2018 IHI Summit
on Improving Patient Care
April 26–28, 2018 • San Diego, CA
CHANGE HOW OUR WORLD THINKS ABOUT HEALTH CARE

Earn your Master of Public Health

Learn to promote community well-being and develop policies that advance practical, sustainable solutions for global public health issues.

The world is waiting. How will you make a difference?

- Hybrid delivery
- International fieldwork opportunities
- Hands on experience

To learn more, contact us at 800.721.8072 or www.thechicagoschool.edu

The Chicago School of Professional Psychology

LOS ANGELES CAMPUS
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,

Derek Feeley
President and CEO
Institute for Healthcare Improvement

Table of Contents

Agenda at a Glance ............... 3
Convention Center Map ........... 4
Keynotes ........................... 5
Sessions by Track ................. 6

Thursday, April 26
IHI Quick Courses ................. 7

Friday, April 27
Learning Labs ....................... 8
A and B Workshops ............... 9
Networking Receptions .......... 9

Saturday, April 28
C Workshops ....................... 10
D and E Workshops ............. 11

Sponsor and Exhibitor Listing . 12
Hotel and Conference Info ...... 14
Evaluations and Continuing Education 15
Presenter Index .................. 16
What to Do in San Diego ...... 18
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
Marriott 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
4:30 PM – 6:00 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

<table>
<thead>
<tr>
<th>Time</th>
<th>Pre-Conference</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM – 6:00 PM</td>
<td>Registration Open</td>
</tr>
<tr>
<td>12:00 PM – 6:00 PM</td>
<td>IHI Quick Courses (lunch is not provided)</td>
</tr>
</tbody>
</table>

Friday, April 27, 2018

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

Saturday, April 28, 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>General Conference Day Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30 AM – 1:30 PM</td>
<td>Registration Open</td>
</tr>
<tr>
<td>7:00 AM – 8:00 AM</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>8:00 AM – 9:00 AM</td>
<td>Keynote Two: America Bracho, MD, MPH</td>
</tr>
<tr>
<td>9:30 AM – 10:45 AM</td>
<td>C Workshops</td>
</tr>
<tr>
<td>11:00 AM – 12:15 PM</td>
<td>D Workshops</td>
</tr>
<tr>
<td>12:15 PM – 1:15 PM</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:15 PM – 2:30 PM</td>
<td>Workshops E (D workshops repeated)</td>
</tr>
</tbody>
</table>
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.
Sessions by Track

**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

**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

**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

**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
<table>
<thead>
<tr>
<th>Time</th>
<th>Pre-Conference</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM – 6:00 PM</td>
<td>Registration Open</td>
<td>Marriott Grand East and West</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Registration Desks</td>
</tr>
<tr>
<td></td>
<td><strong>IHI Quick Courses (lunch is not provided)</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>QC1: Measuring for Improvement: Useful Tools and Methods</strong></td>
<td>Marriott Grand 1</td>
</tr>
<tr>
<td></td>
<td>Todd Hatley, Chief Executive Officer, Integral Performance Solutions</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>QC2: Back to Basics: Building Essential Quality Improvement Skills</strong></td>
<td>Marriott Grand 2</td>
</tr>
<tr>
<td></td>
<td>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; Nifion Lewis, MS, Executive Director, Institute for Healthcare Improvement</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>QC3: Advanced Team-Based Care: A Practical Guide to Effective Implementation</strong></td>
<td>Marriott Grand 3</td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>QC4: Designing with Intent for a Population with Complex Medical, Behavioral, and Social Needs</strong></td>
<td>Marriott Grand 10–11</td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
</tr>
</tbody>
</table>

Stop by Exergen’s Booth #5 for a 4 Second Demonstration

[Image of Exergen TemporalScanner™]

Ask us about our Exergen Home Thermometer, a favorite Baby Shower gift!

www.exergen.com/s
### 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: [Peterson Center on Healthcare](https://www.petersoncenteronhealthcare.org)  |  Marriott Grand 5–9

### Learning Labs

<table>
<thead>
<tr>
<th>Learning Lab</th>
<th>Location</th>
</tr>
</thead>
</table>
| **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 |
| **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 |
| **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 |
<table>
<thead>
<tr>
<th>Time</th>
<th>General Conference Day One</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:30 PM – 1:30 PM</td>
<td>Lunch</td>
<td>Marriott Grand 5–9 Foyer</td>
</tr>
<tr>
<td></td>
<td>Special Interest Lunch 1: Patients are Talking: Is Anyone Listening?</td>
<td>Marriott Grand 5–9</td>
</tr>
<tr>
<td></td>
<td>Rosie Bartel, Patient Advisor</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Special Interest Lunch 2: Improving Health Outcomes by Educating Family Caregivers</td>
<td>Marriott Grand 1</td>
</tr>
<tr>
<td></td>
<td>Beth Suereth, Managing Partner, HaveHealth</td>
<td></td>
</tr>
</tbody>
</table>

**A Workshops**

<table>
<thead>
<tr>
<th>Workshop</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB1</td>
<td>Behavioral Health Integration in Primary Care</td>
<td>Marriott Grand 1</td>
</tr>
<tr>
<td></td>
<td>Janet Rasmussen, MSW, Director of Accountable Care and Behavioral Health, Clinica Family Health Services; Judy Troyer, Vice President of Operations, Clinica Campesina</td>
<td></td>
</tr>
<tr>
<td>AB2</td>
<td>Let’s GBOT! (Group-Based Opioid Treatment): Efficient and Effective Treatment for Opioid Use Disorder (OUD) in Primary Care</td>
<td>Marriott Grand 2</td>
</tr>
<tr>
<td></td>
<td>Gregory Sawin MD, MPH, Program Director, Cambridge Health Alliance; Randi Sokol, MD, Assistant Professor, Cambridge Health Alliance</td>
<td></td>
</tr>
<tr>
<td>AB3</td>
<td>Dashboard Culture: How to Get Stakeholders to Pay Attention and Bring Value to Health Care</td>
<td>Marriott Grand 3</td>
</tr>
<tr>
<td></td>
<td>Jennifer Bailey, Senior Director, Quality and Transformation, Johns Hopkins Hospital</td>
<td></td>
</tr>
<tr>
<td>AB4</td>
<td>Transitioning to Value-Based Care through System-Level, Evidence-Based Guidelines</td>
<td>Marriott Grand 4</td>
</tr>
<tr>
<td></td>
<td>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)</td>
<td></td>
</tr>
<tr>
<td>AB5</td>
<td>Optimizing Care Transitions across the Continuum</td>
<td>Marriott Grand 10</td>
</tr>
<tr>
<td></td>
<td>Victoria Chestnut, RN, Manager, Integrated Population Health, Lehigh Valley Health Network</td>
<td></td>
</tr>
<tr>
<td>AB6</td>
<td>Burnout: Underlying Causes, Effective Cures</td>
<td>Marriott Grand 11</td>
</tr>
<tr>
<td></td>
<td>Kathy Kerscher, Team Leader, Operations, Bellin Health; James Jerzak, MD, Physican Lead, Team-Based Care and Primary Care, Bellin Health</td>
<td></td>
</tr>
<tr>
<td>AB7</td>
<td>Moving Upstream: A Hands-on, Case-Based Introduction to Upstream Quality Improvement and the Risk/Reward Calculator</td>
<td>Marriott Grand 12</td>
</tr>
<tr>
<td></td>
<td>Sara Bader, Senior Manager, Upstream Quality Improvement, HealthBegins; Rishi Manchanda, MD, Founder, HealthBegins</td>
<td></td>
</tr>
<tr>
<td>AB8</td>
<td>Building the Airplane as It Flies: An Authentic Conversation about How to Develop Team-Based Care</td>
<td>Marriott Grand 13</td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
</tr>
</tbody>
</table>

**B Workshops (A workshops repeated)**

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:00 PM – 4:15 PM</td>
<td>Storyboard and Networking Reception</td>
<td>Marriott Grand 1–2</td>
</tr>
<tr>
<td></td>
<td>Reception with cash bar and light snacks. Learn about health care quality improvement successes.</td>
<td></td>
</tr>
<tr>
<td>4:30 PM – 6:00 PM</td>
<td>Health Equity Networking Reception</td>
<td>Marriott Grand 1–2</td>
</tr>
<tr>
<td></td>
<td>Network, share ideas, and celebrate how far equity has come in health care and the progress we can make together.</td>
<td></td>
</tr>
</tbody>
</table>

Friday

Sponsored by:

![HaveHealth](image)
## Saturday

<table>
<thead>
<tr>
<th>Time</th>
<th>General Conference Day Two</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30 AM – 1:30 PM</td>
<td>Registration Open</td>
<td>Marriott Grand East and West Registration Desks</td>
</tr>
<tr>
<td>7:00 AM – 7:45 AM</td>
<td><strong>Special Interest Breakfast</strong>&lt;br&gt;Integrative Health: Can a Whole-Person Approach Create Value and Reduce Burnout?&lt;br&gt;Wayne Jonas, MD, Executive Director, Samueli Integrative Health Programs; Author, <em>How Healing Works: Get Well and Stay Well Using Your Hidden Power to Heal</em>&lt;br&gt;The first 100 attendees of this session will receive a complimentary copy of his book.</td>
<td>Marriott Grand 1–2</td>
</tr>
<tr>
<td>8:00 AM – 9:00 AM</td>
<td><strong>Keynote Two: America Bracho, MD</strong></td>
<td>Marriott Grand 5–9</td>
</tr>
</tbody>
</table>

### C Workshops

<table>
<thead>
<tr>
<th>Time</th>
<th>Workshop Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30 AM – 10:45 AM</td>
<td><strong>C1: A Cross-Cutting Care Coordination Program: Physical Health, Social Health, and Behavioral Health</strong>&lt;br&gt;Cody Mullen, PhD, Policy, Research and Development Officer</td>
<td>Marriott Grand 1</td>
</tr>
<tr>
<td>9:30 AM – 10:45 AM</td>
<td><strong>C3: Community-Centered Health Homes: Stories from the Leading Edge of Primary Care Transformation toward Community Health</strong>&lt;br&gt;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</td>
<td>Marriott Grand 3</td>
</tr>
<tr>
<td>9:30 AM – 10:45 AM</td>
<td><strong>C4: Kicking It Up a Notch: Engaging Patients and Community Members</strong>&lt;br&gt;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</td>
<td>Marriott Grand 4</td>
</tr>
<tr>
<td>9:30 AM – 10:45 AM</td>
<td><strong>C5: Combining Intrinsic and Extrinsic Motivators with Technical Changes to Transform Care</strong>&lt;br&gt;Julia Murphy, Director of Dissemination, Peterson Center on Healthcare; David Dorr, MD, Professor and Vice Chair in Informatics, Oregon Health and Science University (OHSU)</td>
<td>Marriott Grand 10</td>
</tr>
<tr>
<td>9:30 AM – 10:45 AM</td>
<td><strong>C6: Revolutionizing Engagement for Both Patients and the Teams That Serve Them</strong>&lt;br&gt;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</td>
<td>Marriott Grand 11</td>
</tr>
<tr>
<td>9:30 AM – 10:45 AM</td>
<td><strong>C7: Using Value-Based Medicine to Improve Care for the Most Frail</strong>&lt;br&gt;Ana Tuya Fulton, MD, Chief of Geriatrics, Care New England Health System; Kate Lally, MD, Chief of Palliative Care, Care New England Health System</td>
<td>Marriott Grand 12</td>
</tr>
<tr>
<td>Time</td>
<td>General Conference Day Two</td>
<td>Location</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>D and E Workshops</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE1: Improving Transitions in Care</strong></td>
<td>Marriott Grand 1</td>
<td></td>
</tr>
<tr>
<td>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</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE2: Data-Driven Population Health Management: Using Data to Enhance Patient Care</strong></td>
<td>Marriott Grand 2</td>
<td></td>
</tr>
<tr>
<td>Edward McGookin, MD, Chief Medical Officer, Coastal Medical</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE3: Advancing Value-Based Care and Reimbursement for Vulnerable Populations to Promote Health Equity</strong></td>
<td>Marriott Grand 3</td>
<td></td>
</tr>
<tr>
<td>Ariel Singer, Medical Home Facilitator, Oregon Primary Care Association; Craig Hostetler, Consultant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sponsored by:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE4: Primary Care Transformation: A Comprehensive Shared Curriculum Based on the 10 Building Blocks</strong></td>
<td>Marriott Grand 4</td>
<td></td>
</tr>
<tr>
<td>Claudia Mooney, MD, University of California, San Francisco (UCSF) Family and Community Medicine Residency; Ila Naeni, DO, Assistant Clinical Professor, UCSF Fresno Family Medicine</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE5: Every Voice Heard: Creating Teamwork and Transformation for Positive Patient Outcomes</strong></td>
<td>Marriott Grand 10</td>
<td></td>
</tr>
<tr>
<td>Meryl Moss, Chief Operating Officer, Coastal Medical</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE6: Medication-Assisted Treatment: Addressing Substance Abuse in Primary Care</strong></td>
<td>Marriott Grand 11</td>
<td></td>
</tr>
<tr>
<td>April Kyle, Vice President of Behavioral Services, Southcentral Foundation; Melissa Merrick, LCSW, Clinical Director of Brief Intervention Services, Behavioral Services Division, Southcentral Foundation</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DE7: Restoring Joy and Preventing Burnout</strong></td>
<td>Marriott Grand 12</td>
<td></td>
</tr>
<tr>
<td>Julie Landsman, Building Capability Project Manager, Institute for Healthcare Improvement; Jamie Beach, RN, Quality Data Manager, Frankel Cardiovascular Center, University of Michigan Health System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sponsored by:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lunch</td>
<td>Marina Terrace</td>
<td></td>
</tr>
<tr>
<td><strong>Special Interest Lunch 3: Health Care Partnerships That Work — At Home!</strong></td>
<td>Marriott Grand 1</td>
<td></td>
</tr>
<tr>
<td>Sponsored by:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Special Interest Lunch 4: Pathways to Population Health: An Invitation to Health Care Change Agents</strong></td>
<td>Marriott Grand 3</td>
<td></td>
</tr>
<tr>
<td>Workshops E (D workshops repeated)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Before you go...</strong> sign up for next year’s Summit from March 28–30, 2019, in San Francisco, CA, for $549!**</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visit the IHI Booth (#6) or the West Registration Desk to learn more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### AccuVax by TruMed

Booth #14

AccuVax is a fully automated, pharmaceutical-grade vaccine management system that ensures vaccine integrity, reduces medication errors, eliminates vaccine waste, and delivers time-savings to allow a practice to focus on what matters most, patient care.

(844) 878-6331  
sales@trumedsystems.com  
www.accuvax.com

### HaveHealth

Booth #2

HaveHealth teaches family caregivers how to improve health outcomes, prevent readmissions, and enhance the patient experience. We provide consulting services and easy-to-read educational materials for health care organizations and patient families.

(201) 207-5602  
beth@havehealth.net  
www.havehealth.net

### Innovaccer

Innovaccer, Inc. is an San Francisco-based health care data platform company focused on delivering more efficient and effective care through the use of pioneering analytics and transparent, clean, and accurate data.

(213) 618-3678  
sachin_saxena@innovaccer.com  
www.innovaccer.com

### Jamf

Booth #13

Jamf is a comprehensive enterprise management software for the Apple platform, simplifying IT management for Mac, iPad, iPhone, and Apple TV.

(612) 605-6625  
info@jamf.com  
www.jamf.com

### Med Tech International

Booth #18

Med Tech is a provider of infrared medical devices for aesthetic purposes. A collaboration with our clinical partners, we deliver innovative technologies to fulfill clinical needs and improve patient outcomes.

(888) 507-7917  
dermamedtech@gmail.com  
www.dermamedtech.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.

(303) 327-4240  
carah.campini@nursefamilypartnership.org  
www.nursefamilypartnership.org

### Peterson Center on Healthcare

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.

(646) 768-4010  
inquiries@petersonhealthcare.org  
www.petersonhealthcare.org

### Scrubs & Beyond/Life Uniform/Uniform City

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.

(314) 856-9016  
mwestbrooks@scrubsandbeyond.com  
www.scrubsandbeyond.com

### Vizient

Vizient, the combination of VHA, University HealthSystem Consortium, Novation, MedAssets’ SCM/Sg2, serves providers through innovative data-driven solutions, expertise, and collaborative opportunities that lead to improved patient outcomes and lower costs.

(888) 766-8283  
vizientsupport@vizientinc.com  
www.vizientinc.com

### West Coast University

Booth #3

West Coast University offers focused undergraduate degree programs in nursing and dental hygiene, as well as master’s and doctorate programs in nursing, health administration, occupational therapy, physical therapy, and pharmacy.

(866) 508-2684  
kjohnson@westcoastuniversity.edu  
www.westcoastuniversity.edu
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

Register at ihi.org/Forum
Use code EARLY (expires September 28, 2018)
December 9–12, 2018
Orlando, FL, USA
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.

Satisfaction Guaranteed. We Promise You’ll Be Satisfied, or Your Money Back.
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.

Join innovators, entrepreneurs, primary care teams and leaders TO TRANSFORM PRIMARY CARE.

The Harvard Medical School Center for Primary Care offers trainings and education programs for teams, leaders, and all members of the primary care team. Learn how you can join the movement to transform primary care.

HTTP://INFO.PRIMARYCARE.HMS.HARVARD.EDU/JOIN-THE-MOVEMENT
Join innovators, entrepreneurs, primary care teams and leaders

TO TRANSFORM PRIMARY CARE.

The Harvard Medical School Center for Primary Care offers trainings and education programs for teams, leaders, and all members of the primary care team. Learn how you can join the movement to transform primary care.

HTTP://INFO.PRIMARYCARE.HMS.HARVARD.EDU/JOIN-THE-MOVEMENT
Notes

Transform the patient experience with iPad

To learn more about how Jamf Pro can help your organization succeed with Apple, visit Jamf.com/healthcare.
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:**

<table>
<thead>
<tr>
<th>Attraction</th>
<th>Address</th>
<th>Distance from Hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaslamp Quarter</td>
<td>Downtown San Diego</td>
<td>0.5 miles NE</td>
</tr>
<tr>
<td>Midway Aircraft Carrier Museum</td>
<td>910 North Harbor Drive</td>
<td>0.8 miles NW</td>
</tr>
<tr>
<td>San Diego Harbor Excursion</td>
<td>1050 North Harbor Drive</td>
<td>1 mile NW</td>
</tr>
<tr>
<td>San Diego Maritime Museum</td>
<td>1492 North Harbor Drive</td>
<td>1 mile NW</td>
</tr>
<tr>
<td>San Diego Whale and Dolphin Watching</td>
<td>1660 North Harbor Drive</td>
<td>1 mile NW</td>
</tr>
<tr>
<td>San Diego Convention Center and Visitor's Bureau</td>
<td>2215 India Street</td>
<td>1 mile NW</td>
</tr>
<tr>
<td>Balboa Park/Museums</td>
<td>Park Avenue</td>
<td>1.5 miles N</td>
</tr>
<tr>
<td>San Diego Zoo</td>
<td>2920 Zoo Drive</td>
<td>1.5 miles NE</td>
</tr>
<tr>
<td>Old Town State Historic Park</td>
<td>San Diego Avenue and Twigg Street</td>
<td>6 miles N</td>
</tr>
<tr>
<td>Coronado Beach</td>
<td>1660 North Harbor Drive</td>
<td>6 miles W</td>
</tr>
<tr>
<td>Sea World San Diego</td>
<td>500 Sea World Drive</td>
<td>7 miles NW</td>
</tr>
<tr>
<td>Cabrillo Monument/Lighthouse</td>
<td>1800 Cabrillo Memorial Drive</td>
<td>10 miles NW</td>
</tr>
<tr>
<td>San Diego Wild Animal Park</td>
<td>15500 San Pasqual Valley Road</td>
<td>35 miles NE</td>
</tr>
<tr>
<td>Legoland California</td>
<td>One Legoland Drive</td>
<td>30 miles N</td>
</tr>
</tbody>
</table>

WiFi: IHISUMMIT  Password: IHI2018SUMMIT
Save the Date
March 28–30
2019

2019 IHI Summit
on Improving Patient Care

Now that you’re equipped to transform the future of primary care, continue your commitment to improving the lives of patients. Register today for the March 28–30, 2019, event held in captivating San Francisco, CA. Sign up at the West Registration Desk or online to get the lowest price possible:

$549 for the General Conference!

Register at ihi.org/Summit2019
Use code SUMMIT19 (expires May 31, 2018)
March 28–30, 2019
San Francisco, CA

REGISTER TODAY • ihi.org/Summit2019