

2018 IHI Summit

on Improving Patient Care

April 26–28, 2018 • San Diego, CA



Welcome

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Welcome!

In 2016, my colleague, Trissa Torres, MD, and I opened the IHI Summit on Improving Patient Care with a keynote presentation focused on promoting joy in the health care workforce, especially the primary care workforce. Two years later, “joy” is still the first word that comes to mind when I think about the Summit. It was visible everywhere I looked and palpable in every conversation I had. Those at the 2016 Summit — you and your colleagues — left an impression that still resonates.

I believe working in primary care and community health should be joyful, yet I know that far too often, it’s not. That’s why this Summit exists — to bring together people with a shared passion for improving patient care to learn from experts and from each other about what works and how improvements can be achieved. The Summit also creates community and common purpose that strengthens resilience and creates optimism about what can be achieved together.

This year, we’ve designed the conference around the key “Ps” necessary to transform care: People, Process, Partnerships, and Payment/Policy. These four content tracks cover all the crucial elements needed to improve care for the most important “P” of all — the patient. Our overarching theme this year is designing care for the whole person. Together, we need to redesign care holistically around everything that affects our patients’ health and everything that matters to them. Only then will we transform care and find joy in our work. Welcome to the IHI Summit!



Sincerely,

A handwritten signature in black ink, appearing to read "Derek Feeley".

Derek Feeley
President and CEO
Institute for Healthcare Improvement

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Special Events

Summit and IHI Orientation
Friday, April 27 | 7:00 AM – 7:45 AM
San Diego Ballroom A

Are you new to the Summit or IHI? Attend this optional orientation for help navigating the conference, devising a personal learning plan, and learning more about IHI's work.

Special Interest
Breakfasts and Lunches

Friday, April 27 | 12:30 PM – 1:30 PM
Saturday, April 28 | 7:00 AM – 7:45 AM
Saturday, April 28 | 12:15 PM – 1:15 PM

Network with peers and discuss a variety of improvement topics over breakfast or lunch! Informal group conversations are led by an expert facilitator. See details on pages 9–11.

Storyboard and
Networking Reception

Friday, April 27 | 4:30 PM – 6:00 PM
Marriott Grand Foyer

Ask representatives questions about their organization's quality improvement successes, share lessons learned, and network in an informal atmosphere. View all storyboards online at ihi.org/2018SummitStoryboards

Health Equity
Networking Reception

Friday, April 27 | 5:30 PM – 6:30 PM
Marriott Grand 1–2

Network, share ideas, and celebrate how far equity has come in health care and the progress we can make together.

Exhibit Gallery
Marriot Grand Foyer

Friday, April 27 7:30 AM – 9:30 AM
12:30 PM – 1:30 PM
4:30 PM – 6:00 PM
Saturday, April 28 7:30 AM – 9:30 AM
12:30 PM – 1:15 PM

Learn about an array of support services and products that are useful in improving the quality of health care.



Agenda at a Glance

All times listed are Pacific Time (PT)

Thursday, April 26, 2018

Time	Pre-Conference
10:00 AM – 6:00 PM	Registration Open
12:00 PM – 6:00 PM	IHI Quick Courses (lunch is not provided)

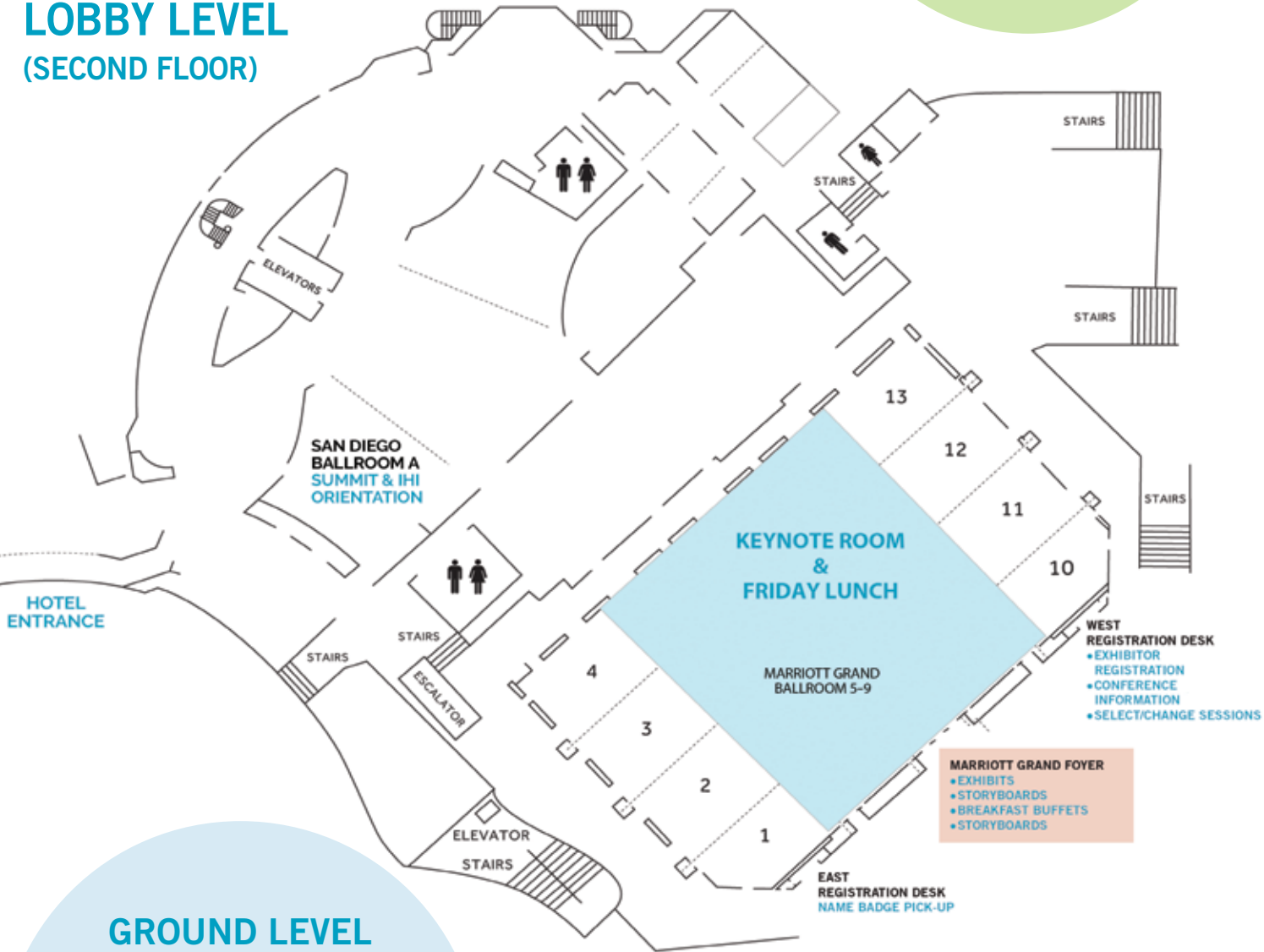
Friday, April 27, 2018

Time	General Conference Day One
6:30 AM – 5:00 PM	Registration Open
7:00 AM – 7:45 AM	Summit and IHI Orientation (optional)
7:00 AM – 8:00 AM	Continental Breakfast
8:00 AM – 9:00 AM	Keynote One: High-Performing Primary Care Sponsored by: 
9:30 AM – 12:30 PM	Learning Labs
12:30 PM – 1:30 PM	Lunch Sponsored by: 
1:30 PM – 2:45 PM	A Workshops
3:00 PM – 4:15 PM	B Workshops (A workshops repeated)
4:30 PM – 6:00 PM	Storyboard and Networking Reception
5:30 PM – 6:30 PM	Health Equity Networking Reception

Saturday, April 28, 2018

Time	General Conference Day Two
6:30 AM – 1:30 PM	Registration Open
7:00 AM – 8:00 AM	Continental Breakfast
8:00 AM – 9:00 AM	Keynote Two: America Bracho, MD, MPH
9:30 AM – 10:45 AM	C Workshops
11:00 AM – 12:15 PM	D Workshops
12:15 PM – 1:15 PM	Lunch Sponsored by: 
1:15 PM – 2:30 PM	Workshops E (D workshops repeated)

NORTH TOWER
LOBBY LEVEL
(SECOND FLOOR)



GROUND LEVEL
(FIRST FLOOR)

Pacific Ballroom,
East Registration Desk
Nursing Mother's Room

Marina Terrace
Saturday Lunch

SOUTH TOWER,
LEVEL THREE

Conference Room 1
Meditation and
Prayer Room

Keynote One

Friday, April 27, 2018, 8:00 AM – 9:00 AM PT
Marriott Grand Ballroom 5–9

Sponsored by: 



Al Kurose, MD, MBA, FACP, is President and Chief Executive Officer (CEO) of Coastal Medical, a primary care driven Accountable Care Organization (ACO). Coastal Medical provides care to 120,000 patients in 20 medical offices across Rhode Island, and is at the forefront of health care delivery system transformation and payment reform, both locally and nationally.



Ann Lefebvre, MSW, CPHQ, Associate Director, North Carolina Area Health Education Centers (NC AHEC) Program, University of North Carolina (UNC) Chapel Hill, oversees statewide quality improvement efforts. She is responsible for developing a practice facilitation program to help community-based primary care practitioners understand and improve their delivery of health care.



Rachel Willard-Grace, MPH, is the Director of the Center for Excellence in Primary Care (CEPC) at the University of California San Francisco, where she worked with Tom Bodenheimer to develop the 10 Building Blocks of Primary Care based on a study of high-performing practices across the US. She began her career as a medical assistant and pharmacy technician, and later worked as Executive Director of a free clinic, where she became so smitten with primary care that she abandoned her plans for a career as a historian.



April Kyle, is Vice President of Behavioral Services at Southcentral Foundation, which she joined in 2003 as the Human Resources Manager of Employment and Recruitment. Ms. Kyle is of Athabascan descent and a Cook Inlet Region, Inc. shareholder. She has a certification in the Alaska Native Executive Leadership Program from the Alaska Pacific University. She holds a Bachelor's Degree in Sociology from Montana State University at Bozeman.

Moderated by:



Derek Feeley is the President and CEO of the Institute for Healthcare Improvement (IHI). Prior to joining IHI, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.

Keynote Two

Saturday, April 28, 2018, 8:00 AM – 9:00 AM PT
Marriott Grand Ballroom 5–9



America Bracho, MD, MPH, is the President and CEO of Latino Health Access, a center for health promotion and disease prevention in California that facilitates mechanisms of empowerment for the community and trains community health workers as leaders of wellness and change. Dr. Bracho worked as a physician in her native Venezuela for several years, after which she came to the US to obtain a Master's Degree in Public Health at the University of Michigan. She is a current member of the Casey Family Programs Board of Trustees and a former trustee of the Marguerite Foundation.

Process Track

Confidently navigate a changing health care landscape. Utilize data efficiently. Effectively manage high-risk, high-cost patients and populations.

- QC1:** Measuring for Improvement: Useful Tools and Methods
- QC2:** Back to Basics: Building Essential Quality Improvement Skills
- QC4:** Designing with Intent for a Population with Complex Medical, Behavioral, and Social Needs
- L1:** Integrating Behavioral Health into Primary Care: Southcentral Foundation's Team-Based System
- L2:** Actionable Clinical Data: The ABCs of Going from Claims to Quality
- L7:** Herding Cats in the Jungle: Managing Primary Care in Complex Health Systems
- AB1:** Behavioral Health Integration in Primary Care
- AB2:** Let's GBOT! (Group-Based Opioid Treatment): Efficient and Effective Treatment for Opioid Use Disorder (OUD) in Primary Care
- AB3:** Dashboard Culture: How to Get Stakeholders to Pay Attention and Bring Value to Health Care
- C1:** A Cross-Cutting Care Coordination Program: Physical Health, Social Health, and Behavioral Health
- C5:** Combining Intrinsic and Extrinsic Motivators with Technical Changes to Transform Care
- DE2:** Data-Driven Population Health Management: Using Data to Enhance Patient Care
- DE4:** Primary Care Transformation: A Comprehensive Shared Curriculum Based on the 10 Building Blocks
- DE5:** Every Voice Heard: Creating Teamwork and Transformation for Positive Patient Outcomes
- DE6:** Medication-Assisted Treatment: Addressing Substance Abuse in Primary Care

People Track

Learn how to foster a workforce culture defined by joy and collaboration. Inspire best practices in team-based care.

- QC3:** Advanced Team-Based Care: A Practical Guide to Effective Implementation
- L3:** How to Improve EHR-Related Physician Stress, Burnout, and Turnover
- L4:** The Evolving Roles of Empowered Care Team Members in Advanced Team-Based Care
- AB6:** Burnout: Underlying Causes, Effective Cures
- AB8:** Building the Airplane as It Flies: An Authentic Conversation about How to Develop Team-Based Care
- C2:** Managing the Risks of Power in Shaping Culture
- C5:** Combining Intrinsic and Extrinsic Motivators with Technical Changes to Transform Care
- C6:** Revolutionizing Engagement for Both Patients and the Teams That Serve Them
- DE5:** Every Voice Heard: Creating Teamwork and Transformation for Positive Patient Outcomes
- DE7:** Restoring Joy and Preventing Burnout

Partnerships Track

Break down barriers within fragmented health systems. Meet health care professionals in all fields and settings.

- L5:** From Treatment Plan to Advocacy: Collecting and Effectively Using Social Determinants of Health Data through PRAPARE
- L8:** Pathways to Population Health: Strategies for Health Care Change Agents
- AB5:** Optimizing Care Transitions across the Continuum
- AB7:** Moving Upstream: A Hands-on, Case-Based Introduction to Upstream Quality Improvement and the Risk/Reward Calculator
- C3:** Community-Centered Health Homes: Stories from the Leading Edge of Primary Care Transformation toward Community Health
- C4:** Kicking It Up a Notch: Engaging Patients and Community Members
- C7:** Using Value-Based Medicine to Improve Care for the Most Frail
- DE1:** Improving Transitions in Care

Payment/Policy Track

Improve care by implementing value-based medicine. Lead at the edge of primary care.

- L6:** Creating Value and Affordability: Approaches to Reducing System-Wide Total Costs of Care and Out-of-Pocket Costs to Patients
- AB4:** Transitioning to Value-Based Care through System-Level, Evidence-Based Guidelines
- C7:** Using Value-Based Medicine to Improve Care for the Most Frail
- DE3:** Advancing Value-Based Care and Reimbursement for Vulnerable Populations to Promote Health Equity

Time	Pre-Conference	Location
10:00 AM – 6:00 PM	Registration Open	Marriott Grand East and West Registration Desks
	IHI Quick Courses (lunch is not provided)	
	QC1: Measuring for Improvement: Useful Tools and Methods Todd Hatley, Chief Executive Officer, Integral Performance Solutions	Marriott Grand 1
	QC2: Back to Basics: Building Essential Quality Improvement Skills Michael Posencheg, Associate Chief Medical Officer, Value Improvement, Penn Medicine, University of Pennsylvania Health System; Medical Director, Intensive Care Nursery, Hospital of the University of Pennsylvania; Niñon Lewis, MS, Executive Director, Institute for Healthcare Improvement	Marriott Grand 2
12:00 PM – 6:00 PM	QC3: Advanced Team-Based Care: A Practical Guide to Effective Implementation Kathy Kerscher, Team Leader, Operations, Bellin Health; Sherry Shuber, Team Leader, Team-Based Care Implementation Team, Bellin Health; James Jerzak, MD, Physician Lead, Team-Based Care and Primary Care, Bellin Health; Kelsey Pasek, RN, Bellin Health; Ann Conley, LPN, Care Team Coordinator, Bellin Health; Rachael Vanden Langenberg, DO, Bellin Health	Marriott Grand 3
	QC4: Designing with Intent for a Population with Complex Medical, Behavioral, and Social Needs Ann Lindsay, MD, Professor, Stanford University; Cory Sevin, RN, NP, Senior Director, Institute for Healthcare Improvement; Alan Glaseroff, MD, Co-Founder, Stanford Coordinated Care, Stanford Hospital and Clinics; Lynette Morales, Health Promoter, UNITE HERE HEALTH; Nastasia Poso, Care Coordinator, Stanford Health Care	Marriott Grand 10–11

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Time	General Conference Day One	Location
6:30 AM – 5:00 PM	Registration Open	Marriott Grand East and West Registration Desks
7:00 AM – 7:45 AM	Summit and IHI Orientation (optional) Are you new to the Summit or IHI? Attend this orientation session to help you navigate through the program, devise a personal learning plan, and learn more about IHI's work.	Marriott San Diego Ballroom A
8:00 AM – 9:00 AM	Keynote One: High-Performing Primary Care Sponsored by: 	Marriott Grand 5–9
	Learning Labs	
	L1: Integrating Behavioral Health into Primary Care: Southcentral Foundation's Team-Based System Michelle Baker, Senior Director of Behavioral Services Division, Southcentral Foundation; Melissa Merrick, LCSW, Clinical Director of Brief Intervention Services, Behavioral Services Division, Southcentral Foundation	Marriott Grand 1
	L2: Actionable Clinical Data: The ABCs of Going from Claims to Quality Basit Chaudhry, MD, PhD, Founder/CEO, Tuple Health; Celeste Roschuni, Senior Design Researcher, Tuple Health	Marriott Grand 2
	L3: How to Improve EHR-Related Physician Stress, Burnout, and Turnover Philip Kroth, Physician and Informaticist, University of New Mexico School of Medicine	Marriott Grand 3
	L4: The Evolving Roles of Empowered Care Team Members in Advanced Team-Based Care Kathy Kerscher, Team Leader, Operations, Bellin Health; James Jerzak, MD, Physican Lead, Team-Based Care and Primary Care, Bellin Health	Marriott Grand 4
9:30 AM – 12:30 PM	L5: From Treatment Plan to Advocacy: Collecting and Effectively Using Social Determinants of Health Data through PRAPARE Rosy Chang Weir, Director of Research, Association of Asian Pacific Community Health Organizations; Carly Hood-Ronick, Social Determinants of Health Manager, Oregon Primary Care Association; David N. Faldmo, Quality Director/Medical Director, Siouxland Community Health Center, Iowa; Ryan Bair, LCSW, Chief Network Officer, Rogue Community Health, Oregon; Thu Quach, PhD, Director, Community Health and Research, Asian Health Services	Marriott Grand 10
	L6: Creating Value and Affordability: Approaches to Reduce System-Wide Total Costs of Care and Out-of-Pocket Costs to Patients Reshma Gupta, MD, Medical Director, Quality and Value, University of California Los Angeles (UCLA); Lily Roh, Director, Accountable Care and Population Health, UCLA; September Wallingford, MSN, RN, Operations Director, Costs of Care; Jordan Harmon, Managing Director, Hospital for Special Surgery	Marriott Grand 11
	Sponsored by:  L7: Herding Cats in the Jungle: Managing Primary Care in Complex Health Systems Erin Sullivan, Research and Curriculum Director, Harvard Medical School; John Rott, Regional Assistant Medical Director, Kaiser Permanente	Marriott Grand 12
	L8: Pathways to Population Health: Strategies for Health Care Change Agents Saranya Loehrer, MD, Head of the North America Region, Institute for Healthcare Improvement; Jessica Little, Senior Manager, Strategic Operations, Network for Regional Healthcare Improvement	Marriott Grand 13

Time	General Conference Day One	Location
12:30 PM – 1:30 PM	Lunch	Marriott Grand 5–9 Foyer
	Special Interest Lunch 1: Patients are Talking: Is Anyone Listening? Rosie Bartel, Patient Advisor	Mariott Grand 5–9
	Sponsored by:  Special Interest Lunch 2: Improving Health Outcomes by Educating Family Caregivers Beth Suereth, Managing Partner, HaveHeath	Marriot Grand 1
A Workshops		
1:30 PM – 2:45 PM	AB1: Behavioral Health Integration in Primary Care Janet Rasmussen, MSW, Director of Accountable Care and Behavioral Health, Clinica Family Health Services; Judy Troyer, Vice President of Operations, Clinica Campesina	Marriott Grand 1
	AB2: Let’s GBOT! (Group-Based Opioid Treatment): Efficient and Effective Treatment for Opioid Use Disorder (OUD) in Primary Care Gregory Sawin MD, MPH, Program Director, Cambridge Health Alliance; Randi Sokol, MD, Assistant Professor, Cambridge Health Alliance	Marriott Grand 2
	AB3: Dashboard Culture: How to Get Stakeholders to Pay Attention and Bring Value to Health Care Jennifer Bailey, Senior Director, Quality and Transformation, Johns Hopkins Hospital	Marriott Grand 3
	AB4: Transitioning to Value-Based Care through System-Level, Evidence-Based Guidelines Elizabeth Crabtree, Director of Clinical Integration and Evidence-Based Practice (EBP), Assistant Professor, Oregon Health and Science University; Thomas Yackel, MD, Chief Population Health/ Value-Based Care Officer; Professor, Oregon Health and Science University (OHSU)	Marriott Grand 4
	AB5: Optimizing Care Transitions across the Continuum Victoria Chestnut, RN, Manager, Integrated Population Health, Lehigh Valley Health Network	Marriott Grand 10
	AB6: Burnout: Underlying Causes, Effective Cures Kathy Kerscher, Team Leader, Operations, Bellin Health; James Jerzak, MD, Physican Lead, Team-Based Care and Primary Care, Bellin Health	Marriott Grand 11
	AB7: Moving Upstream: A Hands-on, Case-Based Introduction to Upstream Quality Improvement and the Risk/Reward Calculator Sara Bader, Senior Manager, Upstream Quality Improvement, HealthBegins; Rishi Manchanda, MD, Founder, HealthBegins	Marriott Grand 12
	AB8: Building the Airplane as It Flies: An Authentic Conversation about How to Develop Team-Based Care Judy Fleishman, PhD, Director Behavioral Science, Leadership Development and Quality Improvement, Tufts Family Medicine Residency at Cambridge Health Alliance; Spencer Rittner, MD, Cambridge Health Alliance	Marriott Grand 13
3:00 PM – 4:15 PM	B Workshops (A workshops repeated)	
4:30 PM – 6:00 PM	Storyboard and Networking Reception Reception with cash bar and light snacks. Learn about health care quality improvement successes.	Marriott Grand Foyer
5:30 PM – 6:30 PM	Health Equity Networking Reception Network, share ideas, and celebrate how far equity has come in health care and the progress we can make together.	Marriott Grand 1–2

Time	General Conference Day Two	Location
6:30 AM – 1:30 PM	Registration Open	Marriott Grand East and West Registration Desks
7:00 AM – 7:45 AM	Special Interest Breakfast Integrative Health: Can a Whole-Person Approach Create Value and Reduce Burnout? Wayne Jonas, MD, Executive Director, Samueli Integrative Health Programs; Author, <i>How Healing Works: Get Well and Stay Well Using Your Hidden Power to Heal</i> The first 100 attendees of this session will receive a complimentary copy of his book.	Marriott Grand 1–2
8:00 AM – 9:00 AM	Keynote Two: America Bracho, MD	Marriott Grand 5–9
C Workshops		
9:30 AM – 10:45 AM	C1: A Cross-Cutting Care Coordination Program: Physical Health, Social Health, and Behavioral Health Cody Mullen, PhD, Policy, Research and Development Officer	Marriott Grand 1
	C2: Managing the Risks of Power in Shaping Culture Neil Baker, MD, Principal, Neil Baker Consulting and Coaching	Marriott Grand 2
	C3: Community-Centered Health Homes: Stories from the Leading Edge of Primary Care Transformation toward Community Health Rea Pañares, Senior Advisor, Prevention Institute; Eric Baumgartner, Community Health Strategist, Baumgartner Health, LLC; Donyel Barber, Community-Centered Health Coordinator, Gaston Family Health Services; Pritesh Gandhi, MD, Associate Chief Medical Officer, Peoples Community Clinic	Marriott Grand 3
	C4: Kicking It Up a Notch: Engaging Patients and Community Members Soma Stout, MD, Vice President; Executive Lead, 100 Million Healthier Lives, Institute for Healthcare Improvement; Ziva Mann, Faculty, Institute for Healthcare Improvement; Shemekka Ebony Coleman, Faculty, Institute for Healthcare Improvement	Marriott Grand 4
	C5: Combining Intrinsic and Extrinsic Motivators with Technical Changes to Transform Care Julia Murphy, Director of Dissemination, Peterson Center on Healthcare; David Dorr, MD, Professor and Vice Chair in Informatics, Oregon Health and Science University (OHSU)	Marriott Grand 10
	C6: Revolutionizing Engagement for Both Patients and the Teams That Serve Them Ann Lindsay, MD, Professor, Stanford University; Alan Glaseroff, MD, Co-Founder, Stanford Coordinated Care, Stanford Hospital and Clinics; Lynette Morales, Health Promoter, UNITE HERE HEALTH; Nastasia Poso, Care Coordinator, Stanford Health Care	Marriott Grand 11
	C7: Using Value-Based Medicine to Improve Care for the Most Frail Ana Tuya Fulton, MD, Chief of Geriatrics, Care New England Health System; Kate Lally, MD, Chief of Palliative Care, Care New England Health System	Marriott Grand 12

Time	General Conference Day Two	Location
11:00 AM – 12:15 PM	D and E Workshops	
	DE1: Improving Transitions in Care Alicia Arbaje, MD, PhD, Associate Professor of Medicine, Associate Director of Transitional Care Research, Johns Hopkins University School of Medicine; Michele Bellantoni, MD, Associate Professor and Clinical Director, Geriatric Medicine, Johns Hopkins University School of Medicine	Marriott Grand 1
	DE2: Data-Driven Population Health Management: Using Data to Enhance Patient Care Edward McGookin, MD, Chief Medical Officer, Coastal Medical	Marriott Grand 2
	DE3: Advancing Value-Based Care and Reimbursement for Vulnerable Populations to Promote Health Equity Ariel Singer, Medical Home Facilitator, Oregon Primary Care Association; Craig Hostetler, Consultant Sponsored by: 	Marriott Grand 3
	DE4: Primary Care Transformation: A Comprehensive Shared Curriculum Based on the 10 Building Blocks Claudia Mooney, MD, University of California, San Francisco (UCSF) Family and Community Medicine Residency; Ila Naeni, DO, Assistant Clinical Professor, UCSF Fresno Family Medicine	Marriott Grand 4
	DE5: Every Voice Heard: Creating Teamwork and Transformation for Positive Patient Outcomes Meryl Moss, Chief Operating Officer, Coastal Medical	Marriott Grand 10
	DE6: Medication-Assisted Treatment: Addressing Substance Abuse in Primary Care April Kyle, Vice President of Behavioral Services, Southcentral Foundation; Melissa Merrick, LCSW, Clinical Director of Brief Intervention Services, Behavioral Services Division, Southcentral Foundation	Marriott Grand 11
12:15 PM – 1:15 PM	DE7: Restoring Joy and Preventing Burnout Julie Landsman, Building Capability Project Manager, Institute for Healthcare Improvement; Jamie Beach, RN, Quality Data Manager, Frankel Cardiovascular Center, University of Michigan Health System Sponsored by: 	Marriott Grand 12
	Lunch	Marina Terrace
	Special Interest Lunch 3: Health Care Partnerships That Work — At Home! Sponsored by: 	Marriott Grand 1
1:15 PM – 2:30 PM	Special Interest Lunch 4: Pathways to Population Health: An Invitation to Health Care Change Agents	Marriott Grand 3
	Workshops E (D workshops repeated)	

Before you go... sign up for next year’s Summit from **March 28–30, 2019**, in San Francisco, CA, for **\$549!**
Visit the IHI Booth (#6) or the West Registration Desk to learn more.



AccuVax by TruMed
Booth #14
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Booth #2
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www.havehealth.net



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National Healthcareer Association
Booth #15
Since 1989, NHA has partnered with allied health education programs and employers to award more than 500,000 certifications. We offer eight nationally accredited exams, certification preparation, and outcomes-based analytics.
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www.nhanow.com



Nurse-Family Partnership
Booth #17
Nurse-Family Partnership empowers first-time moms to transform their lives and create better futures for themselves and their babies. Specially trained nurses regularly visit young, first-time moms-to-be, starting early in the pregnancy and continuing through the child's second birthday.
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carah.campini@nursefamilypartnership.org
www.nursefamilypartnership.org



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The Center is working to transform U.S. health care into a high-performance system by finding innovative solutions that improve quality and lower costs, and accelerating their adoption on a national scale.
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Booth #16
Scrubs & Beyond examines the best way to develop image apparel programs by offering specialized programs, and working as a partner to improve each facility's brand initiative and employee experience.
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West Coast University
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2018 IHI National Forum on Quality Improvement in Health Care

Believe it or not, the next amazing IHI National Forum on Quality Improvement in Health Care is less than a year away. Want to officially RSVP for the **December 9–12, 2018**, event held in **Orlando, FL, USA**? Sign up at ihi.org/Forum to get the lowest price possible:

Save \$100 when you register by September 28



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Healthcare
Improvement

Register at ihi.org/Forum

Use code **EARLY** (expires September 29, 2018)
December 9–12, 2018
Orlando, FL, USA

REGISTER TODAY • ihi.org/Forum

Hotel and Conference Information

IHI Summit On-Demand

Free access to recorded videos of individual keynotes will be available for Summit attendees starting Monday, May 15. For more information visit: ihi.org/SummitOnDemand

UPS Business Center

Located on the Lobby Level South Tower, the full-service UPS Business Center offers professional printing services as well as shipping, receiving, copying, and faxing. UPS Business Center hours are:

Monday – Friday: 7:00 AM – 8:00 PM

Saturday – Sunday: 7:00 AM – 5:00 PM

Check-Out

Check-out time is 11:00 AM. Please see the hotel bell staff to store luggage or to arrange airport transportation.

Unattended Belongings

Please do not leave any personal belongings unattended in meeting rooms. IHI is not responsible for lost or stolen items.

Job Postings

IHI Summit participants may post job openings or positions wanted on the Job Postings board located near the Summit Registration Desks in the Marriott Grand Foyer.

Guests

We are happy to know that family and friends are accompanying many of you, but regret that conference space can accommodate registered participants only at the keynote sessions, workshops, and meal functions. Your guests, however, are welcome to join you at the Storyboard and Networking Reception on **Friday, April 27**.

Name Badges

Please wear your Name Badges throughout the Summit and carry your list of registered sessions with you. This is your ticket into keynote sessions, IHI Quick Courses, Learning Labs, workshops, and meal functions.

Video Cameras and Photographers

Please note, IHI will have video cameras and photographers at the Summit. We may capture your image for use in videos at the Summit, on the IHI website, or in other IHI materials.

Session Handouts

All Summit presentations made available to IHI by presenters before the conference will be available to participants on their customized event page on ihi.org.

To view your session handouts, please follow these steps:

1. Go to ihi.org, click “Log In/ Register” at the top of the page and enter your email address and password.
2. Once you’re logged in, click “My IHI” at the top right.
3. Under “My Enrollments & Certificates,” you will see the “2018 IHI Summit on Improving Patient Care” listed and below that you’ll see a hyperlink titled “Materials/Handouts.”
4. Click on this link to access materials and handouts for Summit sessions in which you are enrolled. Printed handouts will not be provided for any sessions. Please print your materials prior to your sessions.

Complimentary Wireless Internet

We will be providing complimentary wireless Internet access throughout the conference space. To access:

1. Select “View available wireless networks” and connect to the **IHISUMMIT** wireless network.
2. Open a new web browser and type “ihi.org” into the address bar. You will be redirected to a Marriott webpage.
3. Enter **IHI2018SUMMIT** as the Meeting Passcode.

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If for any reason you are not completely satisfied that the 2018 IHI Summit on Improving Patient Care is a valuable experience, IHI will gladly refund your enrollment fee. Please note that due to unforeseeable circumstances, last-minute changes in program titles, speakers, or presentations may be unavoidable.

Evaluations and Continuing Education

- Attendees of the 2018 IHI Summit on Improving Patient Care will learn how to:
- Identify cutting-edge ideas that are ready for immediate application to their practice.
 - Apply new ways to engage patients, families, and communities in redesigning and delivering optimal care.
 - Network with colleagues to generate ideas and build supportive relationships.
 - Explore ways to build healthier communities and provide superior care to patients while containing or reducing costs.

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.

The Summit carries a maximum of 16.25 credits for physicians, nurses, and pharmacists.
The Institute for Healthcare Improvement designates this live activity for a maximum of 16.25 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This program is approved by the National Association of Social Workers (Approval # 886367066-4532) for 16 continuing education contact hours.

This live activity, 2018 IHI Summit on Improving Patient Care, with a beginning date of 04/26/2018, has been reviewed and is acceptable for up to **16.75 elective credit(s) by the American Academy of Family Physicians**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

- Sessions that do not offer nursing contact hours:**
QC1, L1, L2, L3, L5, L7, L8, A4, A6, A7, B4, B6, B7, C1, C3, C7, D1, D2, D3, D4, D5, D6, E1, E2, E3, E4, E5, E6
- Sessions that do not offer physician contact hours:**
L4, A3, B3
- Sessions that do not offer pharmacy contact hours:**
L1, L2, L3, L4, L5, L7, A1, A4, A7, B1, B4, B7, C1, C3, C6, D3, E3, D4, E4

How to Get a Continuing Education Certificate:
To be eligible for a continuing education certificate, participants must complete the online evaluation **within 30 days** of the continuing education activity.

If circumstances prevent you from completing the survey by the specified deadline, please email info@ihi.org before this period expires. After this time period, you will be unable to receive a certificate.

1. Go to ihi.org/CertificateCenter (If you are not currently 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 2018 IHI Summit on Improving Patient Care link that appears under the “Create Certificate” header.
3. Select the type of credits you wish to receive from the drop-down list, then click the “Submit” button. You will be able to choose Nursing Contact Hours, Pharmacist CPE, and US Physician CME.
4. Review your enrollment to confirm that the sessions you attended are selected. If not, click the “Edit Enrollment” button to choose your sessions. Once your sessions are selected, click “Proceed to Check Out.” Click on the “Commit Changes” button to view your revised attendance summary. Confirm the revision is correct and click the link that says “Return to the Certificate Center.” To proceed, click the “Continue” button.
5. For each session for which you’d like to receive credit, complete the survey by clicking the “Take Survey Now” button next to the session. If there are surveys listed for sessions for which you do not want to receive credits, click the “Opt Out of Survey” button. Note: You must either take or opt out of each survey to print your certificate.
6. Once you have completed all surveys, click the “Generate Certificate” button to generate a PDF file of your certificate. You can print or save this certificate to your computer.

Visit ihi.org/SummitCEU to learn more about obtaining your continuing education certificate.

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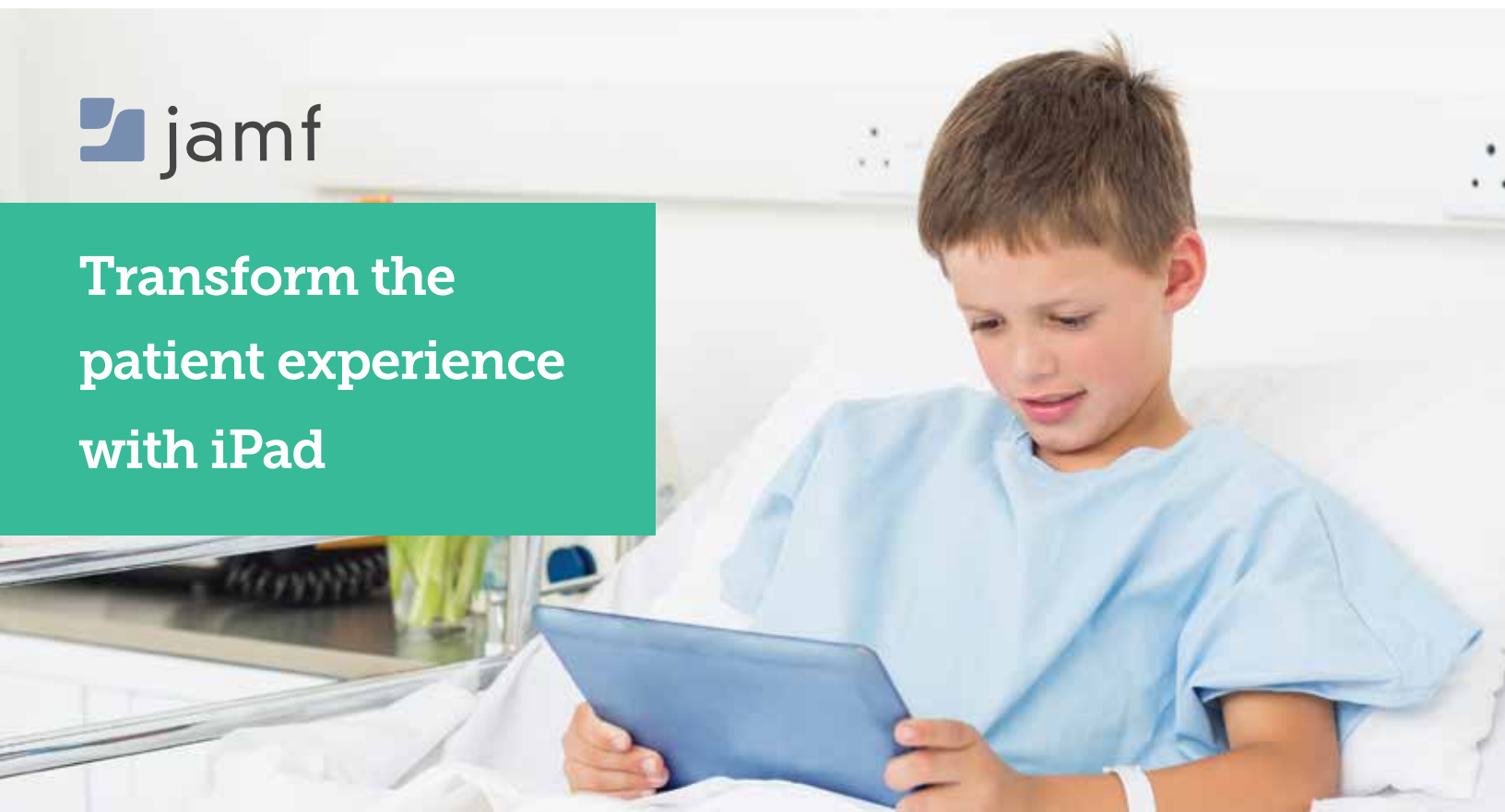
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Notes



What to See and Do in San Diego

The 2018 Summit's location at the Marriott Marquis San Diego Marina is just minutes away from many activities and attractions.

Highlights:

- Seaport Village is great for shopping and strolling. It's located along the boardwalk just across from the hotel.
- The historic and hopping Gaslamp Quarter is only a half mile from the bustling hotel.
- On a clear day, you can see Mexico from Cabrillo Monument.

Local Attractions Nearby:

Gaslamp Quarter
Downtown San Diego
0.5 miles NE from hotel

Midway Aircraft Carrier Museum
910 North Harbor Drive
0.8 miles NW from hotel

San Diego Harbor Excursion
1050 North Harbor Drive
1 mile NW from hotel

San Diego Maritime Museum
1492 North Harbor Drive
1 mile NW from hotel

**San Diego Whale and Dolphin
Watching**
1660 North Harbor Drive
1 mile NW from hotel

**San Diego Convention Center and
Visitor's Bureau**
2215 India Street
1 mile NW from hotel

Balboa Park/Museums
Park Avenue
1.5 miles N from hotel

San Diego Zoo
2920 Zoo Drive
1.5 miles NE from hotel

Old Town State Historic Park
San Diego Avenue and Twigg Street
6 miles N from hotel

Coronado Beach
6 miles W from hotel

Sea World San Diego
500 Sea World Drive
7 miles NW from hotel

Cabrillo Monument/Lighthouse
1800 Cabrillo Memorial Drive
10 miles NW from hotel

San Diego Wild Animal Park
15500 San Pasqual Valley Road
35 miles NE from hotel

Legoland California
One Legoland Drive
30 miles N from hotel

A scenic view of the Golden Gate Bridge in San Francisco at sunset. The bridge's iconic orange-red structure is silhouetted against a warm, orange-hued sky. The water below is a deep blue, and the distant hills are visible in the background. In the foreground, there are rocks and a chain-link fence.

Save the Date

March 28–30
2019

2019 IHI Summit

on Improving Patient Care

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