

DETAILED AGENDA

WEDNESDAY, SEPTEMBER 26, 2007

<b>REGISTRATION</b>	<b>7:00 A.M. – 5:00 P.M.</b>
<b>CONTINENTAL BREAKFAST</b>	<b>7:00 A.M. – 8:00 A.M.</b>
<b>CONCURRENT SESSIONS I</b>	<b>8:00 A.M. – 9:30 A.M.</b>

**Track 1: Data Sharing, Health Care Reporting, and the Public Trust**

*E – Bridging the Gap: Empowering Caregivers with Real-Time Access to Aggregate Patient Safety Data* *Brookside B*

- **Moderator:** Nate Robinson, Agency for Healthcare Research and Quality
- **Presenters:** Jeffrey Ferranti, Duke University Health System; Peter Kilbridge, Washington University School of Medicine; Emily Welebob, Regenstrief Institute; Harold Kaplan, Columbia University Medical Center
- **Overview:** Health information technology plays a pivotal role in preventing medication errors and promoting patient safety. While many health systems have been able to improve the quality of their care delivery systems, few have been able to effectively translate their burgeoning data stores into meaningful safety improvement initiatives. This session will discuss systems and tools developed to store critical patient safety data and future directions for capturing this type of data.

**Track 2: Medication Management and Safety**

*A – Highlighting Recent Studies on e-Prescribing: Implications for Performance Measurement and Quality* *White Flint Amphitheater*

- **Moderator:** Jon White, Agency for Healthcare Research and Quality
- **Presenters:** Doug Bell, RAND Corporation and University of California Los Angeles Medical Center; Jeffrey Rothschild, Brigham and Women’s Hospital; Joy Grossman, Center for Studying Health System Change
- **Overview:** This session will highlight recent studies on e-Prescribing and discuss how this health information technology tool is being used to enhance performance, quality, and patient safety.

**Track 3: Strategies and Tools for Patient Safety/Quality Improvement**

*H – Implementation Research Methodology: Current State, Future Directions* **8:00 A.M. – 3:00 P.M.**  
*Salon E*

- **Moderators:** Denise Dougherty, David Atkins, Michael Harrison, Mary Nix, Kishena Wadhvani, Francis Chesley, Agency for Healthcare Research and Quality
- **Presenters:** Jeffrey Alexander, University of Michigan; James Battles, Agency for Healthcare Research and Quality; Donna O. Farley, RAND Corporation; Rainu Kaushal, Weill Medical College of Cornell University; Stephen Mick, Virginia Commonwealth University; Brian Mittman, VA Greater Los Angeles, and Implementation Science; Mary Patterson, Cincinnati Children’s Medical Center; Meredith Rosenthal, Ph.D., Harvard School of Public Health; Stephen B. Soumerai, Harvard Medical School and

Harvard Pilgrim Health Care

- **Overview:** This session will be a highly participatory discussion of innovative and rigorous methods for enhancing the internal and external validity of evaluations of quality and safety improvement interventions in healthcare. Participants will be asked to suggest next steps that AHRQ and others could take to improve the science base for improvement in quality and safety.

***J – Improving Quality of Care for Children Through Health Information Technology***

*Forest Glen*

- **Moderator:** Johanna Barraza-Cannon, Health Resources and Services Administration
- **Presenters:** Carmen Lozzio, University of Tennessee Graduate School of Medicine; Kenneth McConnochie, Health-e-Access Telemedicine Network; Paula Edwards, Children’s Hospital of Atlanta; Richard Shiffman, Yale Center for Medical Informatics
- **Overview:** The session will focus on the implementation of health information technology developed to improve the safety and quality of health care for children. Speakers will discuss results and processes proposed for measuring outcomes from the implementation of the health care technologies discussed.

**Track 4: Value and Sustainability of Health Information Technology and Health Information Exchange**

***B – Developing the Business Case for Health Information Exchange***

*Salon G*

- **Moderator:** Erin Grace, Agency for Healthcare Research and Quality
- **Presenters:** Micky Tripathi, Massachusetts eHealth Collaborative; Doug Emery, eHealth Initiative; Marc Overhage, Regenstrief Institute and Indiana University School of Medicine; Nancy Shank, University of Nebraska Public Policy Center
- **Overview:** This session will focus on the business case for health information exchange, including approaches for defining and evaluating value for stakeholders individually and collectively; building sustainable health information exchange business models; and gaining buy-in for your business case for health information exchange.

***G – Implementing Health Information Technology in the Long-Term Care Setting***

*Salon H*

- **Moderator:** Teresa Zayas Cabán, Agency for Healthcare Research and Quality
- **Presenters:** Shelley Grace, Achieve Healthcare Technologies; Jerry Gurwitz, University of Massachusetts Medical School and Meyers Primary Care Institute; Debbie McQuay, Citizens Memorial Healthcare; Jennie Harvell, Assistant Secretary for Planning and Evaluation, U.S. Department of Health and Human Services
- **Overview:** This session will discuss the challenges unique to implementing health information technology in the long-term care setting. Speakers will discuss their individual long-term care health information technology projects including bar-coding of medications, e-Prescribing and other health information technologies.

**Track 5: Improving Health Care Decision Making**

***H – Value of Clinical Decision Support***

*Glen Echo*

- **Moderator:** Robert Mayes, Agency for Healthcare Research and Quality
- **Presenters:** Matthew Samore, Veterans Affairs Salt Lake City Health Care Systems and University of Utah; Tejal Gandhi, Brigham and Women’s Hospital; John Hsu, Kaiser Permanente Northern California; David Lobach, Duke University School of Medicine
- **Overview:** This session will provide a comprehensive overview of clinical decision support, with a special emphasis on the newest advancement in clinical decision support technology.

## Track 6: System Design and Organizational Change

### *B – Patient Safety Culture Assessment and Improvement*

*Salon D*

- **Moderator:** James B. Battles, Senior Service Fellow for Patient Safety, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Katherine Jones, Assistant Professor, Preventive and Societal Medicine, University of Nebraska Medical Center; Veronica Nieva, Westat; Jeff Norton, Director, Clinical Services, Catholic Health Initiatives; Joann Sorra, Westat; Donna O. Farley, RAND Corporation
- **Overview:** This session will provide an opportunity to discuss how the results from a cultural assessment can be used for organizational improvement. Lessons learned from organizations who have used cultural assessments will be provided and examples of successful improvement projects will be discussed.

**BREAK**

**9:30 A.M. – 10:00 A.M.**

**CONCURRENT SESSIONS II**

**10:00 A.M. – 11:30 A.M.**

## Track 2: Medication Management and Safety

### *F – e-Prescribing Standards*

*White Flint Amphitheater*

- **Moderator:** Jon White, Agency for Healthcare Research and Quality
- **Presenters:** Tony Schueth, Point-of-Care Partners; Gail Fournier, Computer Sciences Corporation Consulting, Inc.; Chelle Woolley, Woolley and Associates; Kate Lapane, Brown University
- **Overview:** This session will focus on the latest standards necessary to communicate electronically using e-prescribing to improve medication safety and quality of care.

## Track 4: Value and Sustainability of Health Information Technology and Health Information Exchange

### *H – Physician Adoption of Health Information Technology*

*Forest Glen*

- **Moderator:** Erin Grace, Agency for Healthcare Research and Quality
- **Presenters:** John Blair, Taconic Independent Practice Association; Kim Horowitz, Sierra Family Care; Melissa Goldstein, The George Washington University Medical Center; Fred Rachman, Alliance of Chicago Community Health Services
- **Overview:** Physicians across the United States are adopting health information technology to provide higher-quality patient care and improved efficiency. However, barriers to the adoption of health information technology exist. This session will explore the challenges and barriers to physician adoption of health information technology, with a specific focus on electronic prescribing and electronic health records technology. This session will also discuss strategies for improving health information technology adoption in different kinds of physician practices and across different specialties.

## ***I – Patient Centered Health Information Technology***

*Brookside B*

- **Moderator:** Teresa Zayas Cabán, Agency for Healthcare Research and Quality
- **Presenters:** Steven Porter, Children’s Hospital Boston; Stuart Speedie, University of Minnesota Medical School; Elizabeth Hahn, Northwestern University and Evanston Northwestern Healthcare Corporation; Elizabeth Chrischilles, University of Iowa College of Public Health
- **Overview:** This session will focus on health information technology systems that include patients in the information exchange. Topics of discussion include patient medication management, the development of patient portals, and other health information technology systems that are developed specifically for patient use.

## **Track 5: Improving Health Care Decision-Making**

### ***I – Using Clinical Decision Support to Measure Quality for Special Populations***

*Glen Echo*

- **Moderator:** Robert Mayes, Agency for Healthcare Research and Quality
- **Presenters:** Susan Horn, Institute for Clinical Outcomes Research; T. Bruce Ferguson, East Carolina Heart Institute; Jeanne Van Cleave, Massachusetts General Hospital; Jerry Gurwitz, University of Massachusetts Medical School and Meyers Primary Care Institute
- **Overview:** This session will provide the audience with a framework for using health information technology to measure quality of care for special populations, e.g., children and the elderly. Presenters would discuss how clinical decision support systems can be used to track patient outcomes for vulnerable populations, and the implications for quality of care and safety.

## **Track 6: System Design and Organizational Change**

### ***I – Beyond Implementation: Achieving Success with Integration of Health Information Technology in Ambulatory Care***

*Brookside A*

- **Moderator:** Nate Robinson, Agency for Healthcare Research and Quality
- **Presenters:** Peggy Esch, Citizens Memorial Healthcare; Daniel Meyer, Dartmouth Medical School; Donald Crandall, Trinity Health; Steve Simon, Harvard Medical School and Harvard Pilgrim Health Care
- **Overview:** This session will address the challenges associated with implementing health information technology in an integrated manner involving different care settings and solutions in the following areas: connecting orders, referrals, results, signatures and medication reconciliation across the continuum. Also included will be the use of EMRs for health maintenance and reporting to public health departments.

***K – Operationalizing High-Reliability Organizations Concepts in Healthcare Systems: Insights from the Field***

*Salon D*

- **Moderator:** Marjorie Shofer, Strategic Planner, Office of Communications and Knowledge Transfer, Agency for Healthcare Research and Quality
- **Presenters:** Michelle Campbell, Corporate Director for Accreditation and Performance Improvement, Christiana Care Health System; Jennifer Martin, Patient Safety Consultant, Sentara Healthcare; Steven Meisel, Director of Medication Safety, Fairview Health Services; Stephen Muething, Assistant VP, Patient Safety; Associate Professor of Pediatrics, Division of General and Community Pediatrics; Cincinnati Children’s Medical Center; Robert J. Panzer, Chief Quality Officer, Professor of Medicine and of Community & Preventive Medicine, Strong Memorial Hospital, University of Rochester Medical Center
- **Overview:** This session will explain what it means to be a high-reliability health care organization and how some health systems are using high-reliability concepts to improve patient safety and quality. Speakers will share examples of high-reliability concepts and applications in their hospitals.

**ACCELERATING CHANGE AND TRANSFORMATION IN ORGANIZATIONS AND NETWORKS (ACTION) ANNUAL MEETING (BY INVITATION ONLY)**

**11:30 A.M. – 5:00 P.M.**

*Salon G & H*

**HEALTHCARE COST AND UTILIZATION PROJECT EXPERT MEETING (BY INVITATION ONLY)**

**11:30 A.M. – 5:00 P.M.**

*Linden Oak*

**MEDICAL EXPENDITURE PANEL SURVEY (MEPS) MEDICAL PROVIDER COMPONENT (MPC) EXPERT MEETING (BY INVITATION ONLY)**

**1:00 P.M. – 5:00 P.M.**

*Glen Echo*

**LUNCH ON YOUR OWN**

**11:30 A.M. – 1:30 P.M.**

**Track 1: Data Sharing Health Care Reporting**

***D – Measuring and Reporting Performance Data through Health Information Technology: Best Practices Across Different Health Care Settings***

*Forest Glen*

- **Moderator:** Teresa Zayas Cabán, Agency for Healthcare Research and Quality
- **Presenters:** John Blair, M.D., Taconic Independent Practice Association; Kathy Mechler, The Rural and Community Health Institute; Gail Bellamy, West Virginia Institute for Health Policy Research; Blackford Middleton, Partners Healthcare System/Brigham and Women’s Hospital
- **Overview:** This session will focus on best practices in measuring and reporting performance data through health information technology in different health care settings. Best practices will be presented with regard to using health information technology to measure and report performance data in community health centers, rural critical access hospitals, and other health care settings.

**Track 3: Strategies and Tools for Patient Safety/Quality Improvement**

***F – Update on Patient Safety Organizations and Implementation of the Patient Safety and Quality Improvement Act***

**1:30 P.M.-2:30 P.M.**

*Salon D*

- **Moderator:** William Munier, Acting Director, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** William Munier, Acting Director, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality; Ernest Moy, Medical Officer, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality; Amy Helwig, Medical Officer, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Overview:** The Patient Safety and Quality Improvement Act (Public Law 109-41), signed into law on July 29, 2005, was enacted to improve patient safety by encouraging voluntary and confidential reporting and analysis of events that adversely affect patients. This session will provide an update on AHRQ’s activities surrounding the Act. Topics covered will include 1) the anticipated flow of information from providers to Patient Safety Organizations (PSO) to the newly funded PSO Privacy Protection Center and Network of Patient Safety Databases and 2) support of this information flow through technical assistance and the development of common formats for patient safety event reporting.

***K – Transformation of Healthcare Quality Through Health Information Technology***

*White Flint Amphitheater*

- **Moderator:** Jon White, Agency for Healthcare Research and Quality
- **Presenters:** Randall Cebul, Case Western Reserve University/MetroHealth Medical Center; Eric Schneider, Harvard School of Public Health and Brigham and Women's Hospital; Donald Crandall, Trinity Health; James Walker, Geisinger Health System
- **Overview:** This session will focus on the use of health information technology systems to collect quality metrics. Topics of discussion will include the process used to select metrics, challenges encountered through implementation, and lessons learned.

**BREAK** 3:00 P.M. – 3:30 P.M.  
**CONCURRENT SESSIONS IV** 3:30 P.M. – 5:00 P.M.

**Track 3: Strategies and Tools for Patient Safety/Quality Improvement**

*I – Factors Influencing Patient Safety in Medical Group Practices* Forest Glen

- **Moderator:** Teresa Zayas Cabán, Agency for Healthcare Research and Quality
- **Presenters:** John Kralewski, University of Minnesota; Randall Cebul, Case Western Reserve University/ MetroHealth Medical Center; Larry Garber, Fallon Clinic; Matthew Samore, Veterans Affairs Salt Lake City Health Care Systems and University of Utah
- **Overview:** This session will focus on the factors that influence patient safety in medical group practices. Speakers will specifically discuss their research findings and suggest areas where future research needs to be conducted.

**Track 6: System Design and Organizational Change**

*J – Fostering a Culture that Embraces Technology* White Flint Amphitheater

- **Moderator:** Erin Grace, Agency for Healthcare Research and Quality
- **Presenters:** Kiki Nocella, University of California-Riverside; Ben-Tzion Karsh, University of Wisconsin–Madison; Patricia Abbott, John Hopkins University School of Nursing; Gail Keenan, University of Illinois Chicago, College of Nursing
- **Overview:** This session will take basic principles of organizational and culture change theory and tie these theories to organizational change initiatives. Speakers will share phases and solutions that were used to address fear and concern of culture change around implementation of health information technology.

**Welcome Plenary Address:** 5:00 P.M. – 5:30 P.M.  
*Carolyn M. Clancy, M.D., Director* Salon E  
**Agency for Healthcare Research and Quality**

**THURSDAY, SEPTEMBER 27, 2007**

**REGISTRATION** 7:00 A.M. – 5:00 P.M.  
**CONTINENTAL BREAKFAST** 7:00 A.M. – 8:00 A.M.  
**INNOVATION CAFÉ** 8:00 A.M. – 7:00 P.M.  
**CONCURRENT SESSIONS I** 8:00 A.M. – 9:30 A.M.

**Track 1: Data Sharing, Health Care Reporting, and the Public Trust**

*A – Navigating Privacy and Security Issues for Health Information Exchange* Salon E

- **Moderator:** Teresa Zayas Cabán, Agency for Healthcare Research and Quality
- **Presenters:** Vicki Estrin, Vanderbilt Center for Better Health; Gerald Hinkley, Davis, Wright, Tremaine, LLP; Marc Overhage, Regenstrief Institute and Indiana University School of Medicine; Deven McGraw, National Partnership for Women and Families

- **Overview:** This session will discuss privacy and security policies and procedures in light of health information exchange, including HIPAA, individually identifiable health information, individual rights, administrative procedures for data security and physical safeguards, and the implications for the public trust.

## **Track 2: Medication Management and Safety**

### ***D – Implementing Medication Safety Tools at Critical Junctures***

*Salon F and G*

- **Moderator:** Eileen M. Hogan, Patient Safety Program Officer, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Kristine Gleason, Quality Leader, Clinical Quality and Patient Safety Northwestern Memorial Hospital; Daniel P. Hays, Clinical Pharmacy Specialist, Department of Pharmacy/Emergency Medicine, University of Rochester Medical Center, Strong Memorial Hospital; Kathy Leonhardt, Patient Safety Officer and Medical Director, Care Management, Aurora Health Care; Carl Sirio, Associate Professor, Critical Care Medicine, University of Pittsburgh
- **Overview:** This session focuses on patient-centered tools and processes to improve the effective and safe delivery of medications across the healthcare continuum. The speakers will highlight lessons learned from reengineering work processes for medications and effective tools for implementing medication safety in the emergency department, hospital, and ambulatory care settings.

## **Track 3: Strategies and Tools for Patient Safety/Quality Improvement**

### ***A – Innovative Strategies and Tools for Improving Healthcare Quality***

*BrooksideB*

- **Moderator:** Judi Consalvo, Agency for Healthcare Research and Quality
- **Presenters:** Chris McCarthy, Kaiser Permanente; Christine Goeschel, Johns Hopkins University; Cheryl B. Aspy, Oklahoma University Health Science Center; Mark Redding, Mansfield Pediatrics
- **Overview:** This session will focus on innovations in health services delivery that have been implemented in different settings: hospital, medical group practice, integrated delivery system, and a community setting.

## **Track 4: Value and Sustainability of Health Information Technology and Health Information Exchange**

### ***A – New Studies on Return on Investment for Health Information Technology Adoption***

*Salon C*

- **Moderator:** Erin Grace, Agency for Healthcare Research and Quality
- **Presenters:** Blackford Middleton, Partners Healthcare System, Brigham and Women’s Hospital; Mark Frisse, Vanderbilt Center for Better Health; John Hsu, Kaiser Permanente Northern California; Yael Harris, Office of the National Coordinator for Health Information Technology, U.S. Department of Health and Human Services
- **Overview:** This session will explore return on investment for health information technology implementations.

## **Track 5: Improving Health Care Decision Making**

### ***A – Using Clinical Decision Support Effectively, Lessons from the Field***

*White Flint Amphitheater*

- **Moderator:** Jon White, Agency for Healthcare Research and Quality
- **Presenters:** Farzad Mostashari, NYC Department of Health and Mental Hygiene; Tejal Ghandi, Brigham and Women’s Hospital; David Lobach, Duke University School of Medicine; Lisa Dolan-Branton, Indian Health Service

- **Overview:** This session will provide an overview of clinical decision support tools, with a special emphasis on lessons learned in clinical decision support technology.

**F – Human Factors and Patient Safety Improvement**

*Glen Echo*

- **Moderator:** Kerm Henriksen, Human Factors Advisor for Patient Safety, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Meghan M. Dierks, Director of Clinical Systems Analysis, Beth Israel Deaconess Medical Center; Rollin J. (Terry) Fairbanks, Assistant Professor of Emergency Medicine, University of Rochester; Ben-Tzion Karsh, Associate Professor, Department of Industrial and Systems Engineering, University of Wisconsin–Madison; Matthew B. Weinger, Norman Ty Smith Chair in Patient Safety & Medical Simulation, Professor of Anesthesiology, Biomedical Informatics, and Medical Education, Vanderbilt University School of Medicine
- **Overview:** This session affords the opportunity to examine how human factors research plays a significant role in improving patient safety. The four presentations nicely illustrate the potential that can be realized when healthcare and human factors expertise converges to address important patient safety issues.

**Track 6: System Design and Organizational Change**

**D – Reducing Waste and Enhancing Value in Health Care Delivery**

*Forest Glen*

- **Moderator:** Cynthia Palmer, Agency for Healthcare Research and Quality
- **Presenters:** Sheri Eisert, Denver Health; Steve Raab, University of Pittsburgh School of Medicine; Lucy Savitz, Abt Associates
- **Overview:** Estimates suggest that waste may account for more than 50 percent of all American health care expenditures. Health care systems have been using Lean and other such approaches to reduce waste and enhance value in care delivery. Three implementation research studies that used Lean will be discussed in terms of their purpose, infrastructure, coordination, evaluation methods, hurdles overcome, outcomes (including business case findings), lessons learned, and next steps.

**BREAK**

**9:30 A.M. – 10:00 A.M.**

**Joint Plenary Session**

**10:00 A.M. – 11:30 A.M.**

**Town Hall Session: Visionary Leadership Inspires Transformation**

*Salon E, F, G, and H*

- **Moderator:** Carolyn M. Clancy, Director, Agency for Healthcare Research and Quality
- **Presenters:** Jill Berger, Health & Welfare Plan Management and Design for Marriott International; Thomas Kline, Iowa’s Medicaid Medical Director; Maria Carolina Hinstrosa, The National Breast Cancer Coalition; Jeffrey Rich, Society of Thoracic Surgeons; Daniel W. Varga, SSM Health Care–St. Louis
- **Overview:** This session will take basic principles of organizational and culture change theory and tie these theories to organizational change initiatives. Speakers will share phases and solutions that were used to address fear and concern of culture change around implementation of health information technology.

**LUNCH ON YOUR OWN**

**11:30 A.M. – 1:30 P.M.**

**Track 1: Data Sharing, Health Care Reporting, and the Public Trust*****B – Quality Reporting Tools****Salon H*

- **Moderator:** Katherine Crosson, Agency for Healthcare Research and Quality
- **Presenters:** Shoshanna Sofaer, School of Public Affairs, Baruch College; Lise Rybowski, Severyn Group; Dale Shaller, Shaller Consulting
- **Overview:** As more and more health organizations move toward public reporting of health care quality, particularly at the hospital level, the methods used to communicate this information becomes critical. This session will focus on AHRQ's evidence-based reporting tools. Common themes and lessons learned from the TalkingQuality Web site, Report Card Compendium, and the AHRQ Quality indicators Reporting Model will be discussed.

***C – Findings from AHRQ's State Privacy and Security Projects****White Flint Amphitheater*

- **Moderator:** Jon White, Agency for Healthcare Research and Quality
- **Presenters:** Donald Connelly, University of Minnesota Medical School; Linda Dimitropoulos, RTI International; Robert St. Peter, Kansas Health Institute; Ellen Flink, New York State Department of Health
- **Overview:** This session will discuss key findings from the AHRQ-funded privacy and security projects conducted in 33 States and one territory.

**Track 2: Medication Management and Safety*****C – New Approaches in Medication Management and Care Transition****Glen Echo*

- **Moderator:** Erin Grace, Agency for Healthcare Research and Quality
- **Presenters:** Michael Bordelon, Talyst, Inc.; Rachelle Spiro, Bpharm, R. Spiro Consulting; Mike Murphy, St. Joseph's Community Hospital; Timothy Stratton, University of Minnesota College of Pharmacy-Duluth
- **Overview:** This session will focus on new ways for improving medication safety across different care settings and populations.

**Track 4: Value and Sustainability of Health Information Technology and Health Information Exchange*****E – Using Clinical Health Information Exchange to Improve Population Health****Salon F*

- **Moderator:** Robert Mayes, Agency for Healthcare Research and Quality
- **Presenters:** Farzad Mostashari, New York City Department of Health and Mental Hygiene; Eleanor Littman, Health Improvement Partnership of Santa Cruz County; Robert White, Lovelace Clinic Foundation; Stephen Downs, Regenstrief Institute and Indiana University School of Medicine
- **Overview:** This session will discuss models for improving population health using health information exchange, including those that support the important intersection between public health and health care system data.

## Track 5: Improving Health Care Decision Making

### *B – Innovative Trends in Guideline Development, Implementation, and Use*

*Brookside A*

- **Moderator:** Mary Nix, Agency for Healthcare Research and Quality
- **Presenters:** Cally Vinz, Institute for Clinical Systems Improvement; Mary Barton, Agency for Healthcare Research and Quality; Vivian Coates, ECRI Institute; Eloise Clark, Cincinnati Children's Hospital Medical Center
- **Overview:** By attending this session, attendees will (1) gain insight into how guidelines included in AHRQ's National Guideline Clearinghouse™ (NGC) have changed over time and (2) explore with guideline developer organizations the methods and approaches they use to produce high-quality guidelines that are current, relevant to their audiences, and implementable. Representing national, regional, and local perspectives, speakers will provide historical and contemporary contexts.

### *C – Comparative Effectiveness Research*

*Brookside B*

- **Moderator:** Scott Smith, Agency for Healthcare Research and Quality
- **Presenters:** Peter Juhn, Johnson & Johnson, Inc.; Jennifer Bright, Society for Healthcare Epidemiology of America; Gail Shearer, Consumers Union
- **Overview:** Clinical comparative effectiveness research has captured the attention of health care decision makers. This session will discuss AHRQ's congressionally mandated comparative effectiveness research program. Panelists will discuss different aspects of comparative effectiveness research including the role of stakeholders, translation and communication of findings, and how the findings can be used in health care decision-making.

### *E – Improving Prevention in Primary Care Practice-Based Research Networks*

*Salon G*

- **Moderator:** David Lanier, Agency for Healthcare Research and Quality
- **Presenters:** Stephen Rothemich, Virginia Commonwealth University; Ardis Olson, Dartmouth Medical School; Rebecca Etz, Prescription for Health
- **Overview:** Primary care practice-based research networks (PBRNs) involve community-based clinicians and their staffs in activities designed to understand and improve primary care. The best of PBRN efforts link relevant clinical questions with rigorous research methods in community settings to produce scientific information that is externally valid, and, in theory, assimilated more easily into everyday practice. This session will focus on PBRN research that seeks to improve the provision of counseling for healthy behaviors in primary care settings. Case examples will be the Prescription for Health initiative (funded jointly by AHRQ and the Robert Wood Johnson Foundation), the Healthy Teen Project (adolescent health counseling), and QuitLink - A Leveraging Solution to Tobacco Counseling.

***G – In the Eye of the Beholder: Patient Perspectives on Quality of Care***

*Salon C*

- **Moderator:** Christine Crofton, Agency for Healthcare Research and Quality
- **Presenters:** Susan Edgman-Levitan, Executive Director, John D. Stoekle Center for Primary Care Innovation, Massachusetts General Hospital; Cindy Larkin, Senior Director, Operations Excellence, Tenet Healthcare Corporation; Margarita Hurtado, Principal Research Scientist, American Institutes for Research
- **Overview:** Speakers in this session will describe how data from CAHPS® (Consumer Assessment of Healthcare Providers and Systems) surveys have been used in different settings to improve patient-centered care. Presentations will focus on improvements in a primary care setting, a hospital setting, and a hemodialysis center. In addition, there will be discussion of current CAHPS effort focused on measurement of cultural competence in health settings.

**Track 6: System Design and Organizational Change**

***C – Redesigning Work Processes to Improve Patient Safety and Quality***

*Forest Glen*

- **Moderator:** Marge Keyes, Patient Safety Team Leader, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Twila Burdick, System Director, Organizational Performance, Banner Health; Susan D. Horn, Senior Scientist, Institute for Clinical Outcomes Research, Ross Koppel, Lecturer and Adjunct Professor, Department of Sociology, University of Pennsylvania; Siobhan Sharkey, Managing Director, Health Management Strategies, Institute for Clinical Outcomes Research
- **Overview:** This session addresses redesigning workflow to improve the safety and quality of care delivered to patients treated in several different settings including emergency departments, hospitals, and nursing homes. Speakers will discuss their processes, tools, and study findings related to optimizing workflow to prevent patients from leaving emergency departments without being treated, preventing pressure ulcers in nursing home residents, and understanding healthcare information technology's impact on the quality and safety of care provided in hospitals and nursing homes.

***H – Improving Discharge and Transitions in Care***

*Salon E*

- **Moderator:** Deborah Queenan, Coordinator, International Health, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Brian Jack, Associate Professor and Vice Chair, Department of Family Medicine, Boston University School of Medicine/Boston Medical Center; Gary A. Noskin, Associate Professor of Medicine, Northwestern University Feinberg School of Medicine and Director, Northwestern Center for Patient Safety, Northwestern Memorial Hospital; Mark V. Williams, Professor of Medicine and Chief, Division of Hospital Medicine, Northwestern University Feinberg School of Medicine
- **Overview:** This session will focus on the safety of patients as they move throughout the healthcare system. Presentations will highlight efforts to reengineer processes and effectively implement tools to transform the safe delivery of care for both clinicians and patients.

**BREAK**

**3:00 P.M. – 3:30 P.M.**

**CONCURRENT SESSIONS III**

**3:30 P.M. – 5:00 P.M.**

**Track 2: Medication Management and Safety**

***B – e-Prescribing Implementation***

*Salon F*

- **Moderator:** Jon White, Agency for Healthcare Research and Quality

- **Presenters:** Beth Devine, University of Washington Department of Pharmacy; Robert Elson, Clinical System Designs; Gunther Schadow, Indiana University School of Medicine and Regenstrief Institute; Kate Lapane, Brown University
- **Overview:** This session will showcase the results of several AHRQ-funded projects that tested e-prescribing implementation.

***E – Medication Reconciliation Across the Continuum***

*Glen Echo*

- **Moderator:** Ernest Moy, Medical Officer, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Peter Kaboli, Associate Professor, University of Iowa College of Medicine and Center for Research in the Implementation of Innovative Strategies in Practice, VA Iowa City Health Care System; Melinda Muller, Medical Director, Legacy Clinics; Michael Bordelon, Executive Vice President, Operations, Extended Care Group, Talyst; Douglas Bell, RAND Corporation, UCLA Medical Center
- **Overview:** This session will focus on medication reconciliation across different sites of care. Presentations will highlight effective medication reconciliation in hospital, ambulatory care, and long-term care settings and the contribution of health information technologies to this critical activity.

**Track 3: Strategies and Tools for Patient Safety/Quality Improvement**

***B – Using Health Information Technology to Improve Quality of Care Among Racial and Ethnic Minorities***

*Salon G*

- **Moderator:** Teresa Zayas Cabán, Agency for Healthcare Research and Quality
- **Presenters:** Linda Aranaydo, California Rural Indian Health Board; Craig Mathews, Bayou Teche Community Health Network; Mark Jones, Health Improvement Collaboration in Cherokee County (SMRTNET) and Talequah City Hospital; Alfred Bove, Temple University Medical Center and Temple University Medical School
- **Overview:** This session focuses on health information technology as a tool for improving quality of care among racial and ethnic minority populations.

***C – Overview of AHRQ Quality Indicators***

*Salon E*

- **Moderator:** Mamatha Pancholi, Agency for Healthcare Research and Quality
- **Presenters:** Sheryl Davies, Stanford University; Jeffrey Geppert, Battelle Memorial Institute; Patrick Romano, Division of General Medicine, University of California, Davis
- **Overview:** This session is designed to provide attendees with an overview of the AHRQ Quality Indicators. The session will focus on the research, rationale, and process used to develop the indicators, current issues of interpretation and use, and information on how ICD-9 coding practices impacts the indicators.

## **Track 4: Value and Sustainability of Health Information Technology and Health Information Exchange**

### ***F – Assessing Quality of Telehealth***

*Salon H*

- **Moderator:** Robert Mayes, Agency for Healthcare Research and Quality
- **Presenters:** Sanjeev Arora, University of New Mexico Health Sciences Center; Teresa Waters, University of Tennessee Health Science Center; Cynthia Scheideman-Miller, Evident Telehealth Services; Lee Goldberg, Hospital of the University of Pennsylvania
- **Overview:** The goal of this session would be to showcase the implementation and evaluation of an AHRQ-funded telehealth project and discuss how telehealth contributes to measurable improvements in cost, safety, and quality of care.

## **Track 5: Improving Health Care Decision Making**

### ***D – A Tour of USPSTF/AHRQ Prevention Tools for Clinicians***

*Brookside A*

- **Moderators:** Tricia Trinite and William Spector, Agency for Healthcare Research and Quality
- **Presenters:** Ron Finch, National Business Group on Health; Susan Horn, Institute for Clinical Outcomes Research
- **Overview:** This session will focus on various “levels of use” of products and tools that contain AHRQ-generated evidence on preventive services. Examples will include U.S. Preventive Services Task Force (USPSTF) printed and electronic tools for clinicians, the Purchaser’s Guide to Preventive Services for large businesses and other payors, and on-time pressure ulcer prevention strategies for patients in long-term care settings.

### ***J – Addressing Problems in Care Coordination***

*Brookside B*

- **Moderator:** David Atkins, Agency for Healthcare Research and Quality
- **Presenters:** Vandana Sundaram, Stanford University; David Door, Oregon Health and Science University; James Mortimer, Johns Hopkins University
- **Overview:** This session will review a number of developments around efforts to improve the coordination of care of patients with chronic diseases. Results of a systematic review around care coordination will be highlighted, as will efforts to develop quality measures around coordination. The potential role for health information technology in improving coordination among caregivers will be discussed, along with an innovative program combining practice-based nurse care management with information technology to improve care coordination.

## **Track 6: System Design and Organizational Change**

### ***A – Working Conditions, Organizational Culture, and Health Care Quality***

*Forest Glen*

- **Moderator:** Jeffrey Brady, Commander, U.S. Public Health Service, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Christopher P. Landrigan, Director, Sleep and Patient Safety Program, Brigham and Women’s Hospital and Assistant Professor of Pediatrics and Medicine, Harvard Medical School; Ann Rogers, Associate Professor of Nursing, University of Pennsylvania; Patricia W. Stone, Associate Professor of Nursing, Columbia University; Joel Weissman, Assistant Professor, Institute for Health Policy, Partners Healthcare Systems, Inc.
- **Overview:** This session will focus on the impact of working conditions and organizational culture on patient safety and health care quality. In the presentations and discussion, speakers will present summaries of their research and draw on their experience with the topic overall and in the context of the

disciplines and perspectives they represent: medicine, nursing, and workflow.

***E – Driving Innovation in Health Services Delivery***

*White Flint Amphitheater*

- **Moderator:** Mary Nix, Agency for Healthcare Research and Quality
- **Facilitator:** Paul Plsek, Directed Creativity™
- **Presenters:** Chris McCarthy, Kaiser Permanente; Paul Plsek, Directed Creativity™; Patricia Collins, TRICARE Management Activity, U.S. Department of Defense; Tim Ogilvie, Peer Insight
- **Overview:** Innovation is the transformative business discipline of the 21<sup>st</sup> Century. How can health care organizations improve quality, reengineer processes, and be innovative too? How can service innovation be viewed as just as important as product innovation? Answers to these and many other questions will be offered in this interactive session whose speakers are experts in service innovation. A thought-stimulating and lively session is planned.

**NETWORKING RECEPTION**

**5:00 P.M. – 6:30 P.M.**

**FRIDAY, SEPTEMBER 28, 2007**

**REGISTRATION**

**7:00 A.M. – 3:00 P.M.**

**CONTINENTAL BREAKFAST**

**7:00 A.M. – 8:00 A.M.**

**INNOVATION CAFÉ**

**8:00 A.M. – 3:00 P.M.**

**Joint Plenary Session**

**8:30 A.M. – 10:00 A.M.**

Hon. Michael O. Leavitt (*invited*)  
Secretary, U.S. Department of Health and Human Services

Carolyn M. Clancy, M.D.  
Director, Agency for Healthcare Research and Quality

***Driving Improvement through Value-Driven Health Care***

*Salon E, F, G, and H*

**BREAK**

**10:00 A.M. – 10:30 A.M.**

➤ **AHRQ Quality Indicator Users Meeting**

**10:30 A.M. – 3:00 P.M.**

*Salon E*

- **Moderator:** Mamatha Pancholi, Agency for Healthcare Research and Quality
- **Presenters:** Laura Puzniak, Battelle Memorial Institute; Amy Rosen, Boston University/Bedford VA; Patricia Zrelak, Division Center for Health Services Research in Primary Care, University of California, Davis; Beverlee Hall, Cost Reporting and Discharge Data Section Bureau of Public Health Statistics; Joanne Cuny, University Health System Consortium
- **Overview:** The AHRQ Quality Indicator (QI) User meeting is intended both for active users of the AHRQ Quality Indicators and for those interested in how the AHRQ QI might be used in their organizations. The sessions will focus on lessons learned from validation studies and the implications for comparative reporting and quality improvement:
  - Validation studies in the literature and current research activities
  - Results from the AHRQ QI Validation Collaborative Pilot for selected Patient Safety Indicators
  - Guidance on use of the AHRQ QI medical record data collection tools to improve data quality and

- o processes of care
- o Future directions for collaborative validation studies of the AHRQ Quality Indicators

**CONCURRENT SESSIONS I**

**10:30 A.M. – 12:00 P.M.**

**HHS’ Value-Driven Health Care Initiative: Strategies and Tools for Success**

- **Consumers’ Use of Health Care Quality Information** *Salon H*
  - **Moderator:** Farah Englert, Agency for Healthcare Research and Quality
  - **Presenters:** R. Adams Dudley, University of California, San Francisco; Farah Englert, Office of Communications, Agency for Healthcare Research and Quality; Debra L. Nixon, Your Partners in Quality, LLC
  - **Overview:** This panel will explore a variety of perspectives on when and how consumers use information on the quality and cost of the health care services they receive, including examples of Federal, State, and local efforts to help consumers be more active in all aspects of the decisions made about their care.
  
- **AHRQ Data Resources: Using MEPS to Study Value in the U.S. Health Care System** *Salon C*
  - **Moderators:** Jessica Banthin and Joel Cohen, Agency for Healthcare Research and Quality
  - **Presenters:** John Nyman, University of Minnesota; Allison Rosen, University of Michigan Health System; Michael O’Grady, O’Grady Health Policy
  - **Overview:** Health care expenditures now represent 16% of the United States gross domestic product, exhibit a rate of growth that exceeds other sectors of the economy, and constitute one of the largest components of the Federal and States’ budgets. Although the rate of growth in health care costs slowed in the mid 1990s, since then costs have increased rapidly, fueled primarily by rising expenditures for hospital care and prescription medications. With health care absorbing increasing amounts of the nation’s resources, the question of how to design a system that encourages the provision of high-quality care as efficiently as possible remains an issue of continuing concern to both private and public payers. This session will focus on examining the issue of how to promote value in health care—that is, encouraging consumers, providers, and insurers to obtain, deliver, and finance care in a manner that maximizes the often competing objectives of access, quality and the cost of care, with particular emphasis on how the Medical Expenditure Panel Survey can contribute to that examination.
  
- **Community Leadership and Building Multi-Stakeholder Coalitions** *Forest Glen*
  - **Moderator:** Nancy Wilson, Agency for Healthcare Research and Quality
  - **Presenters:** Michael W. Painter, Robert Wood Johnson Foundation; Patricia E. Powers, Center for Health Improvement; Christopher Queram, Wisconsin Collaborative for Healthcare Quality; Margaret Stanley, Pacific Sound Health Alliance
  - **Overview:** This panel will focus on the dynamics and success factors in leading communities and building stakeholder coalitions comprised of health care providers, employers, consumers, health plans, and others.

### Track 3: Strategies and Tools for Patient Safety/Quality Improvement

#### *G – Improving Teamwork in Healthcare*

*Salon F and G*

- **Moderator:** Amy Helwig, Medical Officer, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** Karen Frush, Chief Patient Safety Officer, Duke University Health System; Division of Pediatric Hospital and Emergency Medicine; Christine Goeschel, Director, Patient Safety & Quality Initiatives, and Manager, Operations, Quality and Safety Research Group, Johns Hopkins University; Jeanne-Marie Guise, Director, State Obstetric and Pediatric Research Collaborative (STORC), and Associate Professor, Division of Maternal-Fetal Medicine Departments of Obstetrics and Gynecology, Medical Informatics, and Public Health & Preventive Medicine; Heidi King, Patient Safety Program, U.S. Department of Defense
- **Overview:** This session will focus on the importance of team dynamics in patient safety. The presentations will highlight different aspects of implementing team training programs. Examples will include implementation of team patient safety training in an academic setting, the Department of Defense, an intensive care unit and a hospital obstetrics unit.

#### *L – NHQR-NHDR: National Performance Measurement and Reporting Session*

*White Flint Amphitheater*

- **Moderator:** Edward Kelley, Director, U.S. National Healthcare Reports, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality
- **Presenters:** James Rohack, Medical Director, Scott and White Clinic and Chair, AHRQ National Advisory Council; Cathy Schoen, Senior Vice President for Research and Evaluation, The Commonwealth Fund
- **Overview:** The U.S. National Healthcare Reports (the National Healthcare Quality Report and National Healthcare Disparities Report) are the only annual national examinations of quality, safety and disparities in the U.S. healthcare system. The 2007 editions will mark the fifth publication by AHRQ of these reports (in January 2008). The purpose of this session is (a) to review current and future directions in performance measurement and reporting, (b) to discuss the expected impact of reporting on performance, and (c) to provide initial recommendations to AHRQ on how the National Reports can contribute to the future of performance reporting. This session is the first of a two-part national “discussion” on current and future directions in performance measurement and reporting. The second discussion will take place at the release of the 2007 National Reports in January 2008.

### Track 4: Value and Sustainability of Health Information Technology and HIE

#### *C - Efficiency of Healthcare: RAND Efficiency Report*

*Glen Echo*

- **Moderator:** Herbert S. Wong, Agency for Healthcare Research and Quality
- **Presenters:** Elizabeth McGlynn, RAND Corporation; Michael Chernew, Harvard University
- **Overview:** The RAND Corporation recently completed an AHRQ-commissioned report, “Identifying, Categorizing, and Evaluating Healthcare Efficiency Measures,” that identifies and describes existing measures of healthcare efficiency, organizes them into a typology, and evaluates them according to broad criteria. Dr. Elizabeth McGlynn (RAND Corporation) will present the findings from this AHRQ initiative and Dr. Michael Chernew (Harvard University) will serve as a discussant. Attendees are invited to provide comments and suggestions and to help AHRQ prioritize next steps.

## Track 6: System Design and Organizational Change

### *F – Systems Approaches to Reducing Disparities in Healthcare Quality*

*Brookside B*

- **Moderator:** Cecilia Rivera-Casale, Agency for Healthcare Research and Quality
- **Presenters:** Frederick P. Cerise, Louisiana Department of Health and Hospitals; Marshall Chin, University of Chicago; Rhonda M. Johnson, Highmark Inc.
- **Overview:** This session will address the challenges unique to implementing organizational change in diverse settings to achieve reductions in racial, ethnic, and income disparities in healthcare quality. Speakers will discuss their own experiences in different settings, present successful systems change models, and share their thoughts on how to replicate and sustain systems change to promote equity and quality in healthcare services

**LUNCH ON YOUR OWN**

**12:00 P.M. – 2:00 P.M.**

### **CONCURRENT SESSIONS II**

**2:00 P.M. – 3:30 P.M.**

### **HHS' Value Driven-Health Care Initiative: Strategies and Tools for Success**

#### ➤ **AHRQ Data Tools HCUP**

*Salon C*

- **Moderators:** Claudia A. Steiner and Herbert S. Wong, Agency for Healthcare Research and Quality
- **Presenters:** Richard Lindrooth, Medical University of South Carolina, Michael Pine, Michael Pine Associates, Inc., Kevin Volpp, University of Pennsylvania
- **Overview:** This session provides a brief overview of how information from the Healthcare Cost and Utilization Project (HCUP) can be used to support the President and Secretary's Value Driven Healthcare Initiative. More specifically, three potential enhancements to HCUP will be discussed: (1) developing a "price-to-charge" ratio file, (2) adding clinical variables, and (3) linking HCUP to death certificate or birth certificate records. A panel of distinguished researchers, including Richard Lindrooth (Medical University of South Carolina), Michael Pine (Michael Pine Associates, Inc.), and Kevin Volpp (University of Pennsylvania) will provide insight to the value and challenges of these proposals.

#### ➤ **Implementation of Pay-for-Performance Arrangements and Quality Improvement**

*Salon H*

- **Moderator:** Peggy McNamara, Agency for Healthcare Research and Quality
- **Presenters:** Foster C. Gesten, State of New York Department of Health; David E. Kelley, Pennsylvania Department of Public Welfare; Meredith B. Rosenthal, Harvard School of Public Health; Gary Young, Boston University School of Public Health and U.S. Department of Veterans Affairs
- **Overview:** This panel will examine the background, development, and use of pay-for-performance arrangements and tools to improve quality and value in health care, especially in publicly financed programs.

### Track 3: Strategies and Tools for Patient Safety/Quality Improvement

#### *D – Safety and Quality Design*

*Salon F and G*

- **Moderator:** Sandi Isaacson, Director, User Liaison and Research Translation, Office of Communications and Knowledge Transfer, Agency for Healthcare Research and Quality
- **Presenters:** Kerm Henriksen, Human Factors Advisor for Patient Safety, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality; Pascale Carayon, Professor of Industrial Engineering and Director of the Center for Quality and Productivity Improvement, University of Wisconsin–Madison; John R. Grout, Campbell School of Business, Berry College; Roger S. Ulrich, Director of the Center for Health Systems and Design, College of Architecture, Texas A&M University
- **Overview:** If you have ever been stymied by the “universal remote” for your television, tried to put together a children’s toy, or tripped at steps because you could not tell where they began or ended, you understand how important the design of a process, product, or space is to its safety and quality. Speakers at this session will discuss how improving the design of tools, tasks, and the building environment can improve the safety and quality of health care and the working conditions for those providing it.

### Track 6: System Design and Organizational Change

#### *G – Critical Access Hospitals and Health Care Efficiency*

*Glen Echo*

- **Moderator:** Ryan Mutter, Agency for Healthcare Research and Quality
- **Presenters:** Ryan Mutter, Center for Delivery, Organization, and Markets, Agency for Healthcare Research and Quality; Pengxiang (Alex) Li, Division of General Internal Medicine, University of Pennsylvania; Laura Morlock, Department of Health Policy and Management, Johns Hopkins Bloomberg School of Public Health
- **Overview:** This panel will focus on the efforts of hospital conversion to Critical Access Hospital (CAH) status on efficiency, patient safety, and other measures of hospital performance

**CONFERENCE CONCLUDES**

**3:00 P.M. – 4:30 P.M.**