The unfolding health reforms, legislation, and new marketplace developments are forcing urgent questions and concerns for governance and leadership:

1. Does your board understand its responsibility for quality, patient safety, and oversight of the medical staff?

2. Does your board know what it will take to deliver value, not just volume, in a reform-driven world?

3. How can your board of directors have the largest impact on improving both financial and quality performance?
The Role of the Board in Quality and Safety

Meaningful and sustainable quality improvement cannot occur in any organization without the full support and engagement of the organization’s trustees.

Yet, many boards are not comfortable taking responsibility for quality of care. Even those that are focused on quality need practical guidance in how to lead their organization’s quality agenda.

To help address this need, the Institute for Healthcare Improvement (IHI) is pleased to offer The Role of the Board in Quality and Safety. Led by national experts in governance and quality, this program has helped the 2,500+ alumni of this program improve the capability of their organization’s board to oversee quality and safety endeavors.

This program is ideal for forward-thinking organizations whose boards already have quality as a prominent focal point. Ideal participants will have had some initial success building the “will” for change within their system and are now ready to implement the most effective tools in quality and safety.

Schedule

THURSDAY, APRIL 18

Day One

7:00 AM – 8:00 AM  Registration and Continental Breakfast
8:00 AM – 5:00 PM  Program

During day one of this program, faculty will guide participants through the following:

- An overview of the importance of the role of boards in quality and safety as reflected in recent studies and personal experience
- Tools for “board orientation,” focusing specifically on best practices
- An exercise to test best practices using the skills and tools discussed thus far
- An interactive discussion dealing with a quality crisis and the practices, culture, and structures that led to the crisis

FRIDAY, APRIL 19

Day Two

7:00 AM – 8:00 AM  Continental Breakfast
8:00 AM – 3:00 PM  Program

During day two of this program, participants will:

- Learn the skills and tools for having meaningful conversations with other board members and with physicians who are members of the board
- Hear how they can involve patients and families to create the will for change
- Build an action plan for their own board, designed to improve the activation and agility needed to oversee quality and safety
- Discuss a variety of topics during a fast-paced session, including linking outcomes, quality, cost, and satisfaction
To achieve system-level performance improvement, hospitals and systems must have capable, committed leadership in both the executive office and the boardroom.

What You’ll Learn

The program will teach practical governance tools for leading quality and patient safety endeavors. Participants will learn how to:

- Renew and sustain their board’s engagement and commitment to quality and safety
- Improve their board’s ability to oversee quality and safety
- Spread the engagement to all members of the board
- Effectively integrate quality into the routine board agenda

Who Should Attend

Board members and leaders who are responsible for driving quality and patient safety endeavors, including:

- Board Chair and Vice Chair
- Chair of Board Quality Committee
- Any board member interested in quality improvement
- Quality Committee members
- Members of the senior leadership team involved with the governance process, which may include CEO, CMO, CQO

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New Areas of Focus

It is critical for boards to quickly understand the current health care environment and its implications for quality, safety, and value as they provide advice and oversight on strategic decisions. We will be addressing such issues head-on during this program, including:

- The overall impact of the economy on health care, and what it will mean for hospitals and physicians
- The effect that reform financing changes will have upon the roles and responsibilities of the board
- What is meant by “overuse” and “supply induced demand” as organizations move from a business model driven by volume to one driven by value
- The importance of effective clinical integration among physicians, hospitals, and other providers in order to deliver quality, safety, and value both inside and outside the walls of the hospital
- What boards need to know about the compliance implications of antifraud and payment abuse provisions and what a board’s role will be in enforcing them
- What the board can do to help in the face of increased scrutiny and prosecution on patient safety and quality issues
- How to stay focused on quality and satisfaction during significant budget cuts

Fees

Regular Rate: $2,950 per person
Groups of 3 or more: $2,500 per participant

Scholarships & discounts available – for details visit: ihi.org/board

Faculty

James E. (Jamie) Orlikoff
is President of Orlikoff & Associates, Inc., a consulting firm specializing in health care governance and leadership, quality, strategy, and organizational development. He is the National Advisor on Governance and Leadership to the American Hospital Association, and Senior Consultant to the Center for Healthcare Governance. Author of the book *The Board’s Role in Quality Care: A Practical Guide for Hospital Trustees*, he has written 15 books and over 100 articles. He is a board member of the Virginia Mason Health System.

Michael D. Pugh, MPH
President, MdP Associates, LLC, has over 30 years of CEO experience in hospitals, health care systems, managed care organizations, and consulting and health care services companies. He is a nationally known advisor and consultant to senior leaders of health care provider organizations, payer organizations, and government agencies focusing on issues of quality, performance, strategy, and governance. His areas of expertise include defining and executing strategies for improvement and organizational transformation, clinical integration, quality system planning and execution, governance processes, leadership system development, and strategic planning. Mr. Pugh is a senior faculty member for IHI and has served on the boards of the American Hospital Association (AHA), the AHA Health Forum, the Colorado Hospital Association, and The Joint Commission. He is a board member of Verisma Systems, Inc., for which he served as CEO during the company’s start-up and early growth phases.
About IHI

IHI is a leading innovator in health and health care improvement worldwide. For more than 25 years, we have partnered with an ever-growing community of visionaries, leaders, and front-line practitioners from around the globe to spark bold, inventive ways to improve the health of individuals and populations. Together, we build the will for change, seek out innovative models of care, and spread proven best practices. When it comes to raising the quality of health for all, IHI sees boundless possibilities, and while we see the walls in front of us, we will not rest until we reach the other side. Learn more at ihi.org.

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.

Please visit ihi.org/board for the number of credit hours that IHI designates for this continuing education activity.

Questions?
Contact us at 617 301-4800 or info@ihi.org
For more information or to enroll visit ihi.org/board
“I attended with two board members and another senior staff member. It was one of the best conferences I have ever attended in 25+ years of administration.”

Moira L. Taylor, MBA, President, St. Mary’s General Hospital, Kitchener, Ontario