Institute *for* Healthcare Improvement

IHI Summit

on Improving Patient Care

April 11–13, 2019 • San Francisco, CA



ihi.org/Summit

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

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Welcome!

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

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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	Saturday, April 13
6:30 AM – 8:00 AM	6:30 AM – 8:00 AM
12:30 PM – 1:30 PM	12:15 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.

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

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

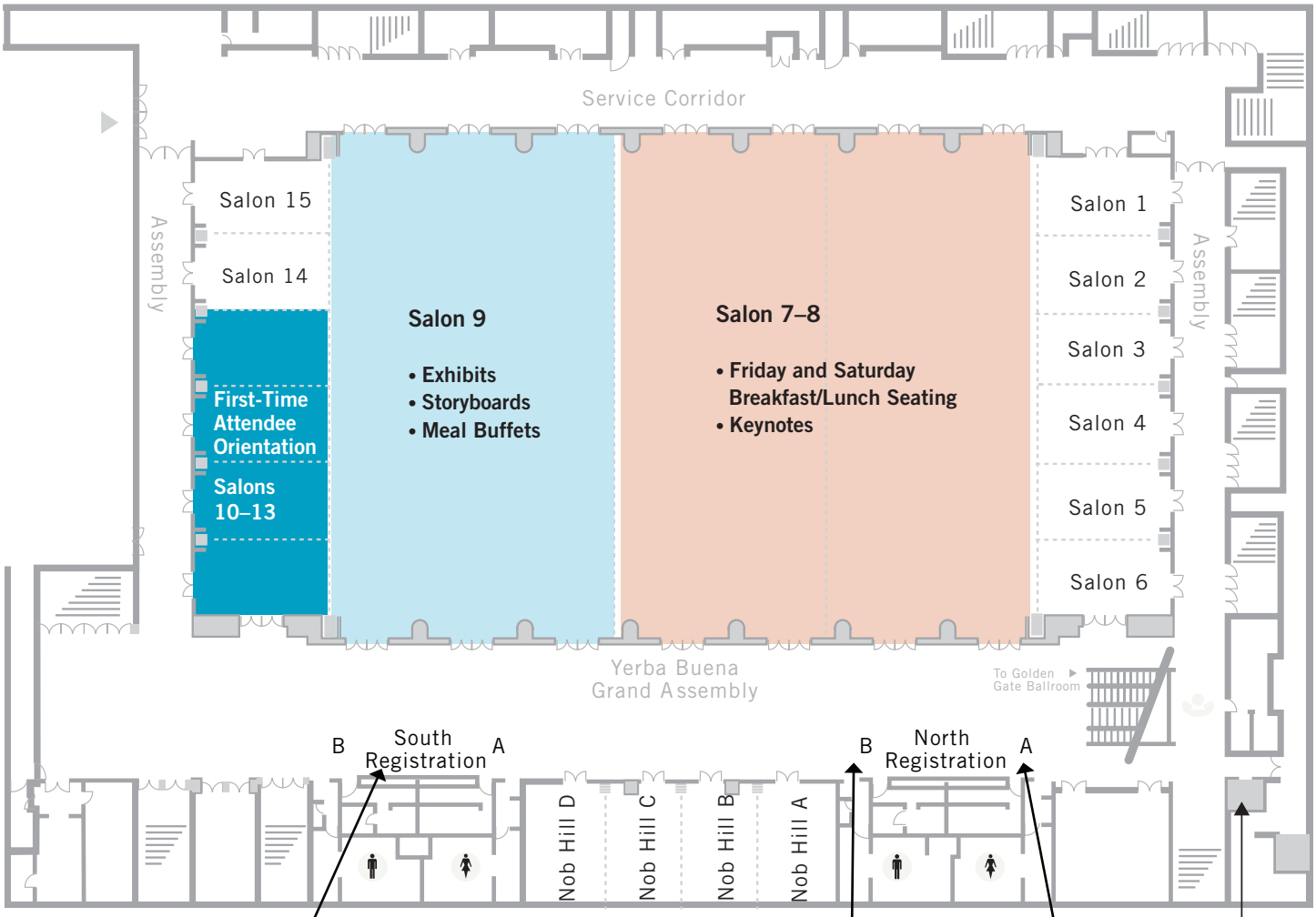
Friday, April 12, 2019

Time	General Conference Day One
6:30 AM – 5:00 PM	Registration Open
6:30 AM – 8:00 AM	Continental Breakfast
7:00 AM – 7:45 AM	First-Time Attendee Orientation (optional)
8:00 AM – 9:00 AM	Keynote One: Transforming Our Primary Care Approach Supported by: PETERSON CENTER ON HEALTHCARE
9:30 AM – 12:30 PM	Learning Labs
12:30 PM – 1:30 PM	Lunch Supported by: AccuVax® Vaccine Management System
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 13, 2019

Time	General Conference Day Two
6:30 AM – 1:30 PM	Registration Open
6:30 AM – 8:00 AM	Continental Breakfast
8:00 AM – 9:00 AM	Keynote Two: Redesigning Health Care to Better Serve the Poor
9:30 AM – 10:45 AM	C Workshops
11:00 AM – 12:15 PM	D Workshops
12:15 PM – 1:15 PM	Lunch
1:15 PM – 2:30 PM	Workshops E (D workshops repeated)

Yerba Buena Ballroom
Lower B2 Level



South Registration
Exhibitor Registration
Conference Information
Select/Change Sessions

North Registration B
Badge Pick-up

North Registration A
Nursing Mother's Room

B2 Level

Juniper
Meditation & Prayer Room

Walnut
Presenter Lounge

Keynotes

Keynote One

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

Supported by: PETERSON CENTER ON HEALTHCARE



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

Supported by: PETERSON CENTER ON HEALTHCARE

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.

Thursday

Time	Pre-Conference	Location
10:00 AM – 6:00 PM	**Registration Open**	Yerba Buena Foyer
12:00 PM – 6:00 PM	**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 Sevin, 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, Physican 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 Supported by: PETERSON CENTER ON HEALTHCARE
	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, Physican, 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

REGISTER NOW!

Sign-up by May 10, 2019 and SAVE!



Friday

Time	General Conference Day One	Location
6:30 AM – 5:00 PM	**Registration Open**	Yerba Buena Foyer
7:00 AM – 7:45 AM	**First-Time Attendee 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.	Salons 10–11 and 12–13
8:00 AM – 9:00 AM	**Keynote One: Transforming Our Primary Care Approach** Supported by: PETERSON CENTER ON HEALTHCARE	Salon 7–8
9:30 AM – 12:30 PM	**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	Salon 1–2
	I **L2: Empowering Staff for Advanced Team-Based Care** Kathy Kerscher, Team Leader, Primary Care and Team-Based Care Operations, Bellin Health; James Jerzak, MD, Physican 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	Salon 3–4 Supported by: PETERSON CENTER ON HEALTHCARE
	I **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	Salon 5–6
	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	Salon 10–11
	B **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	Salon 12–13
	I **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	Salon 14–15
12:30 PM – 1:30 PM	**Lunch** Supported by: AccuVax® Vaccine Management System	Salon 9
	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.	Nob Hill C–D

Friday

Time	General Conference Day One	Location
12:30 PM – 1:30 PM	**SIL2: 100 Million Healthier Lives and Pathways to Population Health** Niñon Lewis, Executive Director, IHI; Soma Stout, MD, Vice President, Executive Lead, 100 Million Healthier Lives, IHI 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.	Salon 10–11
1:00 PM – 1:30 PM	**Innovation Theater** 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.	Salon 14–15 Supported by: The Ohio State University College of Nursing; Helene Fuld Health Trust National Institute for Evidence-based Practice in Nursing and Healthcare
1:30 PM – 2:45 PM	**A Workshops**	
	A **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	Salon 1–2 Supported by: Peterson Center on Healthcare
	A **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	Salon 3–4
	B **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	Salon 5–6
	I **A4/B4: Our Journey as a Primary Care ACO: Transformation through Teamwork & Co-Creation** Meryl Moss, Chief Operating Officer, Coastal Medical	Salon 10–11 Supported by: Peterson Center on Healthcare
	I **A6/B6: Coordinating Care to Improve Efficiency and Patient Outcomes** Debbie Taylor, Health Link Program Manager, South Bruce Grey Health Centre	Salon 12–13
	I **A7/B7: Moving Upstream: Challenges and Opportunities to Address Social Determinants of Health** Rishi Manchanda, MD, President, HealthBegins; Sadena Thevarajah, Managing Director, HealthBegins	Salon 14–15
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.	Salon 9
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.	Nob Hill C–D

Saturday

Time	General Conference Day Two	Location
6:30 AM – 1:30 PM	**Registration Open**	Yerba Buena Foyer
7:00 AM – 7:45 AM	**SIB1: Pathways to Population Health Networking Breakfast** Soma Stout, MD, Vice President, Executive Lead, 100 Million Healthier Lives, IHI; Rebecca Goldberg, Project Manager, IHI 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.	Nob Hill C–D
7:00 AM – 7:45 AM	**SIB2: Blueprint for Complex Care** Cory Sevin, RN, Director, IHI 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.	Salon 10–11
8:00 AM – 9:00 AM	**Keynote Two: Redesigning Health Care to Better Serve the Poor**	Salon 7–8
9:30 AM – 10:45 AM	**C Workshops**	
	B **C1: Building a Team-Based Model for Diabetic Care** 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.	Salon 1–2 Supported by: PETERSON CENTER ON HEALTHCARE
	B **C2: A Roadmap to Joy in Inclusive Clinical Leadership** 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-Chleva, Clinical Manager, Neighborhood Outreach Access to Health (NOAH); Kyle Crooks, DO, PGY3 Resident, HonorHealth Scottsdale Osborn Family Medicine Residency Program	Salon 3–4 Supported by: PETERSON CENTER ON HEALTHCARE
	B **C3: Engaging Patients as Leaders Within Your Practice** 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	Salon 5–6
	I **C4: Building the Engine for Change in Health Care** Brad Bahler, MD, Provincial Medical Director for Primary Care Network Evolution, Alberta Medical Association (AMA); Michelle Tobias-Pawl, Senior Consultant, AMA	Salon 10–11
	I **C5: 3 Practices' Experience of Replicating a Model of High-Performance Care** 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	Nob Hill C–D
	B **C6: Designing Human-Centered Care to Improve Behavioral Health** 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	Salon 12–13

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Saturday

Time	General Conference Day Two	Location
	C Workshops continued	
9:30 AM – 10:45 AM	**I C7: Revolutionizing Engagement for Patients and Providers** 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	Salon 14–15 Supported by: PETERSON CENTER ON HEALTHCARE
	D and E Workshops	
11:00 AM – 12:15 PM	**B D1/E1: Finding and Creating Joy in Work** Kush Badshah, Director, IHI	Salon 1–2 Supported by: PETERSON CENTER ON HEALTHCARE
	I D2/E2: Serving Vulnerable Populations Through Population Health David Basel, MD, Vice President, Avera Medical Group, Avera Health System; Anna Loengard, MD, Chief Medical Officer, Caravan Health	Salon 3–4
	I D3/E3: How to Use Data to Improve Population Health Sarah Thompson, PharmD, Director Clinical Services, Coastal Medical	Salon 5–6
	I D4/E4: Integrating Behavioral Health to Improve Quality 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; Brad Frithsen, Manager, Operations Improvement, Boston Children's Hospital	Salon 10–11
	I D5/E5: Managing the Risks of Power in Shaping Culture Neil Baker, MD, Principal, Neil Baker Consulting and Coaching	Nob Hill C–D Supported by: PETERSON CENTER ON HEALTHCARE
	B D6/E6: Integrating Channels of Care to Achieve the Triple Aim Todd Wise, Area Medical Director, Providence Medical Group	Salon 12–13
	B D7/E7: Building a High-Functioning Team: Developing the Mortar to Hold the Bricks Together Spencer Rittner, MD, IHI Fellow, Family Medicine Physician, Cambridge Health Alliance; Judy Fleishman, PhD, Director of Behavioral Science, Leadership and Quality Improvement, Tufts Family Medicine Residency at Cambridge Health Alliance; Janell Corbett, Operations Manager, Cambridge Health Alliance	Salon 14–15 Supported by: PETERSON CENTER ON HEALTHCARE
12:15 PM – 1:15 PM	**Lunch**	Salon 9
1:15 PM – 2:30 PM	**E Workshops (D workshops repeated)**	

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.



December 8–11, 2019
Orlando, FL, USA

2019 IHI National Forum

on Quality Improvement in Health Care

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.

Institute *for* Healthcare Improvement

Register at ihi.org/Forum

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Supporters and Exhibitors

AccuVax
Friday Lunch Supporter

Booth #309

AccuVax is a fully-automated, pharmaceutical-grade vaccine management system that guarantees vaccine integrity, reduces medication errors, and delivers time-savings for a practice to focus on effective and safe immunizations for their patients.
844-878-6331
sales@accuvax.com
AccuVax.com

American Medical Association

Booth #225

The AMA is partnering with health systems to provide custom benefits that allow leadership to tackle issues that keep them up at night, while also more effectively supporting their physicians.
312-464-5056
grouppracticemembership@ama-assn.org
Ama-assn.org

CARF International

Booth #315

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
dwithamcarf.org
carf.org

EBSCO Health

Booth #102

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FIveWishes.org

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Lattice, Inc.

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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.
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Booth #100

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radloop

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SATO America

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Southcentral Foundation Nuka System of Care

Booth #106

Learn how Southcentral Foundation's Nuka System of Care in Anchorage, Alaska became the only health care system to receive the Malcolm Baldrige National Quality Award twice! Sign up for trainings and consulting tailored to your organization's needs, online or in-person. Visit www.SCFNuka.com for more information.
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646-768-4010
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petersonhealthcare.org

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.

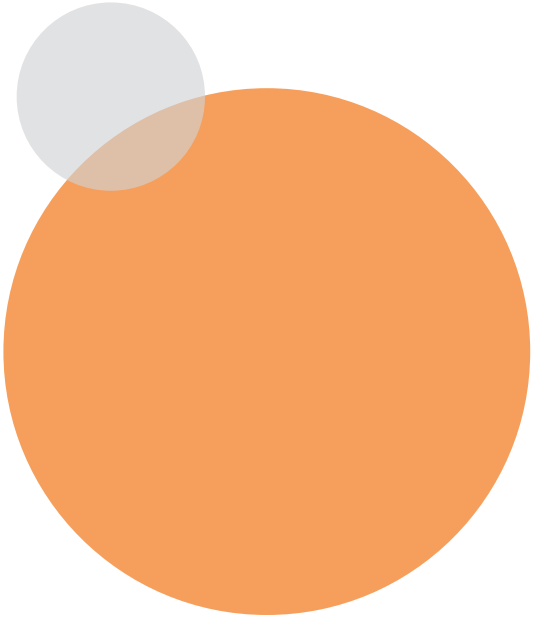
Complimentary Wireless Internet

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.

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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 nursing contact hours:

QC4, L1, L2, L6, A4, A7, B4, B7, C2, C5, D2, D6, E2, E6, SIL1, SIL2, SIB1, SIB2, Innovation Theater, Keynote One, Keynote Two

Sessions that do not offer physician contact hours:

L6, A2, A4, A6, B2, B4, B6, SIL1, SIL2, SIB1, SIB2, Innovation Theater

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, Innovation Theater

Sessions that do not offer social workers contact hours:

QC4, L4, SIL1, SIL2, SIB1, SIB2, Innovation Theater

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

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Geary Street & Stockton Street
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Chinatown
Grant Avenue
2 miles NE from Hotel

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

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

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

Golden Gate Bridge
US Highway 101
8.9 miles NW from Hotel

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

San Francisco Museum of Modern Art
151 Third Street
0.6 miles E from Hotel

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

Metreon
135 Fourth Street
0.1 miles S from Hotel

Angel Island
Angel Island State Park
5.6 miles NE 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

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

Coit Tower
1 Telegraph Hill Boulevard
2.7 miles NE from Hotel

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

Ferry Building Marketplace
1 Ferry Plaza
1.7 miles E from Hotel

Yerba Buena Gardens
750 Howard Street
0.3 miles S from Hotel

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



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