



INSTITUTE FOR  
HEALTHCARE  
IMPROVEMENT

13TH ANNUAL INTERNATIONAL SUMMIT ON  
IMPROVING PATIENT CARE  
IN THE OFFICE PRACTICE & THE COMMUNITY

Let's TALK

**Rediscovering Conversations**

PERSON

A path to ~~patient-centered~~ care

**March 18-20, 2012 | Washington, DC**

# ...at this year's International Summit

The 13th Annual International Summit on Improving Patient Care in the Office Practice and the Community **brings together revolutionary thinkers and innovative practitioners** striving to improve the quality of care in office practices and community-based settings.

**Join us** as we explore new ways of creating a culture of continuous improvement, engaging patients and communities in redesigning care, and “rediscovering conversations” that happen across the continuum of care.

The content of this conference is designed to meet your specific needs, from beginners in improvement work to more experienced veterans in the field. Come hear the latest thinking and best practices for health care leaders and professionals working in primary care and community settings.

## **The International Summit offers:**

- 12 full-day Minicourses that offer in-depth, hands-on learning
- 12 half-day Learning Labs that offer specific “how-to” improvement information
- Two General Conference days, featuring two keynote presentations, five special interest keynotes, five Rapid-Fire workshops, and 39 unique educational sessions
- An educational exhibit area, quality improvement storyboards, and endless opportunities for networking

## **Key Topics for 2012**

- Improving patient- and family-centered care
- New models of primary care
- Accountable care organizations
- Identifying and caring for complex patients
- Health care IT implementation
- Coordinating care across the health care continuum
- Extending the reach of the IHI Triple Aim
- Supporting informed end-of-life care decisions

## **About IHI**

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization that works with health care providers and leaders throughout the world to achieve safe and effective health care. IHI focuses on motivating and building the will for change, identifying and testing new models of care in partnership with both patients and health care professionals, and ensuring the broadest possible adoption of best practices and effective innovations. Based in Cambridge, Massachusetts, IHI mobilizes teams, organizations, and increasingly nations, through its staff of more than 100 people and partnerships with hundreds of faculty around the world.

# Dear Colleagues,

The theme of this year's International Summit is "rediscovering conversations."

So often, we are too busy to start real, human conversations. Too pressed for time to ask patients about their lives. Too immersed in everyday pressures to step back and remind ourselves why we are doing this work. And we may be reluctant to rock the boat by initiating conversations that challenge the status quo.

At this year's International Summit, we hope to rediscover these important conversations. This could mean a new way of listening to the patient, allowing us to hear the richness of a person's story rather than simply the symptoms and diagnoses captured in the medical record. It could mean internal conversations that reconnect us with our first calling. It could mean promoting new ideas to executives and board members, stimulating the will for systemic change. Each and all of these conversations can ultimately help create a higher standard of care that is not only patient-centered, but is truly person-centered.

And beyond the frontline, I'm struck by how health care reform is changing the nature of other critical conversations. Increasingly, doctors are talking with finance teams, and hospital executives are in dialogue with physician practices. Emotions can run high in these exchanges as pressure mounts to define new models of care that achieve Triple Aim results — lowering per capita costs, while improving care for individuals and the health of populations.

These conversations take courage, perseverance, and time. We need support and encouragement from our colleagues to catalyze them. This year's International Summit is a perfect opportunity to share promising approaches, align best practices, and ensure that individuals and patients are at the heart of these vital conversations.

I hope you can join us in Washington, DC, on March 18-20, 2012, as we celebrate our successes, learn from each other, and rediscover the conversations that are at the heart of transformational care.

Sincerely,



Maureen Bisognano  
President and CEO  
Institute for Healthcare Improvement

# 2012 Keynotes

Two inspiring and highly respected keynote speakers will set the stage by reinvigorating those important conversations that should happen across the continuum of care.



**Maureen Bisognano**, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI's Executive Vice President and COO for 15 years. She is a prominent authority on improving health care systems, whose expertise is recognized by her elected membership to the Institute of Medicine and by her appointment to The Commonwealth Fund's Commission on a High Performance Health System, among other distinctions. Ms. Bisognano advises health care leaders around the world, is a frequent speaker at major health care conferences on quality improvement, and is a tireless advocate for change. She is also an Instructor of Medicine at Harvard Medical School, a Research Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities, and serves on the boards of the Commonwealth Fund, ThedaCare Center for Healthcare Value, and Mayo Clinic Health System — Eau Claire. Prior to joining IHI, she served as CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.



**Ellen Goodman** has spent most of her life chronicling social change and its impact on American life. As a Pulitzer Prize-winning columnist, she was one of the first women to open up the op-ed pages to women's voices and became, according to Media Watch, the most widely syndicated progressive columnist in the country. Most recently, Ellen has partnered with the Institute for Healthcare Improvement on The Conversation Project — a grassroots effort to encourage every person to have a conversation about their wishes for care at the end-of-life.

## 2012 Co-Chairs

IHI would like to thank the International Summit Co-Chairs for their effort and commitment in developing the program for this conference.



**Victor M. Montori, MD**, Director, Mayo Clinic Healthcare Delivery Research Program and Professor of Medicine, Mayo Clinic



**Catherine Baase, MD**, Global Director of Health Services, The Dow Chemical Company



**Ellen Goodman**, Pulitzer Prize-winning Columnist, Author, and Speaker

*All planning committee members and persons influencing the content of the International Summit program have disclosed to IHI all relevant financial relationships with any commercial interest.*

**3** Visit [www.IHI.org/Summit](http://www.IHI.org/Summit) for full session descriptions or to enroll

# Agenda

The International Summit offers a wide range of educational sessions on today's critical topics, from the highly interactive, pre-conference Minicourses to a wide selection of workshops during the two-day General Conference.

## Sunday, March 18

### Pre-Conference

8:30 AM – 4:00 PM	Minicourses
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## Monday, March 19

### General Conference Day One

8:00 AM – 9:00 AM	Keynote One: Maureen Bisognano
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 (A workshops repeated)
4:30 PM – 6:30 PM	Storyboard and Networking Reception

## Tuesday, March 20

### General Conference Day Two

8:00 AM – 9:00 AM	Keynote Two: Ellen Goodman
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 (D workshops repeated)

## Rapid-Fire WORKSHOPS

Rapid-Fire (RF) workshops are energetic and fast-paced presentations on five subject areas. A diverse mix of presenters will have 10 minutes to share 10 slides and discuss their findings on the following topics:

- **RFA: Transitions in Care**
- **RFB: The Patient-Centered Medical Home**
- **RFC: Specialty Care**
- **RFD: Health Information Technology**
- **RFE: Patient Safety**

“The IHI International Summit on Improving Patient Care in the Office Practice and the Community offers an **excellent opportunity** to exchange ideas, ask questions, and meet potential collaborators.”

Yeuen Kim, MD, MAS  
Physician  
Santa Clara Valley Medical Center  
Palo Alto, CA

“I find it **invigorating** to learn what others in high-performing clinics and systems are doing. I always come home with new ideas to try.”

Steven Bergeson, MD  
Medical Director, Quality  
Allina Hospitals and Clinics

### MINICOURSES

8:30 AM – 4:00 PM

Minicourses offer in-depth, hands-on learning opportunities with nitty-gritty details about how to implement and sustain change.

#### **M1 Building Sustainable Physician Engagement to Transform Care**

Long, G., MD, Chief Medical Officer, ThedaCare; Silversin, J., President, Amicus, Inc.

#### **M2 Change Management Skills for Practice Coaches**

Sevin, C., RN, Director, IHI; Baker, N., MD, Principal, Neil Baker Coaching and Consulting, LLC; Lefebvre, A., Associate Director, North Carolina AHEC at UNC Chapel Hill

#### **M3 Engaging Patients, Families, and Communities in Health Care Improvement**

Tolson, M., Leader, Community Engagement, Vancouver Coastal Health Authority; Harper, C., RN, Manager, Public Participation and Collaboration, Vancouver Island Health Authority; Boyd, B., Leader, Community Engagement, Vancouver Coastal Health Authority; Rivard, C., Regional Practice Support Program Leader, Impact BC

#### **M4 Enhancing Primary Care Value at Lower Cost to the Community**

Reiss-Brennan, B., Mental Health Integration Director, Intermountain Healthcare; Boudreau, K., MD, Senior Vice President and Medical Director, Continuum Portfolio, IHI

#### **M5 Improving Access to All Ambulatory Services**

Tantau, C., President, Tantau & Associates; Stange, K., MD, Surgeon, Alaska Native Medical Center; Schmid, V., Quality Improvement Consultant, Health Quality Council

#### **M6 Improving Transitions: A Practical Approach for Primary Care and Home Care Providers**

Schall, M., Senior Director, IHI; Rutherford, P., RN, Vice President, IHI; Balaban, R., MD, Associate Director of Hospital Medicine, Cambridge Health Alliance; Noonan, L., MD, Pediatric Faculty and Improvement Advisor, Levine Children's Hospital, Carolinas Medical Center; Sobolewski, S., RN, Director of Practice Improvement, The Visiting Nurse Service of New York

#### **M7 It Takes a Region: Integrating Communities of Care**

Harbrecht, M., MD, Chief Executive Officer, HealthTeamWorks; Wagner, E., MD, Director, Group Health Cooperative; Jones, C., MD, Executive Director, Vermont Blueprint for Health, State of Vermont Agency of Human Services; Stanley, C., MD, Senior Medical Director, UnitedHealthcare; Gottsman, A., Executive Vice President, HealthTeamWorks

#### **M8 Motivational Interviewing for Busy Clinicians**

Davis, C., Geriatric Nurse Practitioner, Connie L. Davis Health Services; Gutnick, D., MD, Assistant Professor of Medicine and Psychiatry, Bellevue Hospital Center

#### **M9 Solutions for Effective Care Management in a Non-Integrated System**

Benzik, M., MD, Medical Director, Integrated Health Partners; Hindmarsh, M., President, Integrated Health Partners; Clark, R., RN, Executive Director, Integrated Health Partners

#### **M10 Targeting Ambulatory Care Patient Safety Priorities**

Federico, F., Executive Director, Strategic Partners, IHI; Gandhi, T., MD, Chief Quality and Safety Officer, Partners Healthcare

#### **M11 Using Lean Principles to Improve Clinic Flow**

Loomis, L., MD, Director of Family Medicine, Denver Health; Kampe, F., Lean Facilitator, Denver Health; Lee, J., MD, Team Leader, Westwood Family Health Center, Denver Health Community Health Services and Assistant Professor, Department of Family Medicine, University of Colorado

#### **M12 Using Microsystems to Transform Practice: Fundamentals to Advanced Applications**

Godfrey, M., RN, Co-Director, The Microsystem Academy and Instructor, The Dartmouth Institute for Health Policy and Clinical Practice; Leary, L., MS, Microsystem Academy Associate, The Dartmouth Institute Microsystem Academy; Hess, A., President, Clinical Performance Management, Inc.

# General Conference

DAY 1  
**MONDAY**  
March 19



## Keynote One

8:00 AM – 9:00 AM

Maureen Bisognano, President and CEO, IHI

## Learning Labs

9:30 AM – 12:30 PM

Learning Labs offer specific “how-to” improvement information.

### L1 Achieving the Triple Aim for High-Cost Patients

Margolius, D., MD, Internal Medicine Resident, University of California, San Francisco; Ghorob, A., Trainer, University of California, San Francisco

### L2 ACO Transformation: A Community Collaborates to Improve Population Health

Benzik, M., MD, Medical Director, Integrated Health Partners; Clark, R., RN, Executive Director, Integrated Health Partners

### L3 Advancing Care Management Techniques and Innovations in Diabetes Care Management

Skoch, E., RN, Director, Systems Transformation, HealthTeamWorks; Gray, C., RN, Program Manager, Colorado Clinical Guidelines Collaborative; Mehta, P., MD, Vice President, North Shore Long Island Jewish Health System; Besthoff, C., RN, Director, Program Evaluation, Krasnoff Quality Management Institute, North Shore-Long Island Jewish Health System; Frazzitta, M., Director, North Shore Center for Diabetes in Pregnancy, North Shore-Long Island Jewish Health System

### L4 Coaching Health Care Improvement

Godfrey, M., RN, Co-Director, The Microsystem Academy, and Instructor, The Dartmouth Institute for Health Policy and Clinical Practice; Nilsson, A., Project leader, Qulturum; Hvitfeldt Forsberg, H., Student, Karolinska Institute

### L5 Communication and Teamwork for Acute Care Practitioners

Cowie, N., MD, Anesthesiologist, University of Saskatchewan; Premkumar, K., MD, PhD, Associate Professor, University of Saskatchewan

### L6 Enhancing Comparative Effectiveness Research for Colon Cancer Screening with Human-Centered Design

Sevin, C., RN, Director, IHI; Schwartz, A., PhD, Healthcare Lead, IDEO; Taylor, J., Improvement Advisor, IHI

### L7 Enlightening Experiences with Shared Medical Appointments

Jaster, B., MD, Group Visit Consultant, JasterHealth, Inc.; Haney, B., MD, Family Physician, Family Health Care of Ellensburg

### L8 Improving Safety Across Acute, Community, and Mental Health Care Settings

Delgado, P., Executive Director, IHI; Williams, D., PhD, Improvement Advisor, TrueSimple Consulting; Blumgart, J., RN, Associate Director, Quality and Patient Safety, NHS South West; Thomas, C., RN, Senior Clinical Advisor for Patient Safety, NHS South West

### L9 Integrating Coaching into Management to Achieve Transformation

Lewis, A., Chief Executive Officer, CareSouth Carolina, Inc.; Baker, N., MD, Principal, Neil Baker Coaching and Consulting, LLC; Crowe, G., RN, Principal, Hamilton Consulting, LLC

### L10 Quality Improvement for Improving Care Coordination in Pediatrics

Roberson, R., Quality Improvement Program Manager, Reach Out and Read, Inc.; Ducharme, B., Director, Training and Program Quality, Reach Out and Read, Inc.

### L11 Transforming Meaningful Use into Meaningful Care

Lord, J., Meaningful Use Project Manager, University of North Carolina Health Care; Malone, R., PharmD, Vice President, UNC P&A Practice Quality and Innovation, University of North Carolina Health System; Thornhill, J., Manager, UNC P&A Practice Quality and Innovation, University of North Carolina Health System; Nauss, N., Health IT Project Manager, University of North Carolina Health Care; Spencer, D., Medical Director and Vice President of Ambulatory Care, University of North Carolina Health System

### L12 You Want to Build a Patient-Centered Medical Home: Are You Insane?!

Schwartz, C., RN, Quality Improvement Coach, Pennsylvania Academy of Family Physicians; Grajales, L., Vice President, Quality Initiatives, Pennsylvania Academy of Family Physicians; Jones, J., Pennsylvania Academy of Family Physicians



## Workshops A & B

Workshop A 1:30 PM – 2:45 PM

Workshop B 3:00 PM – 4:15 PM

All A workshops repeat during B workshops, except for special interest keynotes and Rapid-Fire workshops.

## Special Interest Keynotes

### **A1 How Do They Do That? Finding Joy in Practice: Experiences from the Field**

Sinsky, C., MD, Physician, Medical Associates Clinic and Health Plans; Sinsky, T., MD, Physician, Medical Associates Clinic

### **B1 Patient-Centered Medical Home Redesign: Tools for Practice Transformation**

Sugarman, J., MD, Chief Executive Officer, Qualis Health; Wagner, E., MD, Director, Group Health Cooperative; Daniel, D., PhD, Senior Quality Improvement Principal, Qualis Health; Phillips, K., Director, Qualis Health

### **A2/B2 A Triple Aim Approach to Reducing Health Inequality in England**

Scott-Clark, A., Deputy Director, Public Health, Eastern and Coastal Kent Primary Care Trust; Lucking, G., Senior Associate, NHS Institute for Innovation and Improvement

### **A3/B3 Best Practices for Leveraging Social Media to Engage Patients**

Gualtieri, L., PhD, Assistant Professor, Tufts University School of Medicine

### **A4/B4 Developing an Office Practice Culture of Safety**

Federico, F., RPh, Executive Director, Strategic Partners, IHI; Gandhi, T., MD, Chief Quality and Safety Officer, Partners Healthcare

### **A5/B5 Developing Effective Quality Improvement Leaders in Office Practices**

O'Neill, C., RD, Quality Improvement Coach, HealthTeamWorks; Deaner, N., MSW, Residency Project Program Manager, HealthTeamWorks; Jortberg, B., Faculty, University of Colorado; Dickinson, P., MD, Professor, University of Colorado Health Sciences Center

### **A6/B6 Essential Elements of Practice Coaching Programs**

Powell, J., Improvement Advisor

### **Rapid-Fire WORKSHOPS 10 Minutes, 10 Slides!**

A mix of four diverse presenters will discuss their findings on one of the following topics:

1:30 PM – 2:45 PM

**RFA: Transitions in Care**

3:00 PM – 4:15 PM

**RFB: The Patient-Centered Medical Home**

### **A7/B7 Integrating Outpatient Care Management in the Patient-Centered Medical Home**

Russell, D., RN, Director, Medical Management and Quality, Baystate Medical Center; Roy, A., RN, Manager, Clinical Integration, BayCare Health Partners

### **A8/B8 Proactive Office Encounter: Systematic Preventive and Chronic Care**

Kanter, M., MD, Medical Director, Quality and Clinical Analysis, Kaiser Permanente Regional Quality and Risk Management; Andrews, K., Proactive Care Group Leader, Kaiser Permanente Regional Quality and Risk Management

### **A9/B9 Scotland's Primary Care Safety Improvement Program: Innovative Tools and Approaches**

Houston, N., MB ChB, Family Physician and National Clinical Lead, Patient Safety in Primary Care Program, NHS Scotland; Gillies, J., National Program Manager, Patient Safety in Primary Care Program, NHS Scotland

### **A10/B10 Stop Feeding the Urgent Care Clinic Monster**

Tantau, C., President, Tantau & Associates

### **A11/B11 The Effective Patient Portal: Improving Practice Productivity and Patient Care**

Faron, M., MD, EHR Medical Director, Mercy Multispecialty Group; Weick, R., MD, Physician, St. John's Mercy Medical Center

### **A12/B12 Transition Clinic: An Innovative Model for Increasing Primary Care Access**

Benterud, E., RN, Director of Health Promotion and Research, South Calgary Primary Care Network; Sisodiya, M., RN, Director of Clinical Services, South Calgary Primary Care Network

# General Conference

DAY 2  
**TUESDAY**  
March 20



## Keynote Two

8:00 AM – 9:00 AM

Ellen Goodman, Pulitzer Prize-winning Columnist, Author, and Speaker

## Workshop C

9:30 AM – 10:45 AM

Workshop C does not repeat.

## Special Interest Keynote

### **C1 Minimally Disruptive Medicine: Achieving Patient-Centered Care**

Victor M. Montori, MD, Director, Mayo Clinic Healthcare Delivery Research Program and Professor of Medicine, Mayo Clinic

### **C2 Advanced Medical Home Delivery System Redesign**

Auer, T., MD, Chief Executive Officer, Bon Secours Virginia Medical Group; Fortini, R., Vice President, Chief Clinical Officer, Bon Secours Virginia Medical Group

### **C3 Better Population Health: Innovative Self-Management Support**

Davis, C., Geriatric Nurse Practitioner, Connie L. Davis Health Services; Lewis, A., Chief Executive Officer, CareSouth Carolina, Inc.

### **C4 Developing High-Functioning Outpatient Teams to Enhance Patient Outcomes**

Holley-Carlson, K., Clinic Manager, Fairview Health Services; James, H., Clinic Administrator, Fairview Health Services

### **C5 Hardwiring an Office-Based Patient Safety Program**

Casey, B., RN, Patient Safety Manager, Health Texas Provider Network; Felton, C., RN, Director, Baylor Health Care System; Tucker, S., MD, Physician and Chair, Patient Safety Committee, Health Texas Provider Network

### **C6 Lessons from the Trenches: Improving Practice in an Academic Health Center**

Boyle, E., MD, Medical Director, Baystate Medical Center; Delozier, G., RN, Health Center Manager, Baystate Medical Center

### **C7 Redesigning Care Services Using Public Health Data and Quality Improvement**

Barrios, R., MD, Medical Director, BC Centre for Excellence in HIV/AIDS; Clarke, C., Quality Improvement Advisor, Impact BC

### **C8 Structuring a Multi-Clinic EHR and E-Prescribing Conversion Process**

Van't Riet, S., Performance Improvement Specialist, Virginia Commonwealth University

### **C9 Team-Based Care: Redesigning Team Roles**

Shear, J., National Primary Care Clinical Program Manager, Department of Veterans Affairs; Stark, R., MD, Director of Primary Care Operations, Department of Veterans Affairs

### **C10 The Path to the Shingo Prize: Building a Lean Clinic**

Loomis, L., MD, Director of Family Medicine, Denver Health; Gutierrez, P., Community Health Administrative Director, Denver Health; Melinkovich, P., MD, Director of Community Health Services, Denver Health

### **C11 You Want to Build a Patient-Centered Medical Home: Are You Insane?!**

Schwartz, C., RN, Quality Improvement Coach, Pennsylvania Academy of Family Physicians; Grajales, L., Vice President, Quality Initiatives, Pennsylvania Academy of Family Physicians; Jones, J., Pennsylvania Academy of Family Physicians

### **C12 Building Successful Partnerships with Communities to Improve Health and Wellness**

Hupke, C., RN, Director, IHI

## Rapid-Fire WORKSHOPS 10 Minutes, 10 Slides!

A mix of four diverse presenters will discuss their findings on the following topic:

9:30 AM – 10:45 AM  
**RFC: Specialty Care**

## Workshop D & E

Workshop D 11:00 AM – 12:15 PM

Workshop E 1:15 PM – 2:30 PM

All D workshops repeat during E workshops, except for the special interest keynotes and Rapid-Fire workshops.

## Special Interest Keynotes

### **D1 SCF Nuka System of Care: Whole System Transformation Improves Outcomes**

Eby, D., MD, Vice President of Medical Services, Southcentral Foundation; Aloysius, C., Vice President, Southcentral Foundation

### **E1 Designing the Best: Engaging Stakeholders in Primary Care Transformation**

Edgman-Levitan, S., Executive Director and IHI Fellow for Patient- and Family-Centered Care, Massachusetts General Hospital

### **D2/E2 A Systems-Based Approach to Redesign: Improving Preventive and Chronic Care**

Kraft, S., MD, Medical Director, Quality and Safety Improvement, University of Wisconsin Hospital and Clinics

### **D3/E3 A Triple Aim Approach in Independent and Small Practices**

Antonucci, J., MD, Physician, Ideal Medical Practices; Brady, J., MD, Family Physician, The Village Doctor

### **D4/E4 An Innovative Approach to Workforce Development: Improved Outcomes and Satisfaction**

Sappah, B., Improvement Specialist, Southcentral Foundation; Brenock-Leduc, K., Director of Learning and Development, Southcentral Foundation; Martz, E., Manager, Southcentral Foundation

### **D5/E5 Effectively Reducing Readmissions: Lessons from a Community Collaboration**

Hilger, R., MD, Medical Director, HealthPartners; Heinz, B., Vice President, Operations, Regions Hospital

### **D6/E6 Improving Performance in Practice (IPIP): The Michigan Experience**

Gutowsky, J., Lean Coach and Quality Management Specialist, IPIP Project; Steiner, R., RN, Director of Collaborative Care, MidMichigan Health Network

### **D7/E7 Multiple Practice Transformation: Learning from the Largest Primary Care Residency Collaboratives**

Radosh, L., MD, Program Director, Family Medicine Residency, Reading Hospital and Medical Center; Weir, S., MD, Clinical Associate Professor, University of North Carolina Health System; Warning, W., MD, Program Director, Crozer Keystone Health Systems; Dickinson, P., MD, Professor, University of Colorado Health Sciences Center; Lefebvre, A., MSW, Associate Director, North Carolina AHEC at UNC Chapel Hill

### **D8/E8 Reducing Variation in the Primary Care Setting**

Knapp, W., MD, Palo Alto Foundation Medical Group; Trujillo, L., MD, Medical Director of Quality, Palo Alto Medical Foundation; Paull-Flores, L., Palo Alto Medical Foundation

### **D9/E9 Statewide Patient-Centered Medical Home Initiatives: Results and Lessons Learned**

Gabbay, R., MD, PhD, Director, Penn State Institute for Diabetes and Obesity, Penn State College of Medicine; Harbrecht, M., MD, Chief Executive Officer, Health Team Works; Mason, M., Senior Health Care Manager, Blue Cross Blue Shield of Michigan

### **D10/E10 Tactics to Strengthen Physician Engagement**

Silversin, J., President, Amicus, Inc.

### **D11/E11 Team-Based, Relationship-Centered Care Management for Safety Net Populations**

Stout, S., MD, Vice President of Patient-Centered Medical Home Development, Cambridge Health Alliance; Carr, E., LICSW, Chief, Medical Social Work, Cambridge Health Alliance

### **D12/E12 The Role of Ambulatory Staff in an Inpatient World**

Loughnane, J., MD, Medical Director, Boston's Community Medical Group

## Rapid-Fire WORKSHOPS 10 Minutes, 10 Slides!

A mix of four diverse presenters will discuss their findings on one of the following topics:

11:00 AM – 12:15 PM

**RFD: Health Information Technology**

1:15 PM – 2:30 PM

**RFE: Patient Safety**

# General Info

## Satisfaction Guaranteed

If for any reason you are not completely satisfied that this program is a valuable experience, IHI will gladly refund your enrollment fee within 30 days of the program end date. Please note that due to unforeseeable circumstances, last-minute changes in program titles, speakers, or presentations may be unavoidable.

## Cancellations and Substitutions

You will receive a full refund of your enrollment fee if you cancel at least one month prior to the start date of the program, or if you substitute one participant for another at any time within a month of the International Summit. If you cancel within a month of the start date and a substitute is not found, you are responsible for the full enrollment fee and regretfully we are unable to refund your participant fee.

## Hotel

The International Summit will be held at the Gaylord National Resort and Convention Center in National Harbor, Maryland. Please visit [www.IHI.org/Summit](http://www.IHI.org/Summit) for accommodation information.

## Questions?

The IHI Customer Support team is happy to help. Please call us at (617) 301-4800 or (866) 787-0831 or email us at [info@IHI.org](mailto:info@IHI.org).

## Scholarships Available

Scholarships are available and will be awarded on a first-come, first-served basis. Visit the fees section of [www.IHI.org/Summit](http://www.IHI.org/Summit) to download an application.

## Fees

	Until Feb. 10 <i>early bird</i>	After Feb. 10 <i>regular rate</i>
<b>Pre-Conference</b>		
Minicourses Sunday, March 18		
Individual	\$495	\$495
<b>General Conference</b>		
Learning Labs, Keynotes, and Workshops Monday and Tuesday, March 19-20		
Individuals	\$795*	\$895*
Groups of 5 or more	\$760*	\$760*

\* Your enrollment fee includes continental breakfasts and lunches on Monday and Tuesday. Continental breakfast and lunch will also be provided for Minicourse attendees on Sunday. Please note: There is no early bird rate for Minicourses.

## Continuing Education

In support of improving patient care, IHI 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.

The International Summit carries a maximum of 16.75 credits.

This activity will be submitted to the National Association of Social Workers (NASW) for social worker credits. For complete details, please visit [www.IHI.org/Summit](http://www.IHI.org/Summit).

After this program, attendees will be able to:

- Identify cutting-edge ideas that are ready for immediate application
- Apply new ways to engage patients, families, and communities in redesigning and delivering optimal care
- Explore ways to build healthier communities and provide superior care to patients while containing or reducing costs

## Share Your Improvement Story

**Submit your storyboard proposal online at [www.IHI.org/Summit](http://www.IHI.org/Summit) by February 24, 2012.**


Storyboard displays chronicle specific improvement projects and provide an opportunity for organizations to share their strategies and celebrate successes with other International Summit attendees.

## Calling All Students!

Check out [www.IHI.org/Summit](http://www.IHI.org/Summit) for scholarship applications, storyboard templates, and updates on student opportunities.

## Sponsorship Opportunities and Exhibit Space Available

Download the Sponsor/Exhibitor prospectus at [www.IHI.org/Summit](http://www.IHI.org/Summit) for a complete list of available opportunities, or contact Sara Kolovitz, Sales Manager, SmithBucklin, at (312) 673-4779 or [skolovitz@smithbucklin.com](mailto:skolovitz@smithbucklin.com).

The background is a solid light purple color. It features several overlapping speech bubbles of various colors: a dark purple bubble in the top left, a light purple bubble in the top right, a large yellow bubble in the center, a dark purple bubble in the bottom left, a medium purple bubble in the bottom right, and two light purple bubbles at the bottom. The text is centered within the yellow bubble.

The International Summit is a once-a-year opportunity to come together with 1,300 other health professionals to **exchange ideas and reignite the conversation so ...**



Let's...



**TALK...**

about what's on your mind.

**What's the future**

of primary care practices?

**What model of care  
delivery** fits my patients' needs?

**How can we find time**

(and money) for quality improvement  
work in busy medical practices  
operating on slim margins?

How does the **quality** of patient  
relationships **influence**  
**outcomes?**

How do I maintain reimbursements  
with **new payment**  
**models**, like ACOs?

Is converting to an **electronic**  
**medical record** worth  
the investment of time and money?



## Who Should Attend?

- Physicians and physician assistants
- Nurses and nurse practitioners
- Primary care clinicians
- Specialists with office-based practices
- Behavioral health professionals
- Medical directors
- Health care administrators and office practice managers
- Health plan leaders
- Government, association, and coalition leaders
- Health policy makers
- Pharmacists
- Quality improvement leaders and staff
- Senior leaders
- Students, faculty, and residents in health professions
- Community leaders who are working to optimize care while maximizing health care resources

# Join Us...



**INSTITUTE FOR  
HEALTHCARE  
IMPROVEMENT**

20 University Road, 7th Floor  
Cambridge, MA 02138  
(617) 301-4800 | (866) 787-0831  
[www.IHI.org](http://www.IHI.org)

**For health care leaders and professionals  
working in primary care and community  
settings, including:**

- Small to large primary care practices
- Multispecialty and specialty clinics
- Government agencies
- University and community health centers
- Local, regional, and state community organizations
- Health plans and insurers
- Employers concerned about their employees' health
- Other settings in which practitioners work to optimize care while maximizing health care resources



**Visit [www.IHI.org/Summit](http://www.IHI.org/Summit)  
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