

# PROCESS IMPROVEMENT IN HEALTH CARE

June 27 -28, 2012 | Crowne Plaza Chicago O'Hare | Chicago, IL



CO-LOCATED

## Patient Flow Optimization

Achieving Seamless Hospital-Wide Throughput Through Innovative Processes and Technologies

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### Agenda-At-A-Glance

Wednesday, June 27, 2012

7:00 am - 8:00 am Pre-Summit Workshops Registration and Welcome Coffee

#### Pre-Congress Workshops (Choose 1 of 2)

8:00 am - 11:15 am	<b>WORKSHOP A:</b> Nuts and Bolts on Preparing to Transition to ICD-10: What Changes and Training is Required for Your Organization to Be Ready?	<b>WORKSHOP B:</b> Implementing Various Models for Post-Discharge Care
11:15 am - 12:15 pm	Pre-Summit Workshop Concludes; Lunch on Your Own; Registration for Main Summit	
12:15 pm - 12:30 pm	<b>CHAIRPERSON'S WELCOME AND OPENING REMARKS</b>	
12:30 pm - 1:15 pm	<b>CASE STUDY:</b> Aligning Process Improvement Initiatives with the Organization's Strategic Vision	
1:15 pm - 2:15 pm	<b>REACTOR PANEL DISCUSSION:</b> Other Strategies Being Utilized by Leading Organizations	
2:15 pm - 3:00 pm	<b>CASE STUDY:</b> Creating a Physician-Centric Culture to Improve Performance	
3:00 pm - 3:30 pm	Networking and Refreshment Break in the Executive Networking Lounge	
3:30 pm - 4:30 pm	<b>KEYNOTE PANEL DISCUSSION:</b> Tools and Techniques Being Used by Other Organizations to Maintain Continuous Improvement and Sustain Quality Outcomes	
4:30 pm - 5:30 pm	<b>CLOSING KEYNOTE:</b> Is Baldrige an Award Program or a Roadmap for Improvement? The REAL ROI for Doing Baldrige	
5:30 pm - 5:45 pm	<b>CHAIRPERSON'S CLOSING REMARKS</b>	
5:45 pm - 6:45 pm	Networking Cocktail Reception in the Executive Networking Lounge	

Thursday, June 28, 2012

8:00 am - 8:15 am **CHAIRPERSON'S WELCOME AND DAY 2 REMARKS**8:15 am - 9:15 am **OPENING KEYNOTE DISCUSSION:** Value-Based Purchasing: What Best Practices Need to be in Place?9:15 am - 10:15 am **KEYNOTE:** Going Beyond the Conventional: Applying Human Factor Design Principles to Transform the Delivery of Care in the Emergency Department

10:15 am - 10:45 am Networking and Refreshment Break in the Executive Networking Lounge

#### Educational Breakouts (Choose 1 of 2)

	<b>TRACK ONE: OPERATIONS AND MANAGEMENT</b>	<b>TRACK TWO: CLINICAL MANAGEMENT</b>
10:45 am - 11:30 am	<b>CASE STUDY:</b> Process Design as a Foundation for Reducing Medication Errors and Improving Outcomes	<b>CASE STUDY:</b> Improve Patient-Centered Care and Service with Family Advisory Councils
11:30 am - 12:15 pm	<b>Two-Pronged Approach to Improving Revenue Cycle Operations:</b> Using Lean and Six Sigma to Optimize Billing	<b>CASE STUDY:</b> One Team, One Plan: Reducing Variation in Care to Contain Costs and Improve Quality Across a Multi-Hospital System
12:15 pm - 1:15 pm	Networking Lunch in the Executive Networking Lounge	
1:15 pm - 2:00 pm	<b>Looking Beyond the Clinical Walls: Continuous Performance Improvement in a Research Institute</b>	<b>CASE STUDY:</b> Training Physicians on How to Utilize CPOEs to Reduce Errors and Waste and Improve the Admissions Process
2:00 pm - 2:45 pm	<b>KEYNOTE ADDRESS:</b> Achieve High Quality Performance and Data Delivery by Optimizing Collaboration and EMR Utilization	
2:45 pm - 3:00 pm	Networking and Refreshment Break in the Executive Networking Lounge	
3:00 pm - 4:00 pm	<b>KEYNOTE SESSION:</b> Out of Industry Perspective - What Can Healthcare Learn From The Department of Defense?	
4:00 pm - 5:00 pm	<b>CLOSING KEYNOTE:</b> Application and Rollout of Business Reviews to Remove Silos, Support Alignment, and Create Efficiencies in a Large Healthcare Organization	
5:00 pm - 5:15 pm	<b>CHAIRPERSON'S CLOSING REMARKS; CONGRESS CONCLUDES</b>	