



IHI National Forum

on Quality Improvement in Health Care

December 10–13, 2017 • Orlando, FL

Welcome



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Welcome!

At IHI, we know that improving health and health care is a team effort. And we know that effective teams rely on each member clearly understanding his or her role. But knowing your role and how it functions in the larger system, while necessary, isn't sufficient. The best teams, the most successful teams, are ones made up of people who also understand their purpose. Knowing your role is the "what," but knowing your purpose is the even more important "why." By understanding our purpose, we find joy and meaning in our work. And finding meaning is the key to thriving in health care and to overcoming the challenges of improving health and well being.

I know of no better opportunity to reconnect with purpose and find renewed meaning in our work than the IHI National Forum. For nearly 30 years, the National Forum has reminded everyone who attends why they do what they do. Together, we find joy and meaning in inspiring stories of breakthrough successes. We find joy and meaning by connecting and reconnecting with colleagues who share our passions, and we find them in new ideas, new provocations, and new explorations of how we can all fulfill our purpose.

By coming together as we have here this week, we can all connect to our individual and common purpose of improving care and improving health. It is the heart of why we work so hard to improve the quality of health and care for the people we serve.

Thank you for being here, and enjoy the Forum!



Sincerely,



Derek Feeley
President and CEO
Institute for Healthcare Improvement

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General Information

New This Year

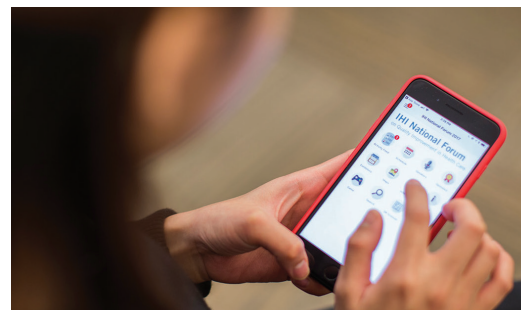
Pre-Conference Additions Based on attendee feedback, we've made some improvements to Sunday and Monday pre-conference days. Half-day Learning Labs are offered on both Sunday and Monday. On Monday, we also offer full-day IHI Quick Courses and an exclusive pre-conference keynote presentation.

Download the Mobile App

Get the IHI National Forum App for information about the conference, including session descriptions, presenter biographies, your daily agenda, networking events, and more.

1. Go to either the iOS App Store or Google Play Store and search for "CrowdCompass AttendeeHub."
2. Download the "CrowdCompass AttendeeHub" app and open when finished.
3. Search for "IHI National Forum 2017."
4. Download Event.
5. Log in using your First and Last Name.
6. A verification code will be sent to the email you used to register for the IHI National Forum.
7. Enter the verification code to access the mobile app.

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



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.

Free WiFi

1. 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 “IHI29FORUM” (case sensitive) as the Meeting Passcode and click “Submit.”



Workshop Sessions

Tracks More than 90 workshops are offered during the General Conference on Tuesday and Wednesday. To guide you through your Forum learning experience, the sessions are organized by content areas, or “tracks.” Enroll in sessions for a particular track, or select individual sessions from various tracks.

- Mental Health and Well Being
- Sponsored by: 
- Equity
 - Improvement Science
 - Joy in Work
 - Leadership
 - Maternal and Child Health
 - Moving from Volume to Value
 - Person-Centered Care
 - Population Health
 - Safety

Spotlight Sessions In each workshop group, the session with the highest enrollment has been selected as a Spotlight Session. All Spotlight Sessions are held in the Palms Ballroom and will be broadcast to virtual attendees via livestream. See the full listing on page 9.

Suggested for Students A number of sessions have been selected from across a wide spectrum of topics and disciplines that are especially appropriate for students who are new to quality improvement or new to the National Forum. Look for this symbol: **S**

About the Institute for Healthcare Improvement (IHI)

IHI is a leading innovator in health and health care improvement worldwide. For more than 25 years, we have partnered with visionaries, leaders, and frontline practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. Recognized as an innovator, convener, trustworthy partner, and driver of results, we are the first place to turn for expertise, help, and encouragement for anyone, anywhere who wants to change health and health care profoundly for the better. Learn more at ihi.org.

Schedule at a Glance

Morning

Sunday December 10

Pre-Conference

Coffee break provided for Pre-Conference attendees

7:00 AM – 5:00 PM Badge Pickup Area Open

Monday December 11

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

8:00 AM – 4:00 PM Forum Excursions

8:30 AM – 4:00 PM IHI Quick Courses

8:00 AM – 11:30 AM Monday Morning Learning Labs

Tuesday December 12

Conference Day 1

Continental breakfast, coffee break, and lunch provided for all attendees

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 1, Palms
Ballroom and
Overflow Rooms

9:30 AM – 10:45 AM
Storyboard
Walkarounds and
A Workshops

10:30 AM – 1:30 PM Forum

11:15 AM – 12:30 PM
B Workshops (repeat
of A Workshops)

Wednesday December 13

Conference Day 2

Continental breakfast, coffee break, and lunch provided for all attendees

6:30 AM – 1:30 PM Badge Pickup Area Open

6:30 AM – 7:30 AM
Sunrise
Pilates, West
Terrace

7:00 AM – 7:45 AM
Special
Interest
Breakfasts

8:00 AM – 9:00 AM
Keynote 3, Palms
Ballroom and
Overflow Rooms

9:30 AM – 10:45 AM
D Workshops

10:30 AM – 1:30 PM Forum

11:15 AM – 12:30 PM
E Workshops (repeat
of D Workshops)

Afternoon

Evening

1:00 PM – 4:30 PM Sunday Learning Labs

5:00 PM – 6:00 PM
Sunset Pilates, West Terrace

5:00 PM – 7:00 PM
International Attendee Meeting, Grand Ballroom, Salon 7

3:30 PM – 6:30 PM Forum Hall Open, Cypress Ballroom

6:30 PM – 8:00 PM
IHI Equity Reception, Grand Ballroom, Salon 4-6

4:30 PM – 5:30 PM
Pre-Conference Keynote, Palms Ballroom

6:30 PM – 7:00 PM
Candlelight Vigil, Courtyard Terrace

4:30 PM – 6:30 PM Welcome Reception, Forum Hall

12:30 PM – 4:00 PM Monday Afternoon Learning Labs

4:00 PM – 7:00 PM IHI Open School Chapter Congress, Crystal Ballroom, Salon H

7:00 PM – 9:00 PM
Presenter and Student Reception, Grand Ballroom, Salon 7

Sponsored by KAISER PERMANENTE. 

Hall Open, Cypress Ballroom

4:15 PM – 6:30 PM Forum Hall Open, Cypress Ballroom

12:30 PM – 1:30 PM
Lunch, Forum Hall

1:30 PM – 2:45 PM
Storyboard Walkaround and C Workshops

3:15 PM – 4:40 PM
Keynote 2, Palms Ballroom and Overflow Rooms

4:40 PM – 6:30 PM
Storyboard Reception, Forum Hall

6:30 PM – 10:00 PM
National Forum Celebration, Marriott Pool

Hall Open, Cypress Ballroom

12:30 PM – 1:30 PM
Lunch, Forum Hall

1:30 PM – 2:30 PM
Keynote 4, Palms Ballroom and Overflow Rooms

Stay Connected

Stay connected with IHI and your fellow National Forum attendees! Use the hashtag #IHIForum when Tweeting. Be sure to follow IHI on Twitter, Facebook, LinkedIn, and Instagram.



Keynotes

Pre-Conference Keynote

Monday, December 11, 4:30 PM – 5:30 PM
Palms Ballroom

Steve Spear, DBA, MS, MS, is principal of The High Velocity Edge, LLC, which provides advisory services and has developed software that enables accelerated problem solving, particularly with distributed workforces. He is a Senior Lecturer in MIT's Management and Engineering schools, a faculty affiliate at Harvard Medical School, a Senior Fellow at the Institute for Healthcare Improvement, and an award-winning author.



Keynote One

Tuesday, December 12, 8:00 AM – 9:00 AM
Palms Ballroom and Overflow Viewing Rooms

Sponsored by  **PETERSON
CENTER ON
HEALTHCARE**

Rana Awdish, MD, is the Director of the Pulmonary Hypertension program and a Critical Care Physician at Henry Ford Hospital in Detroit, Michigan. Dr. Awdish never imagined that an emergency trip to the hospital would result in hemorrhaging nearly all her blood volume and losing her unborn first child. She recorded her recovery experiences in a collection of personal essays that laid the framework for her book *In Shock* (St. Martin's Press). Additional works include her lecture "Empathy in the ICU" and the *New England Journal of Medicine* article, "A View from the Edge — Creating a Culture of Caring."



Tiffany Christensen, Vice President for Experience Innovation at The Beryl Institute, approaches her work from the perspective of a life-long patient and a professional patient advocate. Christensen is a nationally recognized public speaker and the author of three books exploring advocacy, end-of-life planning, and partnership strategies in health care.



Derek Feeley is the President and CEO of the Institute for Healthcare Improvement. Prior to joining IHI, 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 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 12, 3:15 PM – 4:40 PM
Palms Ballroom and Overflow Viewing Rooms

Bryan Stevenson is one of the most visionary



legal thinkers and social justice advocates in the US. A MacArthur Fellow and founder of the Equal Justice Initiative, he is a founding leader of the movement against mass incarceration in the US and recently served on President

Obama's Task Force on 21st Century Policing. His memoir, *Just Mercy*, is an inspiring story of a young lawyer fighting on the front lines of a country in thrall to extreme punishments and careless justice. *The New Yorker* named Mr. Stevenson's TEDTalk on injustice one of five essential ones to watch.

Jenn Lim is the CEO and CHO (Chief Happiness



Officer) of Delivering Happiness, a company she and Tony Hsieh (CEO of Zappos.com) co-founded to inspire science-based happiness, passion, and purpose at work, home, and in everyday life. She has been a consultant with Zappos from

its start-up days in 2003 to the \$2 billion business it is today. Her experience with Zappos, combined with her development of scientific frameworks for workplace happiness, created the evidence that happier employees = happier customers = successful companies (and meaningful lives).

Keynote Three

Wednesday, December 13, 8:00 AM – 9:00 AM
Palms Ballroom and Overflow Viewing Rooms

Sponsored by  C-SATS

General Stanley McChrystal shares lessons based



on leading and innovating in one of the world's largest organizations. He reveals the power of culture, communication, and relationships through sharing stories, experiences, and principles to underscore the importance of these three elements. He addresses key leadership principles, including

transparency and inclusion, leveraging the power of teams through relationships, leading by influence, relentless focus on mission, and the importance of sharing a clear vision with everyone who must execute against it.

Keynote Four

Wednesday, December 13, 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 and 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 Medical Center, 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. In 2005, he was appointed "Honorary Knight Commander of the British Empire" by the Queen of England. Dr. Berwick is the author or co-author of over 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School.

Networking Opportunities

Sunday, December 10

Sunset Pilates

5:00 PM – 6:00 PM West Terrace

Led by Caitlin Littlefield, IHI Blue Shirt and Certified Core Mat I and II Pilates Instructor, this all-levels Pilates mat 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. Pre-registration 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 11

Welcome Reception

Sponsored by **vizient**

4:30 PM – 6:30 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 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

6:30 PM – 7:00 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 12

Meet-the-Expert Lunches

12:40 PM – 1:20 PM Solaris Private Dining Room

Grab your lunch and sit with National Forum expert faculty to discuss various improvement topics. Registration is required for this free event. See details on page 24.

Lunch and Learn

12:40 PM – 1:20 PM Forum Hall
(Cypress Ballroom)

During your lunch break in the Forum Hall, enjoy casual discussions while networking with other attendees. Designated tables will cover content from five of the Forum's most popular tracks. Seating is on a first-come, first-served basis.

Storyboard Reception

4:40 PM – 6:30 PM Forum Hall
(Cypress Ballroom)

Check out the nearly 500 improvement storyboards displayed by fellow attendees at this networking event. Storyboard presenters will be standing by their storyboards in the Forum Hall 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 snacks provided; cash bar available.

Wednesday, December 13

Sunrise Pilates

6:30 AM – 7:30 AM West Terrace

Led by Caitlin Littlefield, IHI Blue Shirt and Certified Core Mat I and II Pilates Instructor, this all-levels Pilates mat 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. Pre-registration is not required.

Special Interest Breakfasts

7:00 AM – 7:45 AM

Network with colleagues and discuss a variety of improvement topics over breakfast. See pages 30–31 for details. No registration required.

Meet-the-Author Lunches

12:40 PM – 1:20 PM Solaris Private Dining Room

Grab your lunch and talk with one of the National Forum bookstore authors. Registration is required for this free event. See page 35 for details.

Lunch and Learn

12:40 PM – 1:20 PM Forum Hall (Cypress Ballroom)

During your lunch break in the Forum Hall, enjoy casual discussions while networking with other attendees. Designated tables will cover content from five of the Forum's most popular tracks. Seating is on a first-come, first-served basis.

Spotlight Sessions

In each workshop group, the session with the highest enrollment has been selected as a Spotlight Session. This enables us to match supply and demand for the most popular sessions, 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.

A11: Restoring Joy and Preventing Burnout

Tuesday, December 12, 9:30 AM – 10:45 AM

Presenters: Jessica Perlo, Director, IHI; Stephen Swensen, MD, Medical Director, Intermountain Healthcare

B13: Engaging Physicians in Leading Quality Improvement

Sponsored by  PETERSON CENTER ON HEALTHCARE

Tuesday, December 12, 11:15 AM – 12:30 PM

Presenters: Carol Peden, MD, Executive Director, Center for Health System Innovation, University of Southern California; Felipe Osorno, Executive Administrator, Value Improvement Office, Keck Medicine, University of Southern California; Kaveh Houshmand Azad, Director, Keck Operating System, Keck Medicine, University of Southern California

C4: Signal or Noise? Navigating Health Care Policy in 2018

Tuesday, December 12, 1:30 PM – 2:45 PM

A panel discussion moderated by Edward Prewitt, editorial director of *NEJM Catalyst*, and featuring remarks by IHI President Emeritus and Senior Fellow Donald Berwick, MD, and other health leaders and policy experts

D9: Designing and Managing an Improvement Initiative

Wednesday, December 13, 9:30 AM – 10:45 AM

Presenters: Gareth Parry, PhD, Senior Scientist, IHI; Robert Lloyd, PhD, Vice President, IHI

E15: High-Impact Leadership: A Conversation

Wednesday, December 13, 11:15 AM – 12:30 PM

Presenters: Dan Winkelman, JD, President and CEO, Yukon Kuskokwim Health Corporation; Michael Pugh, President, MdP Associates, LLC; Navina Evans, CEO, East London NHS Foundation Trust; Stephen Swensen, MD, Medical Director, Intermountain Healthcare

Welcome to Sunday

Consult the mobile app

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

1:00 PM – 4:30 PM

Sunday Learning Labs

Mental Health and Well Being

Sponsored by:



SL1: Unraveling Integrated Care Success: Quality Improvement Has Impact!

Crystal Ballroom, Salon E-F

Christina Dupuch, MSW, Chief Operations Officer, Vaya Health; **Mark Medlin**, Senior Project Manager, Mission Health

Equity

SL2: Achieving Equity Through Organizational Change

Crystal Ballroom, Salon P-Q

Aswita Tan-McGrory, Deputy Director, Massachusetts General Hospital (MGH); **John Cowden, MD**, Medical Director, Office of Equity and Diversity, Children's Mercy Kansas City; **Joseph Betancourt, MD**, Director, MGH; **Juana Slade**, Director of Diversity and Language Services, AnMed Health; **Patricia Riley**, Senior Vice President, Blue Cross and Blue Shield of Minnesota

Improvement Science

SL3: Design and Evaluation of Improvement Initiatives

Crystal Ballroom, Salon G

Amrita Dasgupta, Research Associate, IHI; **Don Goldman, MD**, Chief Scientific Officer Emeritus and Senior Fellow, IHI; **Gareth Parry, PhD**, Senior Scientist, IHI

SL4: Sustaining Improvement in Daily Work

Crystal Ballroom, Salon A-C

Jeffrey Rakover, Senior Research Associate, IHI; **Kevin Little, PhD**, Improvement Advisor, Informing Ecological Design, LLC; **Richard Scoville, PhD**, Improvement Advisor, IHI

SL5: A Writing Workshop to Help You Publish Your Work

Grand Ballroom, Salon 1-2

Daisy Goodman, Instructor, Dartmouth Medical School; **David Stevens, MD**, Adjunct Professor, The Dartmouth Institute; **Greg Ogrinc, MD**, Senior Associate Dean, White River Junction VA Medical Center

SL6: The Practice of R-E-S-P-E-C-T: Find Out What It Means to You

North Tower, Vinoy

Barbara Sarnoff Lee, LICSW, Senior Director of Social Work and Patient Family Engagement, Beth Israel Deaconess Medical Center; **Frank Federico, RPh**, Vice President, IHI; **Lauge Sokol-Hessner, MD**, Associate Director of Inpatient Quality, Beth Israel Deaconess Medical Center; **Patricia Folcarelli, RN, JD, CPPS**, Associate Vice President, Safety Programs, Vizient, Inc.

Joy in Work

SL7: High-Velocity, High-Reliability Transformation

North Tower, Marco Island

Christine Hader, Director, Center for Simulation and Experiential Learning; **Deeba Siddiqui, RN, CPHQ**, Vice President, Patient Safety, Meridian Health; **Marty Scott, MD**, Senior Vice President and Chief Transformation Officer, Hackensack Meridian Health; **Maureen Sintich, RN**, Senior Vice President and Network Chief Nursing Officer, Hackensack Meridian Health; **Tria Deibert**, Vice President, Experience Marketing, Hackensack Meridian Health

Leadership

SL8: Designing Your Organization's Approach to Quality Improvement

Grand Ballroom, Salon 4-6

Navina Evans, CEO, ELFT; **Amar Shah**, Associate Medical Director, East London NHS Foundation Trust (ELFT); **James Innes**, Pharmacist and Improvement Advisor, Associate Director for Quality Improvement, ELFT; **Steven Course**, Chief Finance Officer, ELFT; **Marie Gabriel**, Chairperson, ELFT; **Auzewell Chitewe**, Senior Quality Improvement Lead, ELFT; **John Kauzemi**, People Participation Lead, ELFT; **Paul Binfield**, Head of People Participation, ELFT

SL9: Leaders Igniting Joy in Work and Creating Safety

Grand Ballroom, Salon 12-14

Barbara Balik, RN, Co-Founder, Aefina Partners; **Jennifer Lenoci-Edwards, RN**, Executive Director, IHI; **Kristine White, RN**, Co-Founding Consultant, Aefina Partners; **Patricia McGaffigan, RN, CPPS**, Vice President, Safety Programs, IHI

Maternal and Child Health

SL11: Learning from Global Bright Spots in Child Well Being

Hall of Cities, Chicago-Denver

Jesper Ekberg, Public Health Manager, The County Council of Jönköping; **Marianne McPherson, PhD**, Senior Director, 100 Million Healthier Lives, IHI; **Mark Redding, MD**, Pediatrician, Community Health Access Project; **Soma Stout, MD**, Vice President, 100 Million Healthier Lives, IHI

SL12: A Learning System to Improve Community Child Health

North Tower, Key Largo

Anita Brentley, Consultant, Community Engagement, Cincinnati Children's Hospital Medical Center (CCHMC); **Dawn Denno**, Senior Director, Community Health, CCHMC; **Robert Kahn**, MD, Associate Chair, Community Health, CCHMC; **Uma Kotagal**, Senior Executive Leader, CCHMC

Moving from Volume to Value

SL13: Translating Toyota: Individual to Organization

Crystal Ballroom, Salon K-M

Pinckney McIlwain, Chief Medical Officer, Charleston Area Medical Center; **Steve Spear, DBA, MS, MS**, Principal, The High Velocity Edge, LLC, and author; **Tom Downes, MD**, Clinical Lead for Quality, Sheffield Teaching Hospitals

SL14: Designing High-Impact, High-Value Improvement Projects

Grand Ballroom, Salon 9-10

Sponsored by



Chris Moriates, MD, Implementation Director, Dell Medical School at the University of Texas at Austin; **Jordan Harmon**, Managing Director, Hospital for Special Surgery; **Neel Shah, MD**, Executive Director, Costs of Care; **Reshma Gupta, MD**, Outreach and Evaluation Director, University of California, Los Angeles; **September Wallingford, RN**, Operations Director, Costs of Care; **Vineet Arora, MD**, Education Director, University of Chicago Medical Center

SL15: Continued Commitment to the Triple Aim in Uncertain Times

North Tower, Harbor Beach

Evan Benjamin, MD, Chief Medical Officer, Ariadne Labs, Harvard School of Public Health; **George Kerwin**, President and CEO, Bellin Health; **Saranya Loehrer, MD**, Head of the North America Region, IHI

SL16: Designing Effective Care for Complex and Costly Patients

North Tower, Sawgrass

Sponsored by



Adam Davis, Lead Nurse, Puget Sound Regional Fire Authority; **Cory Sevin, RN**, Senior Director, IHI; **Cy Huffman, MD**, Senior Medical Director, Blue Cross Blue Shield of Tennessee

Person-Centered Care

SL17: What Matters to You? Are You Part of the Movement?

North Tower, Grand Cayman-Puerto Rico

Anders Vege, RN, Head of Quality Improvement, Norwegian Institute of Public Health; **Shaun Maher, RN**, Strategic Advisor, Scottish Government

SL18: Co-Design Is Caring: Experience Meets Improvement

Hall of Cities, New York-New Orleans

Andrea Werner, MSW, Vice President of Heart, Lung, and Vascular Services, Bellin Health; **Catherine Dale**, Programme Director Patient Safety, Health Innovation Network; **Tiffany Christensen**, Patient Advocate, Author, and Vice President for Experience Innovation, The Beryl Institute

Safety

SL19: Can We Really Learn from the Past to Drive Sustainable Improvement?

North Tower, Key Biscayne

Craig A. White, PhD, Divisional Clinical Lead, Scottish Government; **Jonathan Kirk, MD**, National Clinical Lead, Measurement and Monitoring of Safety Programme, Healthcare Improvement Scotland

SL20: Engaging Families in I-PASS to Improve Safety

North Tower, Key West

Alisa Khan, MD, Staff Physician, Boston Children's Hospital; **Ted Sectish, MD**, Hospitalist, Boston Children's Hospital; **Dale Micalizzi**, Founder, Director, and Health Educator, The Task Force for Global Health (Justin's HOPE Project); **Jennifer Baird, PhD, MSW, RN**, Director, Institute for Nursing and Interprofessional Research, Children's Hospital Los Angeles; **Nancy Spector**, Associate Dean of Faculty Development and Executive Director, Executive Leadership in Academic Medicine®, Drexel University College of Medicine

5:00 PM – 7:00 PM

International Attendee 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 pages 8–9.

Sunset Pilates

5:00 PM – 6:00 PM, West Terrace

Led by Caitlin Littlefield, IHI Blue Shirt and Certified Core Mat I and II Pilates Instructor, this all-levels Pilates mat 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. Pre-registration is not required.

Welcome to Monday

Consult the mobile app

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

8:00 AM – 4:00 PM

23rd Annual International Scientific Symposium on Improving the Quality and Value of Health Care

Gaylord Palms Resort, Sun Ballroom

Every year, 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. The day features a keynote presentation by **Rocco Perla**, CEO of Health Leads; interactive methods sessions; networking; and rapid-fire presentations of peer-reviewed papers. The top four peer-reviewed papers are featured in workshop C3 during the General Conference.

In collaboration with: *BMJ Open Quality* **BMJ**

8:00 AM – 4:00 PM

Forum Excursions

Most excursions (with two exceptions noted below) start at the Gaylord Palms Resort and Convention Center, with breakfast available there 7:00 AM – 8:00 AM. See page 40 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 there 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 Excursion 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.

FE1: Marriott World Center: Managing Large-Scale Operations

Crystal Ballroom, Salon P-Q

Gail Nielsen, Faculty, IHI; **Susan Went**, Company Director, Nerissa Healthcare Consulting

FE2: Gaylord Palms Resort: Joy in Work and Customer Satisfaction

Gaylord Palms, Sun Ballroom 1-3

Joanne Watson, Consultant Endocrinologist and Clinical Director of Patient Experience, Taunton and Somerset NHS Foundation Trust; **Lakshman Swamy, MD**, Chief Medical Resident, Boston Medical Center

FE3: Central Florida Zoo: Patient Care, Safety, and Engagement

Gaylord Palms, Sanibel

Kate DeBartolo, National Field Director, IHI; **Kathy Duncan, RN**, Director, IHI

FE4: Universal Orlando: Safety and Reliability

Gaylord Palms, Miami

Fran Griffin, Consultant, Fran Griffin & Associates, LLC; **Peter Lachman, MD**, CEO, International Society for Quality in Health Care

FE5: Orlando Health System: Delivering Great Care with High Reliability

Shuttle departs from Marriott Cypress 1 Foyer promptly at 8:00 AM.

Frank Federico, RPh, Vice President, IHI; **Patricia McGaffigan, RN**, CPPS, Vice President, Safety Programs, IHI

FE6: Brad Brewer Golf Academy: Leadership Lessons from the Links

Gaylord Palms, Sun Ballroom 5-6

David Yuh, MD, Hospitalist, Boston Medical Center; **James Moses, MD**, Chief Quality Officer, Boston Medical Center

FE7: Second Harvest Food Bank of Central Florida: Strategic Planning, Community Engagement, Disaster Preparedness

Gaylord Palms, Captiva

Niñon Lewis, Executive Director, IHI; **Marianne McPherson, PhD**, Senior Director, 100MLives Implementation, IHI

8:30 AM – 4:00 PM

IHI Quick Courses

In these one-day workshops, IHI faculty teach foundational quality improvement (QI) methodologies and practices, enabling participants to take home new tools, implement QI practices, and gain and sustain improvement success.

Equity

Q1: Achieving Health Equity: What Will It Take?

Hall of Cities, New York-New Orleans

Amy Reid, Director, IHI; **Donald Berwick, MD**, President Emeritus and Senior Fellow, IHI; **Judy Fleishman, PhD**, Director, Behavioral Science, Leadership Development, and Quality Improvement, Tufts Family Medicine Residency at Cambridge Health Alliance; **Laura Botwinick**, Director, Graduate Program in Health Administration and Policy, University of Chicago; **Ron Wyatt, MD**, Chief Quality Officer, Hamad Medical Corporation, and Director, Hamad Healthcare Quality Institute

Q2: The Power of Many: Improvement as a Social Movement

North Tower, Aruba-Bahamas

Helen Bevan, Chief Transformation Officer, Horizons Team, NHS England; **Kathryn Perera**, Head of Transformation, NHS England Sustainable Improvement Team

Improvement Science

Q3: Learning to Coach and Coaching to Improve

Grand Ballroom, Salon 12-14

Karen Baldoza, MSW, Executive Director, IHI; **Lauren Macy**, Improvement Advisor, IHI; **Phyllis Virgil**, Improvement Advisor, PMV Consulting

Q4: Back to Basics: Building Essential Quality Improvement Skills

North Tower, Sawgrass

Michael Posencheg, MD, Associate Chief Medical Officer, Value Improvement, University of Pennsylvania Hospital; **Jane Taylor**, Improvement Advisor, IHI

Q5: Measuring for Improvement: Useful Tools and Methods

Grand Ballroom, Salon 9-10

Jafet Arrieta, MD, Faculty, IHI; **Robert Lloyd, PhD**, Vice President, IHI; **Sue Butts-Dion**, Improvement Advisor, Butts-Dion Consulting, Inc.

Leadership

Q6: Engaged Physicians Transform Care

North Tower, Vinoy

Gary Kaplan, MD, Chairman and CEO, Virginia Mason Health System; **Jack Silversin**, President, Amicus, Inc.

Q7: Capability Training Programs: What Works?

North Tower, Key Largo

Brent James, MD, Member, National Academy of Medicine, and Senior Fellow, IHI; **Helen MacFie, PharmD**, Chief Transformation Officer, MemorialCare Health System; **Jean-Ann Wurtz**, Clinical Quality Improvement Education Coordinator, Intermountain Healthcare; **Jim Reinertsen, MD**, President, The Reinertsen Group; **Ralph Yates**, Chief Medical Officer, Salem Health; **Todd Allen, MD**, Assistant Chief Quality Officer and Medical Director, Institute for Healthcare Delivery Research, Intermountain Healthcare

Q8: High-Impact Leadership in the Real World

North Tower, Marco Island

Jason Leitch, National Clinical Director, Scottish Government; **Stephen Swensen, MD**, Medical Director, Intermountain Healthcare

Q9: Getting Boards on Board

North Tower, Key West

Barbara Balik, RN, Co-Founder, Aefina Partners; **Evan Benjamin, MD**, Chief Medical Officer, Ariadne Labs, Harvard School of Public Health; **Michael Pugh**, President, MdP Associates, LLC

Maternal and Child Health

Q10: Large-Scale Collaboration to Improve Health Outcomes

North Tower, Key Biscayne


Carole Lannon, MD, Senior Faculty Lead, Cincinnati Children's Hospital Medical Center; **Deborah Bamel**, Senior Project Manager, IHI; **Rick Foster, MD**, Senior Advisor, Population Health Improvement, South Carolina Hospital Association; **Pat Heinrich, RN**, Executive Project Director, National Institute for Children's Health Quality (NICHQ); **Sue Leavitt Gullo, RN**, Director, IHI; **Zhandra Levesque**, Project Manager, NICHQ

Moving from Volume to Value

Q11: Hospital Flow: Right Care, Right Place, Right Time

Crystal Ballroom, Salon E-F

Frederick Ryckman, Senior Vice President for Medical Operations, Retired, Cincinnati Children's Hospital Medical Center; **Karen Murrell, MD**, Assistant Physician in Chief, Kaiser Permanente South Sacramento; **Katharine Luther, RN**, Director of Quality, The University of Texas Health Science Center at Houston; **Patricia Rutherford, RN**, Vice President, IHI; **William Browder, MD**, Emergency Medicine, East Tennessee State University

A man with a prosthetic left leg is smiling and carrying a young boy in a blue life vest. They are standing on a tiled pool deck next to a swimming pool. The man is wearing black shorts and a black prosthetic leg. The boy is wearing blue swim trunks and goggles. The background shows a swimming pool with lane lines and blue and white pennant flags hanging from the ceiling.

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Look NorthSM

8:30 AM – 4:00 PM continued

Person-Centered Care

Q12: People-Powered Health: Best Ways to Get Everyday Folk to Drive QI

Hall of Cities, Tampa

Anders Vege, RN, Head of Quality Improvement, Norwegian Institute of Public Health; **Anette Nilsson**, Project Leader, The County Council of Jönköping; **John Oldham**, Adjunct Professor, Imperial College London

Population Health

Q13: Pathways to Population and Community Health for Health Systems

North Tower, St. Thomas

Marie Cleary-Fishman, Vice President Clinical Quality, Health Research & Educational Trust; **KellyAnne Johnson**, Senior Project Manager, IHI; **Kevin Barnett**, Senior Investigator, Public Health Institute; **Soma Stout, MD**, Vice President, 100 Million Healthier Lives, IHI

Safety

Q14: Certified Professional in Patient Safety (CPPS) Review Course

North Tower, West Indies

Dot Snow, CPPS, Director, National Risk Management and Patient Safety, Kaiser Permanente National Patient Care Services; **Judy Milne, RN, CPHQ, CPPS**, Patient Safety Officer, Duke University Medical Center; **Karen Garvey, CPPS**, Vice President, Parkland Health and Hospital System; **Kenneth Rothfield**, Chief Medical and Quality Officer, Saint Vincent's Medical Center

Q15: Understanding and Improving Safety Culture

North Tower, Grand Cayman-Puerto Rico

Allan Frankel, MD, Patient Safety and Reliability Expert, Safe & Reliable Healthcare; **Amelia Brooks**, Director, IHI

8:00 AM – 11:30 AM

Monday Morning Learning Labs

Mental Health and Well Being

Sponsored by:
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ML1: Improving Behavioral Health Through Quality Improvement

Crystal Ballroom, Salon K-M

Navina Evans, CEO, East London NHS Foundation Trust (ELFT); **Amar Shah**, Associate Medical Director, ELFT; **James Innes**, Pharmacist and Improvement Advisor, Associate Director for Quality Improvement, ELFT; **Auzewell Chitewe**, Senior Quality Improvement Lead, ELFT; **Marie Gabriel**, Chairperson, ELFT; **Steven Course**, Chief Finance Officer, ELFT; **John Kuzemi**, People Participation Lead, ELFT; **Paul Binfield**, Head of People Participation, ELFT

Improvement Science

ML2: What Are We Trying to Improve? Good Question!

Crystal Ballroom, Salon A-C

Eric Franks, Quality Management Coordinator, University of Missouri Health Care; **Koby Clements**, Deputy Director, Center for Health Care Quality, University of Missouri Health Care; **Morgan Davis**, Quality Management Coordinator, University of Missouri Health Care

ML3: Learning Statistical Thinking Through Games

Grand Ballroom, Salon 4-6

James Benneyan, PhD, Director, Northeastern University; **Shannon Provost, PhD**, Visiting Professor, University of Texas at Austin

Joy in Work

ML4: Positive Rounding in Health Care Work Settings

Crystal Ballroom, Salon G

Bryan Sexton, Director of Patient Safety Center, Safe & Reliable Healthcare; **K. Carrie Adair, PhD**, Associate in Research, Duke University Health System

Leadership

ML5: High-Impact Leadership: Developing Core Leaders

Crystal Ballroom, Salon J

Anne Peach, RN, Chief Nursing Officer, Future Vision Group; **Arthur Gonzalez**, President and CEO, AG Healthcare Advisory Group, Inc.; **David Munch, MD**, Senior Principal, Healthcare Performance Partners; **Michael Pugh**, President, MdP Associates, LLC

Monday

8:00 AM – 11:30 AM continued

Moving from Volume to Value

ML6: The Accountable Care Journey: What to Do and When

North Tower, Harbor Beach

Bruce Meyer, Executive Vice President for Health System Affairs, University of Texas Southwestern Medical Center; **Valerie Overton, RN**, Vice President, Quality and Innovation, Fairview Health Services; **William Daniel, MD**, CEO, University of Texas Southwestern Medical Center

Population Health

ML7: Driving Change in Communities by Working Upstream

Hall of Cities, Chicago-Denver

Göran Henriks, Chief Executive of Learning and Innovation, Qulturum; **Susan Hannah, RN**, Head of Improvement Programme for Children and Young People, Scottish Government; **Uma Kotagal**, Senior Executive Leader, Cincinnati Children's Hospital Medical Center

Safety

ML8: The Future of Mortality Review

Grand Ballroom, Salon 1-2

Hanan Foley, RN, CPQH, Director of Quality and Safety, MedStar Georgetown University Hospital; **Jeanne Huddleston, MD**, Associate Professor, Mayo Clinic; **Lacey Hart**, Program Manager, Mayo Clinic; **Patty Atkins, RN, CPPS**, Vice President of Quality and Safety, Sharp HealthCare

12:30 PM – 4:00 PM

Monday Afternoon Learning Labs

Improvement Science

ML9: Innovation Management

Grand Ballroom, Salon 1-2

Estee Neuwirth, PhD, Senior Director, Innovation Consultancy, Center for Health System Performance, Kaiser Permanente; **Ioulia Kachirskaia, PhD**, Principal Consultant, Innovation Consultancy, Center for Health System Performance, Kaiser Permanente; **Kedar Mate, MD**, Chief Innovation and Education Officer, IHI; **Marian Bihrie Johnson**, Director, Innovation, IHI



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UIC

ML10: Using Research to Plan Quality Improvement: The Good, the Bad, and the Ugly

Grand Ballroom, Salon 4-6

Brittany Carter, Evidence Services Consultant, Kaiser Permanente's Care Management Institute; **Craig Robbins, PhD**, Director of Education, Center for Distance Health and ANGELS, University of Arkansas for Medical Sciences; **Helen Wu, PhD**, Senior Manager, Evidence Services, Kaiser Permanente's Care Management Institute

ML11: Sustainability: Who's Got the Answer?

Crystal Ballroom, Salon G

Alide Chase, Consultant; **Patti Harvey, RN, CPHQ**, Senior Vice President, Medicare Clinical Operations and Population Care, Kaiser Foundation Hospitals and Kaiser Foundation Health Plan; **Uma Kotagal**, Senior Executive Leader, Cincinnati Children's Hospital Medical Center

Maternal and Child Health

ML12: Opioid Use in Pregnancy: Innovative Models to Improve Outcomes

Hall of Cities, Chicago-Denver

Daisy Goodman, Instructor, Dartmouth Medical School; **Jeffrey Rakover**, Senior Research Associate, IHI; **Michele Walsh, MD**, Ohio Perinatal Quality Collaborative Neonatology Clinical Lead, Case Western Reserve University School of Medicine; **Tina Foster, MD**, Director of Education, Dartmouth Hitchcock Medical Center

Moving from Volume to Value

ML13: Designing Innovative Care Models to Drive Down Cost and Improve Outcomes

Crystal Ballroom, Salon J

Terry Platchek, MD, Clinical Associate Professor, Lucile Packard Children's Hospital Stanford and Stanford University School of Medicine; **Donald Berwick, MD**, President Emeritus and Senior Fellow, IHI; **Brian Brady**, Healthcare Delivery Research Fellow, Stanford University School of Medicine

Person-Centered Care

ML14: Using Improv to Improve Communication and Teamwork

Crystal Ballroom, Salon A-C

Julie Johnson, PhD, Professor, Northwestern University; **Magdy Milad**, Professor, Northwestern Memorial HealthCare; **Maren Batalden, MD**, Assistant Professor, Harvard Medical School, and Associate Chief Quality Officer, Cambridge Health Alliance

Population Health

ML15: 10,000 People Turn 65 Every Day: Is Your Health System Age-Friendly?

North Tower, Harbor Beach

Ann Hendrich, PhD, RN, Senior Vice President, Quality and Safety, Ascension Health; **Leslie Pelton**, Director, IHI; **Mary Tinetti, MD**, Director, Program on Aging, Yale University

Safety

ML16: Adopting Root Cause Analysis and Action: See One, Do One, and Take One Home

Crystal Ballroom, Salon K-M

Brian Cummings, MD, Associate Chief Quality Officer, Massachusetts General Hospital (MGH); **Elizabeth Mort, MD**, Senior Vice President, Quality and Safety, MGH; **Jana Deen, RN, JD**, Senior Director, Patient Safety, MGH; **Merranda Logan, MD**, Assistant Chief Quality Officer, MGH

4:00 PM – 7:00 PM

10th Annual IHI Open School Chapter Congress

Crystal Ballroom, Salon H

Sponsored by **KAISER PERMANENTE** 

4:30 PM – 5:30 PM

Pre-Conference Keynote

Steve Spear, DBA, MS, MS

Palms Ballroom

Find out more about this keynote on page 6.

This keynote presentation is offered exclusively for registered pre-conference attendees.

4:30 PM – 6:30 PM

Welcome Reception

Forum Hall (Cypress Ballroom)

Sponsored by **vizient**

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 pages 8–9.

Monday

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 in their organizations.

For more Networking Opportunities, see pages 8–9.

6:30 PM – 7:00 PM

Candlelight Vigil: Honoring Our Patients, Friends, and Family Members

Courtyard Terrace (across from the 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 8–9.

Change Agent of the Year Award

The IHI Open School recognizes its Change Agent of the Year, **Sherry Liang**, a medical student at Oregon Health and Science University, for her exemplary leadership of an IHI Open School Chapter and her dedication to inspiring her classmates to embrace quality improvement throughout their careers in health care.



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Welcome to Tuesday

Consult the mobile app

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

Recharge Room

7:45 AM – 4:15 PM, Crystal Ballroom, Salon J

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

Vendor Presentations and **Book Signings** will be taking place during the day. Please see pages 36 and 37.

7:00 AM – 8:00 AM

National Forum Orientation

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.

8:00 AM – 9:00 AM

Keynote One

Derek Feeley, Rana Awdish, MD, and Tiffany Christensen

Sponsored by



Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote on page 6.

9:30 AM – 10:45 AM

Storyboard Walkarounds

Maternal and Child Health

SW1: State Networks Improve Perinatal Health at Scale

Cypress Ballroom Pre-Function 2

Carole Lannon, MD, Senior Faculty Lead, Cincinnati Children's Hospital Medical Center; **Latoshia Rouse**, Family Advisor; **Mary Applegate**, Medical Director, Ohio Department of Medicaid; **Zsakeba Henderson, MD**, Medical Officer, Centers for Disease Control and Prevention

Population Health

SW2: Innovative Models of Care for Patients with Chronic Conditions

Cypress Ballroom Pre-Function 3

Beverly Thornton, RN, Education Specialist, Charleston Area Medical Center; **Cody Mullen, PhD**, Policy, Research, and Development Officer, Purdue University; **Whitney Essex**, Nurse Practitioner, Infectious Diseases, Cherokee Nation W.W. Hastings Hospital *Facilitator*: **Marie Schall**, Senior Director, IHI

Spotlight Sessions and Workshops

See the listing of all Spotlight Sessions on page 9.

9:30 AM – 10:45 AM

Spotlight Session A

A11: Restoring Joy and Preventing Burnout

Palms Ballroom

Jessica Perlo, Director, IHI; **Stephen Swensen, MD**, Medical Director, Intermountain Healthcare

A Workshops

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

11:15 AM – 12:30 PM

Spotlight Session B

B13: Engaging Physicians in Leading Quality Improvement

Palms Ballroom

Carol Peden, MD, Executive Director, Center for Health System Innovation, University of Southern California; **Felipe Osorno**, Executive Administrator, Value Improvement Office, Keck Medicine, University of Southern California; **Kaveh Houshmand Azad**, Director, Keck Operating System, Keck Medicine, University of Southern California

B Workshops

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

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

Mental Health and Well Being

A1/B1: Mobile App Technology Meets Collaborative Care

Grand Ballroom, Salon 12-14

Emily Benedetto, MSW, LCSW, Program Manager, Primary Care Mental Health Integration, Cambridge Health Alliance; **Liza Hoffman, MSW, LCSW**, Mental Health Care Partner Lead, Cambridge Health Alliance

A2/B2: Fixing Behavioral Health — Safely and Efficiently

Crystal Ballroom, Salon E-F

Jonathan Merson, MD, Assistant Vice President, Behavioral Health Service Line, Northwell Health; **Jonathan Washko**, Assistant Vice President, Center for EMS, Northwell Health; **Melissa Petrizzo, LMSW**, Social Worker, Northwell Health; **Michael Guttenberg, MD**, Medical Director, Center for EMS, Northwell Health

Equity

A3/B3: Join the Moonshot for Health Equity in Cancer North Tower, West Indies

Gary Puckrein, PhD, President and CEO, National Minority Quality Forum; **Jeanne Regnante**, Senior Vice President, Sustainable Healthy Communities, LLC; **Laura Lee Hall**, Chief Operating Officer and Executive Vice President, Sustainable Healthy Communities, LLC; **Patricia Doykos, PhD**, Director, Bristol-Myers Squibb Foundation

A4/B4: Equitable Care: A Clinic-to-Community Partnership

S North Tower, Vinoy

Connie James, Manager, Reducing Health Disparities and Medical Group Visits, Contra Costa Health Services; **Sara Levin, MD**, Physician and Clinician Educator, Contra Costa Regional Medical Center; **Duffy Newman**, Organizational Development and Strategic Partnerships, Contra Costa Health Services; **Mary Carl**, Managing Director of Programs, California, Health Leads

Improvement Science

A5/B5: Worth a 1,000 Words: Telling a Story with Data

S Crystal Ballroom, Salon D

Ari Robicsek, MD, Chief Medical Analytics Officer, Providence Health & Services

A6/B6: Running Successful Collaboratives Around the Globe

North Tower, Bahamas

Kelly McCutcheon Adams, LICSW, Senior Director, IHI; **Sue Butts-Dion**, Improvement Advisor, Butts-Dion Consulting, Inc.

A7/B7: Program Design: Integrating Research and Evaluation

Grand Ballroom, Salon 1-2

Abiyou Kiflie, MD, Deputy Country Director, Ethiopia, IHI; **Gareth Parry, PhD**, Senior Scientist, IHI; **Hema Magge, MD**, Country Director, Ethiopia, IHI; **Kavita Singh, PhD**, Research Associate Professor, University of North Carolina at Chapel Hill

A8/B8: Clinical Operations in a Service Line Model

North Tower, Harbor Beach

John D'Angelo, MD, Senior Vice President, Emergency Medicine Service Line, Northwell Health; **Jill Castaneda**, Analyst, Northwell Health; **Sarah Herod**, Administrative Fellow, Northwell Health

A9/B9: An Alternative to Red-Yellow-Green Board Reports

Grand Ballroom, Salon 7

Dan Watson, Director, Clinical Decision Support, Methodist Health Systems; **Richard Scoville, PhD**, Improvement Advisor, IHI; **Valerie Craig, RN**, Vice President, Clinical Effectiveness and Patient Safety, Methodist Health Systems

A10/B10: Practical Tools for Managing Improvement Projects

S Crystal Ballroom, Salon N

Karen Baldoza, MSW, Executive Director, IHI; **Lauren Macy**, Improvement Advisor, IHI; **Jeanine Govek**, Director, Project Management Office, Bellin Health; **Julianna Spranger**, IHI Improvement Coach, Clinical Quality Manager, SSM Health



Joy in Work

A11/B11: Restoring Joy and Preventing Burnout

A11: Spotlight Session, Palms Ballroom
B11: Crystal Ballroom, Salon H

Jessica Perlo, Director, IHI; Stephen Swensen, MD, Medical Director, Intermountain Healthcare

Leadership

A12/B12: High-Impact People Development in Post-Acute Care

North Tower, Key Biscayne

Derek Fenwick, Director, Professional Development, Infinity Rehab; Michael Billings, President, Infinity Rehab

A13/B13: Engaging Physicians in Leading Quality Improvement

A13: Crystal Ballroom, Salon H
B13: Spotlight Session, Palms Ballroom



Carol Peden, MD, Executive Director, Center for Health System Innovation, University of Southern California; Felipe Osorno, Executive Administrator, Value Improvement Office, Keck Medicine, University of Southern California; Kaveh Houshmand Azad, Director, Keck Operating System, Keck Medicine, University of Southern California

A14/B14: Empowering Patients: Real-Time Safety E-Dashboards

North Tower, Key West

David Classen, MD, Chief Medical Information Officer, Pascal Metrics

A15/B15: Local Leaders: Keys to the Learning System Puzzle

Grand Ballroom, Salon 9-10

Christine Sammer, RN, CPPS, Director, Corporate Safety, Adventist Health System; Nancy Iversen, RN, Director, Patient Safety and Infection Control, Billings Clinic Hospital; Terri Christensen Frankel, RN, Chief Operating Officer, Safe & Reliable Healthcare

Maternal and Child Health

A16/B16: Developing Culturally Responsive Family Planning

North Tower, Aruba

Deborah Bamel, Senior Project Manager, IHI; Jaye Clement, Director of Community Health Programs and Strategies, Henry Ford Health System; Kimberlydawn Wisdom, MD, Senior Vice President, Community Health and Equity, Chief Wellness and Diversity Officer, Henry Ford Health System; Lucy Pickard, Pediatric Fellow, London Northwest Healthcare NHS Trust; Jeffrey Rakover, Senior Research Associate, IHI

Moving from Volume to Value

A17/B17: Collaboration Is Key to Increasing Surgical Value

Hall of Cities, New York-New Orleans

David Skarda, MD, Surgical Services Medical Director, Intermountain Healthcare; Jeannette Prochazka, Surgical Services Operations Director, Borgess Medical Center; Katie Liljestrand, RN, RN Project Manager, Intermountain Medical Center; Wendy Gort, Statistical Data Analyst, Intermountain Healthcare

A18/B18: Lessons Learned from Choosing Wisely's First Five Years

North Tower, Sawgrass

Daniel Wolfson, Executive Vice President and Chief Operating Officer, ABIM Foundation; Elizabeth Mitchell, President and CEO, Network for Regional Healthcare Improvement

A19/B19: Safety Culture 2.0: Upgrading Our Tools Grand Ballroom, Salon 3

Bryan Sexton, Director of Patient Safety Center, Safe & Reliable Healthcare; K. Carrie Adair, PhD, Associate in Research, Duke University Health System; Sam Watson, CPPS, Senior Vice President, Patient Safety and Quality, MHA Keystone Center

A20/B20: Utilizing Data to Transform Health Care

Crystal Ballroom, Salon G

Elena Memoracion, RN, Senior Administrative Director, NorthShore University Hospital; Margaret Duffy, PhD, RN, Senior Administrative Director, Nursing Education, Professional Development and Research, Northwell Health



A21/B21: Bundling and Value-Based Care: How to Get Started

Crystal Ballroom, Salon P-Q

Anthony DiGioia, MD, Orthopaedic Surgeon, University of Pittsburgh Medical Center; Gigi Crowley, RN, Director, Bone and Joint Center, Magee-Women's Hospital, University of Pittsburgh Medical Center

Person-Centered Care

A22/B22: Kicking It Up a Notch: Engaging Patients and Community Members

S North Tower, Marco Island

Shemekka Coleman, North Carolina Community Champion; Soma Stout, MD, Vice President, 100 Million Healthier Lives, IHI; Ziva Mann, Patient Lead, Cambridge Health Alliance

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PROGRAM DIRECTORS:

Kevin Weiss, MD, MPH
Professor of Clinical Medicine
Feinberg School of Medicine
Northwestern University

Donna Woods, EdM, PhD
Associate Professor
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Northwestern University

GUEST FACULTY INCLUDE:

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David Baker, MD, MPH, FACP
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Evaluation, The Joint Commission

James Battles, PhD
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Final Admission Deadline: April 29, 2018

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9:30 AM – 10:45 AM: A Workshops *continued*
 11:15 AM – 12:30 PM: B Workshops *continued*

A23/B23: Leading Conversations That Drive High-Value Care

Crystal Ballroom, Salon K-M

Chris Moriates, MD, Implementation Director, Dell Medical School at the University of Texas at Austin; **Jordan Harmon**, Managing Director, Hospital for Special Surgery; **Neel Shah, MD**, Executive Director, Costs of Care; **Reshma Gupta, MD**, Outreach and Evaluation Director, University of California, Los Angeles; **September Wallingford, RN**, Operations Director, Costs of Care; **Vineet Arora, MD**, Education Director, University of Chicago Medical Center

A24/B24: Bringing “The Conversation” to Primary Care

Hall of Cities, Denver

Ana Tuya Fulton, MD, Chief of Geriatrics, Care New England Health System; **Kate Lally, MD**, Chief of Palliative Care, Care New England Health System

Population Health

A25/B25: Three Keys to Improving Health Outcomes and Reducing Costs

Crystal Ballroom, Salon A-C



Karen McIntire, Director of Human Resources, Southcentral Foundation; **Steve Tierney, MD**, Medical Director of Quality Improvement, Southcentral Foundation

A26/B26: Population Management: Rated G (for Geriatric)

North Tower, Key Largo

Marc Levesque, Senior Resource Case Manager, Hartford HealthCare; **Wendy Martinson, RN**, Director, Center for Healthy Aging, Hartford HealthCare

Safety

A27/B27: Deprescribing: Importing Innovations from Outside the US

North Tower, St. Thomas

Leslie Pelton, Director, IHI; **Lynn Deguzman**, Clinical Operations Manager, Kaiser Permanente Northern California; **Maisha Draves**, Medical Director for NCAL Pharmacy, The Permanente Group; **Hayley Burgess, PharmD**, Director of Medication Safety, HCA Healthcare

A28/B28: Using Transparency to Drive Patient Safety

Grand Ballroom, Salon 4-6

Doug Salvador, MD, Vice President, Medical Affairs, Baystate Medical Center; **Karen Johnson, RN**, Director, Performance Improvement, Baystate Medical Center; **Mary Beth Collins, RN**, Performance Improvement Coordinator, Baystate Medical Center

A29/B29: Addressing the “Untouchables”: The Case of Dr. X

Hall of Cities, Chicago

Gerald Hickson, MD, Senior Vice President, Quality, Safety, and Risk Prevention, Vanderbilt University; **William Cooper, MD**, Professor and Director, Vanderbilt University School of Medicine

Population Health

A30/B30: Clinical-Community Linkages to Drive Transformation

North Tower, Grand Cayman-Puerto Rico

Jody Wilmet, RN, Senior Vice President, Quality, Clinical Support, and Redesign, Bellin Health; **Shelley Yoder, MSW**, Program Manager, Providence Health & Services; **Pam Mariea-Nason, RN**, Regional Executive, Community Health Division, Providence Health and Services

Facilitator: **Marianne McPherson, PhD**, Senior Director, 100 Million Healthier Lives, IHI

11:15 AM – 12:30 PM

Storyboard Walkarounds

Mental Health and Well Being



SW3: Strategies for Suicide Prevention

Cypress Ballroom Pre-Function 2

Avram Mack, MD, Associate Chair for Quality and Safety, Department of Child and Adolescent Psychiatry and Behavioral Sciences, The Children’s Hospital of Philadelphia; **Carrie Pichie, PhD**, Director of Ambulatory Services, Natchaug Hospital; **Alison Freeland**, Vice President, Quality Education and Patient Relations, Trillium Health Partners; **Kimberly Hardy, MD**, Family Medicine, Gunderson Health *Facilitator:* **Mara Laderman**, Director, Innovation, IHI

Consult the mobile app

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

11:15 AM – 12:30 PM *continued*

Population Health

SW4: Building Partnerships Across Stakeholders to Improve Population Health

Cypress Ballroom Pre-Function 3

Amanda Ascher, MD, Chief Medical Officer, Bronx Partners for Healthy Communities; **Carol Friesen**, Vice President, Health System Services, Bryan Health; **Jeff Goldman**, Vice President, Population Health, and Director, Nexus Montgomery Regional Partnership; **Tammy Baney**, Commissioner, Deschutes County
Facilitator: KellyAnne Johnson, Senior Project Manager, IHI

12:40 PM – 1:20 PM

Meet-the-Expert Lunches

Solaris Private Dining Room

Grab your lunch and sit with National Forum expert faculty to discuss various topics. Registration is required for this free event.

Quality Improvement Basics

Robert Lloyd, PhD, Vice President, IHI

Leadership

David Munch, MD, Senior Vice President, Healthcare Performance Partners; **Michael D. Pugh**, President, MdP Associates

Health Equity

Ron Wyatt, MD, Chief Quality Officer and Director, Hamad Medical Corporation, and Co-Chair, Health Equity Advisory Group, IHI; **Laura Botwinick**, Director, Graduate Programs in Health Administration and Policy, University of Chicago, and Co-Chair, Health Equity Advisory Group, IHI

Safety

Patricia McGaffigan, RN, CPPS, Vice President, Safety Programs, IHI

Population Health

Soma Stout, MD, Executive Lead, 100 Million Healthier Lives, IHI

For more Networking Opportunities, see pages 8–9.

Lunch and Learn

Forum Hall (Cypress Ballroom)

During your lunch break in the Forum Hall, enjoy casual discussions while networking with other attendees. Designated tables will cover content from five of the Forum's most popular tracks. Seating is on a first-come, first-served basis.

For more Networking Opportunities, see pages 8–9.

1:30 PM – 2:45 PM

Storyboard Walkaround

SW5: High-Impact Student Projects

S Cypress Ballroom Pre-Function 2

Julia Schiff and **Lacey Gleason**, Emory University School of Medicine and School of Public Health; **James Banks, MD**, and **Nicolette Vassallo**, Mayo Clinic – Florida, and the University of Miami; **Jennifer Mandelbaum**, University of South Carolina; **Simone Vais**, Boston University School of Medicine
Facilitator: Gina Deitz, Community Manager, Open School, IHI

Spotlight Session and Workshops

See the listing of all Spotlight Sessions on page 9.

1:30 PM – 2:45 PM

Spotlight Session C

C4: Signal or Noise? Navigating Health Care Policy in 2018

Palms Ballroom

A panel discussion moderated by **Edward Prewitt**, editorial director of *NEJM Catalyst*, and featuring remarks by IHI President Emeritus and Senior Fellow, **Donald Berwick, MD**, and other health leaders and policy experts.

C Workshops

C Workshops do not repeat.

Mental Health and Well Being

Sponsored by:
 WELL BEING TRUST

C1: When Families Design Care

Crystal Ballroom, Salon E-F

Diane Danna, Patient and Family Advisor; **Richard Danna**, Patient; **Ed Hinson**, Patient and Family Advisor; **Justin Coffey, MD**, Medical Director and Chief Information Officer, The Menninger Clinic; **Laura Rowe**, Patient and Family Advisor; **Tina Bullard**, Patient and Family Advisor

Equity

C2: Designing Projects for Equity

S Hall of Cities, New York-New Orleans

Abiyou Kiflie, MD, Deputy Country Director, Ethiopia, IHI; **Hema Magge, MD**, Country Director, Ethiopia, IHI

Improvement Science

C3: Four of the Best from the Scientific Symposium

Crystal Ballroom, Salon P-Q

Carol Peden, MD, Executive Director, Center for Health Systems Innovation, University of Southern California; **Kevin Overmann, MD**, Clinical Fellow, Division of Emergency Medicine, Cincinnati Children's Hospital Medical Center; **Beth Sandor**, Principal, Community Solutions; **Sapan Desai, MD, PhD, CPHQ**, Vascular Surgeon and Director of Performance Improvement, Northwest Community Healthcare

Moderator: **Gareth Parry, PhD**, Senior Scientist, IHI

C4: Spotlight Session, Palms Ballroom (see above)

C5: Health Care Integrated Delivery Network: The Future of Integration Science

North Tower, Sawgrass

Wendy Romeu, President, Alluvionic, Inc.; **Floyd Capistrano**, Vice President Programs and Development, Alluvionic, Inc.

C6: Closing the Referral Loop: Improving Communication

Crystal Ballroom, Salon A-C



Jignesh Sheth, Clinical Faculty, Scranton Temple Residency Program; **Stephen Davidow, CPHQ**, Director of Quality Improvement, PCPI Foundation; **Tiffany Elkins**, EMR Specialist, The Wright Center;

C7: What We Measure When We Measure Quality

S Crystal Ballroom, Salon N

Robert Lloyd, PhD, Vice President, IHI; **Richard Scoville, PhD**, Improvement Advisor, IHI

C8: Delivering High-Quality Primary Care

Crystal Ballroom, Salon G

David Dorr, MD, Professor and Vice Chair in Informatics, Oregon Health and Science University; **Julia Murphy**, Director, Dissemination, Peterson Center on Healthcare

C9: Practical Tips for Running Large-Scale Learning Systems

Grand Ballroom, Salon 4-6

Kate DeBartolo, National Field Director, IHI; **Niñon Lewis**, Executive Director, IHI

Leadership

C10: Leadership for Systems Improvement: Why, How, What

Crystal Ballroom, Salon H

Amar Shah, Associate Medical Director, East London NHS Foundation Trust; **Simon Edgar**, Director of Medical Education, NHS National Services Scotland

C11: Too Big to Solve Alone: Minnesota Collaborates North Tower, Vinoy

Bruce Sutor, Psychiatrist, Mayo Clinic; **Shaun Frost, MD**, Medical Director, HealthPartners; **Claire Neely, MD**, Chief Medical Officer, Institute for Clinical Systems Improvement; **Keith Olson**, Regional Medical Director, Allina Health System

C12: Mentoring Faculty to Lead Clinical Improvement Grand Ballroom, Salon 9-10

Jake Reardon, Program Coordinator, Institute for Healthcare Quality Improvement, University of North Carolina Health System; **Tina Willis**, Professor of Anesthesiology and Pediatrics, University of North Carolina Health System; **Shana Ratner, MD**, Medical Director, University of North Carolina Internal Medicine Clinic; **Laura Brown**, Director of Operations, University of North Carolina Health System

C13: Am I Making the Right Decision on What to Do?

S Grand Ballroom, Salon 3

David Williams, PhD, Executive Director, IHI

Maternal and Child Health

C14: Telemedicine Improvements to Obstetrical Care

North Tower, Key West

Curtis Lowery, MD, Chair, Department of Obstetrics and Gynecology, University of Arkansas for Medical Sciences (UAMS); **Sarah Rhoads, PhD**, Director of Education, Center for Distance Health and ANGELS, UAMS

Moving from Volume to Value

C15: Driving Success in Bundled Payments

Hall of Cities, Denver

Rocco Orlando, MD, Chief Medical Officer and Senior Vice President, Hartford HealthCare Corporation; **Molly Bogan**, Director, IHI; **Stephanie Calcasola, CPHQ**, Senior Director of Quality, Baystate Medical Center; **Trisha Frick, RN**, Director, Bundled Rate Contracting, Johns Hopkins HealthCare, LLC

1:30 PM – 2:45 PM *continued*

C16: Measures That Matter: Simplifying Clinical Quality

Crystal Ballroom, Salon D

Misty Roberts, RN, Partnership Leader, Humana Insurance; **Worthe Holt, Jr., MD**, Vice President, Humana Insurance

C17: Health System-Level Accountability for the Triple Aim

North Tower, Bahamas

Regina Berman, RN, Vice President, Population Health and Accountable Care, MemorialCare Medical Centers; **Helen MacFie, PharmD**, Chief Transformation Officer, MemorialCare Health Care

C18: Methods for Identifying a High-Need, High-Cost Population

North Tower, Harbor Beach



Catherine Mather, Senior Project Manager, IHI; **Corey Waller, MD**, Senior Medical Director, Education and Policy, Camden Coalition of Healthcare Providers; **Jose Figueroa, MD**, Instructor of Medicine, Brigham and Women's Hospital; **Christine Vogeli, PhD**, Senior Scientist, Partners HealthCare
Moderator: **Don Goldmann, MD**, Chief Scientific Officer Emeritus and Senior Fellow, IHI

C19: Patients at Home Hours after Total Joint Surgery

North Tower, Grand Cayman-Puerto Rico

Ashima Garg, MD, PhD, Orthopaedic Surgeon, Kaiser Permanente Santa Clara Medical Center; **Chris Boyd**, Senior Vice President and Area Manager, Kaiser Permanente Santa Clara Medical Center

C20: Innovative Models of Care to Achieve the Triple Aim

Grand Ballroom, Salon 12-14

Charles Kenney, Chief Journalist, Northwell Health; **Michael Dowling**, President and CEO, Northwell Health

C21: Improving Quality and Safety Through Formal Graduate Education

S North Tower, Key Largo

David Nash, MD, Dean, School of Population Health, Thomas Jefferson University; **Deirdre McCaughey, PhD**, Associate Professor, University of Calgary; **Donna Woods, PhD**, Professor, Northwestern University; **Kenneth Harwood**, Associate Professor, George Washington University; **Mary Reich Cooper, MD, JD**, Associate Professor, School of Population Health, Thomas Jefferson University

Person-Centered Care

C22: Redrawing Boundaries with a Co-Design Culture

Grand Ballroom, Salon 1-2

Amy Tufano, Patient Experience Administrative Director, Virginia Mason Medical Center; **Charleen Tachibana, RN**, Senior Vice President and Chief Nursing Officer, Virginia Mason Health System

C23: Patient Experience 2.0: Nothing about Me Without Me

S Grand Ballroom, Salon 7

Maureen Bisognano, President Emeritus and Senior Fellow, IHI; **Rosie Bartel**, Patient Advisor; **David Bartel**, Patient Caregiver

Population Health

C24: Addressing Social Determinants in a Medicare Shared Savings Program Accountable Care Organization

North Tower, Marco Island

Lori Brown, PharmD, Clinical Operations Director, Mission Health Partners; **Rob Fields, MD**, Medical Director, Mission Health Partners

C25: Sustaining a Patient-Centered Medical Home Program

North Tower, Aruba

Colleen Blanchette, Director, Center for Population Health, Partners HealthCare; **Keri Sperry**, Senior Program Manager, Partners HealthCare; **Terry Wilson-Malem**, Senior Project Manager, Partners Community Healthcare

C26: Aligning to Achieve Ambulatory Clinical Excellence

North Tower, Key Biscayne

Chris Dale, MD, Medical Director for Quality and Value, Swedish Medical Center; **Rick Ludwig, MD**, Chief Medical Officer, Accountable Care, Providence Medical Group; **Trista Johnson, PhD**, Assistant Vice President, Ambulatory Quality, Providence Medical Group

C27: A Community Coalition to Make Selma Healthier

North Tower, St. Thomas

David McCormack, CEO, Vaughan Regional Medical Center; **Patricia Hannon, PhD, RN**, Chief Nursing Officer, Vaughan Regional Medical Center; **Rusty Holman, MD**, Chief Medical Officer, Vaughan Regional Medical Center

Safety

C28: The Army Medicine RESET: Hospitals Do Fly

Crystal Ballroom, Salon K-M

Stephen Yoest, MD, Director, USA MEDCOM Quality and Safety Center, US Army Medical Command

C29: Balancing Diagnosis Error and Conservative Care

S Hall of Cities, Chicago

Gordon Schiff, MD, Associate Director, Center for Patient Safety Research and Practice, Brigham and Women's Hospital; **Lynn Volk**, Associate Director, Partners HealthCare

C30: Direct Oral Anticoagulants: Best Safety Practices

North Tower, West Indies

Ellen Flynn, Associate VP Safety Programs, Vizient, Inc.; **Jessica Schoenthal**, PSO Collaborative Advisor, Vizient, Inc.; **Steve Meisel, PharmD**, Director of Patient Safety, Fairview Health Services

3:15 PM – 4:40 PM

Keynote Two

Bryan Stevenson and Jenn Lim

Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote on page 7.

4:40 PM – 6:30 PM

Storyboard Reception

Forum Hall (Cypress Ballroom)

See nearly 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 8–9.

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 8–9.



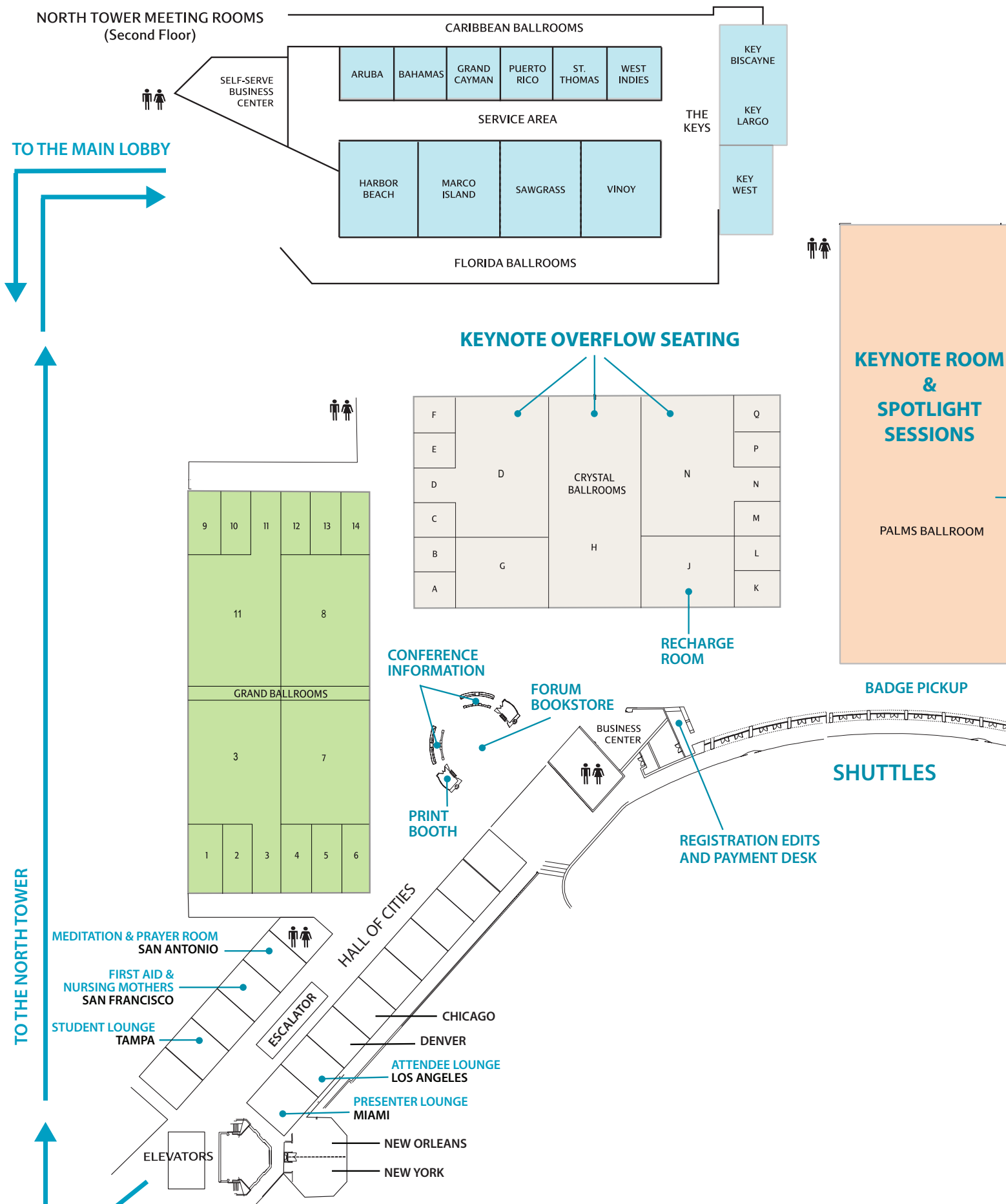
The National Forum Celebration

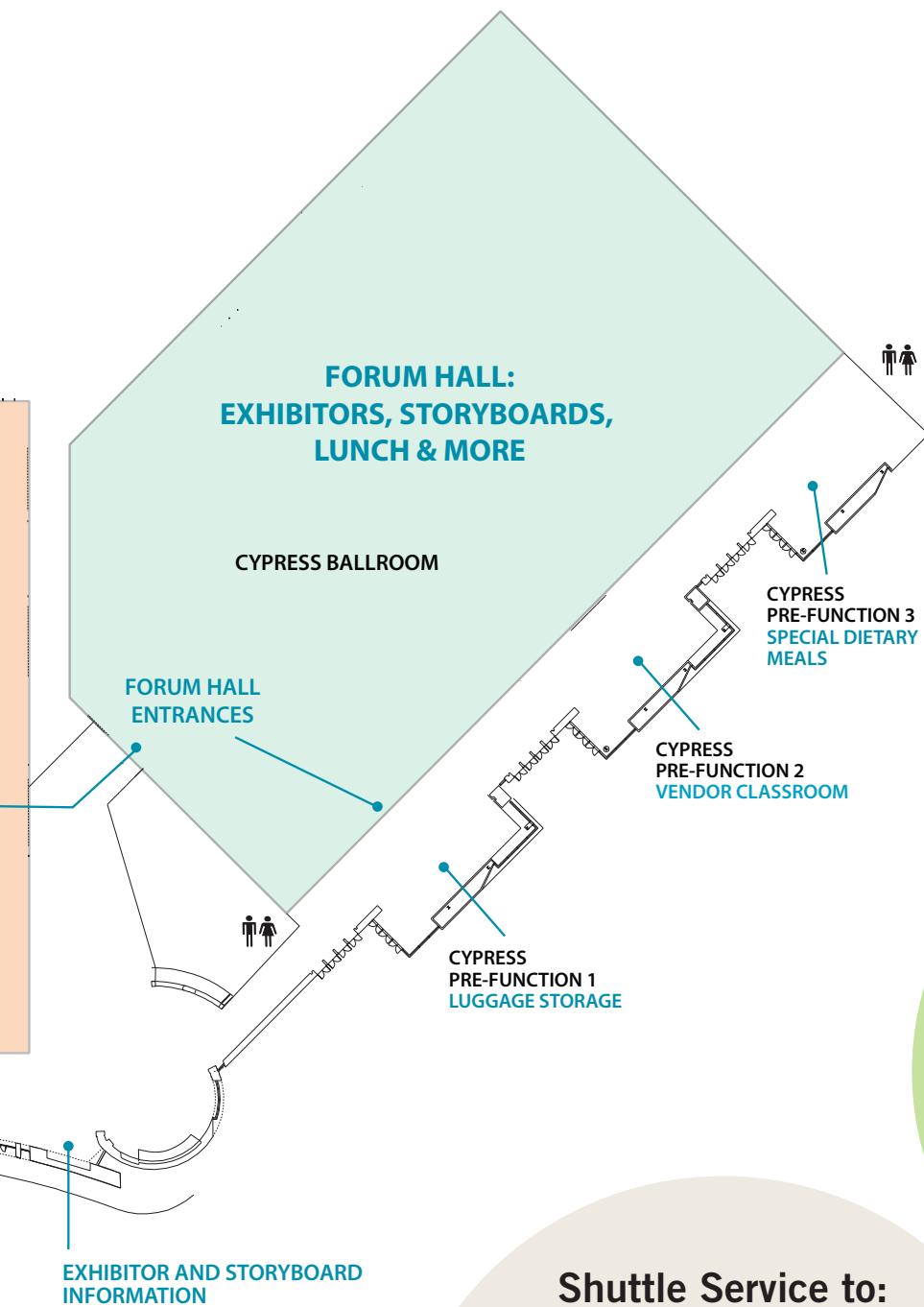
Tuesday, December 12

6:30 PM – 10:00 PM

Join us by the Marriott pool to meet and engage with other attendees.

Reception food provided until 8:30 PM. Live music and cash bar until 10:00 PM!





To Access Free WiFi

1. 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 “IH129FORUM” (case sensitive) as the Meeting Passcode and click “Submit.”

Shuttle Service to:

Gaylord Palms Resort & Convention Center
Courtyard Orlando Lake Buena Vista
in the Marriott Village
Springhill Suites Orlando by Marriott
Caribe Royale
Buena Vista Suites
Disney’s CityWalk
 (Monday and Tuesday evenings)

More details on the Shuttle Map,
page 40.

Welcome to Wednesday

Consult the mobile app

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

Sunrise Pilates

6:30 AM – 7:30 AM, West Terrace

Led by Caitlin Littlefield, IHI Blue Shirt and Certified Core Mat I and II Pilates Instructor, this all-levels Pilates mat 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. Pre-registration is not required.

Vendor Presentations and **Book Signings** will be taking place during the day. Please see pages 36 and 37.

Recharge Room

7:45 AM – 2:30 PM, Crystal Ballroom, Salon J

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

7:00 AM – 7:45 AM

Special Interest Breakfasts

Have breakfast and network with colleagues on a variety of improvement topics. No registration required.

For more Networking Opportunities, see pages 8–9.

SIB1: Integrative Health: Can a Whole Person Approach Create Value and Reduce Burnout?

Grand Ballroom, Salon 4-6

Facilitators: **Donald Berwick, MD**, President Emeritus and Senior Fellow, IHI; **Wayne Jonas, MD**, Executive Director, Samueli Integrative Health Programs

SIB2: 100 Million Healthier Lives: Supporting Health Systems on the Journey to Population Health

Crystal Ballroom, Salon A-C

Facilitators: **Soma Stout, MD**, Vice President, IHI; **Marie Cleary-Fishman, CPHQ**, Vice President, Clinical Quality Health Research & Educational Trust, American Hospital Association

SIB3: Well Being Trust: Advancing Mental Health and Wellness for All

Grand Ballroom, Salon 9-10

Sponsored by:  WELL BEING TRUST

Facilitators: **Tyler Norris**, CEO, Well Being Trust; **Ben Miller**, Chief Policy Officer, Well Being Trust; **Arpan Waghay, MD**, Chief Medical Officer, Well Being Trust; **Robin Henderson**, Chief Executive, Behavioral Health, Providence Medical Group, and PSJH Clinical Liaison, Well Being Trust

SIB4: Friends of IHI and Global Initiatives — What's New?

Grand Ballroom, Salon 1-2

Facilitators: **Frank Federico, RPh**, Vice President, IHI; **Yaël Gill**, Executive Director, Strategic Partners, IHI

SIB5: A New Ecosystem for “Era 3”: Embracing “Collaborative Health”

Crystal Ballroom, Salon E-F

Facilitator: **Michael Millenson**, President, Health Quality Advisors, LLC, and Adjunct Associate Professor of Medicine, Northwestern University Feinberg School of Medicine

SIB6: The Conversation Project: Preparing Personally and Professionally for End-of-Life Care Conversations

Crystal Ballroom, Salon K-M

Facilitator: **Kate DeBartolo**, National Field Director, The Conversation Project, IHI

SIB 7: IHI Leadership Alliance: Bold Leaders Create Change from the Inside Out

Grand Ballroom, Salon 7

Facilitator: **Jill Duncan, RN**, Executive Director, IHI

SIB8: The Role of Health Care Organizations in Accelerating Health Equity

Crystal Ballroom, Salon P-Q

Facilitators: **Stephen Mette, MD**, Chief Clinical Officer, University of Arkansas for Medical Sciences (UAMS) Medical Center; **Saranya Loehrer, MD**, Head of the North America Region, IHI; **Mary Pisciotta**, Senior Project Manager, IHI

SIB9: A New Era of Improvement in Latin America

Hall of Cities, New York-New Orleans

Facilitators: **Jafet Arrieta, MD**, Faculty, IHI; **Daniel Peres**, Project Manager, IHI; **Catherine Ternes**, Project Manager, IHI

SIB10: Exploring Innovative Approaches to Patient and Workforce Safety through the use of Healthcare Simulation

Grand Ballroom, Salon 12-14

Facilitator: **Allison F. Perry**, Senior Project Manager, IHI

SIB11: Making It Stick: How to Craft Messages That People Remember

Grand Ballroom, Salon 8

Facilitator: **Michael Briddon**, Editorial Director, IHI

8:00 AM – 9:00 AM

Keynote Three

General Stanley McChrystal

Sponsored by



Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote on page 7.

Spotlight Sessions and Workshops

See the listing of all Spotlight Sessions on page 9.

9:30 AM – 10:45 AM

Spotlight Session D

D9: Designing and Managing an Improvement Initiative

S Palms Ballroom

Gareth Parry, PhD, Senior Scientist, IHI; **Robert Lloyd, PhD**, Vice President, IHI

D Workshops

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

11:15 AM – 12:30 PM

Spotlight Session E

E15: High-Impact Leadership: A Conversation

S Palms Ballroom

Dan Winkelman, JD, President and CEO, Yukon Kuskokwim Health Corporation; **Michael Pugh**, President, MdP Associates, LLC; **Navina Evans**, CEO, East London NHS Foundation Trust; **Stephen Swensen, MD**, Medical Director, Intermountain Healthcare

E Workshops

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

9:30 AM – 10:45 AM: D Workshops

11:15 AM – 12:30 PM: E Workshops

Mental Health and Well Being



D1/E1: How Can Emergency Departments Improve Care for Patients with Mental Health Issues?

Crystal Ballroom, Salon G

Arpan Waghay, MD, Chief Medical Officer, Well Being Trust; **Mara Laderman**, Director, Innovation, IHI; **Robin Henderson**, Chief Executive, Behavioral Health, Providence Health & Services

Equity

D2/E2: Creating a Person-Centered Transgender Care Program

North Tower, Key West

William Strull, MD, Medical Director, Quality and Patient Safety, The Permanente Federation, Kaiser Permanente; **Erica Metz, MD**, Medical Director for Transgender Care, NCAL Region, Kaiser Permanente; **Jim Kelleher**, Executive Director of Transgender and Autism Services, NCAL Region, Kaiser Permanente; **Natalie Gardiner**, Strategic Leader for Transgender Services, NCAL Region, Kaiser Permanente; **Jai De Lotto, LCSW**, Transgender Advisory Council, Kaiser Permanente; **Ariel Erskine**, Kaiser Permanente

D3/E3: Pursuing Equity: The Role of Health Care

North Tower, Vinoy

Amy Reid, Director, IHI; **Berny Gould, RN**, Senior Director of Quality, Hospital Oversight, Equitable Care, Kaiser Permanente; **Kimberlydawn Wisdom, MD**, Senior Vice President, Community Health and Equity, and Chief Wellness and Diversity Officer, Henry Ford Health System; **Michelle Schreiber, MD**, Senior Vice President and Chief Quality Officer, Henry Ford Health System; **Julie Oehlert, RN**, Chief Experience Officer, Vidant Health

Wednesday

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

Improvement Science

D4/E4: QI 101: Improvement Science Fundamentals

S North Tower, Marco Island

Jesse McCall, Director, IHI; Lauren Macy, Improvement Advisor, IHI

D5/E5: Building a Strong Quality Improvement Culture Within the Triple Aim

Grand Ballroom, Salon 8

Anita Schambach, RN, Assistant Vice President, Ambulatory Services, Carolinas HealthCare System; Mary Webster, RN, CPHQ, Quality Improvement Coach, Carolinas Medical Center

D6/E6: Care Transition Strategies to Reduce Readmissions

Grand Ballroom, Salon 7

Jeanette Previdi, RN, Patient Safety and Quality Advisor, Hackensack University Medical Center; Jenny Bernard, Transitions of Care APN, Hackensack University Medical Center; Madeleine Biondolillo, MD, Vice President of Quality and Safety, Premier

D7/E7: Data Transparency + “Choosing Wisely” = Success

Grand Ballroom, Salon 12-14

Autumn Moser, MD, Medical Director, Medical Hospitalist Team, Providence Health & Services; Karin Larson-Pollock, MD, Chief Value Officer, Providence Regional Medical Center Everett

D8/E8: Keeping Our Promise: Xcelerating Learning and Spread

North Tower, Sawgrass

Jason Jones, Vice President, Information Support for Care Transformation, Kaiser Permanente; Lisa Schilling, RN, Vice President, Quality and Care Delivery Effectiveness, Kaiser Permanente; Patti Harvey, RN, CPHQ, Senior Vice President, Medicare Clinical Operations and Population Care, Kaiser Foundation Hospitals and Kaiser Foundation Health Plan

D9/E9: Designing and Managing an Improvement Initiative

S D9: Spotlight Session, Palms Ballroom
E9: Crystal Ballroom, Salon H

Gareth Parry, PhD, Senior Scientist, IHI; Robert Lloyd, PhD, Vice President, IHI

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Joy in Work

D10/E10: Leveraging Lean to Put the Joy Back in Work

Crystal Ballroom, Salon N

Helen MacFie, PharmD, Chief Transformation Officer, MemorialCare Health System; **Lorra Browne**, Executive Director, Lean Resources, MemorialCare Health System

D11/E11: Managing the Risks of Power in Shaping Culture

Grand Ballroom, Salon 11

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

Leadership

D12/E12: Lessons from a Learning System for Trauma Care

North Tower, Grand Cayman-Puerto Rico

Donald Berwick, MD, President Emeritus and Senior Fellow, IHI; **John Holcomb, MD**, Professor and Vice Chair of Surgery, University of Texas Health Science Center

D13/E13: Closing the Health Care Improvement Gap

S Grand Ballroom, Salon 4-6

Brandon Bennett, Principal Advisor, Improvement Science Consulting; **David Williams, PhD**, Executive Director, IHI

D14/E14: Mayo and NYU Made Culture Safer — So Can You

Crystal Ballroom, Salon D

Allan Frankel, MD, Patient Safety and Reliability Expert, Safe & Reliable Healthcare; **Ben Wertheimer, MD**, Patient Safety Officer, Langone Health System, New York University; **Michael Leonard, MD**, Principal, Safe & Reliable Healthcare; **Tamara Buechler, MD**, Mayo Clinic

D15/E15: High-Impact Leadership: A Conversation

S D15: Crystal Ballroom, Salon H
E15: Spotlight Session, Palms Ballroom

Dan Winkelman, JD, President and CEO, Yukon Kuskokwim Health Corporation; **Michael Pugh**, President, MdP Associates, LLC; **Navina Evans**, CEO, East London NHS Foundation Trust; **Stephen Swensen, MD**, Medical Director, Intermountain Healthcare

Maternal and Child Health

D16/E16: Person- and Place-Based Design to Reduce Preterm Births

Hall of Cities, Denver

Michael Marcotte, MD, Director of Quality and Safety for Women's Services, TriHealth Corporation; **Robert Kahn, MD**, Associate Chair, Community Health, Cincinnati Children's Hospital Medical Center

D17/E17: Clinical and Community Partnerships to Improve Pediatric Asthma Care

North Tower, Key Biscayne

Danielle Casher, MD, Medical Director, Population Health and Value, St. Christopher's Hospital for Children; **Lucy Pickard**, Pediatric Fellow, London Northwest Healthcare NHS Trust; **William Feaster, MD**, Chief Medical Information Officer, Children's Hospital of Orange County; **Yolande Pengetnze, MD**, Medical Director, Parkland Health and Hospital System

Moving from Volume to Value

D18/E18: Create a Population Management Platform in Context

Crystal Ballroom, Salon P-Q

Erika Pabo, Associate Medical Director, Brigham and Women's Hospital; **Kristie Koch**, Director of Value Management, Emory Healthcare; **Richard Gitomer, MD**, Director, Primary Care Center of Excellence, and Vice Chair of Primary Care, Brigham and Women's Hospital

D19/E19: Learn How Community Partnerships Cut Emergency Department Use by 33 Percent

Crystal Ballroom, Salon E-F

Damara Gutnick, MD, Medical Director, Montefiore Hudson Valley Collaborative; **Kathleen Sheenhan, RN**, Director of Emergency Services, St. Luke's Cornwall Hospital; **Lisa Hanarhan, RN**, Vice President, Quality and Risk Management, St. Joseph's Medical Center; **Natalee Hill**, Director of Quality and Innovation, Montefiore Medical Center

D20/E20: Driving High-Value Care via Clinical Pathways

Crystal Ballroom, Salon K-M

Andrew Buchert, MD, Medical Director, Clinical Resource Management, University of Pittsburgh Medical Center; **Gabriella Butler, RN**, Manager, Clinical Resource Management, Clinical Analytics and Data Science, Children's Hospital of Pittsburgh

D21/E21: Project ECHO: Action for Improvement

Hall of Cities, Chicago

Cory Sevin, RN, Senior Director, IHI; **Elizabeth Clewett**, Program Specialist, Project ECHO

Wednesday

9:30 AM – 10:45 AM: D Workshops *continued*

11:15 AM – 12:30 PM: E Workshops *continued*

Person-Centered Care

D22/E22: The Art and Science of Co-Producing Exceptional Cancer Care

North Tower, Aruba-Bahamas

Julie Johnson, PhD, Professor, Northwestern University; **Leonard Berry, PhD**, University Distinguished Professor, Regents Professor, Texas A&M University, and Senior Fellow, IHI; **Paul Barach, MD**, Clinical Professor, Wayne State University School of Medicine

D23/E23: Quality and Effect of Relationships in Health Care

S North Tower, Harbor Beach

April Kyle, Vice President of Behavioral Services, Southcentral Foundation; **Michelle Tierney, PhD**, Vice President of Organizational Development and Innovation, Southcentral Foundation

Population Health

D24/E24: Catalyzing Students and Trainees as Agents of Change

S North Tower, Key Largo

James Moses, MD, Chief Quality Officer, Boston Medical Center; **Becka DeSmidt**, Community Manager, IHI Open School; **Kate Hilton, JD**, Faculty, IHI

D25/E25: Improve Diabetes Care in 75 Minutes

Grand Ballroom, Salon 1-2

C. Todd Staub, MD, Senior Vice President, Physician Relations, OptumCare; **Jerry Penso, MD**, Chief Medical and Quality Officer, American Medical Group Association; **Lori Arnoldussen, RN**, Clinical Coordinator, ThedaCare; **Robert Zimmerman**, Assistant Medical Director, Excelsa Health



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D26/E26: Radical System Redesign: Advanced Team-Based Care

Crystal Ballroom, Salon A-C

James Jerzak, MD, Physician Lead, Team-Based Care and Primary Care Physician, Bellin Health; **Kathy Kerscher**, Team-Based Care and Primary Care Operations, Bellin Health

Safety

D27/E27: Communication and Resolution: The Massachusetts Experience

North Tower, St. Thomas

Allen Kachalia, MD, JD, Chief Quality Officer and Vice President of Quality and Safety, Brigham and Women's Hospital; **Evan Benjamin, MD**, Chief Medical Officer, Ariadne Labs, Harvard School of Public Health; **Melinda Van Niel**, Project Manager, Beth Israel Deaconess Medical Center; **Patricia Folcarelli, RN, JD, CPPS**, Associate Vice President, Safety Programs, Vizient, Inc.

D28/E28: Improving Access and Surgical Quality in the US Military

North Tower, West Indies

Christian Lyons, Special Assistant to AF/SG for Trusted Care, US Air Force; **Jennifer Garrison**, Chief, Medical Readiness Division, US Air Force; **Jennifer Lenoci-Edwards, RN**, Executive Director, IHI; **Joelle Baehrend**, Director, IHI; **Nathea Anderson, RN**, Army Surgical Nurse, US Army; **Patrick Golden, MD**, Army Surgeon and NSQIP Champion, US Army

D29/E29: Can We Achieve Zero Harm? Innovation at Cincinnati Children's

S Grand Ballroom, Salon 3

Catherine Hart, Assistant Professor, Cincinnati Children's Hospital Medical Center (CCHMC); **Christopher Dandoy, MD**, Assistant Professor of Clinical Pediatrics, CCHMC; **Jeffrey Simmons, MD**, Teaching Physician, CCHMC; **Richard Falcone, MD**, Professor of Surgery and Associate Chief of Staff, CCHMC; **Stephen Muething, MD**, Co-Director, James M. Anderson Center, CCHMC

D30/E30: Protecting Our Own: Frontline Violence Prevention

Grand Ballroom, Salon 9-10

Delilah Mendez, Patient Safety Specialist, Advocate Lutheran General Hospital; **Monika Bogun-Dzioban, RN**, Clinical Manager, Cardiac Telemetry Unit, Advocate Health Care; **Rachel Zastrow, RN, CPPS**, Director of Patient Safety, Advocate Lutheran General Hospital

Leadership

D31/E31: Breaking the Rules for Better Care

Hall of Cities, New York-New Orleans

Saranya Loehrer, MD, Head of the North America Region, IHI; **Amelia Brooks**, Director, IHI

12:40 PM – 1:20 PM

Meet-the-Author Lunches

Solaris Private Dining Room

Grab your lunch and talk with one of the National Forum bookstore authors. Registration is required for this free event.

Jeff Thompson, author of *Lead True: Live Your Values, Build Your People, Inspire Your Community*

Ian Leistikow, author of *Prevention Is Better Than Cure: Learning from Adverse Events in Healthcare*

Anthony DiGioia, MD, co-author with Eve Shapiro of *The Patient Centered Value System: Transforming Healthcare Through Co-Design*

Bonnie Friedman, author of *Hospital Warrior: How to Get the Best Care for Your Loved One*

Robert Lloyd, author of *Quality Health Care: A Guide to Developing and Using Indicators* (2nd edition) and *Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications* (co-author with Raymond Carey)

Yener Balan, MD, and **Karen Murrell, MD**, co-authors with Christopher Bryant Lentz of *Big Book of Emergency Department Psychiatry: A Guide to Patient Centered Operational Improvement*

Tiffany Christensen, author of *Sick Girl Speaks!: Lessons and Ponderings Along the Road to Acceptance*

For more Networking Opportunities, see pages 8–9.

Lunch and Learn

Forum Hall (Cypress Ballroom)

During your lunch break in the Forum Hall, enjoy casual discussions while networking with other attendees. Designated tables will cover content from five of the Forum's most popular tracks. Seating is on a first-come, first-served basis.

For more Networking Opportunities, see pages 8–9.

1:30 PM – 2:30 PM

Keynote Four

Donald Berwick, MD, MPP

Palms Ballroom and Overflow Viewing Rooms

Find out more about this keynote on page 7.

Vendor Presentations

All Vendor Presentations take place in the Vendor Classroom, Cypress Pre-Function 2

Tuesday, December 12



Using Proactive Patient Progression to Drive Patient-Centered Care

10:45 AM – 11:15 AM

Patient progression is a foundation of patient-centered care. With patient progression, care teams work toward common care plans and length-of-stay goals for each patient. They ensure that a patient is receiving the right care at the right time and are on track for an optimal discharge date.



C-SATS 1:1 w/ Dr. Knych, CQO of Adventist Health System

12:45 PM – 1:15 PM

QI programs are so often focused on data and process, but what about the people within your organization? Are they receiving continuous, accurate, and objective feedback and improvement opportunities to impact their performance and ultimately standards of care? Find out how C-SATS is doing just that for Adventist Health System.



Beating the Clock to Stop Sepsis in One Hour

2:45 PM – 3:15 PM

Virginia Mason spent five years applying improvement work to create a new approach to delivering faster, higher quality care to patients suffering sepsis. The Sepsis Power Hour solution empowers teams to achieve the early recognition of sepsis and administer rapid interventions to improve outcomes and lower the costs of care.

Medtronic

Retained Surgical Sponge Prevention

4:40 PM – 5:00 PM

Retained Surgical Items (RSI) are “never events” that have significant impact on a hospital and the patients in its care. Continued occurrence of RSI has increased pressure on hospitals to improve the current methods used to protect patient safety and deliver the highest quality of care. Please join us to discuss RSI and to review technologies assistive to the manual count—including one such technology that helps to prevent retained sponges, saves time, and reduces cost.

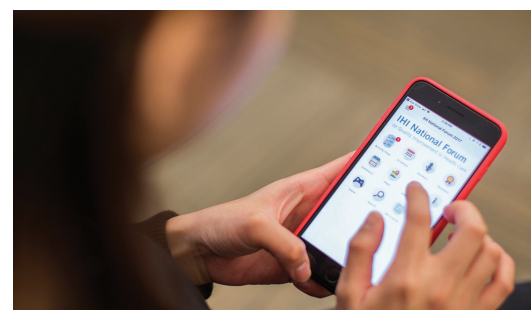
Wednesday, December 13



Enabling the Healthcare Data Enterprise with Visual Analytics and Triple Aim Solution Showcase

10:45 AM – 11:15 AM

In this presentation by Prominence Advisors and Tableau, learn how industry leaders in health care are responding to industry trends and adopting self-service data discovery and analytics to get a 360-degree view of their patients, identify and manage risk, and comply with newer regulations efficiently and effectively.



Consult the mobile app

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

Book Signings

Tuesday, December 12

At the National Forum Bookstore

9:00 AM – 10:00 AM

Rana Awdish, MD. *In Shock: My Journey from Death to Recovery and the Redemptive Power of Hope*

10:45 AM – 11:15 AM

Tiffany Christensen. *Sick Girl Speaks!: Lessons and Ponderings Along the Road to Acceptance*

1:00 PM – 1:30 PM

Anthony DiGioia, MD. *The Patient Centered Value System: Transforming Healthcare Through Co-Design.* Co-author with Eve Shapiro

2:45 PM – 3:15 PM

Robert Lloyd, PhD. *Quality Health Care: A Guide to Developing and Using Indicators.* 2nd edition

Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications. Co-author with Raymond Carey

5:00 PM – 5:45 PM

Bryan Stevenson. *Just Mercy: A Story of Justice and Redemption*

5:45 PM – 6:45 PM

Jenn Lim. *Delivering Happiness: A Path to Profits, Passion, and Purpose.* By Tony Hsieh

In the Forum Hall (Cypress Ballroom)

5:30 PM – 6:00 PM

Bonnie Friedman. *Hospital Warrior: How to Get the Best Care for Your Loved One*

6:00 PM – 6:30 PM

Ian Leistikow. *Prevention Is Better Than Cure: Learning from Adverse Events in Healthcare*

Wednesday, December 13

At the National Forum Bookstore


9:00 AM – 9:30 AM

Jeff Thompson, MD. *Lead True: Live Your Values, Build Your People, Inspire Your Community*



Patient Safety Executive Development Program

March 1–7, 2018
Boston, MA

 Institute for Healthcare Improvement 

TOGETHER FOR SAFER CARE

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

Visit us at the
International
Forum booth
(booth 609) to
find out more.



IHI National Forum delegates get additional 10% discount on Early Bird rates with discount code IHIFORUM when joining our 2018 International Forums (offer ends January 31, 2018).

internationalforum.bmj.com



BOOTH
129

**TUESDAY, DECEMBER 12 AT 12:45PM
IN THE VENDOR THEATER**
C-SATS 1:1 WITH DR. KNYCH,
CQO OF ADVENTIST HEALTH SYSTEM

At C-SATS, we've created a performance management system that offers the feedback and insight your team needs to perform at a higher level. Giving providers what they need to improve. Continuously.

www.csats.com



Continuing Education

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

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**.

This program is Approved by the National Association of Social Workers (NASW) (Approval # 886367066-6610) for **20 continuing education contact hours**. In order to receive Social Worker credits for the approved sessions you have attended, you will need to sign in at Conference Information.

All National Forum sessions within the Safety track are eligible for CPPS credit.

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

Sessions that do not offer pharmacy contact hours:

SL1, SL11, SL12, ML1, ML7, PCK, Q6, Q11, FE7, SW1, SW5, A2, A8, A13, A17, A22, A24, A30, B2, B8, B13, B17, B22, B24, B30, C4, C6, C8, C11, C12, C14, C15, C17, C19, C20, C24, C26, C29, D1, D5, D16, D18, D19, D28, E1, E5, E16, E18, E19, E28

Sessions that do not offer nursing contact hours:

A25, B25, C24, C25, C26, D24, D26, E24, E26, SW5

Sessions that do not offer social work contact hours:

ML8, ML16, FE1, Q6, Q14, A5, A8, A13, A17, A19, A27, A28, A29, B5, B8, B13, B17, B19, B27, B28, B29, C3, C4, C5, C6, C12, C14, C15, C21, C28, C29, C30, D7, D20, D28, D29, E7, E20, E28, E29

How to receive a certificate of credit:

All attendees will receive an email with a link to take your surveys at the conclusion of the conference on Wednesday, December 13. Attendees must complete the surveys within 30 days to obtain their 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.

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

Shuttle Map

Shuttle Hours

SUNDAY

December 10

6:30 AM–10:00 PM

MONDAY

December 11

6:30 AM–10:00 PM

TUESDAY

December 12

6:30 AM–10:30 PM

WEDNESDAY

December 13

6:00 AM–4:00 PM

Shuttle to Universal CityWalk™ & Airport

IHI will provide complimentary shuttle service to Universal CityWalk™ from the Marriott World Center on Monday, December 11 and Tuesday, December 12. Hours and information on page 33.

Complimentary shuttle service from the Marriott World Center to Orlando International Airport is on Wednesday, December 13 from 12:00 PM–4:00 PM.



Gaylord Palms Resort and Convention Center
6000 W Osceola Parkway
Pick-up location at the **Convention Center entrance**

Travel Times

Marriott World Center Resort	← 11 MIN →	Gaylord Palms
Marriott World Center Resort	← 2 MIN →	Caribe Royale
Marriott World Center Resort	← 2 MIN →	Buena Vista Suites
Marriott World Center Resort	← 6 MIN →	Springhill Suites
Marriott World Center Resort	← 6 MIN →	Courtyard Orlando Lake Buena Vista in the Marriott Village

Route Key

- 1** Shuttle Route 1
Gaylord Palms Resort and Convention Center to Marriott World Center Resort
- 2** Shuttle Route 2
Buena Vista Suites and Caribe Royale to Marriott World Center Resort
- 3** Shuttle Route 3
Courtyard Marriott and Springhill Suites to Marriott World Center Resort



General Conference 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 opposite page for shuttle map.

Shuttle Operating Hours

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

Monday, December 11 6:30 AM – 10:00 PM*

Tuesday, December 12 6:30 AM – 10:30 PM*

Wednesday, December 13 6:00 AM – 4:00 PM

*Shuttles will transport attendees from the Marriot World Center to Disney'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 13, 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 11

3:30 PM – 6:30 PM

Tuesday, December 12

9:30 AM – 10:30 AM (appointments only)

10:30 AM – 1:30 PM

4:15 PM – 6:30 PM

Wednesday, December 13

10:30 AM – 1:30 PM

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. 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 "IHI29FORUM" as the Meeting Passcode and click "Submit" (passcode is case sensitive).

National Forum Bookstore

Located in the Crystal Foyer, the National Forum Bookstore features books written, edited, or recommended by our world-renowned faculty. This year, for the first time, the Forum Bookstore has IHI mugs, T-shirts, tumblers, and mobile phone wallets available for purchase. Swing by to pick some up for your colleagues who couldn't join you—or for yourself!

The bookstore is open during the following times:

Monday, December 11 7:30 AM – 6:00 PM

Tuesday, December 12 7:30 AM – 6:30 PM

Wednesday, December 13 7:30 AM – 1:30 PM

Many of the National Forum Bookstore authors will be available at specific times for book signings. See the listing on page 37.

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

Health Center

The health center is a separate building on the Marriott World Center property, located beyond the pool. It is a fully equipped athletic facility with indoor and outdoor pools, a full workout space, whirlpools, and saunas. The health center is open 24 hours, with an attendant

from 6:00 AM until 10:00 PM. Use of the health center is complimentary for overnight guests.

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 1 on Wednesday, December 13.

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.

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.



IHI Summit

on Improving Patient Care
in the Office Practice and
the Community

April 26–28, 2018

Marriott Marquis San Diego Marina
San Diego, CA

Feeling inspired at the Forum?

Send your team to the 2018 IHI Summit to learn practical tools for putting new ideas into action.

Designed for a wide range of health care professionals in a variety of settings — community hospitals, primary care practices, and those working in specialty and ambulatory care centers — the IHI Summit allows you to unite and explore ways to improve care, promote health, lower costs, and bring a love of work back to your organization.

Gain actionable strategies for transformative change across health and health care:

- Prioritize the integration of primary care into health systems
- Learn best practices for managing populations
- Implement new “visit” models and technology
- Empower and engage physicians and patients



National Forum attendees save \$150. Use promo code FORUM at checkout.
ihi.org/IHISummit2018

Exhibitors and Sponsors

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Booth #213

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

sales@3mhis.com
www.3mhis.com

AcesoCloud Inc.

Booth #222

AcesoCloud's PI solutions for healthcare systems help evaluate programs, identify gaps, initiate process improvement and track progress. Solutions for sepsis, stroke and cardiology demonstrably improve clinical and financial outcomes.

info@acesocloud.com
www.acesocloud.com

Agency for Healthcare Research and Quality

Booth #522

The Agency for Healthcare Research and Quality (AHRQ) produces evidence to make health care safer, higher quality, more accessible, equitable, and affordable, and ensure the evidence is understood and used.

AHRQPubs@ahrq.hhs.gov
www.ahrq.gov

American Nurses Credentialing Center

Booth #704

The American Nurses Credentialing Center's Pathway to Excellence® Program provides an essential foundation for creating a culture of sustained excellence—a critical element for organizations to thrive in this value-based industry.

pathwayinfo@ana.org
www.nursecredentialing.org/Pathway

ApolloMD

Booth #504

ApolloMD is a fully-integrated and aligned national group practice that partners with more than 130 leading hospitals and healthcare systems nationwide to provide multi-specialty physician services, including emergency medicine, hospital medicine, anesthesia and radiology.

dheil@apollomd.com
www.apollomd.com

Array Advisors

Booth #607

As your trusted partners in Strategy Development, Organizational Transformation, and Building Informatics we can help you solve strategic healthcare business problems and develop methods to improve efficiency and utilization.

solutions@array-advisors.com
array-advisors.com

ASCO – Cancer.Net

Booth #208

Cancer.Net (www.cancer.net) provides timely, comprehensive, oncologist-approved information from the American Society of Clinical Oncology (ASCO), to help patients and families make informed health care decisions.

Minisha.Patel@asco.org
www.cancer.net

Baldrige Performance Excellence Program, NIST

Booth #423

Baldrige Performance Program promotes organizational excellence through assessment, feedback, and sharing. It develops the Baldrige Excellence Framework, provides learning opportunities, and manages the Malcolm Baldrige National Quality Award.

baldrige@nist.gov
www.nist.gov/baldrige

Beterra Health

Booth #220

Beterra is a healthcare technology company focused on patient safety culture and unit-based improvement. Our solutions help clients across the globe accelerate improvement via collection, analysis, sense-making, and utilization of safety and quality data.

hello@beterra.com
www.beterra.com

Binghamton University

Booth #612

Binghamton University offers Master of Science in Health Systems degree programs in Binghamton, Manhattan and online. Learn from award-winning professors and industry professionals and complete your degree in 1-3 years.

ssiedept@binghamton.edu
ssie.binghamton.edu

BIOVIGIL Healthcare

Booth #627

BIOVIGIL is the leading provider of hand hygiene compliance systems. Featuring reminder alerts and visual signals, the system is disruption free, requires no infrastructure changes, and is compatible with all hand washing systems.

info@biovigil.com
www.biovigil.com

BMJ

Booth #428

BMJ offers a portfolio of clinical decision support tools, learning modules, and journals including *The BMJ*, *BMJ Quality & Safety*, and *BMJ Open Quality*. Stop by for free samples and raffles.

USClinicalSolutions@bmj.com
bmj.com/company

Bright.md

Booth #427

Bright.md's SmartExam software is a transformational, AI-based, "virtual physician's assistant" that automates up to 90% of provider time, and it's all done from a personal computer or mobile device.

contact@bright.md
bright.md

Center to Advance Palliative Care

Booth #508

The Center to Advance Palliative Care (CAPC) is a national, member-based organization dedicated to increasing palliative care services for people facing serious illness.

capc@mssm.edu
capc.org

Centric Consulting

Booth #722

Cerner

Booth #205

Cerner supports creating a community that empowers the health and care of a person. Our customizable suite of offerings enables organizations to know populations, engage each person and manage to optimal outcomes.

populationhealth@cerner.com
cerner.com

Chameleon Corporation

Booth #120

Creators of the first patented interchangeable whiteboard, revolutionizing patient experience in hospitals nationwide. Customizable inserts in multiple languages and new patented eraser sets are all revolutionizing patient experience.

matt@chameleonwhiteboard.com
chameleonwhiteboard.com

CHAN Healthcare

Booth #705

CHAN Clinical Risk Services combines deep specialization and industry experience, optimizing organizational excellence in healthcare delivery. Our independent methodology enhances care management, quality and safety to achieve sustainable performance improvement.

ksmith@chanllc.com
chanllc.com

Clarity Group, Inc.

Booth #322

Clarity Group, a healthcare resource company, specializes in integrated Risk-Quality-Safety systems. Offerings include a web-based incident reporting and management tool, RQS consulting services and Clarity PSO, a Patient Safety Organization.

info@claritygrp.com
www.claritygrp.com

The Compliance Team, Inc.

Booth #720

The Compliance Team's MACRA-approved Patient-Centered Medical Home accreditation uses a simplified process to obtain proven results in cost reduction as well as improved patient and staff satisfaction levels.

scanally@thecomplianceteam.org
www.thecomplianceteam.org

CRICO Strategies

Booth #121

CRICO Strategies partners with national organizations to understand clinical trends driving their malpractice claims—forming the Comparative Benchmarking System (CBS). CBS offers flexible data analytics, benchmarking, and reporting tools.

strategiesweb@rmf.harvard.edu
www.rmf.harvard.edu/Strategies

Exhibitors and Sponsors

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C-SATS, Inc.

Booth #129

C-SATS, Inc., is a healthcare technology company reducing variation of care and improving outcomes in the country's largest IDNs by assessing and improving team performance continuously, accurately and objectively.

sales@csats.com
www.csats.com

Dartmouth College – Master of Health Care Delivery Science

Booth #221

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/

Datix

Booth #721

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector.

info@datixhealth.com
www.datixhealth.com

DebMed

Booth #408

DebMed is the healthcare division of the Deb Group. In 2016, in order to complement DebMed's Electronic Hand Hygiene Compliance System, Deb Group purchased STERIS Corporation's hand hygiene and surface disinfection business.

marketing@debmed.com
www.debmed.com

Dimensional Insight

Booth #112

Dimensional Insight specializes in developing business intelligence solutions. Our mission is to make analytics accessible for users to get the information they need to make data-driven decisions with Diver Platform™.

marketing@dimins.com
www.dimins.com

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eClinicalWorks

eClinical Works

eClinicalWorks is a leader in healthcare 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

ECRI Institute

Booth #520

ECRI Institute, an independent nonprofit, researches best approaches to improving patient care. Our evidence-based research, guidance, and tools help you assess and address patient safety, quality, and risk management challenges.

communications@ecri.org
www.ecri.org

EMSL Analytical, Inc.

Booth #812

EMSL Analytical, Inc. is a nationally recognized, locally focused laboratory specializing in microbiology, legionella, USP<797>, pathogens and more, with over 40 laboratories across North America.

info@emsl.com
www.EMSL.com

Exergen Corporation

Booth #600

Exergen temporal artery thermometers are changing the way the world takes temperature. Lifetime warranty, proven accuracy, and clinician and patient approval make it a standard for use throughout healthcare! Stop by for demo.

Medical@exergen.com
Exergen.com

Expo Enterprise

Booth # 623

We promote "MY ID" products (bracelets, valets, etc.) with medical profile of the person: blood type, health issues (asthma, allergies, diabetes, epilepsy, cancer, hypertension, etc.) that can be immediately available anytime, anywhere. It helps to save lives after car and other accidents when a person is bleeding or unconscious and can't give information about him/herself. A doctor can get his/her data in seconds.

expo32832@yahoo.com
www.getmyid.com, www.nano-ions.com

FormFast

Booth #528

FormFast creates software solutions that empower hospitals to automate documents and accelerate operational workflow. This allows hospitals to excel in their mission—delivering quality care.

info@formfast.com
formfast.com

Health Information Alliance, Inc.

Booth #601

Since 1992 Health Information Alliance, Inc., "HIA" has serviced its acute care clients, providing performance improvement and all registry services. To learn more please visit us at booth #601.

john.hamm@hia-corp.com
www.HIA-CORP.com

Healthcare Business Insights (HBI)

Booth #313

Through Healthcare Business Insights' Cost & Quality Academy, healthcare providers are connected to objective insights and actionable solutions to solve challenges facing quality leaders across the country.

contact@hbinsights.com
healthcarebusinessinsights.com

Healthcare Quality Programs

Booth #506

Healthcare Quality Programs provides professionals with the knowledge and tools to research, advocate and implement strategies for risk reduction and quality improvement within healthcare systems.

HQPrograms@queensu.ca
www.queensu.ca/hqprograms

Healthgrades

Booth #507

Hospitals partner with Healthgrades to create stronger and more meaningful connections with patients. We help hospitals understand, improve and promote their clinical outcomes, supporting their business objectives.

solutions@healthgrades.com
www.hospitals.healthgrades.com/
hospitals/quality-solutions

The Holvan Group

Booth #227

We partner with healthcare providers to enhance the patient experience. Our high quality educational videos simplify complex medical care. Combined with our software, costs are decreased and healthcare outcomes increase.

ih2017@theholvangroup.com
www.theholvangroup.com

GOLD SPONSOR

Humana

Humana

Humana is committed to helping healthcare providers improve health outcomes for their patients. Our 30 year history in value based care and our integrated care model focus on achieving quality health care at lower costs.

www.humana.com

i2i Population Health

Booth #310

i2i Population Health is a KLAS leader in delivery of actionable population health. i2i's integrated PHM and analytics solutions have proudly served healthcare organizations for over 17 years.

info@i2ipophealth.com
www.i2ipophealth.com/

Institute for Healthcare Improvement

Booth #413

IHI is a leading innovator in health and health care improvement worldwide. For more than 25 years, we have partnered with visionaries, leaders, and frontline practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. Recognized as an innovator, convener, trustworthy partner, and driver of results, we are the first place to turn for expertise, help, and encouragement for anyone, anywhere who wants to change health and health care profoundly for the better.

info@ihi.org
www.ihi.org

Integrated Loyalty Systems

Booth #429

Integrated Loyalty Systems are the experts at world-class patient experiences in healthcare. We transform cultures that unite care team members in providing exceptional clinical with exceptional patient experiences. Always.

info@WeCreateLoyalty.com
WeCreateLoyalty.com

International Forum on Quality and Safety in Healthcare

Booth #609

IHI and BMJ's International Forum on Quality and Safety in Healthcare is a biannual event connecting 4,000 healthcare professionals from over 70 countries to improve outcomes for patients and communities.

wlee@bmj.com
internationalforum.bmj.com

I-PASS Patient Safety Institute

Booth #505

The I-PASS Institute provides hospitals with an innovative solution to train providers on improved handoff communication through virtual training, certified mentors, and sustainment tools.

consult@ipassinstitute.com
www.ipassinstitute.com

Isabel Healthcare, Inc.

Booth #214

Isabel Healthcare provides machine learning tools for clinicians and patients. Isabel Pro helps broaden differential diagnosis for clinicians. Isabel Symptom Checker empowers patients to understand conditions and seek appropriate care.

don.bauman@isabelhealthcare.com
www.isabelhealthcare.com

ivWatch, LLC

Booth #406

ivWatch is a medical device and biosensor company focused on improving the safety and effectiveness of intravenous (IV) therapy through early detection of infiltrations.

info@ivwatch.com
www.ivWatch.com

J. Osley & Co., Inc.

Booth #915

J. Osley specializes in health system transformations through knowledge expansion, strategy alignment, leadership development, and operational improvement using Lean Six Sigma and continuous improvement techniques.

admin@j-osley.com
www.j-osley.com

Jefferson College of Population Health

Booth #606

The Jefferson College of Population Health prepares leaders with global vision to examine the social determinants of health and to evaluate, develop and implement health policies to improve the health of populations.

April.Smith@jefferson.edu
jefferson.edu/population-health

PLATINUM SPONSOR



Booth #511

The Joint Commission is a global authority on quality and patient safety. Through leading practices, unmatched knowledge and expertise, and rigorous standards, we help organizations lead the way to zero harm. Learn more at our booth.

info@jointcommission.org
www.jointcommission.org

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Kaiser Permanente

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. Kaiser Permanente serves 11.8 million members in eight states and the District of Columbia.

share.kp.org

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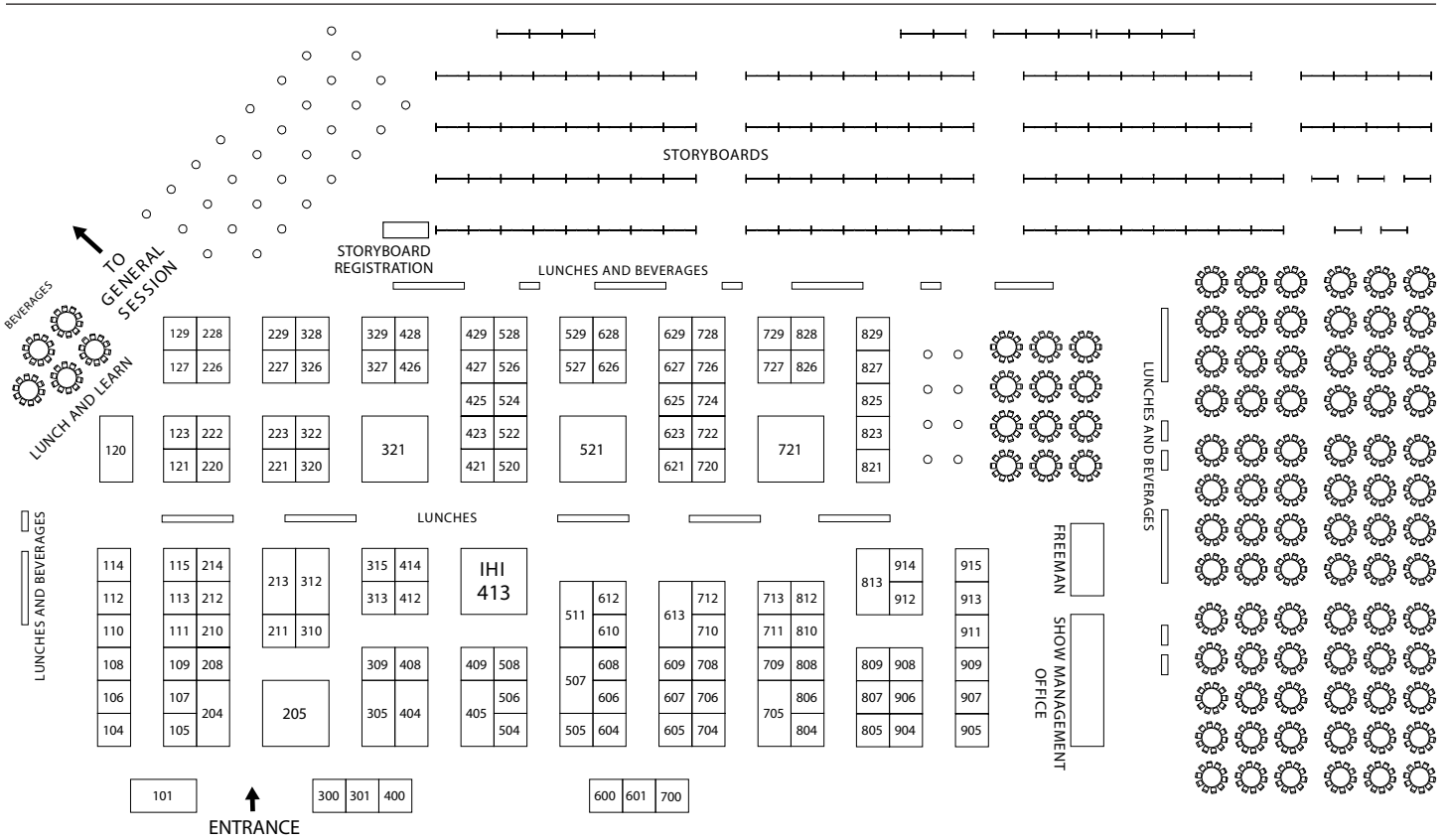
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Updated as of October 27, 2017



Forum Wellness Checklist

IHI's Work-Life Wellness Team and the Well Being Trust have some tips for how you can make the IHI National Forum a great learning experience AND a renewing time for you.

- Visit the Recharge Room and use the exercise equipment while watching Keynotes or Spotlight Sessions in the Palms Ballroom
- Visit the fitness center at your hotel
- Take a break from work emails to be present during a session
- Wear comfortable shoes
- Choose to stand up rather than sit during a session
- Take a Sunrise or Sunset Pilates class on the West Terrace
- Get at least 8 hours of sleep
- Take a deep breath and find some time to meditate in the Meditation and Prayer Room, located in San Antonio
- Walk to the North Tower
- Recharge with a nap before evening networking activities
- Be sure to keep healthy snacks in your bag
- Use your IHI water bottle to hydrate
- Make a new friend each day

**Questions?
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Thank you for joining us, and see you next year!



And special thanks to . . .

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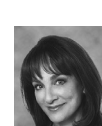
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- TA 101:** Introduction to the Triple Aim for Populations
- TA 102:** Improving Health Equity
- TA 103:** Quality, Cost, and Value in Health Care

Leadership

- L 101:** Introduction to Health Care Leadership

Graduate Medical Education

- GME 201:** Why Engage Trainees in Quality and Safety?
- GME 202:** A Guide to the Clinical Learning Environment Review (CLER) Program
- GME 203:** The Faculty Role: Understanding & Modeling Fundamentals of Quality & Safety
- GME 204:** The Role of Didactic Learning in Quality Improvement
- GME 205:** A Roadmap for Facilitating Experiential Learning in Quality Improvement
- GME 206:** Aligning Graduate Medical Education with Organizational Quality & Safety Goals
- GME 207:** Faculty Advisor Guide to the IHI Open School Quality Improvement Practicum

In the Field

Training for Professionals, GME Faculty, and Residents

- 35+ continuing education credits for nurses, pharmacists, and physicians
- MOC Part 2 Activity points for select medical specialty boards
- The foundation for a common improvement language among staff
- A **Dashboard** to help monitor and design staff training and an **Educator's Toolkit** with guidance and ready-made teaching materials for groups
- Cost-effective for groups and individuals
- Academic Medical Centers and Teaching Hospitals
 - » Build an organization-wide Clinical Learning Environment
 - » Access to 7 GME faculty courses

On Campus

Training for Students and Professors

- Free access to a growing catalog of online courses
- A Basic Certificate you can display on your resume
- Assessment questions to test your learning
- Coaching from IHI on a local improvement project

Professors, you can build these courses into your curriculum and use the Dashboard and Educator's Toolkit.

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