

Pre-Summit Workshops: Tuesday May 15th

1.5 & 2.5 Hour Practical Action-Oriented Skill Development Workshops

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| 7:30am | Registration, Breakfast & Networking OUTSIDE MEETING ROOMS MARIGNY 1,2 & UPTOWN 1,2,3 | | |
| | WORKSHOP A MARIGNY 1 | WORKSHOP B MARIGNY 2 | WORKSHOP C UPTOWN 1,2,3 |
| 8:30am – 10:00am | KATA COACHING & HUMBLE ENQUIRY COACHING KATA & HUMBLE ENQUIRY Charles De Busk, VP Performance and Process Improvement – Acute Care, & Paula Antognoli, Project Manager, UHS of Delaware | ENGAGING PHYSICIANS IN A SHARED IMPROVEMENT AGENDA Erin Zeringue, President, A3 Healthcare Dr Flip Roberts, MD, VP Clinical Affairs, Louisiana Hospital Association | A PATIENT CENTRIC PROCESS IMPROVEMENT CARE PATHWAY FOR TOTAL JOINT ARTHROPLASTY IN A SAFETY NET HOSPITAL Rohit Hasija, Programme Director Hip and Knee Center, NYC+ Health System |
| 10:00am - 10:30am | Refreshment Break OUTSIDE MEETING ROOMS | | |
| 10:30am - 1:00pm | WORKSHOP D MARIGNY 1 | WORKSHOP E MARIGNY 2 | WORKSHOP F UPTOWN 1,2,3 |
| | SO YOU WANT TO START DOING LEAN...? Mustafa Abdulali, Director of Lean Transformation, Naples Community | PARADIGM SHIFT: GAINING BUY-IN FROM LEAN LEADERS AND DRIVING FOR A PERFORMANCE-BASED CULTURE | SPECTRUM HEALTH IMPROVEMENT PRIORITIZATION Steve Stenberg, Senior Director, Process |

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| | Hospital HC System | Geoffrey Gamble, Senior Consultant for Performance Improvement & Employee Engagement Kaiser Permanente Group | Improvement & Jim Crocker, Manager Process Improvement, Spectrum Health |
| 1:00pm - 2:30pm | Lunch Break ESPLANADE 2 | | |
| 2:30pm - 5:00pm | WORKSHOP G MARIGNY 1 | WORKSHOP H MARIGNY 2 | WORKSHOP I UPTOWN 1,2,3 |
| | INTRODUCTION TO HIGH RELIABILITY ORGANIZATIONS AND JUST CULTURE Dr Bruce Darrow, Chief Medical Officer, Mount Sinai Health System | ALIGNING STRATEGY & EXECUTION Tracy West-Grubb, Chief of Staff & Area VP of Operations, CareCentrix | BUILDING A HIGH RELIABILITY CULTURE IN HEALTHCARE Dr David Grazman, Business Development Director, Joint Commission Center for Transforming Healthcare |

Refreshment Break served outside meeting rooms at 3.30pm

Main Summit – Wednesday May 16th

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| 7:30am | Registration, Breakfast & Networking. Time to view the carefully selected Poster Presentations ESPLANADE 2 |
| 8:30am | Welcome & Opening Remarks by the Chair ESPLANADE 1 Blan Godfrey, Past President, Institute of Healthcare Improvement (IHI) |
| 8:45am | OPENING KEYNOTE ESPLANADE 1 Sustainable Performance Improvement: The Improvement Operating System Scott Saxton, Senior Director, Continuous Improvement, Intermountain Healthcare |
| 9:15am | FEATURED KEYNOTE ESPLANADE 1 How Can Healthcare Create HRO High Reliability Organisations Using Improvement Methodologies? Bruce Darrow, Chief Medical Officer, Mount Sinai Health System |
| 9:45am | Morning Refreshments and storyboard/poster viewing time ESPLANADE 2 |
| 10:15am | FEATURED KEYNOTE ESPLANADE 1 What is the Role of Leadership in High Reliability Transformation? Anne Marie Benedicto, Vice President, Joint Commission Center for Transforming Healthcare |
| 10:45am | FEATURED KEYNOTE ESPLANADE 1 Transitioning to Lean Michael Johnston, President & CEO, Huron Medical Center |
| 11:15 | 45 Minute Panel Discussion with Keynote Speakers ESPLANADE 1 Chaired By: Blan Godfrey, Past President, Institute of Healthcare Improvement (IHI) |
| 12.00pm | PANEL DISCUSSION ESPLANADE 1 ASK THE CEO: What do CEOs want from Lean? How do they evaluate ROI? What impact do they look for before approving initiatives? <ul style="list-style-type: none"> • Kenneth Cochran, CEO, Opelouses General Hospital • Edgard Terreiro, MD, General Hospital System • Mary Ellen Pratt, CEO, St James Parish Hospital |

- John Ludwig, President & CEO, HSHS St Joseph’s Hospital
- Michael Johnston, President & CEO, Huron Medical Center

1.00pm Sit Down Full Service Plated Lunch & Networking | ESPLANADE 2

PARALLEL TRACKS:

Choose from 3 parallel tracks of powerful case study presentations and topical breakouts according to your interest.

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| 2:30pm – 3:00pm | <p>TRACK A ESPLANADE 1 TRANSITIONING TO LEAN</p> <p>Moderator: Paula Antognoli , Project Manager, UHS of Delaware</p> | <p>TRACK B MARIGNY 1 SUSTAINABLE PERFORMANCE IMPROVEMENT</p> <p>Moderator: Laura Winner, Senior Director Lean Sigma Deployment, Johns Hopkin University School of Medicine, Armstrong Institute for Patient Safety and Quality</p> | <p>TRACK C MARIGNY 2 LEAN LEADERSHIP & CULTURE</p> <p>Moderator: Kenneth Cochran, Chief Executive Officer, Opelouses Hospital</p> |
| | <p>TRAINING NEW PHYSICIANS IN LEAN HEALTHCARE IMPROVEMENT</p> <p>Mustafa Abdulali Director of Lean Transformation & Dr David Linz, Director of Quality Improvement, Naples Community Healthcare</p> | <p>Do we need a Lean Team?</p> <p>Didier Rabino, VP Executive Lean Sensei, Health East Care System</p> | <p>Tackling Challenges and Bottlenecks in the Organization</p> <p>Adam Johnson, Corporate Director – Organisational Transformation, Baptist Health</p> |
| | 15-minute changeover period | | |
| 3:15pm – 3:45pm | Track A ESPLANADE 1 | Track B MARIGNY 1 | Track C MARIGNY 2 |

May 15-17, 2018 | New Orleans

BTOES HEALTH

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| | <p>Quick Wins: Selecting 1st Projects</p> <p>Christopher Govero, Director of Operations/Business Development, HSHS St Joseph's Hospital, Illinois</p> | <p>Our Journey Toward a High Reliability Organization (HRO) with the Patient Experience an Important Focus</p> <p>Valentine Boving, Senior Healthcare Systems Engineer, Office of Performance Improvement, The University of Texas MD Anderson Cancer Center</p> | <p>Effective Physician Engagement</p> <p>Erin Zeringue, President, A3 Healthcare</p> |
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| 3:45pm | Afternoon Refreshments and Storyboard/Poster Viewing Time | | |
| 4:15pm – 4:45pm | <p>Track A ESPLANADE 1</p> | <p>Track B MARIGNY 1</p> | <p>Track C MARIGNY 2</p> |
| | <p>Re-engineering Process Transformation for Healthcare</p> <p>Dr Joseph Perno, MD Physician Director, VP Med Affairs & Safety & Medical Staff Officer, Johns Hopkins All Children's Hospital</p> | <p>Shifting from a Lean Projects Focus to a Lean Management Focus</p> <p>Kristen Haydon, MPH BSN RN-BC CPHQ, Senior Specialist Performance Improvement, Peace Health</p> | <p>LHA LEAN Six Sigma Roll Out with 40 Hospitals Across the State</p> <p>Michelle D. Smith, Project Director, Louisiana Hospital Association</p> |
| 4:45pm-5:30pm | 45 Minute Panel Session in each track with speakers and industry experts from each track | | |
| 5:30pm-7:30pm | Cocktail Reception ESPLANADE 2 | | |

Main Summit – Thursday May 17th

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| 8:00am | Breakfast & Networking ESPLANADE 2 | | |
| 9:00am | Chairperson's Recap from Previous Day and Opening Remarks ESPLANADE 1 Blan Godfrey, Past President, Institute of Healthcare Improvement (IHI) | | |
| 9:15am | FEATURED KEYNOTE ESPLANADE 1 Successfully Adapting Improvement Methodologies to Multiple Cultures Joyelle Sudbury, VP Quality & Affiliate Relations & Katie Gurvitz, Director Performance Improvement, Cedars-Sinai Health System | | |
| 10:00am | FEATURED KEYNOTE ESPLANADE 1 Executive Leadership Drive Improvement Project Implementation, Culture Change & Associate Development Hal Williams, VP Operational Finance, Nemours | | |
| 10:45am | Morning refreshments and Storyboard/Poster Viewing time ESPLANADE 2 | | |
| 11:15am | PANEL DISCUSSION ESPLANADE 1 Quantifying Transformational Activity and Investment? Chaired by: Blan Godfrey, Past President, Institute of Healthcare Improvement (IHI) Mustafa Abdulali, Director of Lean Transformation, Naples Community Hospital Healthcare System Yona Copabianco, VP BPE, Becton Dickenson Jesse Tamplen, Director of Lean Quality Built In, UCSF Benioff Children's Hospital Michael Johnston, President & CEO, Huron Medical Center | | |
| 12:15pm | Full Service Plated Lunch ESPLANADE 2 | | |
| | PARALLEL TRACKS: Choose from 3 parallel tracks of powerful case study presentations and topical breakouts according to your interest. | | |
| 1:45pm - 2:15pm | TRACK A ESPLANADE 1 TRANSITIONING TO LEAN | TRACK B MARIGNY 1 SUSTAINABLE PERFORMANCE IMPROVEMENT | TRACK C MARIGNY 2 LEAN LEADERSHIP & CULTURE |

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BTOES HEALTH

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| | <p>Moderator: Steve Stenberg, Senior Director, Process Improvement, Spectrum Health</p> | <p>Moderator: Valentine Boving, Senior Healthcare Systems Engineer, Office of Performance Improvement, The University of Texas MD Anderson Cancer Center</p> | <p>Moderator: Laura Winner, Senior Director Lean Sigma Deployment, Johns Hopkin University School of Medicine, Armstrong Institute for Patient Safety and Quality</p> |
| | <p>10 Top Tips for Implementing Lean Successfully</p> <p>Scott Saxton, Continuous Improvement Senior Director Intermountain Healthcare</p> | <p>Creating a More Reliable Patient Experience</p> <p>Amy Kosifas, MBA, CSSBB, CPPS, Director, Sharp University, Sharp HealthCare</p> | <p>5 Effective Strategies for Engaging Physicians</p> <p>Lei Choi, Medical Director of Lean Transformation, UCSF Health</p> |
| | <p>15-minute changeover period</p> | | |
| <p>2:30pm – 3:00pm</p> | <p>Track A ESPLANADE 1</p> | <p>Track B MARIGNY 1</p> | <p>Track C MARIGNY 2</p> |
| | <p>Planning, Strategy & System Transformation</p> <p>Namita Azad, Transformation Manager, Montifore Medical Group</p> | <p>PANEL DISCUSSION Keeping Performance Improvement Front of Mind</p> <p>Cristina Jones, Manager, Enterprise Improvement, Children’s Hospital of Philadelphia Cody Schmits, Director Transformation & Process Integration, Monroe Carell Jr. Children’s Hospital at Vanderbilt University Medical Center Dr Tom Muha, Director, PROPEL Institute</p> | <p>Journey to True North</p> <p>Jesse Tamplen, Director of Lean Quality Built In, UCSF Benioff Children’s Hospital</p> |
| | <p>15-minute changeover period</p> | | |

3:15pm-
4:30pm

Round Table Discussions | ESPLANADE 1
Chaired By: Blan Godfrey, Past President, Institute of Healthcare Improvement (IHI)

- RT1** *A Patient Centric Process Improvement Care Pathway for Total Joint Arthroplasty in a Safety Net Hospital*, **Rohit Hasija**, Programme Director Hip and Knee Center, **NYC+ Health System**
- RT2** *Removing Barriers to Lean: A Leaders Imperative*, **Kenneth Cochran**, Chief Executive Officer, **Opelouses Hospital**
- RT3** *Strategy Deployment & Organizational Alignment of the work*, **Steve Stenberg**, Senior Director, Process Improvement, **Spectrum Health**
- RT4** *Physician & Frontline Staff Engagement*, **Jesse Tamplen**, Director of Lean Quality Built In, **UCSF Benioff Children’s Hospital & Lei Choi**, Medical Director of Lean Transformation, **UCSF Health**
- RT5** *Right Care, Right Setting, Right Cost*, **Tracy West-Grubb**, Chief of Staff & Area VP of Operations, **CareCentrix**
- RT6** *Effective Physician Engagement*, **Erin Zeringue**, President, **A3 Healthcare**
- RT7** *Creating a More Reliable Patient Experience*, **Amy Kosifas**, Director, **Sharp Healthcare**
- RT8** *The Lean Team*, **Didier Rabino**, VP Executive Lean Sensei, **Fairview Health System**
- RT9** *Building a High Reliability Culture*, **David Grazman**, Director, Business Development, **Joint Commission Center for Transforming Healthcare**
- RT10** *Executive Leadership to Drive Improvement*, **Hal Williams**, Vice President Operations, **Nemours**
- RT11** *Delivering Extraordinary Results by Creating a Transformational Movement*, **Julie Griffin**, Patient Care Director Neuroscience & **Ray Brand**, Lean Performance Improvement Specialist, **Barnes Jewish Hospital**

4:30pm-
5:00pm

Afternoon refreshments and storyboard viewing time | ESPLANADE 2

5:00pm

CLOSING KEYNOTE | ESPLANADE 1
Delivering Extraordinary Results by Creating a Transformational Movement
Confirmed: Julie Griffin, Patient Care Director Neuroscience & Ray Brand, Lean Performance Improvement, Barnes Jewish Hospital

5:30pm

Chairman’s Conclusion & End of Conference | ESPLANADE 1
Blan Godfrey, Past President, Institute of Healthcare Improvement (IHI)