

**2014 Teleconference Schedule
(11-12-2014)**

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January 9, 11 am-Noon CT

Healthcare BI/Analytics

Joe Van De Graaff, Research Director, Business Intelligence, KLAS. Join Joe for a teleconference discussing the analytics vendor market in healthcare. He covers vendor performance, hot topics and trends, and early research on the use of BI/analytics for ACO related initiatives, as well as enterprise data warehousing.

January 20, 2:30-3:30 pm CT

The Problem of the Problem List

Steve Margolis, MD, CMIO, Adventist Health. In 1958 Larry Weed MD challenged the industry in the NEJM by making the case that the problem list should be at the heart of medical decision making in complex cases. Now, that test increases as CMS requires ICD-10 coding for billing and the HITECH Act requires SNOMED for messaging. Adventist Health is working to make patient problem management a useful part of patient care while meeting regulatory requirements behind the scenes. *This teleconference is part of the SI-Cerner Users Collaborative.*

January 21, 1-2 pm CT

Predictive Analytics: It is the Intervention that Matters

Dale Sanders, SVP, and David Crockett, PhD, Senior Director of Research and Predictive Analytics, Health Catalyst. Get the detailed knowledge you need to make informed decisions about adopting predictive analytics so you can separate today's hype from reality. You'll hear key lessons including 1) our fixation on predictive analytics in readmissions, 2) the common trap of predictions without interventions, 3) the common misconceptions of correlations verses causation, 4) examples of predictions without algorithms, and 5) the importance of putting the basics first. Then, in a "graduate level" crash course, you'll learn key concepts such as machine learning, algorithms, feature selection, classification, tools, and more. *This teleconference is part of the Clinical Decision Support Collaborative.*

January 22, 1-2 pm CT

Henry Ford Analytics and Impact on Performance Improvement

Julia Swanson, Director, Performance Analytics and Improvement, Henry Ford Health System. How do you succeed in a constantly changing environment? Key factors for success include a creating a culture of accountability, management by fact, and commitment to continuous improvement. Julia shares how Henry Ford has evolved approaches to organizational performance measurement on the journey toward the receipt of the coveted Malcolm Baldrige National Quality Award in 2011.

January 29, 1-2 pm CT

A Pioneering Approach to Population Health at ProHealth Care

Christine Bessler, CIO, ProHealth Care, describes how ProHealth Care is the first healthcare system to produce reports and data out of Epic's Cogito data warehouse in a production environment. ProHealth Care delivered clinically integrated insights to 460 physicians in the system's hospitals and clinics, including those in its Accountable Care Organization. Physicians now have access to analytics that allows them to easily see which of their patients are in need of important health screenings or care interventions. This foundational capability sets the stage for enhancing preventive care and improving the management of chronic diseases. In this teleconference Christine shares the strategy ProHealth adopted to integrate data from Epic with information from other EMRs and data sources to deliver clinically integrated business intelligence, and describes how ProHealth Care is positioning itself to deliver against an advanced self-service BI capability in the future. *This teleconference is part of the Clinical Decision Support Collaborative.*

February 4, 1-2 pm CT

EHR Optimization: Inpatient and Ambulatory

Donna Akerson, RN, Director, and Shaun Rangappa, MD, Specialist Leader, Deloitte Consulting LLP. Donna and Shaun discuss emerging themes in EHR Optimization across multiple client experiences. How have optimization efforts demonstrated clear value, and what are some lessons learned from the field thus far in both inpatient and ambulatory settings? Areas of discussion include: 1) demonstration of financial value, 2) demonstration of clinical value, and 3) demonstration of workforce value, specifically associated with workflow efficiency, end-user proficiency, adoption and organizational allegiance.

February 6, 1-2 pm CT

Best in KLAS Software and Services

Mark Allphin, Senior Research Director, Joe Van De Graaf, Research Director, and Erik Westerlind, Research Director, KLAS. As accountable care organizations, HIE, and population health continue to drive the future of healthcare technology, Mark, Joe and Erik examine the top-performing software and services vendors of 2013 to help providers understand which HIT companies are rated best (and worst) by their customers. The presentation covers a wide range of key market segments, including HIE, electronic medical records (EMRs), cardiology systems, revenue cycle management and IT outsourcing, among others.

February 11, 1-2 pm CT

Open Notes: Toward a New Standard of Care

Tom Delbanco, MD, Professor of General Medicine and Primary Care, and Jan Walker, RN, MBA, Assistant Professor of Medicine, Beth Israel Deaconess Medical Center and Harvard Medical School, describe a national movement that invites patients to review their visit notes written by their doctors, nurses, and other clinicians. Evidence suggests that opening up visit notes to patients may improve communication, make care more efficient, and help patients become more actively involved with their health and care. The presenters show highlights from a multi-site study, discuss considerations for providers adopting open notes, and share plans for future development. *This teleconference is part of the Clinical Decision Support Collaborative.*

February 12, 1-2 pm CT

Connecting the Dots: Physician Network Development and Analytics

Larry Yuhasz, National Practice Leader, Truven Health Analytics. Physician network development is a top priority for most health systems. Establishing longstanding relationships with the right physicians is critical to not only ensuring a competitive referral base, but also to locking up the right mix of healthcare services for payment reform. Clinical integration strategies are necessary to connect this network to patient data and establish a platform for care coordination. Yet that network isn't fully mature until it has the means of consistently measuring its performance and acting on it. This session focuses on key phases of a network maturity model that evolves from affiliation to engagement to coordination to performance. Each phase aligns with requisite investments in HIT infrastructure, workflow tools, and analytical applications. The end stage of the network maturity model is an aligned health system that has the full capacity to manage overall population health. Special emphasis is placed on how to lay an analytical foundation that can support higher and higher levels of network maturity, including data aggregation, measures development, dashboard creation, gap analysis and risk stratification, predictive modeling, intervention efficacy studies and risk-based contract evaluation.

February 17, 2:30-3:30 pm CT

Content360 Solutions Help Achieve HIMSS Level 7

Jason Bickford, MCSE, HIMS Department Applications Director, Banner Health. Banner Health has reached HIMSS Stage 7 with the use of Cerner Content360 suite of solutions and is a nationally recognized leader in the use of electronic medical records. In this discussion, Jason talks about the steps taken to achieve Stage 7, as it pertains to requirements for paper documents, along with Cerner related content management solutions that make patient care safer and more efficient. *This teleconference is part of the SI-Cerner Users Collaborative.*

February 18, 1-2 p.m. CT

CHE Trinity Health Readmission Reductions in Heart Failure

Mary Beth Pace, RN, BSN, MBA, CMAC, System Director, Case Management, Carrie Hays, Service Line Administrator Senior Services/Director Case Management, and Jennifer O'Brien, RN, MHA, ACM, Manager of Care Coordination, CHE Trinity Health, and Erica Drazen, ScD, Senior Advisor, Scottsdale Institute. This presentation describes readmissions reduction in heart failure: We discuss how our health system is working on better care for the heart failure population in an effort to create better outcomes for

these patients. Transition support and readmission risk scoring indices will also be covered. *This teleconference is part of the SI Readmissions Collaborative.*

February 20, 1-2 pm CT

A Global Perspective on Benefits Realization: Managing ROI from Healthcare Transformation

Nigel John, Partner, CSC Consulting UK&I, and Boris Rachev, Global Health Economist, CSC Global Healthcare Group. Technology enabled clinical and business change is one of the key drivers of the global development of healthcare practice to meet the challenges to 'do more with less' across all healthcare economies. These technologies require significant investment and with growing competition for available funds, managing return on investment is coming under ever increasing scrutiny. Nigel and Boris share the approach to benefits analysis and realization developed to support the UK NHS.

February 26, 1-2 pm CT

Partners HealthCare: Redesigning Healthcare Delivery Through Strategic Interoperability

James Noga, VP and CIO, Partners HealthCare. Interoperability is a foundational investment for integrated delivery networks wanting to derive value from data. At a tactical level, interoperability enables the ability to exchange, normalize, and aggregate data across multiple systems and devices and across organizational boundaries. However, it is at the strategic level that interoperability can advance key initiatives to improve the quality of care and outcomes for individual patients, communities, and populations. Jim discusses the importance of strategic interoperability in addressing organizational business, technology, and clinical challenges and specifically how, for Partners HealthCare, interoperability addresses both its tactical needs and long-term strategic vision. The presentation includes how to elevate interoperability from a tactical capability to a strategic asset, how to use it to help fill informational and functional gaps, and how strategic interoperability can help your organization in a complex network of providers, systems, and technologies. *This teleconference is part of the Clinical Decision Support Collaborative.*

March 4, 1-2 pm CT

Meaningful Use: Meeting the Security and Privacy Requirements

Ryan Haggerty, Senior Manager, and Jigar Kadakia, Senior Manager, Deloitte Consulting, LLC. Join Ryan and Jigar as they discuss how to achieve and document compliance with meaningful use security and privacy requirements and share industry experiences of meaningful use audits. An explanation of how meaningful use requirements differ from other security and privacy requirements is provided, along with recommendations for providers as they prepare for compliance with meaningful use Stage 2. *This teleconference is part of the Security Collaborative.*

March 5, 1-2 pm CT

Applications Portfolio Management at Ascension Health

Laura Taylor, Senior Director, Information Systems, Shared Information Services, Ascension Health. Hear how Ascension Health Information Services (AHIS), one of the largest healthcare IT services companies in the country, implemented application portfolio management. Laura discusses what data is captured, what tools are needed, and how to utilize your data to integrate with IT Service Management processes.

March 10, 1-2 pm CT

Benchmark Your IT Operation with other Leading Health Systems

Gordon Rohweder, Director of Benchmarking Services, Scottsdale Institute. Gordon provides an overview of the SI IT Benchmarking Program; its background, value and some of the recent additions to the program. He discusses the major sections of the data collection tool, the resulting database, and the automated data normalization process which makes this benchmarking program unique and particularly useful.

March 12, 1-2 pm CT

Learning from Leadership: Evidence-based Management

Jean Chenoweth, Sr. Vice President of Performance Improvement and 100 Top Hospitals, Truven Health Analytics, discusses the power of comparing leadership performance objectively to drive improvement. Covering findings from comparative leadership research over the last decade, Jean discusses how leadership characteristics and practices differ from peers and how these lessons can be applied to today's environment.

March 13, 1-2 pm CT

Mike Davis on Emerging Technologies and Trends

Mike Davis, EVP of Research & Advisory, Next Wave Health. This presentation covers the technologies and market trends that will have the most impact on the emerging transformative healthcare management and delivery processes. Healthcare segments covered include population management, patient engagement, mobility technologies, security and privacy, and revenue cycle management. Evolving IT architectures for meeting these demands are also reviewed. *This teleconference is part of the Security Collaborative.*

March 17, 2:30-3:30 pm CT

Bedside BarCode Medication Administration (BBMA)

Donna Crompton, BSN, RN, MBA, BC-NE, System Director, Clinical Informatics, Memorial Health System. Donna outlines the process Memorial Medical Center used in successfully deploying BBMA using Care Admin housewide, including ED, Respiratory Therapy, PACU, 3 Express Cares as well as clinical nursing units and procedural areas. Strategies used to design, implement and support staff will be discussed along with tips on how an overall scanning compliance of 95% has been achieved across all clinical areas including 4 Critical Care Units. *This teleconference is part of the SI-Cerner Users Collaborative.*

March 20, 1-2 pm CT

Patient Engagement for Reformed Healthcare

James Kuhn, Strategic Health Industry Advisory, and Jordan Battani, Managing Director, CSC. Patient engagement is the "topic of the day" in healthcare organizations across the United States. It's not particularly surprising; in an environment of shrinking resources and increasing demand (for services, access, quality, outcomes) the patient represents a resource waiting to be brought into the health and wellness equation - as an active participant and partner. There's also no shortage of possible strategies and tactics for promoting patient engagement. What's less clear is which ones will deliver the results needed. Jim and Jordan present their perspective and practical suggestions.

March 25, 1-2 pm CT

The Patient Journey Framework at BCBS Maryland

Clifford Goldsmith, MD, Director, Microsoft US Provider Industry Group. Dr. Goldsmith presents the case work from Care First BlueCross Blue Shield Maryland regarding the development of their PCMH model and changing the Patient Journey in which they significantly bent the cost curve in reducing medical expenses across the providers in Maryland. He demonstrates how new accountable care designs enable transformation so that organizations can meet evolving business requirements. The starting point for a "new design" is a "new perspective" of the extended patient journey from before an admission or visit, through provider-guided care, to well after the discharge. Dr. Goldsmith shows how this framework becomes the foundation for identifying the right technologies to connect the providers and patients throughout the journey. It also enables high-performing teams to deliver safe, effective, timely, efficient and equitable care that reaches the health consumer everywhere; including technologies that scale patient activation, engagement and monitoring.

April 1, 1-2 pm CT

Application Management Services: Lessons Learned and What is on the Horizon?

Chris Davis, Director, and Mitch Morris, MD, Principal, Deloitte Consulting, LLC. As health systems continue to face mounting margin pressures and MU payments come to an end, executives are looking for effective models to manage EHR costs. Having a need to innovate and expand with effective cost management is a balancing act that must also keep in mind ICD-10 and other regulatory requirements. Chris and Dr. Morris discuss approaches to effective cost control, including selective sourcing and labor arbitrage.

April 3, 1-2 pm CT

Acute Care EMR 2014: The Next Buying Wave

Colin Buckley, Strategic Operations Director, Coray Tate, VP Clinical Research, and Graham Triggs, Senior Research Director, KLAS. The acute care EMR market is on the verge of a new buying wave as hundreds of hospitals running legacy EMRs are expected to select more current platforms that will carry them through the next decade and beyond. A previous wave generated by meaningful use changed the vendor landscape significantly. Some vendors surged to the forefront, some exited the market, and others are still adjusting their strategies. How will the market change in the coming years? Colin, Coray and Graham explore the future of EMR selection and what the next EMR buying wave will look like.

April 8, 1-2 pm CT

Evolution of Tele-ICU

Michael Ries MD, MBA, FCCM, FCCP, FACP, Medical Director, Adult Critical Care and eICU, and Cindy Welsh, RN, MBA, VP, Adult Critical Care & Medical Prof. Affairs, Advocate Health Care. Advocate Health Care initially invested in tele-ICU medicine technology to provide additional monitoring and faster responses to acute medical problems with the intent of reducing mortality, adverse events, costs and length of stay. Advocate quickly realized that the tele-ICU technology could also provide population management of evidence-based guidelines, use gap analysis for clinical applications such as ventilator liberation and multidisciplinary rounds, oversee resident handover of patients, and mentor newly hired nurses. Dr. Ries and Cindy discuss the use of this technology in realizing clinical and financial goals in Critical Care. *This teleconference is part of the Clinical Decision Support Collaborative.*

April 9, 1-2 pm CT

Surveillance Business Case: Meet Reimbursement and Reporting Needs

Vladimir Tikhtman MHA, Clinical Solution Advisor, Truven Health Analytics. In today's healthcare environment, the need for new reporting and documentation capabilities is growing, including data retrieval from multiple sources, the ability to read non-discrete fields, and the electronic aggregation of data. This need stems from an increasing pressure to improve patient outcomes, reduce costs, and maximize CMS reimbursements as a part of quality initiatives like value-based purchasing and the readmission reduction program. Vladimir demonstrates the business impact of these imperatives using a financial modeling tool developed by an independent fiscal health team and explains how you can scale your investments to stay in good financial health as you work toward achieving quality improvement goals and regulatory compliance.

April 14, 2:30-3:30 pm CT

CHE Trinity Sepsis Collaborative

Margaret Reynolds, RN, PhD, FAAN, Director of Evidence Based Practice, and Marti Satwicz, RN, MSN, Director of Clinical Transformation, CHE Trinity Health. In October 2010, Trinity Health launched a system-wide Sepsis Collaborative in 21 of its hospitals. Margaret and Marti describe the collaborative strategies used to disseminate evidence-based practices for sepsis and identify tools/decision support that fostered improved outcomes for sepsis patients. Data over a two-year period indicated a reduction in mortality from 15.8% (baseline) to 13% and a reduction of \$20 million in direct variable costs. They also identify key challenges to the provision of evidence based sepsis care. *This teleconference is part of the SI-Cerner Users Collaborative.*

April 15, 1-2 pm CT

Computer Aided Facilities Design at Northwestern Memorial

Timothy R. Zoph, Senior Vice President, Administration, and Shrimant Jaruhar, LEED AP, BIM Manager, Northwestern Memorial HealthCare. This teleconference details Building Information Modeling (BIM) practices at Northwestern Memorial Healthcare, including the value provided to the organization by managing a virtual model of a building through planning, design, construction, and facility operations. Tim and Shrimant also discuss future BIM initiatives and opportunities for collaboration.

April 17, 1-2 pm CT

Mergers and Acquisitions: A CIO To-Do List

Jared Rhoads, Senior Research Specialist, and John Kijewski, Client Relationship Executive, CSC. Mergers and acquisitions among hospitals and health systems are on an uptrend. With such activity come challenges for healthcare IT departments, but also the opportunity to modernize and optimize the overall healthcare IT environment. Bringing health IT through such a transformation is both an art and a science. This presentation goes through some of the major issues to consider in working through a merger or acquisition, and presents a strategy for making the most of this time.

April 29, 1-2 pm CT

Improving Outcomes and Controlling Costs with the PMO at Adventist Health

Carl Block, Director of PMO, Adventist Health. The Adventist Health Project Management Office is deeply involved in helping Information Technology improve outcomes and control costs. The PMO gives executives visibility into the application portfolio, and proposals to add or sunset applications. The PMO also provides visibility into the project portfolio that is implementing applications throughout the enterprise. Finally, the PMO gives visibility into application enhancement requests, and helps manage the demand for application enhancements. Together, these initiatives have enabled executives to understand, govern, and control many Information Technology cost drivers. *This teleconference is part of the PMO Collaborative.*

May 6, 1-2 pm CT**Value-Based Care: Requirements for EHRs**

Sarah Danielson, Specialist Leader, and Tony Jurek, Director, Deloitte Consulting, LLC. Electronic Health Records will be a central component of the solutions required to achieve Value Based Care (VBC). This session reviews the value based care business models, their purpose, and associated risks. Tony and Sarah discuss an overall framework for technology solutions required to enable them, with a specific focus on value-based care requirements for EHRs. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 7, 1-2 pm CT**Managed Virtual Desktop at Ascension Health**

Steve Meyer, Desktop Director, Ascension Health. Join Steve as he reviews the Managed Virtual Desktop (MVD) environment being deployed across Ascension Health. This solution brings multiple technologies together to enhance the endpoint user experience while simultaneously reducing cost. Ascension Health is targeting the replacement of 30% of their desktop fleet with MVD by July 2015.

May 8, 1-2 pm CT**Journey to Physician Gain-Sharing Success**

Miles Snowden, MD, MPH, CEBS, CMO, Optum, discusses the four steps of population health management you should take to position it - and your patients - for success in value-based care. Learn how optimizing network management using claims data, clinical data and analytics will help guide physicians' referral choices; how using data and analytics to manage care transitions can prevent readmissions; how expanding chronic disease management to your full population can help you zero in on at-risk patients and better target interventions; and, how investing in in-home intervention in the high acuity, post-acute population can help avoid readmissions throughout the long-term recovery. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 14, 1-2 pm CT**The Value of Operational Benchmarking**

Dave Davis, Assistant Vice President, Operational Excellence at Wake Forest University Baptist Medical Center, and Kevin Sheeran, National Director Operational Improvement, Truven Health Analytics. This session shares and discusses current industry trends on productivity, utilization and expenses, and the attributes of a useful operational benchmarking program will be described. Dave and Kevin also outline the processes employed to address operational challenges and results achieved.

May 21, 1-2 pm CT**Predictive Modeling Reduces Readmissions at Indiana Health Information Exchange**

Curt Sellke, Vice President of Analytics, Indiana Health Information Exchange (IHIE). Curt discusses the Indiana Network for Patient Care (INPC), a statewide interoperable network maintained by IHIE that provides physicians with a "virtual" patient record to provide a better overall picture of a patient's health. He also covers how the IHIE uses predictive analytics to enable physicians to reduce hospital readmissions, choose optimal therapies, reduce redundant testing and avoid drug-drug interactions, among other life-saving and efficiency-generating efforts. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 22, 1-2 pm CT**Intermountain Health Care: Patient Room of the Future**

Wesley Valdes, DO, Medical Director Telehealth Services, Intermountain Health Care. The environment in which healthcare systems provide care greatly influences the capability of that care in terms of efficiency, quality, and convenience to both the patients and providers. Intermountain Healthcare is pursuing solutions around the technology and design of inpatient facilities ranging from adult rooms to the neonatal units. This presentation discusses how enhancing the patient care experience through facility design can increase efficiency and quality of care.

May 27, 1-2 pm CT**Patient Activation: Measurement, Outcomes, and Implications for Models of Care**

Val Overton, DNP, VP Quality and Innovation, Fairview Medical Group. Hear how Fairview has implemented the measurement of patient activation and their early findings related to cost, quality, and patient experience. Val shares how Fairview is utilizing activation measurement in care processes, risk stratification, training for staff, and the development of the patient portal initiative. Dr. Overton's initial research on Patient Activation was published in *Health Affairs* in February, 2013. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 28, 1-2 pm CT

Population Health Analytics: Market Update

Cora Sharma, Principal Analyst, Chilmark Research, discusses population health analytics. Cora describes current market barriers and what providers can do to address them, what is missing from out-of-the-box solutions, and what to expect from the market over the long-term. She also explains 1) how clinical and claims data are getting married; 2) what is "good enough" risk stratification; 3) why there is so much fuss over getting analytics insight into physician workflow; and 4) emerging datasets on the horizon. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 3, 1-2 pm CT

Population Health Management: Technology and Analytics Effectiveness

Mark Golberg, SVP, HealthCare Strategy and Value Based Care, ConvergeHEALTH by Deloitte. Mark discusses client case studies and examples illustrating how organizations can effectively leverage their technology and its impact on overall analytical effectiveness. He also goes over key challenges, lessons learned, and future direction in the market. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 4, 1-2 pm CT

Healthcare Mobile Applications: The Ascension Journey

Kathy Mulvey, Director, Shared/System PMO, Ascension Information Services. Join Kathy as she shares Ascension Health's journey in developing healthcare mobile applications. Ascension Health began focusing on mobile applications in 2011 and has 60+ mobile applications live today. Kathy relates successes and challenges experienced along the way, and how these lessons learned can be leveraged for other organizations venturing down similar paths.

June 5, 1-2 pm CT

Analytics for Value-Based Care: A New Paradigm

Joe Van De Graaff, Research Director, and Graham Triggs, Research Director, KLAS Research. In a BI/analytics market that is bursting with vendors, healthcare providers have never had more options - or more important decisions to make - than they do today. This teleconference dives into the confusion and reviews providers' consideration of vendors for analytics in the new paradigm of value-based care.

June 11, 1-2 pm CT

Physician Data Transparency: Through the CMS Looking-Glass

Michael R. Udwin, MD, FACOG, National Medical Director, Truven Health Analytics. With the April 9th release of Medicare provider specific encounter data, including type of venue, charge, reimbursement and number of patients treated, physicians wish to understand how they will be viewed. Like a prism, the image can look quite different depending on perspective. Join us for a journey through the looking-glass, as we review the many reflections of physician practice as mirrored by payers, consumers, government, and provider organizations. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 12, 1-2 pm CT

The Healing Edge: Where Innovation Meets Information Technology

Lyle Berkowitz, MD, FACP, FHIMSS, Associate Chief Medical Officer of Innovation, Northwestern Medicine, Co-Founder and Chairman, healthfinch ("The Doctor Happiness Company"). Learn how different organizations across the nation have been innovative in their use of healthcare information technologies, from creating major quality and efficiency gains using Electronic Medical Records, to virtualizing healthcare via Telemedicine, to fascinating uses of analytics, mobile technologies, and gaming techniques in healthcare. Hear the real world stories of how they started, how they succeeded, and the lessons they learned along the way. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 17, 1-2 pm CT

The SAFER (Safety Assurance Factors for EHR Resilience) Guides at HealthIT.gov

Dean F. Sittig, PhD, Professor, Memorial Hermann Healthcare System. Electronic health records have the potential to improve quality and safety of healthcare. However, EHR users have experienced safety concerns from EHR design and usability features that are not optimally adapted for the complex workflow of real-world practice. Dr. Sittig and Hardeep describe the development of the Safety Assurance Factors for EHR Resilience (SAFER) guides, which can be used to self-assess safety and effectiveness of EHR implementations, identify specific areas of vulnerability, and create solutions and culture change to mitigate risks. Dr. Sittig helped develop the SAFER Guides for www.healthit.gov. The Guides can be

downloaded at <http://www.healthit.gov/safer/safer-guides>. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 19, 1-2 pm CT

Aligning CDS and Quality Measurement

Jane Metzger, Research Principal, and Marta Arthur, Principal Researcher, CSC. For most hospitals, the dust is settling on Stage 1 of meaningful use and efforts have turned to Stage 2. The time is right to start tying individual elements of meaningful use into a more comprehensive and unified strategy that sets the stage for using the EHR more deliberately as quality improvement infrastructure. Aligning quality measurement and related clinical decision support is an important element of this strategy. We review the rationale, the EHR data that matter the most in this quest, and some of the major challenges. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 23, 1-2 pm CT

MU2 Attestation at U of Missouri: Lessons from the Bleeding Edge

Bryan Bliven, CIO, and Gregory Brown, Sr. Program Manager, University Of Missouri Healthcare. It's a long and winding road to achieving Meaningful Use Stage 2. Join Bryan and Gregory as they share MU roadblocks and detours they encountered before coming to the realization that there is no easy, direct path to get to the attestation destination. *This teleconference is part of the SI-Cerner Users Collaborative.*

June 26, 2-3 pm CT

Readmissions Predictive Model at Advocate Health Care

Lee B. Sacks, MD, EVP, CMO of Advocate Health Care and CEO of Advocate Physician Partners, Tina Esposito, Advocate Health Care, and Cole Erdmann, Cerner, Erica Drazen, ScD, Senior Advisor, Scottsdale Institute. This session outlines how Advocate worked on the creation, validation and deployment of a 30-day all cause readmission predictive model. It also highlights how the model has been used within the context of an accountable care environment to improve care coordination and reduce readmissions. Also reviewed is the next phase of analytical model work, including predicting the best transition location for a patient. *This teleconference is part of the SI Readmissions Collaborative.*

July 10, 1-2 pm CT

Is Epic to Non-Epic Clinical Data Sharing Real or a Myth?

Mark Allphin, Senior Research Director, Colin Buckley, Strategic Operations Director, and Graham Triggs, Senior Research Director, KLAS. Epic is seen by many competitors and providers as not playing well with others, but there is much more to the story. Data is being shared between Epic and different EMRs, but the effort required to get there can vary widely. Find out the truth behind the rumors from the providers actually doing the work. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 16, 1-2 pm CT

Clinical Business Intelligence Across Ascension Health

John Pirolo, MD, EVP, CMIO, Saint Thomas Health, and Gail Zielinski, Director, BI/HIE, Ascension Information Services. This presentation describes a holistic approach to selection and validation of a system-wide clinical business intelligence platform. Dr. Pirolo and Gail also discuss early value opportunities, including the use of clinically driven analytics to influence behavioral change (and improve outcomes), and the delivery of analytics support to system-wide clinical quality initiatives. Many lessons learned and opportunities for improvement are also shared. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 17, 2-3 pm CT

MyAdvocate: Attracting and Engaging Patients Through Innovative, Vendor-Neutral Portal

Mike Delahanty, VP Application Products/Projects, and Ted Kliebhan, Director Project Advocate Connection, Advocate Health Care, discuss how Advocate is using state-of-the-art patient portal technology to attract, engage and activate patients in their own wellness. Among the many robust functions, the new portal emphasizes patient ease-of-access to medical records, secure two-way communication with the care team, real-time scheduling and a personal health journal. They also discuss how the new patient portal technology is helping Advocate demonstrate Meaningful Use 2 requirements. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 23, 11 am-Noon CT

ePMO at Ministry Health: Setting Up your Project Workplan for Success

Jodie Gardner, Manager, ePMO Quality and Process, Ministry Health, and John Kocon, Vice President, Enterprise Program Management Office, Catholic Health Initiatives (moderator). Ministry Health Care, an Ascension Health Ministry, utilizes MS Project Server 2013 in their ePMO (Enterprise Project Management Office). To help our Project Managers validate that their Project workplans were set up correctly, our ePMO set-up a Quality Check view to identify trouble spots. Learn how to use formulas and indicators in MS Project that will save your Project Managers time and avoid problems later on. *This teleconference is part of the PMO Collaborative.*

July 24, 1-2 pm CT

Assembling the Analytics Team for Population Health at Atrius Health

Joe Kimura, MD, Deputy Chief Medical Officer, Atrius Health. With renewed attention on optimizing healthcare value as defined by cost, quality, access, and patient experience, the roles of population management, case & case management, systems & operations management, and utilization management are front and center for organizations looking to assume clinical and financial accountability for a patient population. The efficiency and effectiveness of all of these management functions is highly dependent upon the ability to leverage healthcare data and analytics. The emergence of healthcare analytics as a core competency of healthcare delivery systems is driving many organizations to quickly assemble the necessary technology and staff. In this presentation, Dr. Kimura discusses a functional framework that executives can use to strategically mature their internal analytics team. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 29, 1-2 pm CT

IT Value Measurement at Ascension

Gerry Lewis, VP IT Strategy and Business Development, Ascension Health. As one of the most effective management tools to communicate the value of IT, Ascension Information Services (AIS) has developed the IT Value Scorecard to demonstrate the value IT provides at both the Health Ministry and Ascension levels. Gerry discusses the results of past efforts and the approach to develop the metrics, processes, and format leading up to the launch of their new IT Value Scorecard.

July 31, 1-2 pm CT

Comprehensive Sedation Management at Banner Health: IT Solutions

Nancy Zismann, RN, BSN, MSOL, Sr RN Director Clinical Performance, and Mikaela Mackey, MBA, MSL, BSIE, SSBB, Senior Director Clinical Performance Assessment and Improvement, Banner Health. Delirium is an acute organ dysfunction of the brain. Banner Health designed technology to support delirium evidence-based clinical practices, such as the Spontaneous Awakening Trial and Spontaneous Breathing Trial, which transformed processes and culture. Comprehensive investment in delirium returned \$20.3M cost avoidance and over 80% delirium and coma free days. *This teleconference is part of the Clinical Decision Support Collaborative.*

August 5, 1-2 pm CT

IT Service Delivery Model Redesign and Process Maturation at Ascension

Jason "JD" Duigou, Director, Information Technology Service Management, Ascension Information Services. Join JD as he shares Ascension's journey in establishing an IT Service Management office and service delivery processes. Ascension began focusing on redesigning their service delivery model in 2013 as part of a five-year program. JD relates successes and challenges experienced along the way, and how these lessons learned can be leveraged for other organizations venturing down similar paths.

August 7, 1-2 pm CT

KLAS on EMR Market Share

Coray Tate, VP Clinical Research, and Chris Brown, Research Director, KLAS. Join industry experts Coray and Chris as they discuss the small, large and global EMR market landscapes and what is fueling that growth. You will learn who is growing market share and who is shrinking, what is fueling these changes, and when is a win not a win and a loss not a loss.

August 13, 1-2 pm CT

CHRISTUS Health Improves Revenue Cycle through Electronic Solutions

George Conklin, CIO and SVP, CHRISTUS Health, and Gwendolyn Lohse, Deputy Director and Managing Director, CORE CAQH, the HHS designated author for the ACA operating rules. George and Gwendolyn describe how operating rules are improving administrative transactions, gaining stakeholder involvement, and highlighting the long-term need to integrate clinical and administrative data.

August 14, 1-2 pm CT

Reducing Readmissions at Henry Ford Health System

Susan Craft, Director, Care Coordination Initiatives, Henry Ford Health System. Reduction in readmissions continues to be a challenge for many organizations around the country with unique obstacles for hospitals in urban areas caring for a large underserved patient population. Henry Ford Hospital received the full 1% CMS penalty in 2012 but has since significantly reduced their readmission rate by implementing a variety of strategies. Learn about the initiatives across the Henry Ford Health System that have improved care coordination and resulted in better patient outcomes. *This teleconference is part of the SI Readmissions Collaborative.*

August 18, 1-2 pm CT

Readmissions Reduction Tool at Adventist Health

Loran D. Hauck, MD, Senior VP, CMO, Office of Clinical Effectiveness, and Christine Sammer, DrPH, RN, Director, Quality and Patient Safety, Office of Clinical Effectiveness, Adventist Health System. Adventist began the Readmissions Reduction journey in 2009. In 2013 they added the position of Transition of Care Coordinator and partnered with Cerner to develop the Readmission Prevention electronic worklist. They share lessons learned from the socio-technical approach of melding people, process and technology. *This teleconference is part of the SI-Cerner Users Collaborative.*

August 20, 1-2 pm CT

Cedars-Sinai Clinical Data Hub

Ray Duncan, MD, CTO, Cedars-Sinai Health System. Dr. Duncan describes Cedars-Sinai's Clinical Data Hub, a web-based, user-friendly self-service tool for cohort selection based on both patient demographics and clinical characteristics. It supports both research (delivering scrubbed data) and operational (PHI visible) roles. Unique features include similarity searching, integration with the enterprise MPI, and extraction of clinical terms from free-text reports and mapping to standard vocabularies (SnoMed, LOINC, RXNorm, ICD, etc.) using natural language processing. *This teleconference is part of the Clinical Decision Support Collaborative.*

August 26, 1-2 pm CT

Online Access to Doctor Notes at Columbia St. Mary's

Bruce McCarthy, MD, MPH, President Physician Division, Columbia St. Mary's, Ascension Health, discusses the CSMConnect patient portal that gives 300,000 patients secure online access to view summaries of their visits, send secure messages to their clinic providers, schedule appointments, pay bills, get lab results, view medication lists, and more. The functionality has been expanded beyond summaries and now includes the physician's actual clinical documentation. Being able to view the doctor's notes has been described as being able to hit the "replay button on your visit." Recent research has shown that patients feel more in control of their care and provided better communication and collaboration with their doctor. Open Notes users have said they take medications more reliably and share their notes with family, friends and other health professionals. Open Notes is a new way of interacting with patients and could profoundly change the way patients engage with their doctors and manage their care. *This teleconference is part of the Clinical Decision Support Collaborative.*

September 9, 1-2 pm CT

Mergers and Acquisitions: Convergence and Synergies

Mitch Morris, MD, National Health Care Sector Leader, and Carol Chouinard, Director, Deloitte Consulting LLC, discuss how mergers and acquisitions have and will continue to shape the US healthcare landscape. This teleconference explores industry trends in market forces, recent mergers and acquisitions examples, and key information technology considerations. The session also seeks to answer the question of how to implement proper infrastructure and support to address merger and acquisition activity and provides industry leading examples.

September 10, 1-2 pm CT

Stop the Bleeding: An Innovative Solution to Bring Employees Back In-Network

Shannon Eubank, Product Manager, Truven Health Analytics, discusses the millions of dollars that health systems are losing when employees choose out-of-network providers – and what you can do about it. In this session, she reviews how one large health system created a customized steering tool to replace an outdated system and inconsistent data-updating processes. The results: tens of millions of dollars being redirected back in-network and drastically reduced case-closing times.

September 17, 1-2 pm CT

Evaluating Population Health Management Systems

Dale Sanders, SVP, Health Catalyst. Dale provides an overview of his 12 criteria that health systems can use to evaluate vendors who offer population health management systems. The criteria can also be used by organizations to plot a strategy for population health. One of the core messages in this presentation is that no single vendor can currently meet all the needs of a population health management system, so be prepared to fill the gaps with multiple vendors or your own development.

September 19, 1-2 pm CT

Imaging Informatics: Transition from Radiology to the Enterprise at Scottsdale Healthcare

James Whitfill, MD, CMO, Scottsdale Health Partners. Imaging, once a radiology function for image capture, storage and display, is evolving to the Enterprise. With this brings opportunity to extend image management technologies to other departments, and to apply IT processes like SOA and IT Service Management to PACS, and image enable the EMR. Dr. Whitfill discusses how the visual and workflow components of imaging informatics requires special attention differing from the management of other enterprise systems. *This teleconference is part of the Clinical Decision Support Collaborative.*

September 23, 1-2 pm CT

CareAware iBus at Billings Clinic

Kyle H. Townsend, Pharm.D, BCPS, Director, Pharmacy Services and Jacob Thiesse, Pharm.D, Informatics Pharmacist, Billings Clinic, John Mortimer, Knowledge Architect, Cerner, and John D'Costa, Director Engineering Omnicell. Healthcare costs continue to rise; in 2014 it is estimated to be ~18% of U.S. GDP. Increased functional interoperability between systems reduces waste, medication errors, improves care quality and decreases the cost of care. Learn about Billings Clinic and their experience using interoperable solutions from Omnicell and Cerner via the CareAware iBus to increase operational efficiency. Additional insights will be provided as it relates to how both companies are supporting clinical insights and system intelligence today. *This teleconference is part of the SI-Cerner Users Collaborative.*

September 24, 1-2 pm CT

Tools for the Connected Medical Home at Partners HealthCare

Joseph Kvedar, MD, Founder and Director, Center for Connected Health, Partners HealthCare. The Connected Medical Home can include mobile devices and apps, wearables, sensors and remote monitoring technologies. Dr. Kvedar describes how remote patient monitoring can help individuals better manage chronic disease, improve clinical outcomes and quality of care; as well as potential cost savings and better allocation of resources. Mobile technology can improve patient engagement by capturing personal health data, providing in-the-moment messaging and taking advantage of the addictive nature of 'always-on' mobile devices. Connected health can also be important tools for discharge planning and patient transitions. Join us as he presents programs and key findings to support the applications of technology for the Connected Medical Home. *This teleconference is part of the Clinical Decision Support Collaborative.*

September 30, 1-2 pm CT

Texas Health Resources Shares Quality Data with the Public

Ferdinand Velasco, MD, Chief Health Information Officer, Christy Benson, Director of Clinical Informatics, and Shawn-Marie Herring, Manager of Clinical Informatics, Texas Health Resources. The session discusses the increasing importance of quality transparency in the era of accountable care. They describe the journey in making the strategic decision to share quality and safety data with the public, discuss lessons learned, and outline future plans for taking performance transparency to the next level.

October 2, 1-2 pm CT

Providers Perceptions of Population Health Solutions

Colin Buckley, Strategic Operations Director, KLAS. Accountable care and population health are overwhelming and unachievable without sophisticated systems in place, but it's hard to know where to start with myriad population health vendor solutions available. Join Colin for this revealing discussion of population health vendors that are leading the pack and learn which might best suit your needs.

October 7, 1-2 pm CT

Post EMR Optimization: A Strategic Focus

Toni Jarrett, Director, Zach Rogers, Senior Manager, and Jolin Carlson, Manager, Deloitte Consulting LLC, discuss how to capitalize on key optimization opportunities resulting from an EMR implementation. They explore the most common optimization opportunities with a focus on those most impactful to the business, including areas of financial metric degradation, clinician and patient dissatisfaction, and

productivity variances. The session also seeks to answer the question of how to prioritize the large list of optimization opportunities that typically exist and provides case studies and industry leading examples.

October 8, 1-2 pm CT

A Strategic Approach to Reduce Medication Management-Related Readmissions

Fiona McNaughton, Director Patient Education Practice, Truven Health Analytics, offers insights on how to create a strategic approach to reduce medication management-related readmissions. She describes approaches to medication-related patient education, mobilizing the medication-related experts who impact care decisions at the point of care, improving your workflow to make time for caregivers to exercise best practices in education on discharge, and how to better understand how many patients are being discharged with medication errors.

October 13, 1-2 pm CT

Ambulatory Practice Management at Adventist Health

Alan Soderblom, Vice President & CIO, Loretta Sloan, Vice President of Operations, and Jennifer Stemmler, IT Director, Ambulatory Clinical Information Systems, Adventist Health. In May 2012, Adventist Health System began the journey to transition its outpatient clinics from paper to electronic documentation and workflows using Cerner's Practice Management and Ambulatory EHR solutions. Adventist Health explores the EHR implementation strategy used with providers to support rapid ambulatory clinic growth in a large multi-region health system in order to reach operational standard goals. A strategy was developed that aligns the Ambulatory Practice Management implementation with the clinical documentation transition. They also describe key drivers for success, engaging physician leadership and applying a standard approach when implementing this large a change which have been the recipe for success. *This teleconference is part of the SI-Cerner Users Collaborative.*

October 16, Noon-1 pm CT

Dr. Robert Wah, President AMA, on Cybersecurity

Robert Wah, MD, Global Chief Medical Officer, CSC and President, American Medical Association, and Karl West, Chief Information Security Officer and Assistant VP, Information Systems, Intermountain Healthcare. The healthcare industry has always been very concerned about privacy, but there is a need to ramp it up. Currently the street value of a stolen health record is much greater than a stolen credit card. This means the criminals are "re-targeting" and aiming for stealing the more lucrative health records. The result is we are in an arms race between criminals and those trusted to protect health information. The risks to a healthcare entity are many; financial, trust and most importantly, reputation. Healthcare must use "industrial strength" cybersecurity to protect health information. We should transfer cybersecurity learnings from other industries to securing the data we use and generate in the care of patients. Patients have entrusted their doctors and hospitals with some of their most personal and private information and they are nervous about the digital vulnerability. Dr. Wah and Karl discuss and offer insights on this issue and provide tangible advice in this important area. *This teleconference is part of the Security Collaborative.*

October 30, 1-2 pm CT

IHIE: Change your Sustainability Plan for ACO, MU2 and Growth

John Kansky, FHIMSS, MSE, MBA, CPHIMS, Executive Director, Indiana Health Information Exchange. Standing up, sustaining and growing an HIE is complex, but new requirements add even more. John describes how these new demands offer opportunities to sustain and grow.

November 6, 1-2 pm CT

EMR Interoperability 2014: Where Are We on the Yellow Brick Road?

Colin Buckley, Strategic Operations Director, KLAS. Join Colin as he shares findings from the recent KLAS EMR interoperability report. Learn how successful each of the EMR vendors are in integrating data, which EMRs cooperate the best and the worst, and which platform/feature sets have most impacted care delivery.

November 10, 1-2 pm CT

Social/Mobile Media and What It Means to You

Harry Greenspun, MD, Director, and Tim Smith, Principal, Deloitte Consulting, LLC. Dr. Greenspun and Tim discuss strategies for navigating healthcare's rapidly evolving social media landscape. They review the current state of healthcare social media and what this means for your organization, both in the present and looking forward. This session also examines common obstacles that organizations encounter when it comes to industry adoption and suggests actions to mitigate these obstacles.

November 12, 1-2 pm CT

Medication Management: Driving Quality Up and Costs Down

Chris Virgilio, PharmD, BCPS, Clinical Solutions Executive, Truven Health Analytics. Chris discusses and provides examples of using technology solutions to support medication-specific programs that drive quality up and cost down, including antimicrobial stewardship, managing drug shortages proactively, and scaling clinical pharmacist know-how. She also covers the importance of surveillance at a patient-specific department and population level, how current, relevant and comprehensive evidence-based clinical decision support on medications creates consistent, reliable results, along with mobile and EHR integrated solutions for clinician access across the continuum of care in every care setting. *This teleconference is part of the Clinical Decision Support Collaborative.*

November 18, 1-2 pm CT

Heartland Health Case Study on Open Notes: Co-Notes

Joe Boyce, MD, CIO and CMIO, Heartland Health. Heartland/Mosaic has been sharing patient notes, labs and secure messaging for over three years. Since Oct 2013 their clinics have taken the next logical step – working with patients via a secure web portal to provide the capability for patients to document their goals for a visit, update their medications, problems, allergies, procedure lists, add to their family history, or review and update missing quality measures. The benefits include improvements in documentation, costs, copy/paste abuse, quality of care, and many other side benefits. Intake histories are quicker, notes are better, and patients are happier. Validation, trust, and communications issues will be addressed. *This teleconference is part of the Clinical Decision Support Collaborative.*

November 19, 1-2 pm CT

Beth Israel Deaconess CIO John Halamka MD on Emerging Technologies

John Halamka, MD, CIO, Beth Israel Deaconess Medical Center. Dr. Halamka discusses how Beth Israel Deaconess has expanded meaningful use to using social and mobile media, analytics and the cloud to enhance patient care and engage patients outside of traditional care settings. He also addresses the concerns involved when utilizing this technology in connecting with patients, and looks ahead to what to expect in the future.

December 3, 1-2 pm CT

The Memorial Hermann Aetna Alliance

Shawn P. Griffin, MD, Chief Quality and Informatics Officer, Memorial Hermann Physician Network shares his organization's experience in forming a strategic alliance with Aetna. He discusses the negotiating process, the implementation challenges, and the ongoing work with forging a new partnership between organizations that traditionally functioned as adversaries over the contracting table.

December 4, 1-2 pm CT

Disruptive Innovation and Data-Driven Care: Open Notes at Geisinger Health System

Jonathan Darer, MD, MPH, Chief Innovation Officer, Geisinger Health System. Dr. Darer discusses the rationale for disruptive innovation and gives examples of how the Geisinger Health System uses clinical data assets to improve quality of care and support health care team efficiency. He also discusses Geisinger's approach to patient and family engagement, and how health information technology can be used effectively to build trust and enhance the productivity of patient-provider interactions. *This teleconference is part of the Clinical Decision Support Collaborative.*

December 9, 1-2 pm CT

Accelerating the Value of Data Governance

Dale Sanders, SVP, Health Catalyst. As the Age of Analytics emerges in healthcare, health system executives are increasingly challenged to define a data governance strategy that maximizes the value of data to the mission of their organizations. Adding to that challenge, the competitive nature of the data warehouse and analytics market place has resulted in significant noise from vendors and consultants alike, who promise to help health systems develop their data governance strategy. Having gone on his own turbulent data governance ride as a CIO in the US Air Force and healthcare, Dale does his best to cut through the market noise and offers his lessons learned and observations for accelerating the value of data governance in organizations.

December 15, 1-2 pm CT

Cerner Upgrade Center: VCU Health System Provides Lessons from the Field

Reuben Southall, MS, CPHIMS, Associate CIO of Operations, Virginia Commonwealth University Health System. In his previous roles as Manager and Director of Clinical Applications, Reuben has leveraged the Cerner Upgrade Center through multiple upgrades. As he and his team plan to start the next upgrade (Q1

2015) again using the Cerner Upgrade Center, he reflects on previous lessons learned and success factors in an effort to “step up his game” during a period of high project concurrency. *This teleconference is part of the SI-Cerner Users Collaborative.*