IHI Summit on Improving Patient Care
April 11–13, 2019 • San Francisco, CA
Thank You to Our Supporters

The Institute for Healthcare Improvement (IHI) offers sincere thanks to our Summit supporters for their commitment to improvement in health care.

Keynote One and Care Team Track Supporter

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The Ohio State University
College of Nursing

Helene Fuld Health Trust National Institute for Evidence-Based Practice in Nursing and Healthcare
For the last 20 years, the IHI Summit has been the place to gather for people who want to improve primary care and the health of communities. Over these past two decades at the Summit, we’ve seen inspiring stories of innovation, new connections, breaking down silos, and new partnerships that bring together the key drivers of overall health and well-being. And yet, there is still much more to do. Not enough people are benefitting from the tremendous work being done to improve care and health. What patients and families need from primary care and community health is transformation. Incremental change, while necessary, is insufficient.

The currents of change are quickening, and more than ever I believe, moving us toward the changes needed for real transformation. Regardless of current financial models, the future is in paying for value, not volume. Integrating behavioral health into physical health has proven to be an effective strategy to improve both. And we now understand that effectively caring for individuals and stewarding public health are both intertwined and require a greater commitment to equity. These changes, and many more like them, are exactly what we need today. Yet achieving and benefitting broadly from them remain elusive. Harnessing the will, experience, and expertise of this remarkable community of health professionals requires another ingredient — the tools and skills of improvement. That is what the IHI Summit is about.

We are thrilled and grateful that you have joined us here in San Francisco for the 20th anniversary of the IHI Summit. This conference has always felt like a celebration to me, and this year, we get to celebrate both the incredible work you have led and done over the past year, and 20 years of your passion, your optimism, your effort, and your success. From everyone at IHI, thank you and welcome to the Summit.

Sincerely,

Derek Feeley
President and CEO
Institute for Healthcare Improvement
Special Events

First-Time Attendee Orientation
Friday, April 12 | 7:00 AM – 7:45 AM
Yerba Buena Ballroom, Salons 10–11 and 12–13
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 12 | 12:30 PM – 1:30 PM
Saturday, April 13 | 7:00 AM – 7:45 AM
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 12 | 4:30 PM – 6:00 PM
Yerba Buena Ballroom, Salon 9
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/2019SummitStoryboards

Health Equity Networking Reception
Friday, April 12 | 5:30 PM – 6:30 PM
Nob Hill C–D
Network, share ideas, and celebrate how far equity has come in health care and the progress we can make together.

Exhibit Gallery
Yerba Buena Ballroom, Salon 9
Friday, April 12 | 6:30 AM – 8:00 AM
Saturday, April 13 | 6:30 AM – 8:00 AM
12:30 PM – 1:30 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.

Innovation Theater
Friday, April 12 | 1:00 PM – 1:30 PM
Yerba Buena Ballroom, Salon 14–15
The Ohio State University College of Nursing’s Helene Fuld Health Trust National Institute for Evidence-based Practice in Nursing and Healthcare is a national hub for disseminating, teaching and creating best practices to improve health care quality, safety, costs, patient outcomes, and provider satisfaction. Find out how they can help your organization.

Agenda at a Glance

All times listed are Pacific Time (PT)

Thursday, April 11, 2019

<table>
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<tr>
<th>Time</th>
<th>Pre-Conference</th>
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<td>10:00 AM – 6:00 PM</td>
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<td>IHI Quick Courses (lunch is not provided)</td>
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Friday, April 12, 2019

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<tr>
<th>Time</th>
<th>General Conference Day One</th>
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<td>6:30 AM – 5:00 PM</td>
<td>Registration Open</td>
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<td>6:30 AM – 8:00 AM</td>
<td>Continental Breakfast</td>
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<td>7:00 AM – 7:45 AM</td>
<td>First-Time Attendee Orientation (optional)</td>
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<tr>
<td>8:00 AM – 9:00 AM</td>
<td>Keynote One: Transforming Our Primary Care Approach Supported by:</td>
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<tr>
<td>9:30 AM – 12:30 PM</td>
<td>Learning Labs</td>
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<td>Lunch Supported by: AccuVax</td>
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<td>1:30 PM – 2:45 PM</td>
<td>A Workshops</td>
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<td>3:00 PM – 4:15 PM</td>
<td>B Workshops (A workshops repeated)</td>
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<tr>
<td>4:30 PM – 6:00 PM</td>
<td>Storyboard and Networking Reception</td>
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Saturday, April 13, 2019

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<td>1:15 PM – 2:30 PM</td>
<td>E Workshops (D workshops repeated)</td>
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Keynotes

Keynote One
Friday, April 12, 2019, 8:00 AM – 9:00 AM PT
Yerba Buena Ballroom, Salon 7–8

Supported by:

Toyin Ajayi, MD, MPhil, is the Chief Health Officer of Cityblock Health, a New York–based health and social services company focused on enabling a path to healthier communities through a digitally-enabled, integrated medical, behavioral health, and social service delivery model for low-income Medicaid populations with complex needs. Prior to this, Dr. Ajayi served as Chief Medical Officer of Commonwealth Care Alliance, a nationally renowned integrated health plan and care delivery system for individuals dually-eligible for Medicare and Medicaid. Dr. Ajayi is a board-certified Family Physician and continues to practice primary care and hospital medicine focused on patients with chronic, complex, and end-of-life needs.

Doug Koekkoek, MD, is the Chief Medical Officer, Physician Enterprise of Providence St. Joseph Health. He leads care delivery at nearly 100 primary, immediate, and specialty care clinics that provide more than a million visits each year. He also provides leadership for numerous clinical support and care delivery functions across eight hospitals, Graduate Medical Education, and the Center for Outcomes Research and Education. Dr. Koekkoek has been with Providence for 30 years, having practiced in both inpatient and outpatient settings. He is a previous GE Fellow in the Health Management Academy and a Senior Fellow in the Society of Hospital Medicine.

Stephen W. Nuckolls, Chief Executive Officer, Coastal Carolina Health Care, has served in this capacity since facilitating the organization’s formation in 1997. His responsibilities include management of the 60-provider multispecialty physician-owned medical practice and its accountable care organization (ACO). Mr. Nuckolls is a founding member of the National Association of ACOs and served as its board chair from 2016–2017. He currently serves as Treasurer. In addition to these responsibilities, Mr. Nuckolls has served on several advisory boards and committees for the North Carolina Medical Society and is a frequent speaker on ACOs and practice transformation.

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 13, 2019, 8:00 AM – 9:00 AM PT
Yerba Buena Ballroom, Salon 7–8

P.J. Parmar, MD, is the founder of Mango House. He is a family doctor who started and runs a primary care clinic, dental clinic, youth programs, and other social services for resettled refugees in the Denver area. He focuses on process efficiencies in underserved primary care medicine.
Sessions by Track

Care Team Track

Attend these Summit sessions to build joy among your workforce and advance team-based care.

A1/B1: Treating Opioid Addiction through Integrated Behavioral Health
A4/B4: Our Journey as a Primary Care ACO: Transformation through Teamwork & Co-Creation
C1: Building a Team-Based Model for Diabetic Care
C2: A Roadmap to Joy in Inclusive Clinical Leadership
C7: Revolutionizing Engagement for Patients and Providers
D1/E1: Finding and Creating Joy in Work
D5/E5: Managing the Risks of Power in Shaping Culture
D7/E7: Building a High-Functioning Team: Developing the Mortar to Hold the Bricks Together
L2: Empowering Staff for Advanced Team-Based Care
QC2: Advanced Team-Based Care: A Practical Guide to Effective Implementation

Complex Care Management Track

Attend these Summit sessions to ensure care is patient-centered by learning how to truly partner with your patients.

A1/B1: Treating Opioid Addiction through Integrated Behavioral Health
A3/B3: Age-Friendly Health Systems: Better Care of Older Adults with a Business Case
C1: Building a Team-Based Model for Diabetic Care
C3: Engaging Patients as Leaders within Your Practice
C4: Building the Engine for Change in Health Care
C6: Designing Human-Centered Care to Improve Behavioral Health
D4/E4: Integrating Behavioral Health to Improve Quality
QC1: Designing with Intent for a Population with Complex Medical, Behavioral, and Social Needs

Cross-Continuum Care Track

Attend these Summit sessions to explore primary care’s connection to the home, specialty, and acute settings. Get practical tips on optimizing care transitions.

A2/B2: Dashboard Culture: Using Data to Hold Stakeholders’ Attention and Drive Value
A6/B6: Coordinating Care to Improve Efficiency and Patient Outcomes
C4: Building the Engine for Change in Health Care
C5: 3 Practices’ Experience of Replicating a Model of High-Performance Care
C7: Revolutionizing Engagement for Patients and Providers
D5/E5: Managing the Risks of Power in Shaping Culture
L7: The Ambulatory ICU: Providing Intensive Primary Care across the Hospital, Clinic, and the Home
QC4: Leading and Managing Primary Care in Complex Health Systems

Population Health Track

Attend these Summit sessions to learn how to achieve more equitable outcomes for the people and populations you serve.

A2/B2: Dashboard Culture: Using Data to Hold Stakeholders’ Attention and Drive Value
A7/B7: Moving Upstream: Challenges and Opportunities to Address Social Determinants of Health
C5: 3 Practices’ Experience of Replicating a Model of High-Performance Care
D2/E2: Serving Vulnerable Populations through Population Health
D3/E3: How to Use Data to Improve Population Health
L1: Pathways to Population Health for Health Care
L5: Engaging Frontline Staff to Address Social Needs
L6: Transforming Primary Care by Becoming Community-Centered
QC3: Is Your Organization Conversation Ready?
QC5: Back to Basics: Building Essential Quality Improvement Skills

High-Value Care Track

Attend these Summit sessions to learn how to implement new financial models and provide more value.

A4/B4: Our Journey as a Primary Care ACO: Transformation through Teamwork and Co-Creation
C5: 3 Practices’ Experience of Replicating a Model of High-Performance Care
D3/E3: How to Use Data to Improve Population Health
D6/E6: Integrating Channels of Care to Achieve the Triple Aim
L4: Creating Value and Affordability to Reduce System-wide Costs to Patients
L6: Transforming Primary Care by Becoming Community-Centered
L7: The Ambulatory ICU: Providing Intensive Primary Care across the Hospital, Clinic, and the Home
QC4: Leading and Managing Primary Care in Complex Health Systems

Sessions Key

**B Beginner:** This session will offer helpful ideas and tools for newcomers to the world of quality improvement.

**I Intermediate:** This session is for attendees who have a sound knowledge of quality improvement methodology.

**A Advanced:** This session is for the advanced learner and will provide cutting-edge improvement thinking.
IHI Quick Courses (lunch is not provided)

**I QC1: Designing with Intent for a Population with Complex Medical, Behavioral, and Social Needs**
Alan Glaseroff, MD, Co-Founder, Stanford Coordinated Care (SCC), Stanford Hospital and Clinics; Regina Curry, Senior Nurse Clinician, UNITE HERE HEALTH; Delila Doleman, Care Coordinator, SCC; Samantha Desrochers, RN, Clinical Nurse Specialist, University of California San Francisco Medical Center; Ann Lindsay, MD, Professor, Stanford University; Lynette Morales, Health Promoter, UNITE HERE HEALTH; Cory Sewin, RN, Senior Director, IHI

**Salon 1−2**

**I QC2: Advanced Team-Based Care: A Practical Guide to Effective Implementation**
Kathy Kerscher, Team Leader, Primary Care and Team-Based Care Operations, Bellin Health; James Jerzak, MD, Physician Lead, Team-Based Care and Primary Care Physician, Bellin Health; Kelsey Pasek, RN, Registered Nurse, Bellin Health; Ann Conley, LPN, Care Team Coordinator, Bellin Health; Rachael Vanden Langenberg, DO, Family Medicine Physician, Bellin Health; Sherry Shuber, Regional Team Leader, Bellin Health

**Salon 3–4**

**I QC3: Is Your Organization Conversation Ready?**
Kelly McCutcheon Adams, LICSW, Senior Director, IHI; Lauge Sokol-Hessner, MD, Associate Director of Inpatient Quality, Beth Israel Deaconess Medical Center

**Salon 5–6**

**I QC4: Leading and Managing Primary Care in Complex Health Systems**
Roger Chaufournier, President and Chief Executive Officer, CSI Solutions, LLC; Eric Weil, Physician, Medicaid Accountable Care Organization Director, Massachusetts General Hospital; Christine St. Andre, Principal, CSI Solutions, LLC

**Salon 10–11**

**B QC5: Back to Basics: Building Essential Quality Improvement Skills**
Niñon Lewis, Executive Director, IHI; Marianne McPherson, PhD, Senior Director, 100 Million Healthier Lives, IHI

**Salon 12–13**

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**REGISTER NOW!**

Sign-up by May 10, 2019 and SAVE!

**JUNE 17-21, 2019**

Southcentral Foundation’s 9th Annual

Nuka System of Care Conference

Anchorage, Alaska

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**KEYNOTES**

Katherine Gottlieb
President/CEO, Southcentral Foundation

Derek Feeley
President/CEO, Institute for Healthcare Improvement

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Best practices for health care innovators, directors, and direct-care workers. Details available at SCFNuka.com
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### Learning Labs

**B L1: Pathways to Population Health for Health Care**
Soma Stout, MD, Vice President, Executive Lead, 100 Million Healthier Lives, IHI; Rebecca Goldberg, Project Manager, IHI

**T L2: Empowering Staff for Advanced Team-Based Care**
Kathy Kerscher, Team Leader, Primary Care and Team-Based Care Operations, Bellin Health; James Jerzak, MD, Physician Lead, Team-Based Care and Primary Care Physician, Bellin Health; Kelsey Pasek, RN, Registered Nurse, Bellin Health; Ann Conley, LPN, Care Team Coordinator, Bellin Health

**T L4: Creating Value and Affordability to Reduce System-wide Costs to Patients**
Reshma Gupta, MD, Medical Director for Quality and Value, University of California Los Angeles (UCLA); Jordan Harmon, Vice President, CityMD, Director, Advocacy at Costs of Care, Inc.; September Wallingford, RN, Director of Operations, Costs of Care

**B L5: Engaging Frontline Staff to Address Social Needs**
Barbara Rubino, MD, Assistant Director of Primary Care, Los Angeles County and University of Southern California (USC) Healthcare Network; Jagruti Shukla, MD, Director of Primary Care, Los Angeles County and USC Healthcare Network; Josie Salinas, RN, Nurse Manager, Los Angeles County and USC Healthcare Network; Dynasty Batts, Certified Medical Assistant, LAC+USC Adult Primary Care West

**T L6: Transforming Primary Care by Becoming Community-Centered**
Rea Pañares, Senior Advisor, Prevention Institute; Kathy Colville, MSW, Healthy Communities Director, Cone Health; Andrea Caracostis, MD, Chief Executive Officer, Hope Clinic

**T L7: The Ambulatory ICU: Providing Intensive Primary Care across the Hospital, Clinic, and the Home**
Dhruva Kothari, MD, Medical Director, Commonwealth Care Alliance; Caroline Morgan, MD, Complex Care Fellow, Boston University and Commonwealth Care Alliance; Sagar Raju, Research and Operations Assistant, Commonwealth Care Alliance, Medical Student at Harvard Medical School; Andrew Foley, Research and Policy Assistant, Commonwealth Care Alliance, Medical Student at Harvard Medical School

### Lunch

**SIL1: A Leader’s Role in Transformation**
Trissa Torres, MD, Chief Operations and North America Programs Officer, IHI

Join a network of your peers to discuss burning platform issues senior leaders face that delay primary care transformation.
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<tr>
<td>12:30 PM – 1:30 PM</td>
<td><strong>SIL2: 100 Million Healthier Lives and Pathways to Population Health</strong></td>
<td>Salon 10–11</td>
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<td>Niñon Lewis, Executive Director, IHI; Soma Stout, MD, Vice President, Executive Lead, 100 Million Healthier Lives, IHI</td>
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<td>100 Million Healthier Lives is a collaboration of cross-sector change agents who are pursuing an unprecedented mission of helping 100 million people live healthier lives by 2020. Learn from members and leaders who are working in primary care and public health, making meaningful clinical-community connections, and addressing social determinants of health.</td>
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<td><strong>Innovation Theater</strong></td>
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<td>The Ohio State University College of Nursing’s Helene Fuld Health Trust National Institute for Evidence-based Practice in Nursing and Healthcare is a national hub for disseminating, teaching and creating best practices to improve health care quality, safety, costs, patient outcomes, and provider satisfaction. Find out how they can help your organization.</td>
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### A Workshops

**A1/B1: Treating Opioid Addiction through Integrated Behavioral Health**

Donna Galbreath, MD, Senior Medical Director of Quality Assurance, Southcentral Foundation; Melissa Merrick, LCSW, Clinical Director of Brief Intervention Services, Behavioral Services Division, Southcentral Foundation

**A2/B2: Dashboard Culture: Using Data to Hold Stakeholders’ Attention and Drive Value**

Jennifer Bailey, RN, Vice President, Quality and Transformation, Johns Hopkins Community Physicians

**A3/B3: Age-Friendly Health Systems: Better Care of Older Adults with a Business Case**

Leslie Pelton, Senior Director, IHI; Diane Healey, MD, Geriatrician, St. Vincent Health System; Victor Tabbush, PhD, Professor Emeritus, University of California Los Angeles (UCLA) School of Management; Jennifer Allbright, RN, Manager, St. Vincent Center for Healthy Aging and Senior Service, St. Vincent Health System

**A4/B4: Our Journey as a Primary Care ACO: Transformation through Teamwork & Co-Creation**

Meryl Moss, Chief Operating Officer, Coastal Medical

**A6/B6: Coordinating Care to Improve Efficiency and Patient Outcomes**

Debbie Taylor, Health Link Program Manager, South Bruce Grey Health Centre

**A7/B7: Moving Upstream: Challenges and Opportunities to Address Social Determinants of Health**

Rishi Manchanda, MD, President, HealthBegins; Sadena Thevarajah, Managing Director, HealthBegins

### B Workshops (A workshops repeated)

### 3:00 PM – 4:15 PM

- **Storyboard and Networking Reception**
  Reception with cash bar and light snacks. Learn about health care quality improvement successes.
  - Salon 9

### 4:30 PM – 6:00 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.
  - Nob Hill C–D
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<td>7:00 AM – 7:45 AM</td>
<td><strong>SIB1: Pathways to Population Health Networking Breakfast</strong></td>
<td>Nob Hill C–D</td>
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<td>Understand the role primary care plays in achieving better health outcomes and improved care for the communities you serve. Pathways to Population Health (P2PH), a roadmap to population health for health care organizations from the 100 Million Healthier Lives movement, will serve as a springboard for discussion.</td>
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<td>7:00 AM – 7:45 AM</td>
<td><strong>SIB2: Blueprint for Complex Care</strong></td>
<td>Salon 10–11</td>
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<td>Cory Sevin, RN, Director, IHI</td>
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<td>Find out how the Blueprint for Complex Care can support providing care to people with complex needs. Learn from the Blueprint recommendations and discuss implications for care.</td>
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<td>Salon 1–2</td>
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<td>Kylee Stanley, MD, Methodist Fremont Health; Rachael Nielsen, Fremont Area Medical Center; Erika Sundrud, Principal of Quality and Safety, Premier, Inc.; Madeleine Biondolillo, MD, Vice President of Quality and Safety, Premier, Inc.</td>
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<td>B C2: A Roadmap to Joy in Inclusive Clinical Leadership</td>
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<td>Andrea Darby-Stewart, Associate Director, Family Medicine Residency, HonorHealth; Dmitry Bisk, Associate Director, HonorHealth; Alethea Turner, Associate Director, HonorHealth Scottsdale Osborn Family Medicine Residency Program; Melody Dockery-Chleua, Clinical Manager, Neighborhood Outreach Access to Health (NOAH); Kyle Crooks, DO, PGY3 Resident, HonorHealth Scottsdale Osborn Family Medicine Residency Program</td>
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<td>B C3: Engaging Patients as Leaders Within Your Practice</td>
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<td>Beatrice Huang, Project Manager and Analyst, University of California San Francisco (UCSF); Anjana Sharma, MD, Assistant Professor, UCSF; Valiree Thomlinson, Patient Advisor, Family Health Center at Zuckerberg San Francisco General Hospital</td>
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<td><strong>C4: Building the Engine for Change in Health Care</strong></td>
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<td>Brad Bahler, MD, Provincial Medical Director for Primary Care Network Evolution, Alberta Medical Association (AMA); Michelle Tobias-Pawl, Senior Consultant, AMA</td>
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<td>I C5: 3 Practices' Experience of Replicating a Model of High-Performance Care</td>
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<td>Julia Murphy, Director, Dissemination, Peterson Center on Healthcare; Lara Lunde, MD, Family Medicine Physician; Diane Hood, MD, Primary Care Physician, St. Luke’s Hospital; Theresa Mack, Medical Director, Icahn School of Medicine at Mount Sinai Hospital</td>
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<td>B C6: Designing Human-Centered Care to Improve Behavioral Health</td>
<td>Salon 12–13</td>
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<td>Trina Histon, PhD, Senior Principal Consultant, Prevention and Wellness, Kaiser Permanente; Scott Heisler, RN, Senior Principal Consultant, Design Consultancy, Kaiser Permanente; Don Mordecai, MD, National Leader for Mental Health and Wellness, Kaiser Permanente</td>
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Solutions specifically designed for medical groups

Find out how much physician burnout is costing your health system and stop by to learn how we can help. Visit the American Medical Association at booth 225 to learn more.

Providing healthcare professionals with the information they need.

EBSCO Health is a leading provider of clinical decision support solutions, healthcare business intelligence, medical journals, medical e-books and medical reference information for the healthcare industry. Our mission is to provide the global healthcare community with the information they need to make informed decisions.

DynaMed Plus
Nursing Reference Center® Plus

DynamicHealth™
CINAHL® Complete

EBSCO Discovery Service Health™
MEDLINE® Complete

Stop by our booth #102 to learn more about EBSCO Health and our valuable clinical solutions or visit health.ebsco.com
Saturday

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<td><strong>9:30 AM – 10:45 AM</strong></td>
<td><strong>C7: Revolutionizing Engagement for Patients and Providers</strong> &lt;br&gt;Alan Glaseroff, MD, Co-Founder, Stanford Coordinated Care (SCC), Stanford Hospital and Clinics; Regina Curry, Senior Nurse Clinician, UNITE HERE HEALTH; Delila Doleman, Care Coordinator, SCC; Ann Lindsay, MD, Professor, Stanford University; Lynette Morales, Health Promoter, UNITE HERE HEALTH; Cory Sevin, RN, Senior Director, IHI; Samantha Desrochers, RN, Clinical Nurse Specialist, University of California San Francisco Medical Center</td>
<td>Salon 14−15</td>
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<tr>
<td><strong>D and E Workshops</strong></td>
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<td><strong>11:00 AM – 12:15 PM</strong></td>
<td><strong>D1/E1: Finding and Creating Joy in Work</strong> &lt;br&gt;Kush Badshah, Director, IHI&lt;br&gt;<strong>D2/E2: Serving Vulnerable Populations Through Population Health</strong> &lt;br&gt;David Basel, MD, Vice President, Avera Medical Group, Avera Health System; Anna Loengard, MD, Chief Medical Officer, Caravan Health&lt;br&gt;<strong>D3/E3: How to Use Data to Improve Population Health</strong> &lt;br&gt;Sarah Thompson, PharmD, Director Clinical Services, Coastal Medical&lt;br&gt;<strong>D4/E4: Integrating Behavioral Health to Improve Quality</strong> &lt;br&gt;Jonas Bromberg, PhD, Program Manager, Behavioral Health Integration, Pediatric Physicians Organization at Childrens; Ellen Goodman, LICSW, Integration Manager, Boston Children’s Hospital; Jessica Barton, LICSW, Manager, Integration and Clinical Support, Pediatric Physician’s Organization at Boston Children's Hospital</td>
<td>Salon 1–2; Salon 3–4; Salon 5–6; Salon 10–11</td>
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<tr>
<td><strong>12:15 PM – 1:15 PM</strong></td>
<td><strong>Lunch</strong></td>
<td>Salon 9</td>
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<tr>
<td><strong>1:15 PM – 2:30 PM</strong></td>
<td><strong>E Workshops</strong> (D workshops repeated)</td>
<td>Salon 14–15</td>
</tr>
</tbody>
</table>

Before you go... sign up for next year’s Summit from April 16–18, 2020, in Washington, DC, for $549!

Visit the IHI booth (#307) or the South Registration Desk to learn more.
The National Forum on Quality Improvement in Health Care is a four-day conference that has been the home of quality improvement (QI) in health care for more than 30 years. The annual meeting brings together health care visionaries, improvement professionals, world leaders, industry newcomers, and beyond. Explore how improvement science methodologies can be used to effect real change in patient safety and care.

Register at ihi.org/Forum
More than 10.3 million persons of all ages are served annually in CARF-International, nonprofit accreditor of human service providers and networks. Founded in 1966, CARF is an international, nonprofit accreditor of human service providers and networks. More than 10.3 million persons of all ages are served annually in CARF-accredited programs. 520-325-1044
dewithamcarf.org
carf.org

FIVE WISHES

Five Wishes

Booth #112
Five Wishes is a comprehensive, person-centered advance care planning program that offers health care providers a proven, easy-to-use approach to having effective and compassionate conversations. 850-681-2010
info@FivesWishes.org
FiveWishes.org

MAGNOLIA

MEDICAL TECHNOLOGIES

Magnolia Medical Technologies
Booth #301
Magnolia Medical invented and patented the initial specimen diversion technique (ISDT) and device (ISDD) for blood culture collection and contamination prevention. The company has amassed an IP portfolio protecting its technology and products, including more than 60 issued method, apparatus and design patents with more than 50 additional patent applications pending. 888-617-3420
info@magnolia-medical.com
magnolia-medical.com

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FuldInstituteforEBP@osu.edu
Fuld.osu.edu

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The Peterson Center on Healthcare

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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.
646-768-4010
inquiries@petersonhealthcare.org
petersonhealthcare.org

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Booth #108
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SAToamerica.com

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Southcentral Foundation Nuka System of Care
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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

FedEx Office
Located on the Basement level, the full-service FedEx Office offers professional printing services as well as shipping, receiving, copying, and faxing. FedEx Office hours are:
Monday – Sunday: 7:00 AM – 7:00 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 Yerba Buena 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 12.

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 “2019 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 IHI2019SUMMIT 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 2019 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 2019 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 # 886367066-3107) for 16 continuing education contact hours.

This live activity, 2019 IHI Summit on Improving Patient Care, with a beginning date of 04/11/2019, has been reviewed and is acceptable for up to 16.00 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 social workers contact hours: QC4, L4, SIL1, SIL2, SIB1, SIB2, Innovation Theater

Sessions that do not offer nursing contact hours: QC4, L1, L2, L6, A4, A7, B4, B7, C2, C5, D2, D6, E2, E6, SIL1, SIL2, SIB1, SIB2

Sessions that do not offer physician contact hours: L6, A2, A4, A6, B2, B4, B6, SIL1, SIL2, SIB1, SIB2

Sessions that do not offer pharmacy contact hours: QC1, QC2, QC4, L2, L5, L6, L7, A4, A6, A7, B4, B6, B7, C1, C2, C3, C5, C6, D2, D4, D6, D7, E2, E4, E6, E7, SIL1, SIL2, SIB1, SIB2

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 2019 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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<tr>
<th>Session #</th>
<th>Name</th>
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<td>Erika Sundrud</td>
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<td>Jagruti Shukla, MD</td>
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<td>James Jerzak, MD</td>
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<td>Janell Corbett</td>
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<td>Jennifer Allbright, RN</td>
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Stop By Our Booth

IHI Summit
Booth #108

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These label images represent a pre-colorized label material. SATO printers print black images, lines, and text.
What to See and Do in San Francisco

The IHI Summit’s location at the San Francisco Marriott Marquis is just minutes away from many activities and attractions.

**Local Attractions Nearby:**

**The Moscone Center**  
747 Howard Street  
0.1 miles S from Hotel

**Pier 39**  
Beach Street at the Embarcadero  
2.3 miles NE from Hotel

**The Conservatory of Flowers**  
100 John F. Kennedy Drive  
1.1 miles NW from Hotel

**Union Square**  
Geary Street & Stockton Street  
0.7 miles NW from Hotel

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151 Third Street  
0.6 miles E from Hotel

**Coit Tower**  
1 Telegraph Hill Boulevard  
2.7 miles NE from Hotel

**Chinatown**  
Grant Avenue  
2 miles NE from Hotel

**AT&T Park**  
24 Willie Mays Plaza  
1 mile SE from hotel

**Presidio of San Francisco**  
34 Graham Street  
4.5 miles NW from Hotel

**Fisherman's Wharf**  
The Embarcadero and Taylor Street  
2.8 miles N from Hotel

**Ferry Building Marketplace**  
1 Ferry Plaza  
1.7 miles E from Hotel

**Alcatraz Island**  
Golden Gate National Recreation Area  
6 miles NE from Hotel

**Yerba Buena Gardens**  
750 Howard Street  
0.3 miles S from Hotel

**Golden Gate Park**  
Fulton at 36th Avenue / Lincoln at 41st Avenue  
3.4 miles SW from Hotel

**Angel Island**  
Angel Island State Park  
5.6 miles NE from Hotel

**San Francisco Zoo**  
Sloat Blvd & Great Highway  
9.4 miles NW from Hotel

**Golden Gate Bridge**  
US Highway 101  
8.9 miles NW from Hotel

**Ghirardelli Square**  
900 North Point Street  
3 miles NW from Hotel

**California Academy of Sciences**  
55 Music Concourse Drive  
3 miles SW from Hotel
IHI Summit on Improving Patient Care

Now that you are equipped to transform the future of primary care, continue your commitment to improving the health of populations. Register today for the April 16–18, 2020, event held in National Harbor, MD (Washington, DC). Sign up at the South Registration Desk or online to get the lowest price:

$549 for the General Conference!

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Use code SUMMIT20 (expires May 31, 2019)
April 16–18, 2020
National Harbor, MD