

Conference Location	<p>Boston Park Plaza 50 Park Plaza at Arlington Street Boston, MA 02116 Telephone: (617) 457-2281 Website: www.bostonparkplaza.com</p> <p>Conference Room: Arlington Room <i>The conference room is subject to change; please check the hotel reader board when you arrive.</i></p>
Lodging	<p>A block of rooms has been set aside at the Boston Park Plaza for the nights of Sunday, March 19 and Tuesday, March 21, 2017. 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 Boston Park Plaza. The reservation link is: https://bostonparkplaza.reztrip.com/classic/en/special_offer?accessCode=IHI&action=show&controller=landings&locale=en&offer_code=IHI&offer_code=IHI&vr=3</p> <p>Please use this link to receive the discounted rate of \$199 per night. Please make your reservations no later than February 19, 2017. Reservations made after this date are not guaranteed and will not receive the discounted rate.</p>
Rates	<p>The rate is \$199 per night plus applicable sales and occupancy taxes. The fee for your accommodations must be paid to the Hyatt prior to checkout. If you cancel your reservations less than 24 hours prior to your arrival time, you will be liable for a cancellation fee.</p>
Program Begins	<p>Monday, March 20 at 8:00 AM Registration and Breakfast begin at 7:00 AM</p>
Program Ends	<p>Tuesday, March 21 at 4:00 PM <i>Please do not schedule flights before 5:30 PM, if possible.</i></p>
Travel Information	<p>All participants must make their own airline reservations. Boston Logan International Airport is the closest to the conference location. It is roughly 15-20 minutes from the Boston Park Plaza.</p>
Parking and Ground Transportation	<p>Valet Parking: \$48 per night Airport Cab Service: Meter Rate T Service - Subway: The Hotel is 1 block from the Arlington T Stop off of the Green Line and 3 blocks from the Back Bay T Stop off of the Orange line.</p>
What to Wear	<p>Please dress comfortably as conference days are long. Also, please bring layers as conference rooms may vary in temperature.</p>
Meals	<p>Continental breakfast and lunch will be provided for the duration of the conference.</p> <p>If you forgot to make note of any special dietary needs/allergies during the enrollment process, please e-mail Carly Underwood (cunderwood@ihi.org). She will make special arrangements and follow-up with you directly.</p>
IHI Cancellation/Substitution Policy	<p>30 day cancellation policy: You will receive a full refund of your enrollment fee if you cancel at least 30 days before the start of the event. Regretfully, refunds will not be granted for cancellations made within 30 days of the program. You may substitute one person for another at any time. We encourage you to notify us as soon as you know you will be unable to attend, as we often have a waitlist of individuals who would like to attend the program.</p> <p>You will be responsible for canceling your own hotel room and travel arrangements.</p>

<i>Optional, Free Quality Improvement Pre-Work for Seminar Attendees</i>	In preparation for the upcoming Advanced Measurement for Improvement Seminar, 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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