

2019 Quality Conference
Electronic Health Record – Unleashing Its Full Potential
Wednesday, March 20, 2019

7:30 a.m.	Registration/Breakfast/Posters <i>Registration at Phillips Hall (first floor, Siebens Building)</i> <i>Posters in Heritage Hall (subway level, Kahler Grand Hotel)</i> <i>Overflow seating available in Leighton Auditorium and Marriott Ballroom</i>
8:10 a.m.	Welcome and Introduction <i>Barbara L. Jordan</i>
8:15 a.m.	Call to Action <i>Gianrico Farrugia, M.D.</i>
8:20 a.m.	Diamond Award <i>Gianrico Farrugia, M.D. , Kannan Ramar, M.D., M.B.B.S.</i>
8:30 a.m.	Moving from Data to Understanding and Action in Population Health <i>James T. Rogers, M.D.</i>
9:30 a.m.	Poster Break
10:00 a.m.	Clinical & Administrative Utility of Your Patient Safety Active Management system <i>David Classen, M.D.</i>
11:00 a.m.	Connected Care & Tele-Neonatology <i>Christopher E. Colby, M.D.</i>
12:00 p.m.	Lunch and Posters <i>Heritage and Windsor Halls, subway level, Kahler Grand Hotel</i>

Breakout Sessions

Track I	Patient Experience <i>Phillips Hall</i>
1:00 p.m.	What is an Experience? In this session, we will delve into <i>what is an experience, meeting patients unexpressed needs, and staff-to staff interactions</i> that enhance the <i>staff</i> experience. We will discuss concrete steps that can be taken to strive towards the ultimate, exceptional patient experience. <i>Summer Allan, M.D., Mustaqeem A. Siddiqui, M.D.</i>
1:30 p.m.	Enhancing Human Relationships At Mayo Clinic, we do more than heal the physical body for our patients; we mend the spirit and provide a connection. Defining moments are those that connect each of us on a social level which stems from positive emotion. Explore how these positive emotions create an experience and fuel our daily work with patients, their families and our colleagues. Take away ideas to self-generate positivity that will help each of us to provide impactful moments creating a ripple effect in serving patients and each other. <i>Brooke L. Werneburg, NBC-HWC</i>

2:00 p.m.	Break
2:15 p.m.	<p>Reconnecting to Purpose</p> <p>Patient Satisfaction is transforming to patient experience. Historically Patient Experience has been rooted in two things: complaint management (service recovery), and satisfaction data (CAHPs, loyalty surveys, etc.). The approach has been to look at targets, provide data, and work on improvement. While that improves metrics, does it improve the experience? We should think about this in the context of connecting and relationships. What are the priorities of our patients, families and staff?</p> <p><i>Beverly J. Frase, M.H.A, David M. Nestler, M.D.</i></p>
2:45 p.m.	<p>The Mayo Clinic Experience: A Balancing Act</p> <p>Mayo Clinic places a high degree of importance on creating an exceptional experience for both patients and staff. In this session, we will look at the balance between ensuring that patients receive timely and quality care while also protecting employees and learners from mistreatment. The Patient Visitor Conduct Policy will be discussed, and tangible strategies for responding to challenging patient encounters will be applied to relevant case scenarios.</p> <p><i>Sheila S. Stevens, M.S.W, Tripp J. Welch, M.H.A</i></p>
3:15 p.m.	<p>Grateful Patient Comments</p> <p>Video</p>
3:20 p.m.	<p>Bring Your Own Experience (B.Y.O.E)</p> <p>An interactive session designed to invoke creativity and storytelling. Our engaging facilitators will guide small groups through discussion and sharing of their unique approaches to creating an unparalleled human experience. This session aims to prompt not only self-reflection, but also promotes engaging in a way that helps us learn from others.</p>
3:45 p.m.	Panel Q & A
4:00 p.m.	Adjourn

Track II	Hot Topics in Quality <i>Leighton Auditorium</i>
1:00 p.m.	<p>Diagnostic Reconciliation</p> <p><i>Andrew J. Majka, M.D., Juan P. Brito Campana, M.B.B.S.</i></p>
1:40 p.m.	<p>Health Care, Politics and the Legislative Process</p> <p><i>Katherine L. Johansen</i></p>
2:20 p.m.	Break
2:30 p.m.	<p>Can Artificial Intelligence Help Doctors and Patients?</p> <p><i>Vitaly Herasevich, M.D., Ph.D.</i></p>
3:15 p.m.	<p>Health Care Affordability</p> <p><i>Paula J. Santrach, M.D.</i></p>
4:00 p.m.	Adjourn

Track III	Application of Value Creation Tools and Methods to Achieve Quality Improvement and Quality Fellows Certification Marriott Ballroom Moderator: Carmen Kane
1:00 p.m.	SMC Environmental Services Storage 5S Team Tool/Application: 5S's, Red Tagging, 5S Disciplines, 5SAudits <i>Sean E. Clark</i>
1:30 p.m.	Mayo Tax Team Tool/Application: Value Stream Mapping <i>Carmen T. Kane</i>
2:00 p.m.	Anesthesia Aspirations Reduction Team Tool/Application: A3 <i>Lynn L. Loynes</i>
2:30 p.m.	Break
2:45 p.m.	Gonda 3 CT Kaizen Event Team Tool/Application: Kaizen Events <i>Jessica A. Stellmaker</i>
3:15 p.m.	Going for Gold <i>Michele R. Hoover</i>
3:45 p.m.	Panel Discussion
4:00 p.m.	Adjourn