

DETAILED AGENDA

Monday, June 6, 2005

REGISTRATION

11:00 A.M. – 1:00 P.M.

WELCOME AND OPENING PLENARY

1:00 P.M. – 2:00 P.M.

Robert M. Wachter
Professor of Medicine and Chief of Medical Service,
University of California – San Francisco Medical Center

Introduced by

Marge Keyes
Patient Safety Team Leader
Agency for Healthcare Research and Quality

CONCURRENT SESSIONS I

2:10 P.M. – 3:40 P.M.

IA – Avoiding Adverse Drug Events

Room 143A

- Facilitator: Stan Edinger, Agency for Healthcare Research and Quality
- Presenters: Tejal Gandhi, Partners HealthCare; John Kralewski, University of Minnesota, Twin Cities; Gordon Schiff, Stroger Cook County Hospital
- Overview: This session will describe the information systems used to avoid ADE, the challenges of implementation, and their effectiveness.

IB – Risk and Recovery

Room 143B

- Facilitator: Kerm Henriksen, Agency for Healthcare Research and Quality
- Presenters: Marlene Goldman, Beth Israel Deaconess Medical Center; Michael Westley, Virginia Mason Medical Center
- Overview: The panel will focus on safety and outcomes in high-risk health care environments and will discuss the effect of Medical Emergency Teams (MET) on postoperative morbidity and mortality.

IC – Hospital Care

Room 143C

- Facilitator: Eileen Hogan, Agency for Healthcare Research and Quality
- Presenters: Brian Jack, Boston Medical Center; Shawna Perry, University of Florida, Jacksonville; Jay Wolfson, University of South Florida, Tampa
- Overview: Panelists will discuss their experiences and research findings in improving care delivered in hospital systems.

ID – Organizational Climate Matters: Direct and Indirect Effects on Patient Safety

Room 144A

- Facilitator: Michael Harrison, Agency for Healthcare Research and Quality
- Presenters: Michael Harrison, Agency for Healthcare Research and Quality; Robert Rosati, Visiting Nurse Service of New York; Patricia Stone, Columbia University; Nicholas Warren, University of Connecticut Health Center
- Overview: The panel will examine whether organizational climate has direct effects on patient safety, including measures of organizational climate in ongoing patient safety studies, development and testing of climate models, and the advantages and limitations of models in conceptualizing and measuring organizational climate.

IE – Informing Patients and Families about Adverse Events

Room 144B

- Facilitator: Anna Poker, Agency for Healthcare Research and Quality
- Presenters: Noel Eldridge, Veterans Health Administration; Victoria Fraser, Washington University, St. Louis; Lisa Rawn, Uniformed Services University of the Health Sciences
- Overview: Panelists will address disclosure of adverse events and outline arguments in favor of disclosing adverse events to patients and families. Selected discussions include the Department of Veterans Affairs policy on disclosing adverse events to patients, the not-so-obvious situations that warrant disclosure of adverse events, and the Utilitarian and duty-based ethical basis for recommending disclosure of adverse events by health care professionals.

IF – Using Data Systems to Identify Potential Harm-I

Room 144C

- Facilitator: Stan Edinger, Agency for Healthcare Research and Quality
- Presenters: Harold Kaplan, Columbia University; Brian Strom, University of Pennsylvania Medical Center
- Overview: Because we cannot fix what we do not know is broken, panelists in sessions I and II panelists will discuss their data systems and what elements have been most useful in highlighting potential harms.

BREAK

3:40 P.M. – 4:00 P.M.

CONCURRENT SESSIONS II

4:00 P.M. – 5:30 P.M.

IIA – Using HIT to Improve Care: Three Clinical Examples

Room 143A

- Facilitator: Kerm Henriksen, Agency for Healthcare Research and Quality
- Presenters: David Magid, Kaiser Permanente; Jonathan Neufeld, University of California, Davis; Andrew Steele, Denver Health
- Overview: Panelists will share three examples from the clinical setting to address the use of HIT to improve patient care. Topics of focus include the challenges of implementing HIT and the impact of HIT on patients versus clinicians.

IIB – Preventing Infections

Room 143B

- Facilitator: Marybeth Farquhar, Agency for Healthcare Research and Quality
- Presenters: Denise Kirley, St. Joseph's Hospital, Atlanta; Robert Panzer, University of Rochester, New York; Richard Shannon, West Penn Allegheny Health System
- Overview: Panelists will address issues in preventing infections, such as measuring the impact and cost-effectiveness of, and identifying the barriers to, implementing new infection-prevention technology in health care settings.

IIC – Older Patient Care

Room 143C

- Facilitator: Judy Sangl, Agency for Healthcare Research and Quality
- Presenters: Eric Coleman, University of Colorado Health Sciences Center; Terry Field, University of Massachusetts Medical School
- Overview: The panel will describe the unique issues of and suggest solutions for delivering safe care to older patients. Panelists discuss the transfer for care of older patients across health care settings and the prevalence and prevention of adverse drug events among older adults in the ambulatory setting. Panelists will identify challenges to improving quality during care transitions, identify best practices to promote safe and effective transfers, and discuss possible interventions to reduce the rate of adverse drug events in the long-term care setting.

IID – What do Medical Errors Cost and are System Changes Worth it?

Room 144A

- Facilitator: Stan Edinger, Agency for Healthcare Research and Quality
- Presenters: Steven Culler, Rollins School of Public Health, Emory University; Peter Pronovost, Johns Hopkins Medical Institutions; Peter Saltonstall, SafeCare Systems; Chunliu Zhan, Agency for Healthcare Research and Quality
- Overview: This panel will discuss the business case for implementing system changes. Data from two recent studies will be presented along with presentations about how decisions are made on whether to invest in systems that help mitigate errors.

IIE – Does Team Training Make a Difference in Delivering Safe Care?

Room 144B

- Facilitator: Marge Keyes, Agency for Healthcare Research and Quality
- Presenters: Lee Hilborne, University of California, Los Angeles; Heidi King, Office of the Secretary of Defense
- Overview: The panel will address the impact of teamwork and communication on the quality of care, including the role of poor teamwork as a contributing factor in preventable adverse errors, how perceptions of teamwork vary among team members, and common types of communication errors. Highlights include a comparison of the aviation industry to health care and how the crossover of Crew Resource Management (CRM) training from aviation may also prove useful in creating a culture of teamwork in the health care setting.

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IIIF – Using Data Systems to Identify Potential Harm-II

Room 144C

- Facilitator: Eileen Hogan, Agency for Healthcare Research and Quality
- Presenters: Edward Dunn, Veterans Health Administration National Center for Patient Safety; David Studdert, Harvard School of Public Health; Wu Xu, Utah Department of Health
- Overview: Because we cannot fix what we do not know is broken, panelists in sessions I and II will discuss their data systems and what elements have been most useful in highlighting potential harms.

Tuesday, June 7, 2005

CONTINENTAL BREAKFAST

8:30 A.M. – 10:00 A.M.

CONCURRENT SESSIONS III

10:00 A.M. – 11:30 A.M.

IIIA – Hidden Issues in Implementing Technology-I

Room 143A

- Facilitator: Kerm Henriksen, Agency for Healthcare Research and Quality
- Presenters: Kimberly Galt, Creighton University Medical Center; Ben-Tzion Karsh, University of Wisconsin-Madison; Ross Koppel, University of Pennsylvania
- Overview: The panel will provide an overview of the science and theory of HIT implementation and describe the relationship between organizational, cultural, personal, and technological factors that impact HIT implementation. Panelists will present real-world cases of HIT implementation, such as computer-based order entry systems, to illustrate the general discussion.

IIIB – Improving the Accuracy of Patient Identification

Room 143B

- Facilitator: Anna Poker, Agency for Healthcare Research and Quality
- Presenters: Karen Simpson, South Georgia Medical Center; Kristy Walker, The University of Iowa
- Overview: The panel will discuss ways to improve patient identification prior to administering treatments and procedures. Learn what factors are responsible for patient misidentification and the impact new technological devices have on reducing identification errors, such as using bar code technology to improve patient identification during the blood transfusion process.

IIIC – Ambulatory Care

Room 143C

- Facilitator: Stan Edinger, Agency for Healthcare Research and Quality
- Presenters: C. Andrew Brown, The University of Mississippi Medical Center; Nancy Elder, University of Cincinnati
- Overview: The session will address the challenges and techniques for improving the care delivered to patients outside of the hospital.

IIID – Techniques for Institutionalizing a Safety Culture

Room 144A

- Facilitator: Deborah Queenan, Agency for Healthcare Research and Quality
- Presenters: Kerry Bommarito, Washington University in St. Louis; Bryan Sexton, Johns Hopkins Medical Institution
- Overview: Panelists will discuss how to measure, improve, and sustain over time a safety culture at work. Learn the essential components of instituting a safety culture and the difference between job satisfaction and teamwork climate and their impact on culture.

III E – Health Care Education Tools-I

- Facilitator: Marge Keyes, Agency for Healthcare Research and Quality
- Presenters: Pascale Carayon, University of Wisconsin-Madison; David Hunt, Centers for Medicare and Medicaid Services; Marge Keyes, Agency for Healthcare Research and Quality; Steven Simon, Harvard Pilgrim Health Care
- Overview: Panelists will describe various patient safety education programs, the context and need for their development and their potential ability to improve care. Specific programs include academic detailing for prescribing medications, the Patient Safety Improvement Corps (PSIC), the Surgical Care Improvement Project (SCIP), and Systems Engineering Intervention in Outpatient Surgery (SEIPS).

III F – Using Reporting Systems Data for Action-I

Room 144C

- Facilitator: James Battles, Agency for Healthcare Research and Quality
- Presenters: Shirley Kellie, Centers for Medicare and Medicaid Services; Mark Keroak, University HealthSystem Consortium; Beth Kosiak, Agency for Healthcare Research and Quality; Ernest Moy, Agency for Healthcare Research and Quality
- Overview: In sessions I and II panelists will discuss a range of systems that collect medical events data to improve one or more facets of patient safety. The panel in session I will discuss near-miss events and near-miss analysis as well as describe reporting systems designed to build organizational memory. Learn how an Internet-based reporting system collects and uses near-miss reports data received from 21 Academic Medical Centers to foster improvements in care.

MEDIA TRAINING / LUNCH

11:30 A.M. – 1:00 P.M.

Room 145A

CONCURRENT SESSIONS IV

1:00 P.M. – 2:30 P.M.

IV A – Hidden Issues in Implementing Technology-II

Room 143A

- Facilitator: Marge Keyes, Agency for Healthcare Research and Quality
- Presenters: Richard Cook, University of Chicago; Matthew Weinger, Vanderbilt University
- Overview: Panelists will describe the dynamics of patient safety as systems undergo technological change, how complex systems fail, and the steps organizations and practitioners can take to make complex systems more resistant to failure.

IV B – Preventing Adverse Drug Events

Room 143B

- Facilitator: Deborah Queenan, Agency for Healthcare Research and Quality
- Presenters: Brett Carter, Tanner Health System; Brian Strom, University of Pennsylvania Medical Center; Kathy McWhorter, West Georgia Health System
- Overview: This session will describe successful methods and achievements in preventing ADE. The panel will include participants from Tanner Medical Center and West Georgia Medical Center, the 2003 and 2004 Georgia Hospital Association Patient Safety Award winners.

IVC – Moving the Patient Across a System of Care

Room 143C

- Facilitator: Katherine Crosson, Agency for Healthcare Research and Quality
- Presenters: John Grout, Berry College, GA; Sherry Martin, The University of Texas MD Anderson Cancer Center
- Overview: The process of clinical care often involves a number of clinical micro systems which require transitions and handoffs. This session will describe methods for mapping clinical processes and issues of constraints that influence these transitions of care within clinical processes.

IVD – Assessing Your Health Care Environment for Safety

Room 144A

- Facilitator: James Battles, Agency for Healthcare Research and Quality
- Presenters: James Battles, Agency for Healthcare Research and Quality; Deborah Cutts, White River Junction VA Medical Center, VT; Barbara Horne, Indian River Memorial Hospital Center, FL
- Overview: This session will explore methods of assessing an organization's culture. The session will describe instruments used for assessment and actions to deal with data to bring about changes in the organization.

IVE – Health Care Education Tools-II

Room 144B

- Facilitator: Anna Poker, Agency for Healthcare Research and Quality
- Presenters: Colin Mackenzie, University of Maryland; Pamela Mitchell, University of Washington, Seattle; Christel Mottur-Pilson, American College of Physicians; Niraj Sehgal, University of California, San Francisco
- Overview: The panel will describe various patient safety education tools, the context and need for their development, and their potential ability to improve care. Specific tools discussed include a best-practice model video for chest tube insertion/removal training, a seven-module curriculum addressing ambulatory care patient safety topics, and a curriculum for the collaborative education of health care professionals emphasizing interprofessional approaches to promote patient safety.

IVF – Using Reporting Systems Data for Action-II

Room 144C

- Facilitator: Eileen Hogan, Agency for Healthcare Research and Quality
- Presenters: Diane Cousins, United States Pharmacopeia; John Gosbee, Department of Veterans Affairs; Stephen Raab, University of Pittsburgh Medical Center
- Overview: In sessions I and II panelists will discuss a range of systems that collect medical events data used to improve one or more facets of patient safety. Panelists in this session describe various reporting systems and their prevalence across different health care settings. Learn how data, once collected by reporting systems, is disseminated and analyzed, as well as how implementing reporting systems to collect data on gynecologic and pulmonary errors contributes to overall error reduction.

BREAK

2:30 P.M. – 3:00 P.M.

CONCURRENT SESSIONS V

3:00 P.M. – 4:30 P.M.

VA – Challenges of Implementing an Electronic Health Record

Room 143A

- Facilitator: Stan Edinger, Agency for Healthcare Research and Quality
- Presenters: Eric Marks, Uniformed Services University of Health Sciences; William Munier, Agency for Healthcare Research and Quality
- Overview: Many believe the electronic health record should be the next advancement in health care. This session will discuss the technical and conceptual challenges of implementing the electronic health record.

VB – Improving the Safety of Cardiac Care

Room 143B

- Facilitator: Anna Poker, Agency for Healthcare Research and Quality
- Presenters: Harry Selker, Tufts-New England Medical Center; Therese White, Hamilton Health Care System
- Overview: This session will discuss methods to improve the safety of care provided to cardiac care patients.

VC – Children’s Care

Room 143C

- Facilitator: Denise Dougherty, Agency for Healthcare Research and Quality
- Presenters: Heather McPhillips, University of Washington Children’s Hospital and Regional Medical Center; Marlene Miller, Johns Hopkins Children’s Center; Paul Sharek, Stanford University School of Medicine
- Overview: Children are not little adults. This session will discuss the unique challenges of treating children safely within the health care system.

VD – Impact of Working Conditions on Patient Safety

Room 144A

- Facilitator: Eileen Hogan, Agency for Healthcare Research and Quality
- Presenters: Charles Czeisler, Harvard Medical School; Nancy Donaldson, University of California, San Francisco, Stanford Center for Research & Innovation in Patient Care; Joel Weissman, Partners HealthCare Systems, Inc.
- Overview: Panelists will describe the impact of various working conditions on patient safety and focus on system explanations for why adverse events occur due to various factors in the hospital setting, such as crowding, workload, patient complexity, and staff nursing.

VE – Are Simulations Effective Training Tools?

Room 144B

- Facilitator: Kerm Henriksen, Agency for Healthcare Research and Quality
- Presenters: George Blike, Dartmouth Hitchcock Medical Center; Mark Bowyer, Uniformed Services University of Health Sciences; Kerm Henriksen, Agency for Healthcare Research and Quality
- Overview: The panel will explore the benefits and challenges in using simulation both as a test bed for high-risk, low-error-tolerance treatment regimens that frequently require rescue capabilities and as a performance-based training platform for enhancing provider skills before encountering patients.

VF – Using Reporting Systems to Engage Consumers in Patient Safety

Room 144C

- Facilitator: James Battles, Agency for Healthcare Research and Quality
- Presenters: Martin Hatlie, Partners for Patient Safety; Saul Weingart, Beth Israel Deaconess Medical Center
- Overview: The panel will discuss methods of involving patients as partners to help keep the health care system safe.

Wednesday, June 8, 2005 *

REGISTRATION AND CONTINENTAL BREAKFAST **7:30 A.M. – 8:30 A.M.**
MEET AND GREET AHRQ AND NATIONAL RESOURCE CENTER STAFF

WELCOME AND OPENING REMARKS **8:30 A.M. – 9:00 A.M.**

Carolyn Clancy, Director, Agency for Healthcare Research and Quality

MORNING SESSION **9:00 A.M. – 11:00 A.M.**

KEYNOTE ADDRESS BY HHS LEADERSHIP

The Honorable Michael O. Leavitt

Secretary, United States Department of Health and Human Services

Introduced by

Brent James

Vice President Medical Research, Intermountain Healthcare

KEYNOTE ADDRESS (9:30)

Honorable Nancy L. Johnson (R-CT)

Chairman, Health Subcommittee

House Committee on Ways and Means

CONGRESSIONAL STAFF PANEL ON HEALTH POLICY

Moderator: Scott Young, Agency for Healthcare Research and Quality

- Ben Berwick
Office of the Honorable Chris Dodd (D-CT)
- Diana Birkett
Senate Finance Committee
- David Bowen
Senate Health, Education, Labor and Pensions Committee
Office of the Honorable Ted Kennedy (D-MA)
- David Fisher
Office of the Honorable Judd Gregg (R-NH)
- Nandan Kenkeremath
House Energy and Commerce Committee
- Joelle Oishi
Senate Finance Committee
- Liz Scanlon (invited)
Office of the Honorable Bill Frist (R-TN)
- Kathleen Weldon
House Ways and Means Health Subcommittee
- Michael Zamore
Office of the Honorable Patrick J. Kennedy (D-RI)

Please note: Wednesday June 8th schedule is subject to change based on speaker schedules

Wednesday, June 8, 2005

BREAK	11:00 A.M. – 11:15 A.M.
INNOVATIONS IN HEALTH IT AND PATIENT SAFETY PANEL <i>Moderators: Deborah Queenan and Scott Young,</i> <i>Agency for Healthcare Research and Quality</i> <ul style="list-style-type: none">▪ Gail Bellamy, West Virginia Medical Institute/Quality Insights▪ Kevin Johnson, Vanderbilt University Bioinformatics Department▪ Hal Kaplan, Columbia University▪ Jan Root, Utah Health Information Network	11:15 A.M. – 12:30 P.M.
BOX LUNCH AND NETWORKING IN THE INNOVATIONS CAFÉ	12:30 P.M. – 2:15 P.M.
KEYNOTE: THE ROLE OF HEALTH IT IN IMPROVING HEALTH CARE QUALITY Reed Tuckson, Senior Vice President, UnitedHealth Group	2:15 P.M. – 3:00 P.M.
BREAK	3:00 P.M. – 3:30 P.M.
BEHIND THE SCENES : HOW THE NEWS MEDIA COVERS NEW DEVELOPMENTS IN PATIENT SAFETY AND HEALTH IT <i>Moderator: Carolyn Clancy, Agency for Healthcare Research and Quality</i> <ul style="list-style-type: none">▪ David Brown, Washington Post▪ John Hamilton, National Public Radio▪ Lauran Neergaard, Associated Press▪ Scott Weier, iHealthBeat	3:30 P.M.– 4:30 P.M.
STRATEGIC FRAMEWORK FOR IMPROVING HEALTH CARE THROUGH HIT: UPDATE FROM THE OFFICE OF THE NATIONAL COORDINATOR FOR HEALTH INFORMATION TECHNOLOGY David Brailer, National Coordinator for Health Information Technology	4:30 P.M.– 5:15 P.M.
SUMMARY AND CLOSING REMARKS Carolyn Clancy, Director, Agency for Healthcare Research and Quality	5:15 P.M.– 5:45 P.M.

Please note: Wednesday June 8th schedule is subject to change based on speaker schedules

Thursday, June 9, 2005

CONTINENTAL BREAKFAST

7:30 A.M. – 8:30 A.M.

OPENING PLENARY AND OVERVIEW

8:30 A.M. – 9:00 A.M.

Helen Burstin

Director Center for Primary Care, Prevention and Clinical Partnerships
Agency for Healthcare Research and Quality

Joy Keeler

Deputy Project Director National Resource Center for Health Information Technology
NORC at the University of Chicago

Janet Marchibroda

Executive Director

eHealth Initiative Foundation

CONCURRENT SESSIONS I

9:15 A.M. – 10:30 A.M.

IA – Highlights of AHRQ’s Patient Safety Portfolio

Room 143A

- Facilitator: David Bates, Brigham and Women's Hospital
- Presenters: Steve Simon, Harvard Medical School and Harvard Pilgrim Health care; Micky Tripathi, Massachusetts eHealth Collaborative; Brian Strom, University of Pennsylvania Medical Center; Eric Thomas, University of Texas – Houston Medical School; Hal Kaplan, Columbia University
- Overview: AHRQ grantees detail their exemplary projects in this session and describe the tools and functionality that really work, as well as strategies for overcoming barriers to patient safety through health IT. Grantees also provide examples of how to demonstrate improvements in patient safety and quality.

IB – HIE Planning: How to Get Started

Room 143B

- Facilitator: Jan Root, Utah Health Information Network
- Presenters: John Blair, Taconic IPA, Inc.; Tom Fritz, Inland Northwest Health Services; Michael Heekin, Florida Governor’s Health Information Infrastructure Advisory Board
- Overview: HIE planning is a complex process. Panelists in this session present key challenges and strategies for: developing appropriate and achievable project goals, devising a shared vision among community leaders and engaging these constituencies on the road to HIE construction and implementation.

IC – Basic Study Design and Quantitative Methods

Room 143C

- Facilitator: Marc Overhage, Indiana University/Regenstrief Institute
- Presenters: Eric Poon, Center for IT Leadership/Partners HealthCare; David Lobach, Duke University School of Medicine
- Overview: Focus on methods for identifying, measuring and achieving value from health IT implementation and use are addressed in this session. Specific issues covered are a detailed review of randomized design and a model evaluation plan.

ID – HIPAA 101: Basic HIPAA Privacy and Security

Room 144A

- Facilitator: Susan Christensen, Agency for Healthcare Research and Quality
- Presenters: Sue McAndrew, U.S. Department of Health and Human Services Office of Civil Rights; Stanley Nachimson, Centers for Medicare and Medicaid Services
- Overview: This panel discussion will offer an overview of: HIPAA privacy and security requirements, including how they work; compliance and regulatory requirements; and where to both find and obtain guidance.

IE – Health IT and Pediatrics

Room 144B

- Facilitator: Kevin Johnson, Vanderbilt University Bioinformatics Department
- Presenters: Carmen Lozzio, University of Tennessee Graduate School of Medicine; Stephen Porter, Boston Children's Hospital; Richard Shiffman, Yale Center for Medical Informatics
- Overview: Case study presentations are featured in this session which addresses the role of health IT in pediatrics, detailing specific scenarios including an electronic health profile for children with special needs, electronic data capture and knowledge management in a children's hospital, and electronic records designed to improve care for pediatric asthma patients.

IF – Organization Redesign and Clinical Change

Room 144C

- Facilitators: John Glaser, Partners HealthCare and Joy Keeler, NORC
- Presenters: Greg Kall, Cleveland Clinic Health System East; James Ralston, Group Health Cooperative-Center for Health Studies
- Overview: This case study session explores specific organizational redesign and clinical change strategies including an example of a CPOE roll-out across several community hospitals in the Midwest, and a collaborative EHR and patient portal project which has been used successfully at Group Health Cooperative.

IG – Health IT Project Management 101, Getting Started and Staying on Track

Room 145A

- Facilitator: Lisa Dolan-Branton, Agency for Healthcare Research and Quality
- Presenters: William Gaud, Will Gaud and Associates, LLC; Alex Romillo, Health Choice Network; Michael Rodriguez, John Snow, Inc.
- Overview: This session will examine key elements of project management and issues such as: project start-up tasks, putting together a successful project management team, initial vendor procurement and management, strategies for managing an ongoing roll-out, and special challenges and approaches for handling health IT projects in rural settings.

BREAK

10:30 A.M. – 10:45 A.M.

CONCURRENT SESSIONS II

10:45 A.M. – 12:00 P.M.

IIA – Translating Health IT into the Practice of Patient Safety

Room 143A

- Facilitators: Tom Lloyd, Vanderbilt Center for Better Health; Suzanne Delbanco, The Leapfrog Group
- Presenters: Fred Rachman and team, Alliance of Chicago Community Health Services; Michael Waggoner, Cleveland Clinic Health System East; Harry Selker, Tufts-New England Medical Center
- Overview: Three grantees present their story of using health IT to promote patient safety. Specific topics include building physician buy-in for electronic health records implementations, use of decision support technology to prevent errors in managing acute cardiac ischemia in the emergency department and using health IT to promote compliance with national quality and safety initiatives in community health centers.

IIB – HIE Organization and Governance Approaches and Models

Room 143B

- Facilitator: Mark Frisse, Vanderbilt Center for Better Health
- Presenters: Gerry Hinkley, Davis Wright Tremaine LLP, San Francisco Office; William Bernstein, Manatt, Phelps & Phillips, LLP
- Overview: Using panel presentations, this session addresses grantees' questions about key issues to consider in the building, organization and governance of projects involving health information exchange. Panelists identify successful governance models and lessons learned from past initiatives.

IIC – Survey and Qualitative Methods for Evaluation

Room 143C

- Facilitator: Davis Bu, Center for IT Leadership/Partners HealthCare
- Presenters: Adil Moiduddin, NORC; Lee Goldberg, University of Pennsylvania; Ken McConnochie, University of Rochester Medical Center; Claudia Schur, NORC
- Overview: This session offers: an overview of qualitative evaluation methods, a discussion of established case examples featuring use of such methods and detailing of a conceptual model for identifying appropriate stakeholders. Cases include overview of a remote monitoring project with heart failure patients, and the development of a conceptual model with systemic approach to identifying stakeholders and determining the values that must be addressed to sustain health IT.

IID – Privacy and Security: Practical Considerations

Room 144A

- Facilitator: John Halamka, Harvard Medical School/CareGroup Health System
- Presenters: Rebecca Williams, Davis Wright Tremaine, LLP; Lora Kutkat, Office of Science Policy and Planning, National Institutes of Health; Dixie Baker, Science Applications International Corporation; Sanjeev Arora, University of New Mexico; Gail Bellamy, West Virginia Medical Institute/Quality Insights
- Overview: This session features a panel discussion on privacy and security, risk analysis, implementation and research, as well as case studies from the field detailing privacy and security considerations on HIV AIDS and institutional review board issues.

HIE – Case Studies: Adoption of e-Prescribing

Room 144B

- Facilitator: Jonathan Teich, HealthVision
- Presenters: Jean Tichy, Marshfield Clinic; Joel Weissman, MGH/Inst. for Health Policy; Paul Gorman, Oregon Health and Science University and Team
- Overview: This session presents an overview of e-prescribing, the infrastructure needed to support it, key benefits of implementation and proven strategies for overcoming implementation hurdles. Rural electronic medication initiatives are a particular focus.

IIF – Inter-institutional Data Sharing, Standards, and Legal Implications

Room 144C

- Facilitators: Shaun Grannis, Regenstrief Institute; John Glaser, Partners HealthCare System
- Presenters: Ed Hammond, Duke University; Larry Garber, Fallon Clinic; Art Davidson, Denver Public Health Department; LeRoy Jones, Office of the National Coordinator for Health Information Technology
- Overview: Keen historical insight is offered in this session on inter-institutional data sharing, standards and accompanying legal implications. Perspectives on the past, a vision for the future and getting traction during the transition period are covered. Observations from the federal perspective will also be offered.

IIG – Managing Health IT in the Real World, Challenges and Solutions

Room 145A

- Facilitator: Jack Starmer, Vanderbilt University Medical Center
- Presenters: John Branscombe, Aroostook Medical Center; Donald Crandall, Trinity Health; Lynn Volk, Partners HealthCare System
- Overview: Grantees present on how their projects are addressing difficult project management challenges including managing collaborative planning, rolling out CPOE across multiple hospitals in a rural setting and simultaneously implementing and evaluating health IT.

NETWORKING LUNCH : INNOVATIONS CAFÉ AND TABLE TOPICS

Table Topics Located in the Plenary Room 146ABC

12:00 P.M. – 2:00 P.M

Available table topics:

- Patient Safety and Health IT
- Clinical Decision Support
- Linking Clinical Records
- Clinical Data Repositories
- Standards
- Clinical and Organizational Redesign
- Evaluation Methods
- Assessing the Value of CPOE
- Making the Business Case for Health IT
- Community Collaborations
- e-Prescribing
- Organization and Governance
- Legal Issues
- Health IT in Community Settings
- Media Communications
- Designing and Sharing Survey Instruments
- Technical Architecture Designs
- Patient Identification Issues in HIE
- Grants Management and Administration Issues (located in Room 145A)

BREAK

2:00 P.M. – 2:15 P.M.

CONCURRENT SESSIONS III

2:15 P.M. – 3:45 P.M.

IIIA – Improving Medication Management and Blood Product Administration

Room 143A

- Facilitator: Emily Welebob, eHealth Initiative Foundation
- Presenters: Susan Horn, Institute for Clinical Outcomes Research; Gail Keenan, University of Michigan; Beth Yakel, University of Michigan; Peter Kilbridge, Duke University Health System; Paula Edwards, Georgia Tech Children's Hospital; Lee Carmen, University of Iowa Hospitals & Clinics
- Overview: This case study discussion session examines medication management technologies, details the pharmacy and nursing perspective in the medication management technology arena and details the successes and pitfalls involved in avoiding adverse drug events. Specific topics include managing safety issues associated with nursing care and blood products administration as well as adverse drug event surveillance technologies.

IIIB – Perspectives from the Front Lines

Room 143B

- Facilitators: Mark Frisse, Vanderbilt Center for Better Health; Jan Root, Utah Health Information Network
- Presenters: Amy Zimmerman, Rhode Island Department of Health; Michael Matthews, Central Virginia Health Network; Diane Fields, Lovelace Clinic Foundation; Margaret Gunter, Lovelace Clinic Foundation; C. Frederick Lord, Mt. Ascutney Hospital
- Overview: Panelists in this session discuss actual situations faced in the implementation of health information exchange including: technical, legal, and organizational community issues, dealing with technology and vendors, staff training and work flow. Discussion also outlines strategies, solutions and best practices to address and overcome health information exchange implementation challenges.

IIIC – Health IT Evaluation Case Studies

Room 143C

- Facilitator: Jack Starmer, Vanderbilt University Medical Center
- Presenters: Sue Kraus, Cleveland Clinic Health System East; Pascale Carayon, University of Wisconsin-Madison; Karen Fox, University of Tennessee Health Science Center; Sean Sullivan, University of Washington; Marc Overhage, Indiana University/Regenstrief Institute; Michael Harrison, Agency for Healthcare Research and Quality
- Overview: Panelists in this session offer case study insights on issues such as the impact of computer physician order entry and workflow redesign on business processes and adverse drug events and information about how quantitative and qualitative data is utilized to measure the positive influence of EMRs and telehealth on safety, cost, access, and outcomes.

IIID – Building a Culture of Confidentiality and Security *Room 144A*

- Facilitator: John Halamka, Harvard Medical School/CareGroup Health System
- Presenters: Holt Anderson, North Carolina Health care Information and Communications Alliance, Inc., Soumitra Sengupta, New York-Presbyterian Hospital; Gary Christoph
- Overview: Panel presentations in this session address both the policy and technical issues common to privacy and security strategy and implementation including: instilling trust through governance models, including key stakeholders in policy implementation and formulation, communicating privacy and security policies to multiple community audiences and addressing potential breeches and complaints.

IIIE – Changing Clinical Practice for Telehealth *Room 144B*

- Facilitators: Mary Wakefield, University of North Dakota; Michael Kienzle, University of Iowa Health Care
- Presenters: Beth Evermon, Sarah Bush Lincoln Health Center; Denni McColm, Citizens Memorial Health care; Jane Brokel, Trinity Health; Kiki Nocella, University of Southern California Keck School of Medicine
- Overview: This session features a number of case presentations focusing on how to build, monitor and sustain telehealth initiatives. The issues of integration, interoperability and sharing records in rural settings are specific issues of focus.

IIIF – Implementation and Training Strategies for Success *Room 144C*

- Facilitators: Jon White, Agency for Healthcare Research and Quality; Joy Keeler, NORC
- Presenters: Dan Mingle, Maine General Medical Center; Rebecca Bradley, University of California, San Francisco
- Overview: This session features two extended case studies of successful health IT training and roll-out efforts across multiple institutions in rural areas. In particular, issues associated with training ambulatory care clinicians to use EHR in addition to how EHR is used in hospital emergency departments will be explored.

IIIG – Funding Health IT, Government, Foundation and Payer Perspectives *Room 145A*

- Facilitator: Helen Burstin, Agency for Healthcare Research and Quality
- Presenters: Lori Evans, Office of the National Coordinator for Health Information Technology; Veenu Aulakh, California HealthCare Foundation; Winston Wong, Kaiser Permanente; Jane Stafford, Tides Foundation; Laura Leinen, Blue Cross Blue Shield Association of Massachusetts; Stephen Downs, Robert Wood Johnson Foundation
- Overview: Different sectors interested in funding health IT are introduced in this session including those from the payer, foundation and government communities. Issues highlighted will include information on current programs, a look into the future and potential strategies for sustainable and synergistic funding.

BREAK

3:45 P.M. – 4:15 P.M

STRUCTURED NETWORKING TIME (choose from the following:)

4:15 P.M. – 5:30 P.M

Meet with your AHRQ Project Officer or National Resource Center Point of Contact (By Appointment)

Room: Innovations Café

Peruse the Innovations Café

Room: Innovations Café

Network in Grantee Communities:

- Pediatric Projects *Room 143A*
- Rural/Telemedicine Projects *Room 143B*
- Chronic Care Projects *Room 143C*
- e-Prescribing Projects *Room 144A*
- Ambulatory EHR Projects *Room 144B*
- Community Health Center Projects *Room 144C*
- Electronic Medication Administration Projects *Room 145A*
- EHR Projects *Room 146A*
- Value Grantees *Room 146B*
- User Groups by Software Vendor *Room 146C*

Friday, June 10th 2005

CONTINENTAL BREAKFAST

7:30 A.M. – 8:15 A.M.

OVERVIEW OF AHRQ'S NATIONAL RESOURCE CENTER FOR HEALTH INFORMATION TECHNOLOGY

8:15 A.M. – 9:25 A.M.

- Presenters: National Resource Center Team
- Overview: Learn about the resources and expertise available to health IT projects through the National Resource Center. Topics will include an overview of the Resource Center's primary activities; how the center provides access to experts in the form of site visits, teleconferences, and remote dialogue; a review of the types of assistance grantees have found most useful to date; and Resource Center tools such as a collaborative extranet and the HIT knowledge repository.

CONCURRENT SESSIONS IV

9:30 A.M. – 10:45 A.M.

IVA – Ask the Experts: Patient Safety and Health IT

Room 143A

- Facilitator: Tejal Gandhi, Partners HealthCare
- Presenters: David Bates, Brigham and Women's Hospital; Bill Galanter, University of Illinois Medical Center in Chicago; Emily Welebob, eHealth Initiative Foundation
- Overview: Conference participants are given the opportunity to ask key questions on their minds as well as network and identify patient safety and health IT mentors in this open-ended, interactive question and session. Panelists also talk about their relevant projects and developed expertise.

IVB – Implementation and Beyond

Room 143B

- Facilitator: Janet Marchibroda, eHealth Initiative Foundation
- Presenters: Marc Overhage, Indiana University/Regenstrief Institute; Mark Frisse, Vanderbilt Center for Better Health; Jan Root, Utah Health Information Network; Andrew Chang, Joint Commission on Accreditation of Health care Organizations
- Overview: A panel presentation in this session identifies critical sustainability and success factors, the lessons learned and pitfalls to avoid in health information exchange. It also addresses the role and benefits of public/private sector initiatives and the issues of source data, architecture and legal issues.

IVC – Open Forum with Health IT Evaluation Experts

Room 143C

- Facilitator: Blackford Middleton, Partners HealthCare System
- Presenters: Jon White, Agency for Healthcare Research and Quality; Ross Koppel, University of Pennsylvania; Eric Poon, Center for IT Leadership/Partners HealthCare
- Overview: This is an open forum session enabling conference participants the opportunity to ask questions about HIT evaluation. Topics include: time-motion studies validating surveys, using financial/billing data, and others.

IVD – Consumer Perspectives

Room 144A

- Facilitator: Susan Christensen, Agency for Healthcare Research and Quality
- Presenters: David Lansky, Markle Foundation; Beth Darnley and Aaron Marshall, Patient Advocate Foundation; Chelle Woolley, RxHub; Peggy Frank, Frank Public Relations; Alan Westin, Opinion Research Corporation
- Overview: This facilitated roundtable discussion offers consumer perspectives on public trust in health information exchange. Discussion will highlight: when and how to get consumers involved in planning and implementation, voluntary patient information locators, what research reveals about public attitudes towards electronic health records and how to address public concerns about health information exchange.

IVE – Managing Clinical Hand-offs Across Care Settings

Room 144B

- Facilitator: Julie McGowan, Indiana University School of Medicine
- Presenters: Bruce Ferguson, Louisiana State University Health Sciences Center; Carol Ireson, University of Kentucky; Daniel Venecek, Concord Hospital in New Hampshire; Jerry Gurwitz, Meyers Primary Care Institute
- Overview: This interactive panel presentation examines technologies that coordinate care across care settings, highlighting issues such as participation among providers, specialized safety-net strategies and infrastructure and interoperability concerns.

IVF – Insights on New Technologies

Room 144C

- Facilitators: John Glaser, Partners HealthCare System and Joy Keeler, NORC
- Presenters: Chris Gervais, Partners HealthCare System; Shaun Grannis, Regenstrief Institute; Paul Biondich, Regenstrief Institute
- Overview: This session will expose grantees to new methods and technologies that facilitate health care delivery including advances in wireless technologies and how they are being used in health care settings, methodologies for identifying problems and technological solutions and secure messaging systems that identify individual patients across different health care providers.

IVG – Mock Evaluation Panel, Health IT Implementation Projects

Room 145A

- Facilitators: Daniel Gaylin, NORC
- Presenters: Atif Zafar, Indiana University/Regenstrief Institute; Tom Lewis, Maryland Primary Care Coalition; Lisa Dolan-Branton, Agency for Healthcare Research and Quality
- Overview: In this session we will present a simulated review of two grant proposals with an introduction and follow-up question and answer session. The goal is to provide attendees with a window into the federal grant making decision process.

BREAK

10:45 A.M. – 11:00 A.M.

CLOSING SESSION: SUMMARY OF KEY TAKE-AWAYS

11:00 A.M. – 12:00 P.M.

- Facilitators: Janet Marchibroda, eHealth Initiative Foundation; Tom Lloyd, Vanderbilt Center for Better Health
- Closing Remarks by Carolyn Clancy, Director, Agency for Healthcare Research and Quality