

Redesign for Results: Quantum Leaps in Health Care



May 16-18, 2007

DoubleTree Hotel
Park Place
St. Louis Park, Minnesota



Redesign for Results: Quantum Leaps in Health Care

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*Featuring these and other
health care improvement experts:*

Nancy J. Wilson, M.D., M.P.H.

Senior Advisor, Health and Human Services
Value-Driven Healthcare Initiatives
Agency for Healthcare Research and
Quality
Rockville, Maryland

Speaking on:

Multi-Stakeholder Alliances: Fad of the Decade or Breakthrough Quantum Leap?

and

Joseph E. Scherger, M.D., M.P.H.

Professor of Clinical Family and
Preventive Medicine
University of California, San Diego,
School of Medicine
San Diego, California

Speaking on:

The Triple Convergence to Redesign a Quality Practice

A conference for

- Clinicians, including physicians and nurses engaged in clinical improvement activities
- Medical directors
- Medical group and hospital administrators and leaders
- Quality improvement and quality assurance management staff
- Clinic managers
- Health care leaders at all levels

Health care has made many incremental improvements to achieve better results in patient care. The focus has typically been project by project. But it's not enough. There are still errors, and there are still improvement goals not being achieved even though health care professionals are working harder than ever. What's needed to move forward beyond the next step is transformational change — quantum leaps — in health care quality improvement. This will require leadership, changes in culture and systems design, and innovative approaches to doing things differently. The 10th annual ICSI/IHI Colloquium on Clinical Quality Improvement will lead the way in redesigning for results that bring quantum leaps in the improvement of health care.

At the conclusion of the two-and-a-half day 2007 ICSI/IHI Colloquium on Clinical Quality Improvement, you will be able to:

1. Identify current problems in health care evidenced by less than desirable results in health measurements, patient satisfaction, care team satisfaction and provider practice.
2. Describe how redesign of various aspects of the health care system would lead to measurably improved practice and patient/community outcomes and satisfaction.
3. Discuss ideas and designs developed and implemented by health care organizations that have demonstrated successful, value-driven outcomes for patients and health care teams.
4. Discuss the critical role of leadership, including the application of knowledge and tools, to lead change in culture and systems design that result in quantum leaps in health care.
5. Identify one or two ideas that could be implemented in his/her health care organization in working toward achievement of system redesign.

Comments from last year's Colloquium participants

This was my first Colloquium. I enjoyed it very much, took many ideas with me and look forward to next year already!

High quality speakers. Great "big picture" ideas.

The Colloquium was an exciting, educational and enjoyable time.

Great keynote speakers on both days.

Wonderful as usual.

Always gives us additional ideas and the time to recharge!

Very informative and inspirational.

Overall, very good presentations to a group of seasoned leaders.

Excellent. Great variety. Great quality.

Very energizing Colloquium.

This was overall a great program with interesting concepts and discussions. I enjoyed it.

Fine presentations. I learned a lot. Thanks!

Excellent conference from every aspect!

By and large, excellent conference. Most speakers raised enthusiasm and excitement for the future.

Fabulous conference. Thank you!

Informative and stimulating conference.

Can't wait for next year.

Well done and well organized.

Good variety of topics.

For more information, please call (763) 765-2300 or visit the ICSI Web site at www.icsi.org.

THE 10TH ANNUAL 2007 ICSI/IHI COLLOQUIUM ON CLINICAL QUALITY IMPROVEMENT

Redesign for Results: Quantum Leaps in Health Care

May 16-18, 2007

DoubleTree Hotel Park Place
St. Louis Park, Minnesota

The 10th annual ICSI/IHI Colloquium features experts in innovative redesign, leadership, culture, value-driven health care, patient centeredness and more who will share their experience and knowledge during the two-and-a-half-day conference through pre-colloquium workshops, keynote presentations, and breakout sessions. The keynote speakers are:

Nancy J. Wilson, M.D., M.P.H.

Senior Advisor, Health and Human Services
Value-Driven Healthcare Initiatives
Agency for Healthcare Research and Quality
Rockville, Maryland

Speaking on:

Multi-Stakeholder Alliances: Fad of the Decade or Breakthrough Quantum Leap?

Nancy J. Wilson, M.D., M.P.H., is Senior Advisor to the Director of the Agency for Healthcare Research and Quality and the Office of the Secretary for Health and Human Services.

She is leading work on the Secretary's Value-Driven Healthcare Initiatives to establish local multi-stakeholder improvement collaboratives nationwide. To accelerate the identification and adoption of promising improvement strategies and standardized metrics, she is creating a public/private nationwide learning network for these collaboratives. Related activities include coordinating and supporting the

work of alliances to develop consensus and implement a set of nationally endorsed, consensus-derived performance measures.

Prior to joining the Department of Health and Human Services, Dr. Wilson was vice president and medical director for VHA, Inc., a nationwide network of 2,200 leading community-owned health care organizations and their affiliated physicians. There, she designed and developed all national clinical quality improvement products and services, and she led nationwide quality improvement collaboratives that translated evidence-based practices into improved patient outcomes. She also designed and engaged more than 600 hospitals in nationwide patient safety initiatives targeted toward hospital leadership, boards of directors, physicians, and frontline employees. She defined and incorporated dimensions of safety in Novation contract specifications and was instrumental in establishing a Novation Issue Resolution System to identify, communicate, and act on clinician-observed drug and device safety problems. For her work in patient safety, Dr. Wilson was awarded VHA's first annual President's Council Leadership Award.

Previously, Dr. Wilson was director of the Office of Performance and Quality for the Veterans Health Administration, responsible for assuring quality of patient care in the nation's largest integrated health care system.

Dr. Wilson is an honors graduate of the University of Pittsburgh. She received a medical degree from Johns Hopkins School of Medicine where she also completed a medical internship and residency. She finished a General Medicine/Health Services Research Fellowship at Harvard Medical School while obtaining a master's degree in Public Health in Health Care Management at the Harvard School of Public Health. During the fellowship, she designed a patient satisfaction survey system for the Veteran's Administration (VA) that culminated in the creation of the VA's National Customer Feedback Center. She received the Vice-Presidential Hammer Award for Reinventing Government for this work.

Currently, Dr. Wilson is an advisor to the Partnership for Patient Safety, as well as a judge for several national quality

awards, including the AHA Quest for Quality Award and the National Quality Forum Healthcare Award. She is a member of several professional societies, including the Society of General Internal Medicine, the American College of Physicians, American College of Physician Executives, and the American Public Health Association.

Joseph E. Scherger, M.D., M.P.H.

Professor of Clinical Family and Preventive Medicine
University of California, San Diego, School of Medicine
San Diego, California

Speaking on:

The Triple Convergence to Redesign a Quality Practice

Joseph E. Scherger, M.D., M.P.H., is Professor of Clinical Family and Preventive Medicine at the University of California, San Diego, School of Medicine (UCSD). He also is Director of Quality Improvement in Correctional Medicine and Associate Director of the Physician Assessment and Clinical Education (PACE) program at UCSD. Dr. Scherger is a member of the Harvard Kennedy School of Government Health Care Delivery Policy Project. His main focus is on the redesign of office practice using the tools of information technology and quality improvement.

Originally from Delphos, Ohio, Dr. Scherger graduated summa cum laude from the University of Dayton with a bachelor's degree in science. He received a medical degree from the UCLA School of Medicine and completed a family practice residency at the University of Washington where he also earned a master's degree in public health. He served in the National Health Service Corps in Dixon, Calif., as a migrant health physician. After starting private practice in Dixon, he began teaching medical students and residents at the University of California, Davis. He was a fellow in the Kellogg National Fellowship Program, a part-time leadership development fellowship in which he focused on health care reform and quality of life.

Dr. Scherger has served as vice president for Family Practice and Primary Care Education at Sharp HealthCare in San Diego, as well as chair of the Department of Family Medicine

and the associate dean for Primary Care at the University of California, Irvine, College of Medicine. He was the founding dean of the Florida State University College of Medicine.

Dr. Scherger has received numerous awards, including Outstanding Clinical Instructor in the School of Medicine at the University of California, Davis, and the Thomas W. Johnson Award for Family Practice Education from the American Academy of Family Physicians. He also was named Family Physician of the Year by the American Academy of Family Physicians and the California Academy of Family Physicians. In 1992, Dr. Scherger was elected to the Institute of Medicine (IOM) of the National Academy of Sciences. He served on the IOM Committee on the Quality of Health Care in America from 1998-2001. Dr. Scherger also has been a member of the board of directors of the American Academy of Family Physicians and the American Board of Family Practice, and he was president of the Society of Teachers of Family Medicine.

Dr. Scherger was editor-in-chief of *Hippocrates*, published by the Massachusetts Medical Society, and he was the first medical editor of *Family Practice Management*. He has authored more than 300 medical publications and has given over 750 invited presentations.



Redesign for Results: Quantum Leaps in Health Care

May 16-18, 2007

DoubleTree Hotel Park Place
St. Louis Park, Minnesota

Wednesday, May 16, 2007

1:00 – 4:30 p.m.

Pre-Colloquium Workshops

(Choice of 1, 2, 3 or 4)

A total of four pre-colloquium workshops will be offered simultaneously on the topics of high reliability organizations, tools for having crucial conversations, access flow in the inpatient setting, and adaptive leadership. They have been developed based on numerous suggestions from past Colloquium participants for deeper, more concentrated work sessions. The format will be didactic learning from experts as well as hands-on, experimental learning with direct coaching from them. We hope you will join us a day early to begin your quality learning experience!

1. Craig Clapper, P.E., C.Q.M.

Chief Operating Officer
Healthcare Performance Improvement
Litchfield Park, Arizona

Speaking on:

High Reliability Organizations: Putting Safety Culture to Work in Healthcare

This workshop will answer the question: “We are already getting good results. Why do we need to change?” Beginning with a basic understanding of human reliability in complex

systems, it will show how several health care organizations are creating cultures of safety and reducing the number of events involving patient harm by 80 percent in two years.

Craig Clapper P.E., C.Q.M., is the Chief Operating Officer of Healthcare Performance Improvement. He has more than 20 years of experience in nuclear power, transportation, manufacturing, and healthcare. Mr. Clapper specializes in human reliability in complex systems. He is a registered professional engineer by the State of Arizona, has a master's degree in business administration, and is a Certified Quality Manager by the American Society for Quality (ASQ).

2. Nickijo L. Hager, M.S.N., R.N.

Vice President for Mission and Organizational Development
Franciscan Skemp Healthcare, Mayo Health System
La Crosse, Wisconsin

Speaking on:

Crucial Conversations®: Tools for Talking When Stakes are High

This session will provide an overview of the research-based Crucial Conversations® tool kit and introduce key skills that ensure results while creating an environment of mutual respect and honesty. This engaging interactive experience will challenge you personally and professionally!

Nickijo Hager, M.S.N., R.N., has served Franciscan Skemp Healthcare as Vice President for Mission and Organizational Development since 1994. She began her career in health care as a bedside critical care nurse and worked in a variety of critical care areas. In 1983, Ms. Hager progressed to nursing management and leadership, which evolved into education of health care professionals and program development. Currently, her work centers on strategic planning, values integration, organizational and team development, spirituality and presence, communication, and end-of-life planning.

She holds a bachelor's degree in nursing from the University of North Dakota, Grand Forks, and a master's degree in the science of nursing from Marquette University, Milwaukee, Wisconsin. She also is certified in labyrinth facilitation, in Myers-Briggs Type Indicator, as RISEN faculty (a four-day program in

spirituality called Re-Investing in Spirituality and Ethics in our Health Care Networks), in spiritual direction by the Center for Spiritual Guidance, Minneapolis, and as a trainer for Crucial Conversations®: Tools for Talking When Stakes are High. She is in the process of certification in Black Belt Leadership at the Juran Institute in the Carlson School of Business, University of Minnesota.

3. Mark Murray, M.D., M.P.A.

Principal

Mark Murray and Associates
Sacramento, California

Speaking on:

Improving Flow through Big Systems

Waiting times and delays adversely affect system performance as work flows through complex systems of care. These delays lead to patient and staff dissatisfaction, increase cost of care and the likelihood of both internal and external diversions, and sub-optimize clinical care. System wait times are a result of system design. Learn about the proven methods to analyze flow, apply changes and measure for improved system flow performance.

Mark Murray, M.D., M.P.A., is Principal of Mark Murray and Associates. He completed undergraduate training at St. Mary's College in California, graduated from Creighton University Medical School in Omaha, Nebraska, and completed a residency at the University of California, Davis. He developed a medical practice in an under-served rural area in Northern California and worked 19 years at Kaiser Permanente in Sacramento, California. He now consults with health care organizations on a variety of health care quality improvement strategies, including efficiencies in office practice, development and care of health care teams, change management, physician compensation and "big system" flow. He is widely published and recognized as an international authority on access systems in health care.

4. Valerie K. Ulstad, M.D., M.P.A., M.P.H.

Director of Cardiovascular Education
Hennepin County Medical Center
Minneapolis, Minnesota

Speaking on:

Adaptive Leadership – Identifying and Narrowing the Gap

Dr. Ulstad will present an overview of the model of adaptive leadership developed by Dr. Ron Heifetz. There will be three parts: the first part will be a discussion about the initial work of adaptive leadership; the second will be a presentation about the strategic framework for mobilizing adaptive work; and the third will be about staying alive while exercising leadership. There will be time for interactive learning in each part.

Dr. Valerie Ulstad, M.D., M.P.A., M.P.H., completed medical school, internal medicine residency, chief residency and cardiology fellowship in the University of Minnesota system. She earned a master's degree in public administration, from Harvard's Kennedy School and a master's degree in public health from the University of Minnesota School of Public Health. Dr. Ulstad has been recognized as an outstanding alumni of the University of Minnesota Medical School and as a Minnesota Medical Foundation Lifetime Distinguished Teacher. She currently is Director of Cardiovascular Education at Hennepin County Medical Center, Minneapolis.



Thursday, May 17, 2007

7:30 a.m.

Continental Breakfast

8:30 – 8:45 a.m.

Welcome and Announcements

John Sakowski, Chief Operating Officer, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota

8:45 – 9:00 a.m.

Setting the Stage

Sanne Magnan, M.D., Ph.D., President, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota

9:00 – 10:15 a.m.

Keynote Address

Nancy J. Wilson, M.D., M.P.H., Senior Advisor, Health and Human Services, Value-Driven Healthcare Initiatives, Agency for Healthcare Research and Quality, Rockville, Maryland

Multi-Stakeholder Alliances:

Fad of the Decade or Breakthrough Quantum Leap?

Dr. Wilson will present an overview of the national landscape in health care. She will draw on the past, reflect on the present, and offer stories and perspectives on the challenges of making the changes necessary to redesign our health care system. This talk will provide insight into the obstacles, as well as the opportunities, to successfully negotiate the politics of creating change from both the national and local perspective.

10:15 – 10:35 a.m.

Break

10:35 – 11:50 a.m.

Breakout Session 1

(Choice of Session A, B or C)

A. Palliative Care – From Theory to Practice

Moderated by Linda Setterlund, M.A., C.P.H.Q., Guideline Work Group Facilitator, and Cally Vinz, R.N., Director, Evidence-Based Health Care, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota. Panelists include Eric W. Anderson, M.D., Medical Director, Palliative Care, Allina Home Care, Hospice and Palliative Care, St. Paul, Minnesota; Howard R. Epstein, M.D., Medical Director of Palliative Care and Care Management, HealthPartners Regions Hospital, St. Paul, Minnesota; and Sandra E. Schellinger, R.N., B.S.N., C.H.P.N., Director of Allina Palliative Care, Allina Home Care, Hospice and Palliative Care, St. Paul, Minnesota

This session will provide a brief overview of the Institute for Clinical Systems Improvement (ICSI) Palliative Care Guideline. Participants then will hear from a panel of health care providers who are integrating palliative care delivery into a variety of settings, which range from a hospital-based palliative care program to home-based palliative care. Panel members will share how they have overcome barriers and created care delivery models to meet the palliative care needs of patients in these settings.

B. Applying Human Factors to the Cardiovascular Surgery Operating Room

Douglas A. Wiegmann, Ph.D., Associate Professor and NIH Roadmap Scholar, and Director of Human Factors and Patient Safety Research within the Division of Cardiovascular Surgery, Mayo Clinic, Rochester, Minnesota

This talk will describe the human factors and patient safety research program within the Division of Cardiovascular Surgery at the Mayo Clinic. The goal of the program is to identify systemic factors that influence performance and error management in the operating room. Implications for redesigning systems and technology within the operative environment to improve patient safety will be discussed.

C. Climate Change: It's Not Just a Global Phenomenon

Moderated by John Sakowski, Chief Operating Officer, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota. Panelists include James A. Chase, Executive Director, MN Community Measurement, St. Paul, Minnesota; Diane Rydrych, Assistant Director of the Division of Health Policy, Minnesota Department of Health, St. Paul, Minnesota; and Kris Soegaard, Director of Member Services, Buyers Health Care Action Group, Bloomington, Minnesota

Leadership commitment, a collaborative approach to designing systems of care, a sound organizational culture, and a climate that supports quality—all of these elements are needed to achieve substantial improvements in the quality and safety of health care. For years, most health care organizations have focused on the first three elements, simply because climate—which includes community recognition for quality, public accountability, and marketplace reward—has been beyond their control. Until recently, the climate was as cold as a Minnesota winter, but the arrival of adverse event reporting, public reporting of clinical performance, and pay-for-performance initiatives in Minnesota suggest we are in the middle of a warming trend. Panelists will describe how these initiatives are designed to spur improvements in quality and safety and discuss whether the climate change we are experiencing is temporary or here to stay.

11:50 a.m. – 12:50 p.m.

Lunch

Courtyard Ballroom and Atrium

Special Lunch Sessions

(Choice of A or B)

Space is limited; registration required

These special sessions also will be offered at lunch on Friday

A. Leading in Today's Environment: Adaptive vs. Technical Change

Gary Oftedahl, M.D., Medical Director, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota, and Valerie K. Ulstad, M.D., M.P.A., M.P.H., Director of Cardiovascular Education, Hennepin County Medical Center, Minneapolis, Minnesota

The ability to lead successfully in today's environment is difficult and has many challenges. This discussion will use the Heifetz

model of adaptive vs. technical change as a venue for learning more about the skills and knowledge essential for leaders in redesigning for results in our health care organizations.

B. The 5 Million Lives Campaign: How Can We Make Patient Safety the Number One Priority?

Nancy Jaeckels, Director, Education & Resources for Improvement, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota, and Stephanie Lach, M.S.N., M.B.A., R.N., Director of Patient Safety, HealthPartners Regions Hospital, St. Paul, Minnesota

This lunch discussion will be an opportunity to share success stories about implementing the Institute for Healthcare Improvement (IHI) 100K Lives Saved Campaign and how those successes can be used to facilitate a smooth transition into the recently launched 5M Lives Without Harm efforts.

12:50 – 1:50 p.m.

Breakout Session 2

(Choice of Session A, B or C)

A. Depression Improvement Across Minnesota, Offering a New Direction (DIAMOND)

Nancy Jaeckels, Director, Education & Resources for Improvement, and Gary Oftedahl, M.D., Medical Director, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota, and Leif I. Solberg, M.D., Associate Medical Director, HealthPartners Medical Group and Clinics, and Director for Care Improvement Research, HealthPartners Research Foundation, Minneapolis, Minnesota

The Institute for Clinical Systems Improvement (ICSI), six major health plans in the state of Minnesota, the Minnesota Department of Human Services (DHS), and several ICSI-member medical groups have formed a steering committee driving redesign for improved results in the care management of patients with depression. Learn more about this innovative approach to redesign from the development of a depression care management program in the primary care clinics to a depression care management fee funded by all health plans and DHS. This is an exciting program that could greatly improve the outcomes of patients with depression as well as spread to other chronic disease programs in the future.

B. It's Not Enough to be Nice:

A Systems Approach to Patient-Centered Care

Steven Bergeson, M.D., Medical Director for Quality, Allina Hospitals and Clinics, Minneapolis, Minnesota, and Family Practice Physician, Allina Medical Clinic, Shoreview, Minnesota

Patient centeredness is a key element of quality care as defined by the Institute of Medicine (IOM). How do we get there? This presentation will describe elements of system change that will lead to optimal care from the patient's point of view. It is geared toward the outpatient setting of care.

C. It's All About Saving Lives

Kathy D. Duncan, Faculty Expert for Rapid Response Team Intervention and Resource Faculty for Pressure Ulcer Prevention, Institute for Healthcare Improvement (IHI), Marion, Arkansas

This presenter will discuss key strategies and challenges within a hospital system to assist with decreasing hospital mortality.

1:50 – 2:10 p.m.

Break

2:10 – 3:10 p.m.

Breakout Session 3

(Choice of Session A, B or C)

A. Implementing Medical Home –

Implications for Healthcare Redesign

Jeffrey S. Schiff, M.D., M.B.A., Medical Director, Minnesota Health Care Programs, Minnesota Department of Human Services (DHS), St. Paul, Minnesota

Medical Home has been successfully implemented in Minnesota pediatric practices in a combined effort of the Minnesota Department of Health (MDH), the Minnesota Department of Human Services (DHS), and the Minnesota Chapter of the American Academy of Pediatrics (AAP). The implementation has included the key features of parental involvement, the Institute for Healthcare Improvement (IHI) Model for Improvement, and learning collaborative design. This speaker will discuss the concepts of Medical Home, the integration of these features, and the implications for primary care design.

B. Redesigning Heart Failure Care:

The Physician Group Practice (PGP) Demonstration Experience

David Homans, M.D., Chief of Specialty Services, Park Nicollet Health Services, St. Louis Park, Minnesota

This session will provide information on the experiences of Park Nicollet as a part of the CMS Physician Group Practice project, focused on its activities in redesigning its model of managing patients with diabetes and heart failure. The link to pay-for-performance, opportunities to test new models, and keys for future activities will be discussed.

C. Advancing Reliability Through Lean Methods

David M. Munch, M.D., Chief Clinical and Quality Officer, Exempla Lutheran Medical Center, Denver, Colorado

Application of the Toyota Principles is an effective way to improve the safety, reliability and quality of patient care. This presentation will describe common characteristics of high reliability through case examples using the Lean approach in the health care setting.

3:10 – 3:30 p.m.

Break

3:30 – 4:30 p.m.

Breakout Session 4
(Choice of Session A, B or C)

A. Embedding Reliability in Ambulatory Care:

The Care Model Process

Beth Averbek, M.D., Associate Medical Director, Care Improvement, and Beth Waterman, R.N., M.B.A., Vice President, Primary Care and Clinic Operations, HealthPartners Medical Group, Minneapolis, Minnesota

HealthPartners Medical Group has developed a standardized process for delivering evidence-based care reliably. The process is built on embedding reliable clinical experiences for patients and consistent workflows for physicians/providers. The care model process emphasizes the role of each member of the prepared practice team to leverage the physician/provider/patient interaction and support physician/provider productivity.

B. So What's on Your Dashboard?

Robert C. Lloyd, Ph.D., Executive Director of Performance Improvement, Institute for Healthcare Improvement (IHI), Naperville, Illinois

Just like the dashboard of your car provides timely feedback on vital performance measures, so should an organization's dashboard inform decision makers on where the organization is headed and how it is progressing toward its strategic objectives. This session will provide a practical framework for designing a cascading set of dashboards across the entire organization. Examples of dashboards will be offered, and participants will be challenged to evaluate or start constructing their own dashboards of key measures.

C. Bridging the Hand-Off Communication Gap

Jackie Edmonson, R.N., M.S., C.C.R.N., Director of Professional Nursing Practice, and Kathy A. Mikos, R.N., M.S.N., Vice President of Patient Services, Provena Saint Joseph Medical Center, Joliet, Illinois

This presentation will focus on the problem of ineffective R.N. to R.N. shift report which drove opportunity to develop voice technology for shift report. The presenters will include outcome data following implementation that positively impacted quality and safety while improving finances. They also will share unexpected outcomes and opportunities for more global use of technology as well as how technology was integrated to ensure that the NPSG #2 effective hand-off communication was addressed in the process.

Friday, May 18, 2007

7:00 a.m. Continental Breakfast

7:30 – 8:30 a.m. Breakfast Discussions
(Choice of Discussion A, B or C)

A. What is ICSI?

Sanne Magnan, M.D., Ph.D., President, and Gary Oftedahl, M.D., Medical Director, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota

In addition to providing an overview of the Institute for Clinical Systems Improvement (ICSI), this session will highlight recent activities and new areas of focus for ICSI.

B. Prevention of Retained Foreign Objects in Surgery and in Labor and Delivery: A Protocol and a Standard Approach to Implementation

Sherri Huber, M.T. (ASCP), Manager, Health Care Guidelines, and Nancy Jaeckels, Director, Education & Resources for Improvement, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota

The Institute for Clinical Systems Improvement (ICSI) facilitated a work group of health care providers and a human factors expert to create a standard, safe, and efficient approach to prevention of retained foreign objects both in surgery and in the labor and delivery area. Learn and discuss the components of this protocol and key recommendations to implementation.

C. Implementing the ICSI Chronic Pain Guideline

Moderated by Janet Jorgenson-Rathke, P.T., Care Improvement Facilitator, and Pam Pietruszewski, M.A., Guideline Work Group Facilitator, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota. Panelists include Miles Belgrade, M.D., Medical Director, Fairview Pain & Palliative Care Center, Minneapolis, Minnesota; Susan Ferron, M.D., Medical Director, Community-University Health Care Center, Minneapolis, Minnesota; Richard C. Timming, M.D., Physical

Medicine and Rehabilitation, HealthPartners Medical Group and Clinics, Minneapolis, Minnesota; and Arthur P. Wineman, M.D., Family Medicine, HealthPartners Medical Group and Clinics, Minneapolis, Minnesota

Panelists from Twin Cities-area medical groups will address the development of clinical and systems recommendations for the Institute for Clinical Systems Improvement (ICSI) Chronic Pain Guideline, as well as implementing it as a pilot project. Some of the issues the speakers will address include neuropathic pain, use of a care plan, and the public health consequences of diverted opioids.

8:30 – 8:45 a.m. Break

8:45 – 9:00 a.m. Opening Remarks

9:00 – 10:15 a.m. Keynote Address

Joseph E. Scherger, M.D., M.P.H., Professor of Clinical Family and Preventive Medicine, University of California, San Diego, School of Medicine, San Diego, California

The Triple Convergence to Redesign a Quality Practice

Dr. Scherger will describe how the historic convergence of three technologies — electronic medical records, knowledge management for clinical decision support (such as ICSI guidelines), and online communication — will transform the delivery of health care. These three technologies have been evolving separately and largely in parallel. Advanced electronic record systems combine these applications into one process at the point of care. When this happens, the delivery of care leaps forward in quality, making previous practices archaic in comparison. This presentation will also describe the quality methods that should be employed by provider teams to take the greatest advantage of these technological developments.

10:15 – 10:35 a.m. Break

10:35 – 11:50 a.m.

Breakout Session 5
(Choice of Session A, B or C)

A. Patient Activation: Engaging Patients in Their Care in a Call Center Environment

Mary Jane Osmick, M.D., Vice President and Medical Director, LifeMasters Supported SelfCare, Inc., South San Francisco, California

This presentation will provide information on using a patient activation tool to identify methods that support patient participation in their care. The discussion will focus on the concepts of patient activation, the patient activation measurement tool, and use, challenges and successes of the measurement tool in a call center environment. The audience will hear about potential methods to incorporate the use of the tool into their organizations to more successfully engage patients in their care.

B. Board, Leadership and Culture: Necessary Alignment for Best Patient Care

David M. Munch, M.D., Chief Clinical and Quality Officer, Exempla Lutheran Medical Center, Denver, Colorado

Exempla Hospital System is a leader in the Denver market in clinical performance, safety, patient satisfaction and employee engagement. Its transformation is attributed to strategic focus on becoming the best, from the board of directors to the front line staff, through the establishment of a collaborative cultural model of board engagement, policy deployment, shared governance, Lean Production methodology, and service line structure. Dr. Munch will present successes and lessons learned.

C. Feeling like an Organizational Piñata? What Are YOU Going to Do About It?

Davis Balestracci, M.S., Statistician/Quality Improvement Specialist, Harmony Consulting LLC, Portland, Maine

Frustrated by your organization's glacial pace of implementing quality improvement results? Relax...it's *very* normal. The solutions, however, defy logic and require a new "lens" through

which to view your facilitation role — (Deep breath) *It's all your fault!* This talk will give you three powerful tools and a "change agent's manifesto" for a practical, realistic approach to changing culture. Up to the challenge?

11:50 a.m. – 1:00 p.m.

Lunch

Courtyard Ballroom and Atrium

Special Lunch Sessions

(Choice of A or B)

Space is limited; registration required

These special sessions are also offered on Thursday

A. Leading in Today's Environment: Adaptive vs. Technical Change

Gary Oftedahl, M.D., Medical Director, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota, and Valerie K. Ulstad, M.D., M.P.A., M.P.H., Director of Cardiovascular Education, Hennepin County Medical Center, Minneapolis, Minnesota

The ability to lead successfully in today's environment is difficult and has many challenges. This discussion will use the Heifetz model of adaptive vs. technical change as a venue for learning more about the skills and knowledge essential for leaders in redesigning for results in our health care organizations.

B. The 5 Million Lives Campaign: How Can We Make Patient Safety the Number One Priority?

Nancy Jaeckels, Director, Education & Resources for Improvement, Institute for Clinical Systems Improvement (ICSI), Bloomington, Minnesota, and Stephanie Lach, M.S.N., M.B.A., R.N., Director of Patient Safety, HealthPartners Regions Hospital, St. Paul, Minnesota

This lunch discussion will be an opportunity to share success stories about implementing the Institute for Healthcare Improvement (IHI) 100K Lives Saved Campaign and how those successes can be used to facilitate a smooth transition into the recently launched 5M Lives Without Harm efforts.

1:00 – 2:15 p.m.

Breakout Session 6
(Choice of Session A, B or C)

A. Tools and Behaviors for Effective Teamwork and Communication

Janet Nagamine, R.N., M.D., Physician Leader, Safe and Reliable Healthcare, Aptos, California, and Hospitalist Physician, Kaiser Permanente Hospital, Santa Clara, California

Communication failures are cited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO) as the most frequent root cause of sentinel events. This session will include an overview of how and why communication failures occur, as well as specific skills and behaviors that can prevent these failures. A combination of case review, literature review, and medical malpractice analysis will be used to illustrate patterns of communication failures in health care and provide insight into preventative strategies. Practical strategies to prevent harm, including application of Crew Resource Management (CRM) principles, and structured communications, such as SBAR, will be covered.

B. In Situ Simulation of Obstetric Emergencies

William Riley, Ph.D., Associate Dean for Student Affairs and Associate Professor, University of Minnesota, Minneapolis, Minnesota, and Stan Davis, M.D., F.A.C.O.G., Medical Quality Consultant, Fairview Southdale Hospital, Edina, Minnesota

This presentation will show how to develop and implement an in situ hospital simulation program that can be used to identify medical errors, team problems, and systems breakdowns on your hospital unit as well as assess the effectiveness of the simulation experience for staff and management. It will focus on the “how-to” of simulation and the expected outcomes. Obstetric emergencies will be scripted and employed to create tension for the obstetric team. These “triggers” will allow observers to witness potential medical errors for the team as they play out their usual roles on labor and delivery. The presenters will show film clips of these team errors that can be codified and presented to the staff immediately in an intensive debriefing session. Video of debriefings is also used to show the deep experiential learning

that occurs when the participants watch their team perform on tape. Some of the most valuable information gained from in situ simulation is the observance of process flaws in medical care. These speakers will describe how they have used simulation to implement process improvement for their hospital not only in labor and delivery but also in the blood bank, pharmacy, lab and paging system.

C. Care by Design: The Right Care, At the Right Time, Every Time

Julie Day, M.D., Medical Director for Quality, University of Utah Community Clinics, and Medical Director for Quality, University of Utah Health Plan, Salt Lake City, Utah

“Care by Design” is an integrated model designed to provide the right care, at the right time, every time. The elements of Care by Design will be presented, including the principles of appropriate access, the development and implementation of care teams, and the evidence-based electronic medical record (EMR) visit planning tools.

2:15 – 3:00 p.m.

Wrap Up and Move to Action



ACCREDITATION

CME Accreditation Statement

Physician

HealthPartners Institute for Medical Education is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

HealthPartners Institute for Medical Education designates this educational activity for a maximum of 15.7 *AMA PRA Category 1 Credit(s)*[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Nursing

This program has been designed to meet the Minnesota Board of Nursing criteria for 18.9 contact hours of required continuing education. It is the responsibility of each nurse to determine whether a continuing education activity meets the criteria established by the Minnesota Board of Nursing.

Linda L. Grummer, M.S., R.N.

Education Specialist

*HealthPartners Institute for Medical Education
Continuing Professional Development*

COLLOQUIUM REGISTRATION DESK HOURS

The Colloquium Registration Desk is located in the Foyer on the second floor of the hotel.

Wednesday, May 16	Noon – 5:00 p.m.
Thursday, May 17	7:30 a.m. – 4:30 p.m.
Friday, May 18	6:45 a.m. – 1:00 p.m.

CONTINENTAL BREAKFAST

A continental breakfast will be served in the Terrace Foyer on the second floor of the hotel.

Thursday, May 17	7:30 – 9:00 a.m.
Friday, May 18	7:00 – 9:00 a.m.

ABOUT ICSI

The Institute for Clinical Systems Improvement (ICSI) is an independent, nonprofit organization that provides health care quality improvement services to 61 member organizations throughout Minnesota, North Dakota, South Dakota and western Wisconsin. ICSI facilitates the exchange of strategies and methods for implementing best clinical practices among its members and assists with developing the most effective ways to measure improvement. ICSI emphasizes collaboration, consensus, continual improvement, and active integration with the care process.

ABOUT IHI

The Institute for Healthcare Improvement (IHI) is a not-for-profit organization leading the improvement of health care throughout the world. Founded in 1991, IHI is a reliable source of energy, knowledge, and support for a never-ending campaign to improve health care worldwide.

Employing a staff of more than 75 people and maintaining partnerships with over 200 faculty members, IHI offers comprehensive products and services that improve the lives of patients, the health of communities, and the joy of the health care workforce.

For more information about the Colloquium, call (763) 765-2300 or visit the ICSI Web site at www.icsi.org.

GENERAL INFORMATION

Location and accommodations — The 2007 ICSI/IHI Colloquium on Clinical Quality Improvement will be held at the DoubleTree Hotel Park Place, St. Louis Park, Minn.

Colloquium registration — Includes access to all sessions, session handouts, Colloquium jump drive “notebook,” continental breakfasts, lunches, and refreshment breaks. For more on registration, go to www.icsi.org or call (763) 765-2300. Space is limited and pre-registration is strongly advised.

Payment — Registration must be paid in U.S. dollars drawn on a U.S. bank. American Express, MasterCard, and VISA credit cards may be used for payment on mail, telephone, facsimile, or electronic registrations and will also be accepted at the on-site Colloquium Registration Desk. Registration payment by check may be used for mail or on-site registrations only. Payment must accompany registration. Payment vouchers or purchase orders will not be considered as payment. *Registrations received without payment will not be processed.* Written confirmation will be sent upon receipt of registration and payment.

Cancellations — Please submit Colloquium cancellations in writing by e-mail, mail or fax to the ICSI/IHI Meeting Management Office on or before April 14, 2007. All Colloquium cancellations will be assessed a \$75 cancellation fee. Refunds will be processed after June 13, 2007. Cancellations received after April 14, 2007 will not be honored. There is no charge for transferring registration to another person at any time. Written notification of all registration transfers must be received by the Meeting Management Office.

ADA — For equal and full enjoyment of the Colloquium, please specify special requirements in the “Special Requests” areas of the Colloquium registration and hotel reservation forms.

Dietary — Please specify special dietary requirements in the “Special Requests” area of the Colloquium registration form. Every effort will be made to meet dietary requirements; requests, however, are subject to availability.

Recommended attire — Business casual.

Program changes — All information is subject to change without notice.

CONFERENCE LOCATION

The 2007 ICSI/IHI Colloquium will be held at the DoubleTree Hotel Park Place, St. Louis Park, Minnesota. The DoubleTree Hotel Park Place is located just minutes from downtown Minneapolis providing easy access to major downtown attractions and restaurants. The hotel offers a variety of amenities, including free parking, complimentary fitness center, on-site restaurants, cable TV, high-speed Internet access, iron and ironing board, hair dryer, coffee maker and a work desk.

TRAVEL AND TRANSPORTATION

Travel — Travel arrangements, including air and ground, can be made through the Colloquium’s travel partner, Grand Adventure Travel Company, at (507) 219-9092. Please ask for Mary Ellen Mueske.

Airport transfer — Transportation from the Minneapolis/St. Paul Airport is available via Super Shuttle at the rate of approximately \$18 a person each way with reservations. For reservations, call 1-800-258-3826.

Cab — Cab service is also available between the airport and the DoubleTree Hotel Park Place. Follow the signs from baggage claim to taxi cabs. The fare is approximately \$35 - \$40 one way.

Parking — Complimentary guest parking is available at the DoubleTree Hotel Park Place.

For more information:
Visit the ICSI Web site at www.icsi.org
or contact the ICSI/IHI Meeting Management Office at
(763) 765-2300 or by e-mail at registration@icsi.org.

HOTEL RESERVATIONS

2007 ICSI/IHI COLLOQUIUM ON CLINICAL QUALITY IMPROVEMENT

May 16–18, 2007

Hotel reservations may be submitted online at www.doubletreeminneapolis.com (enter convention/group code ICSI). To mail or fax reservations, fill out the following form and return it to the hotel or call the hotel at (952) 542-8600. Reservations received after April 18, 2007 will be accepted on a space- and rate-available basis. One night's deposit is required. Cancellations must be received 24 hours prior to arrival in order to avoid a charge for the first evening.

Please print or type (one reservation per room)

Name _____

Title _____

Affiliation _____

Address _____

City _____ State _____ Postal Code _____

Country _____

Daytime telephone _____

(For international numbers, please include country and city codes)

Fax _____

(For international numbers, please include country and city codes)

E-mail address _____

King Double Smoking Non-smoking

Number of occupants: 1 2 3

Sharing room with _____

Special Requests (ADA/Dietary, Etc.) _____

Arrival date _____ Departure date _____

Single/Double: \$115 plus tax
All rates subject to 6.65% tax
Check-in is 3 p.m. Check-out is 12 p.m.

Check Enclosed *(One night's deposit U.S. funds drawn on U.S. bank)*

American Express Carte Blanche Diners Club

VISA Discover MasterCard

Name *(as it appears on the card)* _____

Card # _____

Expiration Date _____ Security Digit _____

Security digits are a new security feature added to VISA, MasterCard and American Express credit cards. For your protection, we ask for these digits to prevent unauthorized use of your credit card number. A security digit is three numbers for VISA or MasterCard and four numbers for American Express and may be found on the front or back of the card.

Signature _____

The hotel will send a confirmation.

DoubleTree Hotel Park Place

Reservations Manager

1500 Park Place Blvd.

St. Louis Park, MN 55416

Phone (952) 542-8600 • Fax (952) 542-8063

www.doubletreeminneapolis.com

Sponsored by
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the Institute for Healthcare Improvement, and
the HealthPartners Institute for Medical Education



COLLOQUIUM REGISTRATION

2007 ICSI/IHI COLLOQUIUM ON CLINICAL QUALITY IMPROVEMENT

May 16–18, 2007

Register for the 2007 ICSI/IHI Colloquium on Clinical Quality Improvement online at www.icsi.org (click registration), via telephone or complete the following form and return it by mail or fax to the ICSI/IHI Meeting Management Office.

Please print or type

First Name _____

Last Name _____

Profession (M.D., P.A., N.P., etc.) _____

Title _____

Affiliation _____

Address _____

City _____ State _____

Postal Code _____ Country _____

Daytime telephone _____

(For international numbers, please include country and city codes)

E-mail address _____

- Check Enclosed *(Remit to ICSI, payable in U.S. dollars drawn on a U.S. bank)*
 VISA MasterCard American Express

Name *(as it appears on the card)* _____

Card # _____

Expiration Date _____ Security Digit _____

Security digits are a new security feature added to VISA, MasterCard and American Express credit cards. For your protection, we ask for these digits to prevent unauthorized use of your credit card number. A security digit is three numbers for VISA or MasterCard and four numbers for American Express and may be found on the front or back of the card.

Signature _____

Billing Address

Street Address _____

City _____ State _____

Postal Code _____ Country _____

Credit card fees are processed by the ARDEL group.

Return Colloquium registration form to:
 ICSI/IHI Meeting Management Office
 P.O. Box 24267
 Minneapolis, MN 55424-0267
 Telephone: (763) 765-2300
 Fax: (763) 765-2329
www.icsi.org

SPONSOR REGISTRATION	<i>Through April 14</i>	<i>After April 14</i>
Colloquium	\$475	\$550
Pre-Colloquium Workshop (Select workshop on the right)	\$150	\$225
Colloquium and Pre-Colloquium Wrkshp (Select workshop on the right)	\$625	\$700

Sponsor rate applies to staff of ICSI sponsors and participating member organizations. Please reference www.icsi.org for a complete list of sponsors and participating member organizations.

GENERAL REGISTRATION	<i>Through April 14</i>	<i>After April 14</i>
Colloquium	\$750	\$825
Pre-Colloquium Workshop (Select workshop on the right)	\$250	\$325
Colloquium and Pre-Colloquium Wrkshp (Select workshop on the right)	\$1000	\$1075

TOTAL DUE _____

SPECIAL REQUESTS (ADA, dietary, etc.) _____

MAY 16 PRE-COLLOQUIUM WORKSHOP SELECTION *(Workshop registrants only)*

- 1) High Reliability Organizations
 2) Crucial Conversations®
 3) Improving Flow through Big Systems
 4) Adaptive Leadership: Identifying and Narrowing the Gap

MAY 17 LUNCH *(Colloquium registrants only)*

- General Luncheon
 Leading in Today's Environment
 The 5 Million Lives Campaign
 Not Attending

MAY 18 LUNCH *(Colloquium registrants only)*

- General Luncheon
 Leading in Today's Environment (repeat of May 17 presentation)
 The 5 Million Lives Campaign (repeat of May 17 presentation)
 Not Attending

Sessions are subject to change