

**Hospital Flow Professional Development Program
April 4-7, 2016
Cambridge, MA**

Conference Location	<p>The Charles Hotel One Bennett Street Cambridge, MA 02138 Telephone: (800) 882-1818 Website: www.charleshotel.com</p> <p>Conference Room: Third floor ballroom</p>
Lodging	<p>A block of rooms has been set aside at the Charles Hotel for the nights of Sunday, April 3 through Wednesday, April 6 with a checkout on Thursday, April 7. All rooms must be guaranteed by a credit card or one night's deposit.</p> <p>All attendees are responsible for making their own hotel arrangements with the Charles Hotel. The reservation phone number is (617) 864-1200 or toll free at (800) 882-1818; please refer to the IHI Access Professional Development Program to receive the discounted rate. You can also use the online booking link here: IHI Flow Professional Development Program</p> <p>Please make your reservations no later than Monday, March 14. Reservations made after the cut-off date will not receive the discounted rate.</p>
Rates	<p>The rate for single/double rooms is \$309 per night plus applicable sales tax. The fee for your accommodations must be paid to the Charles Hotel prior to checkout. If you cancel your reservations less than three days prior to your arrival time, you may be liable for the fee.</p>
Program Begins	<p>Monday, April 4, 2016 at 8:30 AM, EDT Registration and Breakfast begin at 7:30 AM, EDT</p>
Program Ends	<p>Thursday, April 7, 2016 at 2:30 PM, EDT</p>
Travel Information	<p>All participants must make their own airline reservations. Boston's Logan International Airport is the closest to the conference location. It is roughly 20 minutes from the Charles Hotel.</p>
Parking and Ground Transportation	<p>Overnight Parking: \$34 Day-Only Conference Attendees: \$26 Taxi from Logan Airport: \$40-\$45 Uber Cab: https://www.uber.com/</p>
What to Wear	<p>Dress will be business casual to casual – we want you to be as comfortable as possible. You may wish to bring a sweater or jacket since the meeting rooms are cold at times.</p>
Meals	<p>Continental breakfast, lunch, and breaks will be provided.</p> <p>If you forgot to make note of any special dietary needs/allergies during the enrollment process, please e-mail Lauren Showalter (lshowalter@ihi.org). She will make special arrangements and follow-up with you directly.</p>
IHI Cancellation/Substitution Policy	<p>Full registration fees are refundable if a written request is submitted to info@ihi.org on or before March 5, 2016. If you are entitled to a refund, expect the refund within 30 days. All refunds will be issued back to the original payment type. Registrations and cancellations received after March 5, 2016 are not refundable. If you need to cancel after March 5, 2016, please call our Customer Service department at 617-301-4800. One attendee may be substituted for another at any time by calling 617-301-4800.</p>

<i>Optional, Free Quality Improvement Pre-Work for Seminar Attendees</i>	In preparation for the upcoming Patient Safety Executive Development Program, please visit www.IHI.org/QualitySkills to learn more about — or brush up on — the key elements of the Science of Improvement. You'll find a link that will provide free access to the IHI Open School's online course QI 102: The Model For Improvement: Your Engine for Change. You'll also find a growing collection of whiteboard videos from Dr. Robert Lloyd, Director of Process Improvement at IHI, explaining the basics of improvement, including Deming's System of Profound Knowledge, the Model for Improvement, and PDSA cycles.
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