# The Institute for Healthcare Improvement
# 25th Annual National Forum on Quality Improvement in Health Care

Children's Healthcare of Atlanta
*Dedicated to All Better*

## Agenda
## December 10 and 11, 2013
## Children's Healthcare of Atlanta at Scottish Rite, Main Auditorium

The Institute for Healthcare Improvement (IHI) **25th Annual National Forum on Quality Improvement in Health Care** is the premier "meeting place" for people committed to the mission of improving healthcare. Annually, more than 5000 healthcare leaders from across the U.S. and around the world attend this conference. Now, it is possible to attend the conference here in Atlanta with no registration fee. As part of our commitment to quality in healthcare, Children's Healthcare of Atlanta invites you to attend the conference via satellite.
**You may attend some or all of the sessions**.

| Agenda | |
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| **Tuesday, December 10, 2013** | |
| 7:00 AM – 8:00 AM | **Registration and Opening Remarks** |
| 8:00 AM – 9:00 AM | **Keynote 1 – Maureen Bisognano**, President and CEO, Institute for Healthcare Improvement (IHI) |
| 9:30 AM – 10:45 AM | **Workshop Session A1 - The Choosing Wisely Campaign, Daniel Wolfson,** Executive Vice President & COO, ABIM Foundation and **Shannon Brownlee**, Senior Fellow, Lown Institute |
| 11:15 AM – 12:30 PM | **Workshop Session B1 - Global Lessons in Improvement from Around the World**<br>**Nigel Crisp,** Former Permanent Secretary in Health, United Kingdom and Former Chief Executive, National Health Service England *(Moderating a panel including):* -**Göran Henricks,** Chief Executive of Learning and Innovation, The County Council of Jönköping; -**Wim Schellekens, MD,** Strategic Advisor, The Hague Area, The Netherlands; -**Jason Leitch,** Clinical Director, Quality Unit, Scottish Government Health Department; -**Haidee Davis,** General Manager, Ko Awatea, Counties Manukau District Health Board |
| 12:30 PM – 1:30 PM | Lunch |
| 1:30 PM – 2:45 PM | **Workshop Session C1 - Fully Transparent Medical Records: Prospects and Problems**<br>**Tom Delbanco, M.D.,** Professor of General Medicine and Primary Care, Harvard Medical School and Co-Director, OpenNotes; **Jan Walker,** Researcher, Beth Israel Deaconess Medical Center and Co-Director, OpenNotes |
| 3:15 PM – 4:15 PM | **Keynote 2 - Erik Weihenmayer** is one of the most inspiring, engaging, and sought after speakers in the world. Despite losing his vision at age 13, Erik has become an accomplished mountain climber, paraglider, skier, and kayaker who never let blindness interfere with his passion for an exhilarating and fulfilling life. |
| **Wednesday, December 11, 2013** | |
| 7:00 AM – 8:00 AM | **Registration and Opening Remarks** |
| 8:00 AM - 9:00 AM | **Keynote 3 -** A conversation between Doctor and Patient featuring **Nancy Snyderman and Lindsay Nohr Beck.** Nancy Snyderman, M.D., is Chief Medical Editor of NBC News and Lindsay Nohr Beck is a two-time cancer survivor, the Founder and Executive Director of Fertile Hope and the co-author of 100 Questions & Answers About Cancer and Fertility. |
| 9:30 AM – 10:45 AM | **Workshop Session D1 - The Role of Leaders in Building a Culture of Continuous Improvement**<br>**Shahab Saeed,** Vice President & COO, Questar Energy Services |
| 11:15 AM - 12:30 PM | **Workshop Session E1 - Environmental Sustainability and the Triple Aim**<br>**Donald Berwick, M.D., M.P.P.,** President Emeritus and Senior Fellow, IHI *(Moderating a panel including):*<br>-**Blair Sadler,** Senior Fellow, IHI; **-Gary Cohen,** Executive Director, Health Care Without Harm<br>-**Robin Guenther,** Chief Executive Officer, Perkins+Will Consulting Practice; -**Jeffrey Thompson, M.D,** Chief Executive Officer, Gundersen Health System |
| 12:30 PM - 1:30 PM | **Lunch** |
| 1:30 PM - 2:30 PM | **Keynote 4 - Donald Berwick, MD, MPP**, is President Emeritus and Senior Fellow at the Institute for Healthcare Improvement (IHI), an organization that Dr. Berwick co-founded and led as President and CEO for 18 years. |

### Registration Information

**Pre–registration is required, space is limited, no fee.**
**To register, open link: REGISTER NOW**
**There will be a daily parking fee of $4.00 for non-Children's attendees; $5.00 for Valet parking**
Upon registration, you will receive via email a confirmation letter with directions and further information.
**Please contact nancy.richardson@choa.org for questions regarding registration.**

### Continuing Education Credit Information

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 maximum number of credit hours available for the satellite broadcast is 10.25 hours.**
Participants in the satellite broadcast will learn how to:
1. Recognize habits that support good care and apply the basic principles for improving them.
2. Define ways to reduce suffering and improve health.
3. Develop an understanding of how to transform an organization.
4. Identify elements for creating a culture of change that will lead to continuous improvement.

In order to be eligible for a continuing education certificate, attendees must complete the online evaluation within 30 days of the continuing education activity. After this period, you will be unable to receive a certificate. Continuing education credits will not be awarded for non-educational activities, including (but not limited to) meals, breaks and receptions.