsupport@vizientinc.com
www.vizientinc.com/

WellStar Health System **KEYNOTE THREE INNOVATION THEATER** #328

WellStar Health System is the most integrated health care system in Georgia. With 11 hospital campuses, more than 300 medical offices, and numerous outpatient facilities, our focus is on delivering comprehensive, world-class care to our patients. We strive to deliver the best possible care by employing the top physicians, nurses, and staff, and providing unlimited career options.
Careers@wellStar.org
careers.wellstar.org/

Zynx Health, Inc. **SILVER SUPPORTER INNOVATION THEATER** #127

Zynx Health provides health care professionals with vital information and processes that guide care decisions and reduce complexity across the patient journey in a way that leads to healthier lives for all.
info@zynx.com
<https://www.zynxhealth.com>

Exhibitors

3M Health Information Systems #112

3M Health Information Systems delivers innovative software for computer-assisted coding, clinical documentation improvement, performance monitoring, and quality reporting. Visit www.3m.com/his or follow @3MHISNews on Twitter.
3mhis@engage.3m.com
www.3m.com/his

Able Health #812

Able Health is an all-in-one platform for monitoring quality and risk scores, closing care gaps and risk suspects, and submitting data across all of your payers.
hello@ablehealth.com
www.ablehealth.com

Accumen #101

Accumen works with health care clients to improve operational, clinical, and data performance. They deliver results that improve quality, reduce costs, strengthen the exchange of clinical data, and enhance patient care.
cmccclanahan@accumen.com
www.accumen.com

Acuity Medical / Vidatak #527

Acuity Medical Vidatak specializes in evidence-based patient-provider communication tools. Products include the award winning Vidatak EZ Board, EZ Spiritual Care Board, and Vidatak App. Free sample at booth.
mark@acuitymedical.com
www.vidatak.com

Aerobiotix, Inc. #804

Aerobiotix creates better air for health care environments worldwide through Illuvia®, a continuous air decontamination system. Illuvia can help reduce surgical infections and provide safer OR environments for patients and staff.
adunham@aerobiotix.com
aerobiotix.com

Agency for Healthcare Research and Quality #409

The Agency for Healthcare Research and Quality's (AHRQ) mission is to produce evidence to make health care safer, higher quality, more accessible, equitable, and affordable, and work within the U.S. Department of Health and Human Services and with other partners to make sure that the evidence is understood and used.
ahrq-exhibits@ahrq.hhs.gov
www.ahrq.hhs.gov

Alteryx #800

SILVER SUPPORTER
INNOVATION THEATER
Alteryx is revolutionizing business through data science and analytics. We offer an end-to-end analytics platform that empowers data scientists and analysts alike to break data barriers, deliver insights, and experience the thrill of getting to the answer faster than they ever thought possible.
fieldevents@alteryx.com
www.alteryx.com/solutions/industry/healthcare

American Association for Physician Leadership #229

We're the American Association for Physician Leadership®, and we provide physicians the knowledge and skills required to become better leaders. In fact, we're the only professional organization in the world that solely focuses on providing leadership education, management training, and career development designed for the physician workforce (and the organizations they represent). From our beginning, we've been committed to educating, training, and supporting physicians of

all types, encouraging them to assume leadership and management opportunities within the global health care industry. We train thousands of physicians every year and have approximately 10,000 active members (across 40 countries) at any given time — including CEOs, chief medical officers, vice presidents of medical affairs, and others at all levels of organizations.
info@physicianleaders.org
physicianleaders.org

American College of Surgeons Geriatric Surgery Verification Program #626

The Geriatric Surgery Verification (GSV) Program aims to systematically improve surgical care and outcomes for older adults by promoting patient and family-centered care, encouraging interdisciplinary input and collaboration, and facilitating implementation of evidence-based practices.
geriatricsurgery@facs.org
www.facs.org/geriatrics

ApolloMD #400

ApolloMD partners with more than 100 hospitals nationwide to provide integrated, multispecialty physician services. Our high-touch, solution-based approach emphasizes quality, efficiency, communication, and patient experience. ApolloMD works collaboratively with partner facilities to implement best practices and process improvement across the board.
dheil@apolloomd.com
www.apolloomd.com

Ariadne Labs #426

We are a joint health system innovation center of Brigham and Women's Hospital and Harvard T.H. Chan School of Public Health working to save lives and reduce suffering by creating scalable solutions that improve health care delivery at the most critical moments for people everywhere. Our vision is for health systems to deliver the best possible care for every patient, everywhere, every time. Our programs and projects are at varying stages of development, from prototyping to wide-scale dissemination around the world.
info@ariadnelabs.org
<https://www.ariadnelabs.org/>

Atlas Lift Tech #712

Atlas transforms the way care delivery organizations deploy and manage safe patient handling and mobility programs. Atlas provides proven and effective practices that reduce caregiver injury, promote patient safety, and produce a sustainable culture of safety.
info@atlaslifttech.com
www.atlaslifttech.com

BANYAN Medical Systems #620

SUPPORTER
INNOVATION THEATER
BANYAN has developed virtual platforms for patient rooms, nursing stations, and fall prevention monitoring rooms. They enable the entire care team, in any setting to coordinate patient care, as well as monitor, inform, and educate patients and their loved ones. BANYAN can reduce your readmission rates, decrease falls with injury, and improve your HCAHPS.
info@banyanmed.com

Binghamton University #508

BINGHAMTON UNIVERSITY
STATE UNIVERSITY OF NEW YORK
Binghamton University is proud to offer an accelerated Executive Health Systems Master's Degree program in Manhattan, as well as options on-campus and online. Students can learn from award-winning professors and industry professionals from various allied health systems and complete their degree in 1 year (Manhattan) or 1.5–2 years in general.
ssiedept@binghamton.edu
binghamton.edu/hse

BioVigil #713

BioVigil is the market leader in hand hygiene solutions. Headquartered in Ann Arbor, Michigan, BioVigil's patented technology enables hospitals to sustain 97 percent hand hygiene compliance and reduce health care acquired infections with a gentle reminder system that increases patient engagement.
marketing@biovigil.com
www.biovigil.com

BrainScope, LLC #615

BrainScope® a neurotechnology company pioneering the assessment of traumatic brain injury (TBI), including concussion. BrainScope One is an easy-to-use, noninvasive, POC hand-held platform to quickly make accurate head injury assessments.
info@brainscope.com
brainscope.com/

Calmoseptine, Inc. #115

Calmoseptine® Ointment is a multipurpose moisture barrier that protects and helps heal skin irritations. Calmoseptine® temporarily relieves discomfort and itching. Free samples at our booth!
Info@Calmoseptine.com
www.Calmoseptine.com

CARF International #227

Founded in 1966, CARF is an international, nonprofit accreditor of human service providers and networks. More than 12.3 million persons of all ages are served annually in CARF-accredited programs.
dwitham@carf.org
www.carf.org

Center to Advance Palliative Care #614

CAPC is a national organization dedicated to increasing access to quality palliative care services for people living with serious illness. CAPC provides hospitals, health systems, health plans, ACOs, and other health care organizations with the tools, training, technical assistance, and metrics needed to support the successful implementation and integration of palliative care. To learn more, visit capc.org.
capc@mssm.edu
www.capc.org/

Chameleon Corporation #121

Patented interchangeable whiteboards with custom multisided inserts that will improve your patient communication. Reduce the high cost of updating and replacing whole whiteboards by printing new inserts as needed for the most up-to-date communication available.
matt@chameleonwhiteboard.com
www.chameleonwhiteboard.com

Exhibitors

The Chicago School of Professional Psychology #820
The Chicago School of Professional Psychology is a not-for-profit, regionally accredited institution dedicated to psychology and related behavioral and health sciences.
admissions@thechicagoschool.edu
www.thechicagoschool.edu/

CIMRO #326
CIMRO conducts independent peer review utilizing 450 actively practicing physician reviewers (100+ specialties). Strengthen internal QI/risk management activities with unbiased/evidence-based opinions for contentious situations, conflicts of interest. Assist providers with ongoing credentialing/accreditation requirements.
info@cimro.com
www.cimro.com

Clinical Architecture #707
Clinical Architecture is the leading provider of health care data quality solutions focused on managing vast amounts of disparate data to help customers succeed with analytics, population health, and value-based care.
contact@clinicalarchitecture.com
ClinicalArchitecture.com

College of Engineering Online and Professional Education, University of Michigan #522
College of Engineering Online and Professional Education provides lifelong learners around the world with access to the best scientific and technical education from the U-M College of Engineering and across the University campus.
COE-Online@umich.edu
online.engin.umich.edu

The Compliance Team, Inc. #320
Medicare authorized Exemplary Provider® accreditation: Part A-Rural Health Clinic, MACRA approved for PCMH; Part B-DMEPOS. Patient-focused operations-based health care accreditation. Process simplification working to improve health care delivery practices since 1998.
info@thecomplianceteam.org
www.thecomplianceteam.org

Condair #213


Correct humidity is essential to patient health, staff comfort, and medical equipment damage prevention. As the leading manufacturer of humidification systems, Condair has the technology and expertise to meet your application needs.
na.info@condair.com
www.condair.com

Coverys #704
Coverys, a leading provider of medical professional liability insurance, offering innovative risk management solutions, analytics, education, and resources to reduce distractions so you can focus on patients.
aburke@coverys.com
www.coverys.com

C-SATS, Inc. #509
SILVER SUPPORTER INNOVATION THEATER
C-SATS, part of the Johnson & Johnson Family of Companies, is empowering surgeons with objective case reviews and personalized skills insights while reducing costs and variability of care to improve patient outcomes.
sales@csats.com
www.csats.com

Cupron Medical Textiles #312
Cupron provides antimicrobial patient gowns and linens, backed by five outcomes-based, peer-reviewed studies that demonstrate hospital acquired infection rate reductions. In use for over 2.2 million patient days.
soakley@cupron.com
cupronmedicaltextiles.com

Dartmouth College — Master of Health Care Delivery Science Program #211
Designed for accomplished working professionals, Dartmouth's 18-month Master of Health Care Delivery Science program equips students with new skills and knowledge to lead the vital transformations taking place in health care today.
health.care.delivery.science@dartmouth.edu
mhcds.dartmouth.edu

The Dell Medical School #708

Value Institute for Health and Care
The mission of the Value Institute for Health and Care is to lead transformation to value-based health care that supports patients, families, and clinicians. It is poised to become the global epicenter for high-value health care strategy.
valueinstitute@dellmed.utexas.edu
valueinstitute.utexas.edu/

DrFirst #222
DrFirst enables stakeholders across the health care industry to use comprehensive real-time data and connectivity intelligently to increase their patient safety ratings, efficiency, and profitability.
sales@drfirst.com
www.drfirst.com

Duke University MMCi Program #825
Duke University MMCi Program is a one-year business and clinical informatics master's program for working professionals.
r.sears@duke.edu
mmci.duke.edu/

ECRI Institute #129
ECRI Institute is an independent nonprofit that researches best approaches to improving patient care. Our information enables you to lead your organization in assessing and addressing patient safety, risk management, and quality improvement challenges.
communications@ecri.org
www.ecri.org

Five Wishes #226
Five Wishes is an advance care planning program that allows people to make health care decisions before they are seriously ill. It is comprised of customizable solutions for health care providers that includes training, consulting, evaluation, and documentation based on the renowned Five Wishes advance directive.
Joanne@FiveWishes.org
www.FiveWishes.org

Global Life Technologies Corp. | Nozin #220
As the leader in nasal decolonization, Nozin empowers health care professionals across the US through clinically supported infection control solutions designed to improve care, lower infection risk, and reduce costs.
customercare@nozin.com
<https://www.nozin.com/>

Glytec #821
Glytec combines evidence-based decision support technologies with expert quality improvement services to optimize glycemic management and diabetes therapies.
jeffron@glytecsystems.com
www.glytecsystems.com

GOJO Industries, Inc. #215
HAND SANITIZING STATIONS
GOJO Industries, Inc., is the leading global provider of skin health and hygiene solutions. We invented PURELL® Instant Hand Sanitizer and are committed to innovation.
Healthcare@GOJO.com
www.GOJO.com

Healthgrades #322
Healthgrades empowers meaningful connections. With our quality, patient access, and web solutions, CRM and data analytics applications, and marketing services, we help over 1,500 hospitals cultivate relationships and build loyalty.
marketing@healthgrades.com
partners.healthgrades.com

Health Information Alliance, Inc. #407
Health Information Alliance, "HIA," services its clients by reducing costs while optimizing reimbursement and the quality of care via abstraction services for registries, core measures, MACRA/MIPS, and coding.
info@hia-corp.com
www.healthinformationalliance.com

Health Quality Programs, Queen's University #313
Health Quality Programs offer blended online graduate degrees for interdisciplinary working professionals which promote, innovate, and disseminate the theoretical and practical concepts of health quality, risk, and patient safety.
HQPPrograms@queensu.ca
healthsci.queensu.ca/hqpprograms/home

Health Scholars #108
SILVER SUPPORTER INNOVATION THEATER
Our future-ready platform includes clinical screen-based and virtual reality training, plus simulation design, management, delivery, and measurement tools. An effective, scalable training solution for improving clinical confidence and patient safety.
chris.ingwalson@healthscholars.com
www.healthscholars.com

Hillrom #823
Hillrom is a global medical technology leader whose 10,000 employees have a single mission: enhancing outcomes for patients and their caregivers. Around the world, our innovations touch more than seven million patients each day.
teri.nobbe@hillrom.com
www.hillrom.com

i2i Population Health #600
KLAS leader in population health management (PHM) and clinical data integration, i2i has the largest share of CHCs connected to a clinical data integration (CDI) platform, providing transparency to payers/providers, bringing claims and EHRs together.
info@i2ipophealth.com
i2ipophealth.com

Illuminate #705
CloneSleuth™ automatically collects and compares patient notes documentation within the electronic health record to identify high-risk provider behavior precipitated by using the EHR's copy-paste and copy-forward functionality.
tom.laporta@goilluminate.com



Well-Recognized.

Are you interested in advancing your career with Georgia's most integrated healthcare system and an organization that is consistently recognized as a top employer?

Now is the perfect time to join WellStar Health System

With 11 hospitals, and over 300 medical office locations and outpatient centers throughout greater Atlanta, we pride ourselves on investing in the communities we serve. We also invest in our employees by promoting an environment designed to help our colleagues grow, and by rewarding them with one of the best Total Rewards packages in the industry.

Join the WellStar team today, and bring your talents to an employer that is featured on FORTUNE Best Workplaces in Healthcare® list, *Working Mother Magazine's Best Companies* list – and a company that has been certified as a *Great Place to Work!*

Attend our
Innovation Theater
Wednesday, December 11

12:45pm – 1:15pm

The WellStar team
will be stationed at:

Booth #328
Stop by and say hello!



careers.wellstar.org



Exhibitors

ImproveWell #427

The ImproveWell digital solution unlocks innovation, supporting joy in work by empowering health care staff to drive change. From the ward to the board, everyone can get involved in quality improvement.

hello@improwell.com
www.improwell.com

Innovaccer #627

Innovaccer is a leading health care data activation company committed to making a difference in the way care is delivered and righting the wrongs of health care technology. Its Gartner and KLAS-recognized products have been deployed at 500+ locations and multiple institutes such as Mercy ACO, StratiFi Health, UniNet Healthcare Network, Catalyst Health Network, Hartford Healthcare, and Osler Health Network.

events.team@innovaccer.com
www.innovaccer.com

Institute for Healthcare Improvement #413



For more than 25 years, the Institute for Healthcare Improvement (IHI) has used improvement science to advance and sustain better outcomes in health and health systems across the world. We bring awareness of safety and quality to millions, accelerate learning and the systematic improvement of care, develop solutions to previously intractable challenges, and mobilize health systems, communities, regions, and nations to reduce harm and deaths. We work in collaboration with the growing IHI community to spark bold, inventive ways to improve the health of individuals and populations. We generate optimism, harvest fresh ideas, and support anyone, anywhere who wants to profoundly change health and health care for the better.

info@ihi.org
ihi.org

Isabel Healthcare, Inc. #221

Isabel Healthcare provides AI solutions to improve diagnosis performance for providers and patients. Isabel is trusted by physicians around the world to broaden their differential, mitigating potential for diagnosis error.

don.bauman@isabelhealthcare.com
isabelhealthcare.com

The Joint Commission #513

SUPPORTER
The Joint Commission accredits and certifies over 22,000 health care organizations and programs and is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

customerservice@jointcommission.org
www.jointcommission.org

Kaufman Hall #212

Axiom Clinical Analytics provides robust, actionable data and analytics, based on gold standard benchmarking, to help organizations improve clinical efficiency, patient safety, and physician performance, while reducing unwarranted clinical variation.

ahujik@kaufmanhall.com
www.kaufmanhall.com/

Kurin, Inc. #120



Contaminated blood cultures are costly for hospitals and patients. Kurin seamlessly sidelines the initial aliquot of blood and any contaminants into the Kurin Lock, allowing a more clinically relevant sample into the blood culture collection bottle.

cs@kurin.com
www.kurin.com

Level 3 Healthcare #813



Level 3 Healthcare is an expert audio-visual consulting team, made up of simulation operations managers, EMTs, and simulation educators. We specialize in the designing, engineering, education, and training for simulation centers in the United States. Level 3 Healthcare is also the only US distributor of SIMStation, recording and debriefing software.

ccooper@l3hc.com
www.level3healthcare.com/

Life QI #521

Improve quality metrics and drive the ROI of improvement with Life QI. The all-in-one improvement platform, used by health care organizations around the world to run QI projects and collaboratives.

Team@lifeqisystem.com
lifeqisystem.com

Lyon Software #601

Lyon Software's CBISA™ Plus for Healthcare enables clients to track and report their community benefit initiatives showing how they are improving and impacting health in the communities they serve.

ckruzel@lyonsoftware.com
lyonsoftware.com

Magnolia Medical Technologies #404

Steripath is the only technology solution clinically demonstrated to reduce blood culture contamination and false-positive results for sepsis.

info@magnolia-medical.com
www.magnolia-medical.com

MCN Healthcare #315

MCN Healthcare is the leading provider of policy management built specifically for the health care industry. For over 30 years, health care professionals have benefited from our policy manager, policy templates, regulatory alerts, contract management, and e-learning products.

customerservice@mcnhealthcare.com
www.mcnhealthcare.com

MDmetrix #621

MDmetrix transforms clinical operations by enabling clinical leaders and frontline clinicians to visualize and manage performance across patients, teams, procedures, and facilities by leveraging their real-world data.

info@mdmetrix.com
www.mdmetrix.com

Minitab #715

Health care is your calling. Providing tools that help you with quality improvement is ours. Minitab makes it easy to analyze your data, with an assistant that guides you step-by-step.

commsales@minitab.com
www.minitab.com

National Association for Healthcare Quality (NAHQ) #606

NAHQ is the leader in health care quality competencies and offers the industry-standard certification in healthcare quality, educational programming, and career resources to help health care professionals meet the challenges they face.

info@nahq.org
nahq.org

National Healthcareer Association (NHA) #623

NHA has awarded 750,000+ allied health certifications, with eight nationally accredited exams, preparation materials, and outcomes-based data analytics. Our offering now includes specialty certificates, learning resources, and enhanced continuing education.

kala.steffen@nhanow.com
www.nhanow.com

Network for Regional Healthcare Improvement #613

NRHI is a national, nonprofit, membership organization focused on strengthening and supporting community partnerships and scaling success to improve value in health and healthcare.

mmcnickle@nrhi.org
nrhi.org

Northwell Health #205

Northwell Health is New York's largest health care provider and private employer, with 23 hospitals, over 750 outpatient facilities and 70,000+ employees. It includes the Feinstein Institutes for Medical Research, and medical and graduate nursing schools.

PR@northwell.edu
Northwell.edu

Nuance #223

Nuance solutions capture, improve, and communicate more than 300 million patient stories each year and drive clinical and financial outcomes. Nuance's speech recognition, transcription, CDI, coding, and quality solutions provide a more complete view of patient care.

healthcare@nuance.com
nuance.com

Performance Logic #520

Performance Logic offers health care organizations a comprehensive software solution for managing quality and performance improvement initiatives, including audits and corrective actions, with tools that increase efficiency, transparency, and collaboration.

info@performancelogic.com
www.performancelogic.com

Pevco #423

Pevco, the leading pneumatic tube system manufacturer headquartered in the U.S., has been providing high-quality, reliable pneumatic tube delivery systems to hospitals for over 40 years.

info@pevco.com
www.pevco.com

Philips #311

**SILVER SUPPORTER
INNOVATION THEATER**

Philips delivers enterprise-wide alarm management strategies and implementation support. We also help improve ED and trauma operational performance and provide interim leadership to achieve operational, clinical, and financial excellence.

healthcare.consulting@philips.com
www.philips.com/healthcare/consulting



ORAL HEALTH FOR ALL. JOIN US.

Preventistry.org

DentaQuest[®]



Become a Certified Professional in Patient Safety

Certify your knowledge
in patient safety

The CPPS credential
is conferred by the
Certification Board
for Professionals
in Patient Safety

Learn
more at
ihi.org/CPPS



ACCELERATING THE TRANSFORMATION OF HEALTHCARE



The Peterson Center on Healthcare is dedicated to transforming U.S. healthcare into a high-performance system by finding innovative solutions that improve quality and lower costs, and accelerating their adoption on a national scale.

To learn more, visit petersonhealthcare.org.



Exhibitors

Pinel #729

Pinel's patented De-Restraint system controls patients 20 times faster than any other system and eliminates prolonged restraining. Our patented system reduces intervention violence, while saving millions of dollars.
pinel@golden.net
www.pinelmedial.com

Premier Inc. #321 **HEADSHOT PHOTO STUDIO**

Premier Inc., is a leading health care improvement company, uniting an alliance of approximately 4,000 US hospitals and health systems and approximately 175,000 other providers and organizations to transform health care. With integrated data and analytics, collaboratives, supply chain solutions, and consulting and other services, Premier enables better care and outcomes at a lower cost.
solutioncenter@premierinc.com
www.premierinc.com

Primaris #228

Primaris provides health care consulting for hospitals, ACOs, and physicians across the US. We specialize in chart abstraction for quality measures, including core measures, clinical registries, and CMS web interface reporting.
engage@primaris.org
www.primaris.org

Pulsara #612

Pulsara provides a real-time communication network across entire regions. Built with the power of mobile technology, Pulsara unites the right clinicians at the right time. Acute care coordination, simplified.
sales@pulsara.com
www.pulsara.com


Q-Centrix #300 **SUPPORTER INNOVATION THEATER**

Q-Centrix comprehensively manages quality data to help improve the quality and safety of patient care using its market-leading technology platform, Q-Apps, and the industry's largest team of quality information specialists.
info@q-centrix.com
www.q-centrix.com

QI Macros #210

QI Macros® software drives quality improvement efforts in 3,000+ hospitals by creating control charts, dashboards, Pareto charts and more... all within Excel. Less than \$280/user. Free 30-day trial.
support@qimacros.com
www.qimacros.com

Qventus #111

 Qventus brings intelligent operations to health care. Combining an AI-based technology platform, best-practice operational processes, and expert professional services, Qventus delivers a closed-loop management system that drives and sustains operational improvements that were never before possible. With Qventus, organizations can identify operational issues before they occur, orchestrate actions among frontline teams and ancillaries, and manage accountability for continuous improvement. Leading hospitals and health systems are using Qventus in ED, inpatient, and perioperative units, and across facilities and systems to significantly reduce length of stay and increase throughput — resulting in increased margins, decreased burnout, and better patient care.
info@qventus.com
www.qventus.com

RabbitTrax #811

RabbitTrax is a software and mobile application that enhances compliance control by transitioning all manual processes of data collection into an automated application.
sales@select1solution.com
rabbittrax.net

radloop #803

Radloop® was developed by radiologists, for radiologists and their referrers. Radloop® delivers improved communication of results and ensures timely action on follow-up recommendations for additional imaging studies. The radloop® process provides a health care solution to optimize referrers' time, reduce risk and harm while delivering excellent patient care.
sales@radloop.net
www.radloop.net

RLDatix #105

We help organizations drive safer, more efficient care. Our suite of software helps organizations reduce health care-acquired infections, report on adverse events, and ensure patient safety learnings are deployed effectively and immediately.
marketing@rldatix.com
www.rldatix.com

RQI Partners #605 **SUPPORTER INNOVATION THEATER**

Two mission-driven organizations, united with a shared lifesaving goal and seeking no less than a paradigm shift in the standard of care in hospital resuscitation. RQI Partners blends the AHA's leadership in science and education with Laerdal's expertise in technology and implementation to achieve resuscitation quality excellence in health care through the Resuscitation Quality Improvement® and HeartCode® portfolio.
kristy.rogers@rqipartners.com
rqipartners.com

Safe & Reliable Healthcare #412

Leveraging culture and technology to achieve safety and reliability. Our experience and deep health care expertise arms your frontline workers with powerful training and communication and collaboration tools.
info@safeandreliablecare.com
www.safeandreliablecare.com

SafeQual #102

A fusion of patient safety and process improvement, SafeQual software replaces traditional incident management, risk, and quality software applications with capabilities to help you effectively navigate employees to follow through in achieving HRO, Just Culture, and the prevailing best practices in risk mitigation and claims management.
dcorcoran@safequal.net
www.safequal.net

Safety Learning System Collaborative #526

A growing group of American, Australian, Canadian and Saudi Arabian systems defining, measuring, and improving process of care and system failures that contribute to suffering and harm.
hart@hbhealthcaresafety.org
hbhealthcaresafety.org/sls-collaborative/

Sentact #100

Sentact helps hospitals take control of patient engagement to deliver improved patient outcomes, while simultaneously reducing costs and increasing reimbursement. An industry-leading platform drives improved patient and caregiver satisfaction, safety, and quality with a comprehensive set of tools that automate rounding, deliver patient experience improvements, facilitate instantaneous feedback, and provide enterprise-wide reporting.
info@sentact.com
sentact.com

Sotera Wireless, Inc. #506

Sotera Wireless, maker of the ViSi Mobile and the only continuous multiparameter vital signs patient monitoring system with life-threatening arrhythmias to enable early detection, intervention, and rapid response for greater patient safety.
marketing@soterawireless.com
www.soterawireless.com

Southcentral Foundation Nuka #301 **System of Care**

Learn how Southcentral Foundation's Nuka System of Care in Anchorage, Alaska, received the Malcolm Baldrige National Quality Award twice! Sign up for trainings and consulting. Visit www.SCFNuka.com for more information.
lodden@scf.cc
SCFNuka.com

Special Care Providers #405

Special Care Providers has been specializing in the management of acute hospital-based Special Care Units (SCU) since 1991. For 28 years, our program has catered to the unique needs of the catastrophically ill, ventilator-dependent, or medically complex patient. The SCU provides extended acute care in conjunction with acute neurological, pulmonary, and physical rehabilitation.
info@specialcareproviders.com
www.reducereadmissionsnow.com

Strata Decision Technology #504

Strata Decision Technology supports more than 1,000 hospitals with our platform StrataJazz®. This platform empowers health care providers with modules designed for better decision support, financial planning, and continuous improvement to drive margins.
info@stratadecision.com
www.stratadecision.com

Strongarm Healthcare #421

Manufacturers of ergonomic display/keyboard workstations, including the CleanMount featuring internal cable management.
sales@strongarmhealthcare.com
www.strongarmhealthcare.com

Surfacide #104

Surfacide provides a multiple-emitter UV-C system that data indicate is effective against multidrug resistant organisms, delivering UV-C energy to more surfaces with better efficacy in less time than single-emitter systems.
info@surfacide.com
www.surfacide.com

Telelanguage, Inc. #310

Telelanguage is a provider of high-quality, HIPAA-compliant medical interpretation and translation services. Three decades of experience in health care interpreting results in dependable, on-demand services available in over 250 languages.
mvilla@teletlanguage.com
www.teletlanguage.com



WTP?

What's the P? Find out at booth 321.

And while you're there, take advantage of our free headshots. Get up to speed on the latest happenings at Premier® and update your profile photo.



© 2019 Premier Inc.

"I knew my kids were OK. I could concentrate on my treatment."



The Children's Treehouse Foundation

CLIMB® - *Children's Lives Include Moments of Bravery*, the only group-based, manualized, intervention developed specifically for children with a parent or caregiver with cancer.

www.childrenstreehousefdn.org **(303) 322-1202**

CALL TODAY-Bring **CLIMB®** to the children of your adult cancer patients



CARE AND COVERAGE. HAND IN HAND.

Kaiser Permanente is a proud sponsor of the IHI National Forum on Quality Improvement in Health Care.

We're committed to helping shape the future of health care. Learn more at kp.org/thrive.

KAISER PERMANENTE®  **thrive**

Exhibitors

**Thomas Jefferson University —
College of Population Health #414**
We offer fully online executive master's degree programs in health care quality and safety, population health, health policy, operational excellence, and others that are designed for working professionals and can be completed in two years without interrupting your career.
jcph.admissions@jefferson.edu
www.jefferson.edu/populationhelath

Trinity Guardian #808
Trinity Guardian hospital bed/mattress solutions include the Soteria® Bed Barrier and bed disinfection and compliance services. They help providers improve patient experiences, reduce infection risk, and achieve a cost-sensible solution.
brippe@trinityguardian.com
www.trinityguardian.com

UBQ, Inc. #622
SILVER SUPPORTER
INNOVATION THEATER
UBQ's team assignment software reduces ED wait times, LWBS, length of stay and increases patient satisfaction and revenues. Our A.S.A.P. algorithms intelligently ASSESS care acuity, SEGMENT patients to optimize resource utilization, ASSIGN care ownership to promote efficiency and PREDICT demand capacity for better flow and financial performance
Vinh.Le@Ubqinc.com
ubq.care

UF, COM, Department of Aging #814
and Geriatric Research
University of Florida's College of Medicine Institute on Aging and the Department of Aging and Geriatric Research is steadily building a team of dedicated faculty, staff, and trainees, led by Dr. Marco Pahor, determined to make a positive and lasting impact in improving the health and quality of life of older adults. Our goal has been to nourish collaborations between various fields relevant to aging and foster the integration of the latest research findings into elderly patient care, research, and education.
lcrump@ufl.edu
<https://aging.ufl.edu/>

University of Michigan, Department #602
of Learning Health Sciences
The University of Michigan's Department of Learning Health Sciences is a first-in-the-nation basic science department focused on the sciences related to learning across multiple levels of scale.
learning.health.sciences@umich.edu
medicine.umich.edu/dept/learning-health-sciences

University of Tennessee #410
The Haslam College of Business at the University of Tennessee, Knoxville, offers 13 graduate programs, with online, specialty, full time, and executive degree options. Haslam's Executive MBA is ranked #1 for program relevance and its custom executive education programs are ranked #1 in the US for facilities and program support.
mdomkow1@utk.edu
execed.utk.edu

USC Leonard Davis School #706
of Gerontology
The USC Leonard Davis School of Gerontology offers the most comprehensive selection of gerontology degree programs, a variety of outstanding research opportunities, and a challenging yet supportive academic environment.
ldsgero@usc.edu
gero.usc.edu

Vascular Quality Initiative (VQI) #721
The Society for Vascular Surgery Vascular Quality Initiative® collects and analyzes data to improve the quality of vascular care. VQI has over 600 facilities, 3,000 participating physicians, and 600,000+ vascular procedures.
vqi@m2s.com
www.vqi.org

Ventiv #805
Ventiv Patient Safety helps health care organizations better understand safety events, improve the patient experience, and elevate the safety culture. With powerful, easy-to-use analytics and reporting capabilities, you can bring all of your organization's data into one place for data exploration and benchmarking against third-party data. Whether you're a risk manager, patient safety manager, or patient relations manager, Ventiv is here to deploy a single system for your patient safety needs and deliver ongoing support.
Heather.Annolino@ventivtech.com
www.ventivtech.com

Verge Health #327
Software and services that empower health care organizations to proactively protect and defend patients, caregivers, and facilities against errors, adverse events, and policy violations for optimal quality and safety. Leverage technology, best practice, and industry expertise.
info@vergehealth.com
www.vergehealth.com

Vigilanz #609
Vigilanz provides SaaS clinical surveillance solutions for safety event reporting, quality management, sepsis management, opioid stewardship, acute kidney injury, and more.
connect@vigilanzcorp.com
vigilanzcorp.com


Virginia Mason Institute #505
Virginia Mason Institute partners with health care organizations worldwide to assess opportunities for critical improvement and implement innovative services and solutions to drive advances to quality, safety, and efficiency.
info@virginiamasoninstitute.org
virginiamasoninstitute.org

Vitalacy #608
Vitalacy delivers a patented solution that empowers hospitals with data and guidance to reach their patient safety goals. We measure events affecting patient care providing valuable and sustainable insight to improve operational effectiveness, patient satisfaction, and financial results.
info@vitalacy.com
www.vitalacy.com

Vizient #305
WELCOME RECEPTION
TOTE BAG
INNOVATION THEATER
Vizient, the combination of VHA, University HealthSystem Consortium, Novation, MedAssets' SCM/ Sg2, serves providers through innovative data-driven solutions, expertise and collaborative opportunities that lead to improved patient outcomes and lower costs.
viziensupport@vizientinc.com
www.vizientinc.com/

Voi #604
A behavioral health care technology company delivering empirically validated solutions that address the needs of those at risk for suicide and other behavioral health issues, as well as those who care for them.
rick@voi.com
www.voi.com

WellStar Health System #328
KEYNOTE THREE
INNOVATION THEATER
WellStar Health System is the most integrated health care system in Georgia. With 11 hospital campuses, more than 300 medical offices, and numerous outpatient facilities, our focus is on delivering comprehensive, world-class care to our patients. We strive to deliver the best possible care by employing the top physicians, nurses, and staff, and providing unlimited career options.
Careers@wellStar.org
careers.wellstar.org/

Wolters Kluwer #110
 Wolters Kluwer
Early and accurate sepsis alerting at the point of care. POC Advisor combines advanced predictive technology, real-time electronic surveillance, and clinical decision support to rapidly and accurately identify patients at risk and ensure evidence-based care.
info@pharmacyonesource.com
www.pocadvisor.com/

Zynx Health #127
SILVER SUPPORTER
INNOVATION THEATER
Zynx Health provides health care professionals with vital information and processes that guide care decisions and reduce complexity across the patient journey in a way that leads to healthier lives for all.
info@zynx.com
www.zynxhealth.com



In health care, change starts at the top.
And the bottom. And the middle.

Creating systemwide transformation

The pressures to deliver better value, efficiency and outcomes are greater than ever. Now's the time to build an entirely new culture of care. We've partnered with New Hanover Regional Medical Center to power a cultural transformation throughout the organization. The goal? Turn 7,000 employees into 7,000 passionate problem-solvers, so that continuous improvement becomes a shared everyday pursuit.

So far, the changes achieved \$165 million in savings. Improved outcomes. And decreasing staff turnover. Because change has become a part of New Hanover Regional Medical Center's culture, this is just the beginning.



It's time to solve
Your *Care* Equation.

www.vizientinc.com/culture

© 2019 Vizient, Inc. All rights reserved.



Patient Safety Executive Development Program

March 12–18, 2020
Boston, MA

Ensure safe care for all patients.
Learn more: ihi.org/PSE

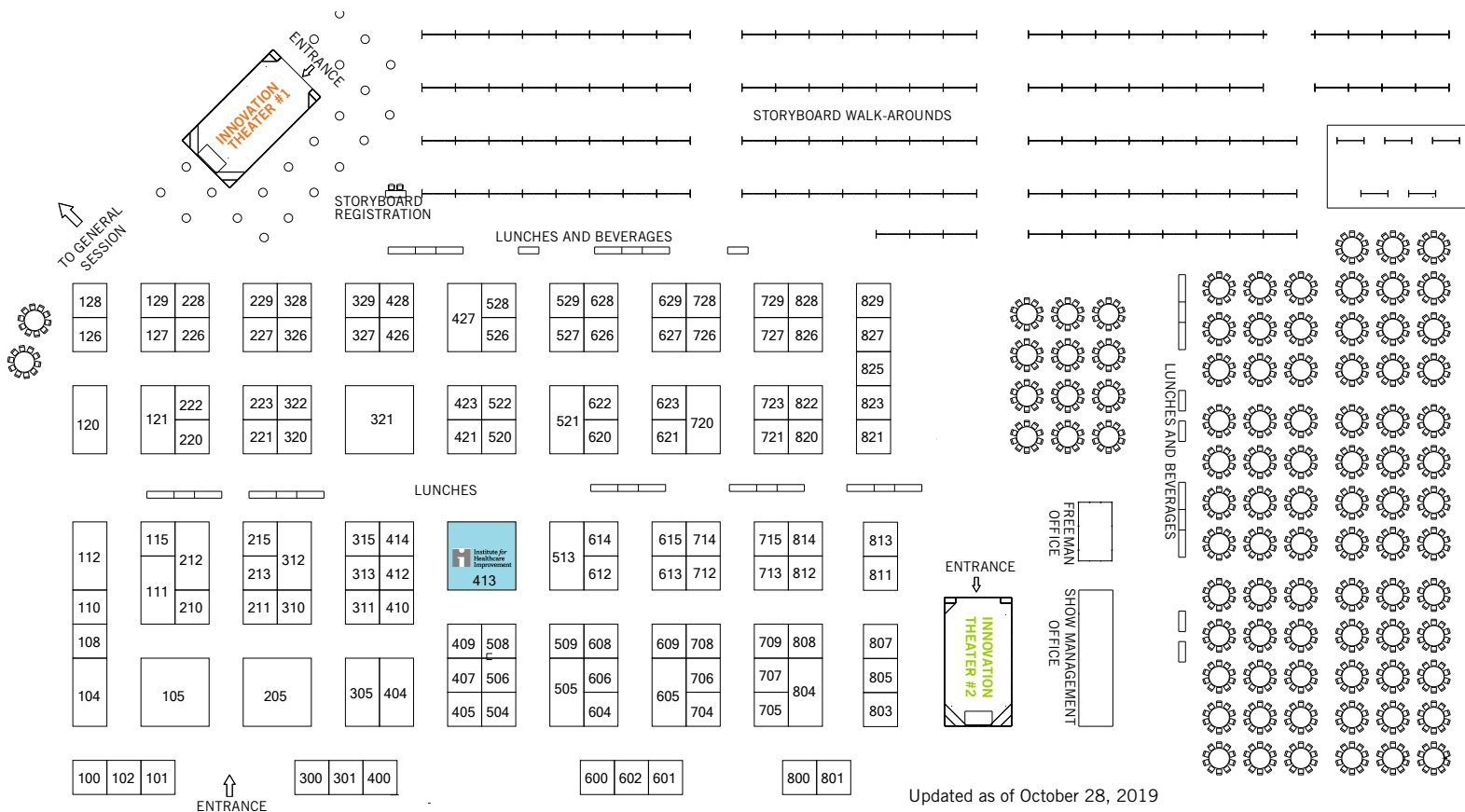
Exhibitor Index

Monday, December 9 • 3:30 PM – 5:45 PM

Tuesday, December 10 • 11:00 AM – 1:30 PM and 4:30 PM – 6:30 PM

Wednesday, December 11 • 11:00 AM – 1:30 PM

3M Health Information Systems . . . 112	Condaire 213	Life IQ 521	Sentact 100
Able Health 812	Coverys 704	Lyon Software 601	Sotera Wireless, Inc. 506
Accumen 101	C-SATS, Inc. 509	Magnolia Medical Technologies . . 404	Southcentral Foundation Nuka
Acuity Medical / Vidatak 527	Cupron Medical Textiles 312	MCN Healthcare 315	System of Care 301
Aerobiotix, Inc. 804	Dartmouth College - Master of Health	MDmetrix 621	Special Care Providers 405
Agency for Healthcare	Care Delivery Science program . . 211	Minitab 715	Strata Decision Technology 504
Research and Quality 409	The Dell Medical School 708	National Association for	Strongarm Healthcare 421
Alteryx 800	DrFirst 222	Healthcare Quality (NAHQ) . . . 606	Surfacide 104
American Association for	Duke University MMCi Program . . 825	National Healthcareer	Telelanguage, Inc. 310
Physician Leadership 229	ECRI Institute 129	Association (NHA) 623	Thomas Jefferson University -
American College of Surgeons	Global Life Technologies	Network for Regional Healthcare	College of Population Health . . . 414
Geriatric Surgery Verification	Corp. I Nozin 220	Improvement 613	Trinity Guardian 808
Program 626	Glytec 821	Northwell Health 205	UBQ 622
ApolloMD 400	GOJO Industries, Inc. 215	Nuance 223	UF, COM, Department of Aging
Ariadne Labs 426	Healthgrades 322	Performance Logic 520	and Geriatric Research 814
Atlas Lift Tech 712	Health Information Alliance, Inc. . 407	Pevco 423	University of Michigan, Department
BANYAN Medical Systems 620	Health Quality Programs, Queen's	Philips 311	of Learning Health Sciences 602
Binghamton University 508	University 313	Pinel Medical 729	University of Tennessee 410
BioVigil 713	Health Scholars 108	Premier Inc 321	USC Leonard Davis School of
BrainScope, LLC 615	Hillrom 823	Primaris 228	Gerontology 706
Calmoseptine, Inc. 115	i2i Population Health 600	Pulsara 612	Vascular Quality Initiative (VQI) . . 721
CARF International 227	Illuminate 705	Q-Centrix 300	Ventiv 805
Center to Advance Palliative Care 614	ImproveWell 427	QI Macros 210	Verge Health 327
Chameleon Corporation 121	Innovaccer 627	Qventus 111	Vigilanz 609
The Chicago School	Institute for Healthcare	RabbitTrax 811	Virginia Mason Institute 505
of Professional Psychology 820	Improvement 413	radloop 803	Vitalacy 608
CIMRO 326	Isabel Healthcare, Inc. 221	RLDatis 105	Vizient 305
Clinical Architecture 707	The Joint Commission 513	RQI Partners 605	Voi 604
College of Engineering Online	Kaufman Hall 212	Safe & Reliable Healthcare . . . 412	WellStar Health System 328
and Professional Education,	Kurin, Inc. 120	SafeQual 102	Wolters Kluwer 110
University of Michigan 522	Level 3 Healthcare 813	Safety Learning System	Zynx Health 127
The Compliance Team, Inc. 320		Collaborative 526	



Updated as of October 28, 2019

Solutions Connection

Win prizes while making important connections with exhibitors who offer expertise and solutions for your health care organization. Visit each exhibitor below, spend some time learning and sharing with these experts, and get a stamp or signature to validate your visit.

When you've collected all Solutions Connection exhibitor stamps/signatures, simply drop your completed entry form at IHI Booth (#413) by **12:30 PM on Wednesday, December 11**, to be entered to win great prizes, including a free registration to the 2020 IHI National Forum. Drawing will be on Wednesday at 1:00 PM at the IHI Booth. You must be present to win. Exhibitors, sponsors, and advertisers are ineligible. **Collect stamps on this page only.**

Visit to Win it!

GOJO Industries Booth #215	Isabel Healthcare Booth #221	American Association for Physician Leadership Booth #229
MCN Healthcare Booth #315	Verge Health Booth #327	Magnolia Medical Technologies Booth #404
 Institute for Healthcare Improvement Booth #413		
University of Tennessee Booth #410	Safe & Reliable Healthcare Booth #412	Improvewell Booth #427
Lyon Software Booth #601	BrainScope Company, Inc. Booth #615	MDmetrix Booth #621
Illuminate Booth #705	Atlas Lift Tech Booth #712	Alteryx Booth #800

Name _____

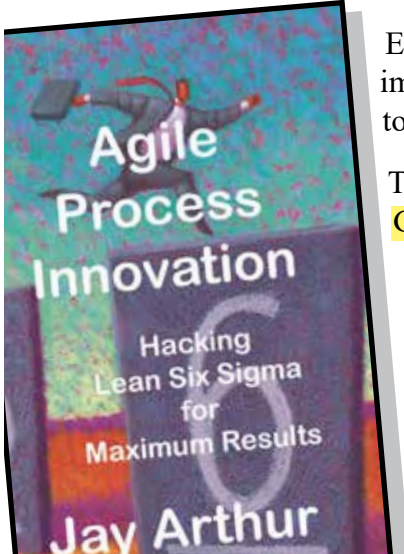
Organization _____

Email _____

Agile Lean Six Sigma is the way to achieve your goals...

The Institute for Healthcare Improvement (IHI) has a goal of cutting healthcare waste / rework by 50% by 2025. The goal of \$500 billion in just 5 years **can't be achieved by doing things the way they've always been done.**

The only way to achieve this goal is by aggressively implementing **Agile Lean Six Sigma** to diagnose and surgically eliminate waste and rework in every hospital, clinic and doctor's office. *Healthcare can't wait weeks for Green Belt and Black Belt training*, let alone months for improvement teams to deliver meager results.



Embrace rapid, one-day **Agile Lean Six Sigma** trainings focused on delivering immediate results using QI Macros. This Agile approach moves healthcare quickly towards its goals, while simultaneously saving lives and improving patient outcomes.

This book - **Agile Process Innovation** - explains how Agile can work in your setting. **Get your free copy at the QI Macros booth #210.**

Learn more at www.qimacros.com/agile

QIMacros®

Lean Six Sigma Software for Excel

2696 S Colorado Blvd | Suite 555 Denver, CO 80222

Give Your Dispenser Wings



track use

Booth 608



MK-064 Rev A

VIDATAK™

With the EZ Boards and now with VidaTalk,
a **multilingual communication aid** for non verbal patients,
we bring solutions that cross the continuum of care.



Call Acuity Medical:
877-EZBOARD (392-6273)
vidatak.com

VIDATAK™

THIS IS NOT AN ORDINARY PATIENT SAFETY COLLABORATIVE

The Safety Learning System™ (SLS) Collaborative
is a growing group of American, Australian,
Canadian and Saudi Arabian medical systems
moving beyond simply counting & trending.

*No One Should Ever Suffer Or Die As The
Result Of Process Or System Failures.*

The experience is a **process of wisdom**. We go
beyond data to understanding the lessons
learned within patient journeys striving toward
meaningful change and excellence in care.
We have committed to discovering the
omissions of care – the things we don't do –
those items lurking below the water that
prevent care teams from doing their best.

Join the Movement

SLS Collaborative members provide guidance
to one another throughout the improvement
process, help each other to implement
solutions & provide second victim support by
fostering a community of forgiveness.

Visit us in the Forum Hall, Booth 526
<http://hbhealthcaresafety.org/sls-collaborative/>

Notes

[illegible]

Copenhagen

28-30 April
2020

200+
international
speakers



100+
sessions



4,500+
worldwide attendees



1200+
poster displays

20+
Networking
opportunities



Register with
Early Bird until
4 February
2020

Programme
now available
online

Sydney

30 September - 2 October
2020

Registration
opens
December
2019

Submit a
poster display
application by
22 May 2020



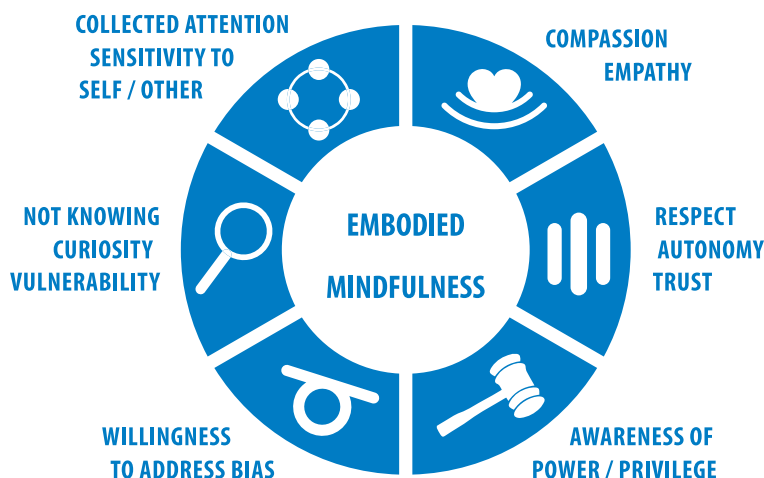
internationalforum.bmj.com



Let's transform healthcare.

It isn't what we learn.

It's what we practice. It's what we embody.



Register for our upcoming retreat.
Centered in Compassion
March 25-27 | Tucson, Arizona

*Learning that transforms.
Healthcare that heals.*

Enrolling now for 2020:

1. Centered in Compassion.

Understanding trauma and healing relationships.

2. Centered in Equity.

Countering the patterns of bias.

3. Centered in Trust.

The art of shared decision-making and collaboration.

Subscribe. Free and easy to implement initiatives

Explore. Online and on-site learning, retreats and workshops

Learn. Practice. Shift. Sustain.



wisdomwayinstitute.com



Thank You for Attending!

No two National Forum participants are alike. But we all come to Orlando with the same purpose — to improve health and health care worldwide. Whether you're an attendee, a presenter, a supporter, an exhibitor, or a Blue Shirt, whether it's your first IHI National Forum or your 30th, you help make the National Forum much more than a health care conference. You help make it a movement.

Be on the lookout for an email requesting your feedback to help us improve for 2020.

Thank you for joining us and see you next year!





Did you know that IHI offers customized consulting to help tackle your organization's biggest pain points?

Visit the IHI booth in the Exhibit Hall to hear how our experts have helped create quality and safety strategies, build cultures of safety, and reduce costs of care while improving quality.

ihi.org/customizedservices



And special thanks to . . .

Forum Co-Chairs and Steering Committee IHI would like to thank the National Forum Co-Chairs and Steering Committee for their extraordinary effort and commitment in developing the program for the 2019 National Forum on Quality Improvement in Health Care.

Co-Chairs



Joanne Disch, PhD, RN, FAAN
Professor ad Honorem,
University of Minnesota
School of Nursing;
Member, IHI Lucian Leape
Institute



Katherine Gottlieb
President and CEO
Southcentral Foundation



Chris Woleske
President and CEO
Bellin Health

All Co-Chairs 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.

Steering Committee

Kedar Mate, MD
Chief Innovation and
Education Officer, IHI

Frank Federico, RPh
Vice President, IHI

Pat Rutherford, RN, MS,
Vice President, IHI

**Patricia McGaffigan, RN,
MS, CPPS**
Vice President, Patient
Safety Programs, IHI

**Kelly McCutcheon
Adams, LICSW,**
Senior Director, IHI

Sara Valentin, CMP
Director of Events, IHI

Ninon Lewis, MS
Head of Content
Portfolios, IHI

Lauren Downing, CMP,
Senior Event Manager, IHI

Alex Goulet
Marketing Manager, IHI

IHI Board of Directors



Donald M. Berwick, MD, MPP
President Emeritus and Senior
Fellow, IHI
Boston, MA



**Ann Scott Blouin, RN, PhD,
FACHE**
President, PSQ Advisory
Chicago, IL



Thomas W. Chapman, MPH, EdD
President and CEO,
The HSC Foundation
Washington, DC



Michael Dowling
President and CEO, Northwell
Health (formerly North Shore–Long
Island Jewish Health System)
Great Neck, NY



Derek Feeley, DBA
President and CEO,
IHI
Boston, MA



Elliott S. Fisher, MD, MPH
Director, The Dartmouth Institute
for Health Policy and Clinical
Practice
Lebanon, NH



Jennie Chin Hansen
Senior Strategic Advisor,
American Geriatrics Society
New York, NY



Helen Haskell, MA
Founder and President, Mothers
Against Medical Error (MAME)
Columbia, SC



Gerald B. Hickson, MD
Senior VP, Quality, Safety and
Risk Prevention, Joseph C. Ross
Chair in Medical Education
and Administration, Vanderbilt
University Medical Center
Nashville, TN



Brent C. James, MD, MStat
Clinical Professor (Affiliated),
Department of Medicine, Stanford
University School of Medicine;
Senior Fellow, IHI
Salt Lake City, UT



Gary S. Kaplan, MD
Chairman and CEO, Virginia
Mason Health System
Seattle, WA



Arnold Milstein, MD, MPH
Professor of Medicine, Director
of Clinical Excellence Research
Center, Stanford University
Stanford, CA



Mary Beth Navarra-Sirio, RN, MBA
Principal, Sirio² Healthcare
Innovations
Pittsburgh, PA



Enrique Ruelas, MD, MPA, MHSc
President and CEO, Institute for
Health Futures & International
Consortium for Quality and
Leadership of Healthcare
Organizations, Monterrey, Mexico



Mark Smith, MD, MBA
Professor of Clinical Medicine,
University of California, San
Francisco, CA



Sam R. Watson, MSA, CPPS
Senior VP, Field Engagement,
Michigan Health & Hospital
Association (MHA)
Keystone Center
Okemos, MI

JEFFERSON COLLEGE OF POPULATION HEALTH

ACCELERATE

YOUR CAREER

New Online Executive Master's Degrees for Healthcare Professionals

Gain the skills you need to lead healthcare transformation!

100% online programs

Accelerated 7-week semester format

- **Applied Health Economics & Outcomes Research**
- **Health Policy**
- **Healthcare Quality & Safety**
- **Population Health**
- **Population Health Intelligence**
- **Operational Excellence**

Jefferson.edu/PopHealth



Visit booth #414 to learn more about our online degree programs.



EVOLVING BETTER TO SERVE YOU

● Performance Improvement Initiatives:

- Core Measure Abstraction
 - Corporate Aggregate Data Analytics Services
- STS
- National Cardiovascular Data Registry (NCDR)
 - ACTION Registry
 - Chest Pain-MI
 - Afib Ablation Registry
 - Cath-PCI Registry
 - ICD Registry
 - IMPACT Registry
 - LAAO Registry (Left Atrial Appendage Occlusion)
 - PVI Registry
 - STS/ACC TVT Registry
- ECMO/ELSO (Extra Corporeal Life Support Organization)
- GWTG-STK, GWTG-HF, GWTG-CAD, GWTG-Resuscitation, GWTG-AFib
- Vascular Quality Initiative (VQI/VMR)
- ACS: Adult/Pediatric NSQIP & MBSAQIP (Bariatric)
- Cancer Registries; QOPI (Quality Oncology Practice Initiative)
- Trauma Registry
- ACO Quality Metrics
- Related Outcomes Studies

● Coding Services:

- Inpatient
- Outpatient
- Risk Adjustment
- Pro Fee
- Wound Care
- CDI
- Interventional Radiology
- Coding Audits
- CDI Emergency Department (ED)
- Hospice and Home Health
- Applied Behavioral Analysis (ABA)
- In Vitro Fertilization (IVF)
- Medical Billing



● MACRA/MIPs Consulting:

- Optimization of Reimbursement
- Transitional Care Management
- Chronic Care Management



Visit us at
BOOTH # 407

Get in Touch:

@ info@hia-corp.com

 **1-800-405-8800**

 www.healthinformationalliance.com

500 Office Center Drive Suite 400, Fort Washington, Pennsylvania 19034

Delivering The Most Efficient Services to Optimize Quality and Decrease Cost