

2020 Quality Conference
Wednesday, June 10, 2020
Enhancing Healthcare Through Innovation & Quality Improvement:
How to Stay Ahead and Not Get Left Behind

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>Sanjeev Kakar, M.D. & Nneka I. Comfere, M.D.</i>
8:15 a.m.	Call to Action <i>Gianrico Farrugia, M.D.</i>
8:20 a.m.	Diamond Awards <i>TBD; Will be new QFPC Chair</i>
8:30 a.m.	Keynote Lessons Learned in the Transition to Value <u>Kevin Bozic, M.D., M.B.A.</u>
9:30 a.m.	Break
10:00 a.m.	Keynote The Future of Healthcare Technology <i>John D. Halamka, M.D.</i>
10:50 a.m.	Panel on Artificial Intelligence in Medicine Moderator: <i>Sean C. Dowdy, M.D.</i> Panelists: <i>Rajeev Chaudhry, M.B.B.S., M.P.H., Christopher E. Colby, M.D., Steve G. Peters, M.D., Christopher J. Ross, Mark Pagnano, M.D. (place holder), Paul A. Friedman, M.D.</i>
11:55 a.m.	Wrap Up <i>Sanjeev Kakar, M.D., Nneka Comfere, 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	Mayo Clinic Experience Team Moments that Matter <i>Phillips Hall, Siebens Building</i>
1:00 p.m.	Moments that Matter: Doing the Right Thing <i>Timothy Milbrandt & Thomas (Tripp) Welch</i>
1:30 p.m.	No Pain, No Gain – A Journey to Enhance Experience <i>Margot Melanson-Arnold & Eric Nelson</i>
1:50 p.m.	Patient Story

1:55 p.m.	APP Practice Overhaul Leads to Improved Instructions for Follow-up Care <i>Brynn Howard</i>
2:15 p.m.	Patient Story
2:20 p.m.	Break
2:35 p.m.	Hospice & Volunteer Services Partnership <i>Rachel Eickhoff & Kimberly Van Rooy</i>
2:55 p.m.	Patient Story
3:00 p.m.	Valued Employees – Our Front Lines <i>Christina VerNess</i>
3:20 p.m.	Patient Story
3:25 p.m.	Enhancing the Experience <i>Eugene Kwon, M.D.</i>
3:55 p.m.	Closing <i>Conor Loftus, M.D.</i>
4:00 p.m.	Adjourn

Track II	Quality Improvement Using Human Centered Design Moderator: Carmen Kane, Sean Clark <i>Marriott Ballroom</i>
1:00 p.m.	Introduction <i>Nneka Comfere, M.D.</i> <ul style="list-style-type: none"> • Importance of understanding all end-user perspectives • Identifying motivations • The challenge of “We tried that before”
1:10 p.m.	Overview of Session <i>Carmen Kane, Sean Clark</i> <ul style="list-style-type: none"> • Learning objectives • Agenda
1:20 p.m.	Overview of Human Centered Design <i>Allison Matthews, Diane Klein</i> <ul style="list-style-type: none"> • Definition • Examples
1:25 p.m.	Engaging Patients, Preparing for Interviews and Patient Interview <i>Allison Matthews, Diane Klein</i> <ul style="list-style-type: none"> • Interviews, observations and patient advisory groups • Interview questions versus the actual interviews
1: 50 p.m.	Questions & Answers <i>Allison Matthews, Diane Klein</i>
1:55 p.m.	Fishbone Diagram Activity <i>Quality Academy</i>

2:15 p.m.	Break
2:30 p.m.	Journey Map <i>Allison Matthews, Diane Klein</i>
2:50 p.m.	Empathy Map <i>Allison Matthews, Diane Klein</i>
3:05 p.m.	AIM Statement <i>Quality Academy</i>
3:20 p.m.	Now, Near, Far Explained <i>Allison Matthews, Diane Klein</i> <ul style="list-style-type: none">• Planning for disruptions in healthcare• Taking first steps
3:35 p.m.	Experiments
3:55 p.m.	Closing Statement
4:00 p.m.	Adjourn