

<p>Conference Location:</p>	<p><u>Gaylord National Hotel and Convention Center</u> 201 Waterfront Street National Harbor, MD, 20745 (301) 965-4000</p>
<p>Hotel Information:</p>	<p>All attendees are responsible for making their own hotel arrangements.</p> <p>A block of rooms has been set aside at The <u>Gaylord National Hotel and Convention Center</u> for the nights of Friday, March 7th through Tuesday, March 11th. All reservations must be accompanied by one night's deposit plus tax or guaranteed by a major credit card. The Gaylord National will charge for one night's stay upon arrival.</p> <p>The IHI discounted rate is \$270 per night plus applicable taxes. Upgraded rooms are also available at discounted rates- premium View rooms are available at \$309 per night, and executive suites are available at \$595 per night.</p> <p><u>Phone Reservations</u> (301) 965-4000 Please refer to the 15th Annual IHI International Summit to receive the discounted rates.</p> <p><u>Online Reservations</u> https://resweb.passkey.com/Resweb.do?mode=welcome_gi_new&groupID=19290035</p> <p>*Note: <i>Subject to hotel availability, the discounted rate will apply three (3) days prior to, and three (3) days following, the dates of the Event.</i></p> <p>Did you know you can now earn Marriott Rewards points for your stay at all Gaylord hotels? Be sure to give your rewards number when making your reservation/upon hotel check-in.</p> <p>A daily resort fee is included in your hotel discounted rate. The resort fee includes:</p> <ul style="list-style-type: none"> - High speed wired and wireless internet access in your guest room - Twenty-four hour Fitness Center access - Local and toll-free 800 phone calls (20 minutes per call) - Complimentary in-room beverages - Daily Newspaper
<p>Agenda At-A-Glance:</p>	<p>Sunday, March 9, 2014 – Pre-Conference Minicourses <i>(additional fee applies)</i> 12:00 PM – 5:30 PM Minicourses</p> <p>Monday, March 10, 2014 – General Conference Day 1 6:30 AM – 5:00 PM Registration Open 7:00 AM – 7:45 AM First Time Attendee Orientation <i>(optional)</i> 8:00 AM – 9:00 AM Keynote One: Derek Feeley 9:30 AM – 12:30 PM Learning Labs 12:30 PM – 1:30 PM Lunch 1:30 PM – 2:45 PM Workshop A 3:00 PM – 4:15 PM Workshop B <i>(A workshops repeated)</i> 4:30 PM – 5:30 PM Keynote Two: Ed Wagner 5:30 PM – 7:00 PM Storyboard and Networking Reception</p> <p>Tuesday, March 11, 2014 – General Conference Day 2 6:00 AM – 1:30 PM Registration Open 8:00 AM – 9:00 AM Keynote Three: Laura Adams 9:30 AM – 10:45 AM Workshop C 11:00 AM – 12:15 PM Workshop D 12:15 PM – 1:15 PM Lunch 1:15 PM – 2:30 PM Workshop E <i>(D workshops repeated)</i></p>

Travel Information:	All participants must make their own airline reservations. Ronald Reagan National Airport (DCA) is the closest, located approximately 25 minutes from the Gaylord National, pending traffic.
Parking and Ground Transportation:	<p>Onsite Parking: \$15 daily self-parking; \$35 daily valet-parking Gaylord National Airport Shuttle: \$19 one way; \$35 round trip; Reservations: Call 1-800-660-8000 or Book Online at http://www.supershuttle.com/Sales/Gaylord.aspx</p> <ul style="list-style-type: none"> - Departs every 20 minutes from Gaylord National's front door to DCA - Departs every 20 minutes from DCA baggage claim to Gaylord National - Reservations recommended (1-800-660-8000). Tickets are also available at the SuperShuttle desk, located on the lower level of the airport, near baggage claim. Shuttles operate daily, 6AM – 8PM. <p>Taxi from Reagan Airport: \$20 - \$30, estimated, pending traffic</p>
What to wear:	Business Casual Dress is recommended. Please dress comfortably as conference days are long. Also, please bring layers as conference rooms may vary in temperature.
Meals:	Continental breakfast, lunch, and breaks will be provided on Monday and Tuesday. Light hors d'oeuvres and beverages will be served during Monday evening's Storyboard and Networking Reception. If you forgot to make note of any special dietary needs/allergies during the enrollment process, please e-mail IHI Event Manager, Beth Solomon (bsolomon@ihi.org). She will make special arrangements and follow-up with you directly.
IHI Cancellation Policy	You will receive a full refund of your enrollment fee if you cancel before the start date of the program. Additionally, you may substitute one person for another at any time. If a substitute is not found, you are responsible for the full enrollment fee and regretfully we are unable to refund your participant fee.
Frequently Asked Questions	<p>How much does it cost to add a Minicourse to my personalized agenda? \$470 - if you register for Minicourses by Jan. 31 \$495 - after Jan. 31</p> <p>How do I submit a Storyboard Proposal? Attendees are encouraged to submit a storyboard proposal to have a posterboard of your improvement story, innovation, or success on display. The deadline to submit proposals is Friday, February 7th.</p> <p>Please review this storyboard handbook before submitting your proposal. Before you submit your online application, please be certain it is in final format; you will be unable to make edits to already submitted applications. When you are ready to submit a final storyboard proposal in PDF format, please click here and fill in the required application fields. At the end of this process, you will be prompted to upload your required abstract in PDF format. IHI aims to respond to all storyboard proposals within two weeks of the day you submit your final application. If you have any questions regarding storyboard proposals, please email Beth Solomon at bsolomon@ihi.org.</p> <p>Can I earn Continuing Education Credits for attending the Summit? Yes. The International Summit carries a maximum of 16.75 credits for physicians, nurses, and pharmacists.</p> <p>In support of improving patient care, the Institute for Healthcare Improvement is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.</p> <p>How do I acquire my Continuing Education Certificate? In order to be eligible for a continuing education certificate, attendees must complete the online evaluation within 30 days of the continuing education activity. After this period, you will be unable to receive a certificate.</p>

FAQ
continued...

Continuing education credits will not be awarded for non-educational activities, including (but not limited to) meals, breaks and receptions.

1. Go to www.IHI.org/certificatecenter. (If you are not logged into the website, you will be redirected to the log-in screen. Once you are logged in, you will be redirected back to the Certificate Center.)
2. Click on the "15th Annual International Summit" link that appears under the "Create Certificate" header.
3. Select the type of credits you wish to receive from the drop-down list and then click "Submit."
4. Review your enrollment and click "Continue."
5. Take the surveys associated with each of the sessions you attended and for which you wish to receive credits by selecting "Take Survey Now" next to the session.
6. Once you have completed all of the associated surveys, "Generate Certificate" will be activated.
7. Click on this button to generate a PDF file of your certificate that you can print or save to your computer.

How do I edit the sessions I have selected OR enroll in new sessions?

1. Go to www.ihl.org and log in with your username and password
2. On the top right corner of the page, click "My IHI"
3. On the left column of your home page, click "My Enrollments & Certificates"
4. Under "15th Annual International Summit on Improving Patient Care in the Office Practice and the Community," click "Manage Orders"
5. To edit and select sessions, click on the blue button that says "View & Edit Order"
6. Under Selected Items, click "Edit"
 - To expand the offerings, click on the orange "+" button next to Minicourses, Learning Labs, etc. and the sessions will drop down.
 - To view the description, presenters, or objectives of a particular session, click on the title of the session.
7. Once you have selected your sessions, click the green "Checkout" button.
8. Click "Commit Changes" to complete your order

You may edit your sessions any time prior to arrival at the conference. You may also edit your sessions once you arrive on-site.

Local Area – National Harbor

The Gaylord National is located within National Harbor, an area full of bustling restaurants and shops for you to enjoy during conference after-hours. For more details, visit www.nationalharbor.com.

Local Weather

You can expect temperatures to be in the low-mid 50°F in Washington, D.C. in March.

Contact Us

The IHI Customer Service team is pleased to answer any further questions. They can be reached at info@ihi.org or (617) 301-4800, toll-free (866) 787-0831, Monday through Friday, 9:00 AM – 5:00 PM.