

**2019 Teleconference Schedule
(12-16-2019)**

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January 15, 1-2 pm CT

Strategies and Technologies for Advancing Patient Engagement

Colin Buckley, Senior Analyst, and Adam Cherrington, Director of Patient Engagement Research, KLAS. Patient engagement is as old as medicine, but the use of information technology to engage patients is just taking shape. Broad visions and experimentation abound, but pathways are still being cleared, and there is a lack of consensus regarding end goals. The resources needed to move forward are scarce, with investments largely being dedicated to more obvious business cases that are tactical and departmental. Colin and Adam break down the current state surrounding technologies helping to drive patient engagement strategies. *This teleconference is part of the Value-Based Care Collaborative.*

January 22, 1-2 pm CT

Demographics, Burnout and Technology: From Frustration to Friend

Michael Tutty, PhD, VP Professional Satisfaction & Practice Sustainability, American Medical Association. The demographics of the United States are shifting as the population ages and the number of workers per retiree shrinks. The resulting changes will put a heavy strain on the healthcare system. There is a projected physician shortfall of between 42,600 and 121,300 physicians by 2030. While technology in most industries scales the workforce and creates efficiencies, many of today's technologies in healthcare have done just the opposite. In many cases physicians spend more time in front of computer screens than face-to-face with patients. This presentation will present the changing demographics and their impacts on the healthcare workforce. It will also cover how today's technologies have not created efficiencies, but have caused burnout that puts additional pressure on the healthcare workforce. It will conclude with a suggested path forward on how the healthcare system can leverage technology to meet the future demands placed on it. *This teleconference is part of the Clinical Decision Support Collaborative.*

January 23, 1-2 pm CT

Driving EHR Adoption: Looking Beyond Go-Live for Long-term Success at Scripps

Shane Thielman, FACHE, AVP of Information Services, Joseph B. Stein, MD, FACC, Director of EHR, Scripps Health, and Bret Shillingstad, MD, CMIO of EHR Optimization Services, Nuance Communications. Preparing members of the Scripps care team to adopt and utilize their EHR effectively was a key driver behind the way Scripps approached go-live and enablement of their personnel. With high expectations for the EHR, Scripps leadership knew the care teams would need adequate training during go-live, as well as sustained support post go-live to achieve successful adoption. Join Shane and Drs. Stein and Shillingstad as they discuss the approach to supporting the care team throughout the process. They also share how they utilized physician training principles and expectations, governance, personalization labs, and readiness events to drive success, and how they envision maintaining success long-term. *This teleconference is part of the Clinical Decision Support Collaborative.*

January 24, 1-2 pm CT

Managing Cyber Threats and Protecting Patients: An HHS and Industry-led Response

Erik Decker, Chief Information Security & Privacy Officer, University of Chicago Medicine, and Julie Chua, Risk Management Branch Chief, HHS Office of Information Security. Learn about mitigating common threats to the healthcare industry through a deep dive of the 405d cybersecurity guidance document. This guide (written for small-, medium- and large-sized organizations) posits a voluntary, industry-led approach to mitigating five key cybersecurity threats with 10 cybersecurity practices. The work is being produced by the Cybersecurity Sharing Act of 2015 405d Task Group, co-led by HHS and the healthcare industry. *This teleconference is part of the Security Collaborative.*

You can find the guidance document here: <https://www.phe.gov/Preparedness/planning/405d/Pages/hic-practices.aspx>, and the main website here: <https://www.phe.gov/Preparedness/planning/405d/Pages/default.aspx>.

January 30, 1-2 pm CT

Diagnostic Errors and Health Informatics: The Good, the Bad, and the Ugly

Paul Epner, CEO and Co-Founder, Society to Improve Diagnosis in Medicine. Diagnostic Errors, i.e., failures to provide an accurate and timely explanation for a patient's problem, are the most significant patient safety issue today, causing more morbidity and mortality than all other patient safety problems combined. Informatics will certainly have a significant role in improving the situation, but today it is also a significant contributor to the problem. In this session, case studies will be shared as we review what we know about diagnostic quality and safety, the structural and process barriers to high quality diagnosis created by electronic health records, and strategies for leveraging EHRs to mitigate diagnostic risks and improve outcomes. *This teleconference is part of the Clinical Decision Support Collaborative.*

January 31, 1-2 pm CT

Microhospitals: Alternative Strategies for Clinical Services Delivery at CHRISTUS

Jennifer Varnadore, Administrator, CHRISTUS Bossier Emergency Hospital, Randy Osteen, VP Applications Services, and Dana Smelser, Director of Marketing and Communications, CHRISTUS Health. As the healthcare industry continues to evolve, provider organizations are seeking lower-cost alternatives to providing traditional clinical services through creation of facilities that are scalable in design to provide high levels of care without the overhead of a large hospital setting. This approach has allowed CHRISTUS Health to extend its healing ministry into communities that are in need of pre-acute and inpatient services but don't require the intensity of a large complex hospital facility. Due to the unique needs associated with these types of facilities, CHRISTUS explains the rationale behind its use of Microhospital environments to provide clinical services, technology implications associated with these facilities, and lessons learned in terms of licensure, relationships with other local clinical services and community education. *This teleconference is part of the Value-Based Care Collaborative.*

February 6, 1-2 pm CT

Digital Patient Engagement at Partners

Kamal Jethwani, MD, MPH, Senior Director Innovation, Partners HealthCare Pivot Labs. Evidence suggests that patients engaged in their own care have better clinical outcomes and lower total medical expenses. However, engaging patients in meaningful ways requires high levels of coordination within care teams, along with the availability of well-designed, intelligent tools to offer to patients. Dr. Jethwani discusses the process behind designing, validating and implementing patient engagement tools, as well as ways to leverage data to make them more intelligent. *This teleconference is part of the Value-Based Care Collaborative.*

February 19, 1-2 pm CT

2019 Quality Payment Program Final Rule from CMS

Dan Golder, DDS, MBA, Principal and Larry Katzovitz, Senior Advisor, Impact Advisors. This session focuses on the 2019 Quality Payment Program (QPP) Final Rule from CMS, and provides a high-level overview of the significant components of the legislation, how they interrelate, and what providers and health care organizations need to know for 2019. Highlights include a review of new MIPS terminology, examination of MIPS changes for 2019, overall review of these rules and how they may impact clinicians, and the Top 5 things that providers and health care organizations should be doing now to comply with these new regulations. *This teleconference is part of the Value-Based Care Collaborative.*

February 20, 1-2 pm CT

Developing a Provider Efficiency Program at Beaumont

Karie Lyon, VP Information Technology, Suzan Beydoun, MD, MSHI, Associate CMIO, and Cathy Shepherd, RN, MEd, Director Information Technology, Beaumont Health, share their journey on the development of a provider efficiency program for their ambulatory providers. This program utilizes proficiency data from the electronic health record to identify providers who would benefit from on-site support from the provider efficiency team. The team consists of IT leadership, analysts, educators and clinical informaticists who utilize the proficiency data to identify provider-specific areas of decreased efficiency/proficiency and provide focused training and support. Analyzing data across specialties also enables the team to identify areas within the EHR that can be optimized to gain efficiencies and improve the overall provider experience. *This teleconference is part of the Clinical Decision Support Collaborative.*

February 21, 1-2 pm CT

Tackling Provider Directories: Sharing and Managing Change Across the Blockchain

Gerry Lewis, Senior VP and CIO, Ascension and CEO, Ascension Technologies, and Lorraine Frias, Senior Director Strategic Initiatives, Optum. Billions of dollars are spent annually on provider data

management, yet provider directories often contain inaccuracies that dramatically increase the cost of care while reducing its quality. This session provides an overview of why Aetna, Ascension, Humana, MultiPlan, Quest Diagnostics, Optum and UnitedHealthcare have formed an alliance (the Synaptic Health Alliance) to explore the use of blockchain technology in tackling the challenge of accurate and efficient provider data management and sharing. Gerry and Lorraine also highlight the current challenges and state of provider data exchange and the goals and approach of the initial pilot project for the alliance.

February 26, 1-2 pm CT

The Growth and Maintenance of a Population Health Strategy at Memorial Hermann

Ini Ekiko, VP Population Health and Ambulatory Services, Memorial Hermann Healthcare System. Memorial Hermann has implemented tools to facilitate tracking and completion of registry care gaps and accurate HCC (hierarchical condition category) coding, as well as the reporting, analyzing and visualization of data. With HealthIntent serving as just one component of the solution, the population health team also partnered with physicians and leaders to implement change management for people and processes across the system. Add the growth of the consumer app, and Memorial Hermann has experienced a productive year driving people, process, and technology within our population health strategy. *This teleconference is part of the Value-Based Care Collaborative.*

February 27, 1-2 pm CT

Cybersecurity Investment Strategy at Partners HealthCare

Jigar Kadakia, CISO/CPO, Partners HealthCare System. Cybersecurity does not generate revenue, and this makes it difficult to assess how much money to allocate to a cybersecurity budget or predict the economic impact of a successful cyberattack or major breach; but it's not impossible. In this session, Jigar explains that while there is no exact science as to how much money should be allocated to a security budget, it relates directly to: 1) assessing your risk tolerance; and 2) quantifying ROI – the cost of a solution, versus potential cost of a breach. *This teleconference is part of the Security Collaborative.*

February 28, 1-2 pm CT

Using AI to Improve Physician Documentation and Quality

Ehab Hanna, MD, MBA, CMIO, Universal Health Services, and Michael Clark, SVP & General Manager, Nuance Communications. Through conversational AI-powered solutions at the point-of-care, providers at Universal Health Services (UHS) are now able to capture documentation to create a complete picture of the patient story with specificity from diagnosis to treatment. In this session, Dr. Hanna and Michael describe the deployment path taken to migrate physician documentation from traditional transcription to cloud-based speech with intelligence, and discuss the clinical, financial and quality outcomes achieved to date. *This teleconference is part of the Clinical Decision Support Collaborative.*

March 5, 1-2 pm CT

The Future of Health: Technology Trends Transforming Healthcare

Tom Foley, Principal, Jason Wainstein, Principal, and David Betts, Principal, Deloitte Consulting, LLP. The life sciences and health care industry is on the brink of large-scale disruption. The future will be defined by radically interoperable data, open and secure platforms, and consumer-driven care. Is your organization prepared? This teleconference explores the future of health and the implications for today's organizations and technology assets. *This teleconference is part of the Value-Based Care Collaborative.*

March 6, 1-2 pm CT

Strategic Program Management at INTEGRIS: The IT Role as a Strategic Partner

Mark Pasquale, CIO, INTEGRIS Health. How many projects in your portfolio require IT resources to succeed? If your organization is like most, over 90% of the projects will require at least one IT resource. Many organizations now rely on IT as the team who has ownership of all project intake, approval, prioritization and management processes as well as the enterprise steering committee that oversees these activities. Healthcare System IT teams often lack the sufficient number of resources to manage this heavy load and at times can be looked at as an organizational bottleneck and an inhibitor to the accomplishment of strategic objectives. At INTEGRIS, we have recently focused on improving these processes and although we don't have all of the answers, we would like to share some thoughts with you. *This teleconference is part of the PMO Collaborative.*

March 7, 1-2 pm CT

Medicare ACO in Adolescence: Six Years of MSSP Experience at AMITA Health

Luke Hansen, MD, MHS, VP & CMO Population Health, AMITA Health. Accountable Care Organizations represent the most widely adopted of Medicare's alternative payment models. AMITA Health was an early entrant of the program and has realized over \$45 Million of shared savings over the last six years while

posting top tier quality performance. Dr. Hansen describes several high impact initiatives within AMITA Health ACO. *This teleconference is part of the Value-Based Care Collaborative.*

March 14, 1-2 pm CT

Complex Care Planning Process at Mercy Health

Michael Olgren, MS, MMI, MD, FACEP, CMIO, and Diplomate in Clinical Informatics of the ABPM, Mercy Health Saint Mary's Campus, a member of Trinity Health. Most healthcare workers feel patient complexity has gone through the roof, along with the expectation of managing the costs these patients incur. As we move to value-based care, that cost burden will shift to the providers and hospitals. Using a fairly simple IT solution, combined with a dedicated team, Mercy Health has significantly decreased the cost of caring for this population, in a manner scalable to most institutions. Additionally, this process has led to increased provider satisfaction with a reduction in cognitive burden, without damaging patient satisfaction. *This teleconference is part of the Value-Based Care Collaborative.*

March 19, 1-2 pm CT

Extending Patient Care Through Voice Technology and AI

Shara Cohen, JD, VP Customer Experience for Clinical Effectiveness, Wolters Kluwer. Scaling reach and effectiveness of care management resources is a critical challenge for leading healthcare organizations as they seek to meet the demands of population health management, value-based care performance and shrinking margins. The ability to provide reliable and consistent patient care and ongoing communication can be a critical strategy for meeting those challenges. Learn how advances in Voice technology/VUI and AI/Advanced Analytics can be leveraged to create consistency in care, reveal ongoing improvement opportunities, increase patient engagement and expand clinical coverage and reach. *This teleconference is part of the Value-Based Care Collaborative.*

March 21, 1-2 pm CT

Telehealth Strategy at VCU Improves Productivity, Patient Experience and Bottom Line

Vimal Mishra MD, MMCi, Medical Director Office of Telemedicine, Division of Hospital Medicine, ABPM Diplomate in Clinical Informatics, and David Collins, MHA, CPHIMS, FHIMSS, Practice Administrator Telemedicine, VCU Health. Traditional face-to-face patient visits require multiple accommodations, including travel, parking, navigating to a clinic, and spending time in waiting rooms, all of which often take far more time than the actual time spent within the patient to provider clinical interaction. Value opportunities of telehealth drive strategy for developing new care redesign to improve access to care, enhance patient experience, improve productivity, and positively impact operational, clinical, and financial effectiveness. VCU Health shares their strategic approach to a telehealth quality framework supported by four primary pillars. *This teleconference is part of the Value-Based Care Collaborative.*

March 26, 1-2 pm CT

Understanding and Getting the Most out of Value-based Services

Warren Whitford, Director of Value Based Care Research, and Colin Buckley, Senior Analyst, KLAS. The shift to value-based care is top of mind for many health systems. Market complexity and growth in the value-based care (VBC) managed services market have led to fluctuating customer experiences. Over the past two years, leaders from 30+ provider/payer organizations and 20+ healthcare software and services companies have helped KLAS develop and refine a framework to help understand VBC managed services. Join Warren and Colin as they review the complexities of the market, and different tactics being used to execute on a value based care strategy. *This teleconference is part of the Value-Based Care Collaborative.*

March 27, 1-2 pm CT

Community Collaboration Address Social Determinants to Reduce Costs and Improve Health

Mark Ropiecki, Executive Director, Care Compass Network. Community Based Organizations provide valued services to our community members that contribute to health outcomes. These services are not yet fully quantified or qualified from an integrated health system-community based organization approach to value-based reimbursement. This session focuses on innovative efforts underway in upstate New York as part of the DSRIP 1115 waiver to support the transition from fee for service to value-based care and payment, with focus points on how community agencies can be positioned for collaboration with larger networks of care. *This teleconference is part of the Value-Based Care Collaborative.*

March 28, 1-2 pm CT

Understanding Cost and Efficacy of New Medication Therapies

Deborah Pasko, Pharm.D, MHA, Director of Performance Center Optimization & Services, Omnicell. As inpatient drug spend continues to outpace payer reimbursement, health systems need to have better

insight into the impact of medication usage on the total cost of care. Deb discusses and reviews ways to understand the impact of medication use on patient outcomes. Areas highlighted include evaluating medication efficacy in specific patient populations, monitoring and tracking trends among prescribers of 'high risk' and 'high cost' medications, and leveraging comparative analysis within a health system or across a similar health system. *This teleconference is part of the Value-Based Care Collaborative.*

April 2, 1-2 pm CT

The Future of Work in Healthcare

Jen Radin, Principal, Quinn Solomon, Principal, Debora Hays, Specialist Executive, and Colleen Bordeaux, Manager, Deloitte Consulting, LLC. The future of work and the workforce is a topic at the World Economic Forum and in every industry publication. With the unmatched disruption in exponential technologies, generational changes and flexible labor markets, the Future of Work is a key strategic topic for high-touch sectors such as healthcare. This session explores what does the Future of Work really mean and when do we need to start thinking about it? How do we think about the dimensions of work, workforce, workplace for clinicians and administrators? What are the uniquely human capabilities we should consider in preparing our workforces at every level as we continue to "team" with the machines?

April 3, 1-2 pm CT

Civica Rx at Intermountain

Dan Liljenquist, SVP/Chief Strategy Officer, Intermountain Healthcare. Shortages of essential generic medications are impacting patient care throughout the country. Civica Rx is a not-for-profit generic drug company, organized by leading health systems and philanthropies with a mission to ensure that essential generic medications are available and affordable for everyone. This session (1) explores the market failures that have resulted in a fractured generic drug supply chain, (2) explores Civica Rx's democratized public utility model to address the issue, and (3) provides an update on Civica Rx's progress since the launch of the company in September 2018. *This teleconference is part of the Value-Based Care Collaborative.*

April 18, 1-2 pm CT

Enhancing Nursing Mobility and Improving Care Team Communications with CareAware Connect

Angela Kline-Couch, MBA-HC, MSN, BSN, Director of Telemetry Services, Kassaundra McKnight-Young, BSN, RN, Senior Clinical Informaticist, and Breane Lucas, BSN, RN, Senior Clinical Informaticist, Truman Medical Centers. Hospital leadership is constantly searching for ways to improve care team efficiencies and the overall patient experience, all while ensuring the highest levels of patient safety. An effective clinical communication and collaboration platform is essential to accomplishing these objectives within an integrated, multidisciplinary team. Learn how CareAware Connect, a clinical communication and collaboration platform, brings together care team communications, clinical workflows, image capture, and alarm management on one mobile device to improve efficiency and coordinate care.

April 23, 1-2 pm CT

CMS and ONC Proposed Rules on Interoperability, Patient Access, Information Blocking, and EHR Certification

Dan Golder, DDS, MBA, Principal Advisor, and Jason Fortin, Senior Advisor, Impact Advisors. This session focuses on two proposed rules recently published by the federal government: Interoperability and Patient Access from CMS, and Interoperability, Information Blocking, and the ONC Health IT Certification Program. Dan and Jason provide an overall review of these rules and how they may impact hospitals, health systems, clinicians, EHR vendors, and payers. They also discuss new definitions, terminology and lexicon, timelines and expectations, and the Top 5 things that providers and health care organizations should be doing now to prepare for these proposed regulations. *This teleconference is part of the Value-Based Care Collaborative.*

April 24, 1-2 pm CT

Advocate Partnerships for Statewide Pediatric Care

Mike Farrell, President, and Frank Belmonte, MD, Chief Medical Officer, Advocate Children's Hospital. High quality pediatric care starts with sufficient volumes and breadth of services. In a contracting pediatric market, how do you continue to gain market share and augment services that you can provide to this population? Nontraditional partnerships become essential to consolidating the market and developing a system of pediatric care across a wide geography. Mike and Dr. Belmonte will speak to the way that they are transforming the Chicagoland pediatric market by bringing former competitors together and creating a common culture of care centered around the child. *This teleconference is part of the Value-Based Care Collaborative.*

April 25, 1-2 pm CT

Medication Therapy Management and CMS Standardized Format: Medicare Part D Co-design

Nicole J. Brandt, PharmD, MBA, BCGP, BCPP, FASCP, Executive Director, The Peter Lamy Center on Drug Therapy and Aging, and Professor, Pharmacy Practice and Science University of Maryland School of Pharmacy. Co-design is one of the essential tools in human-centered design (HCD) and involves the patients in the design process and works with them to understand their met and unmet needs. Dr. Brandt presents the recent results of the largest national survey of Medicare Part D beneficiaries and their caregivers regarding the existing CMS MTM Standardized formats. Findings from this research have implications when providing patient centered medication related care plans and the changes needed for the future. *This teleconference is part of the Value-Based Care Collaborative.*

May 1, 1-2 pm CT

Creating and Running Innovation Centers: TechSpring at Baystate

Christian Lagier, Managing Director and Co-Founder, TechSpring – the Baystate Health Technology Innovation Center. As regulatory and competitive pressures are dramatically increasing the pace of change in our industry, Christian speaks about the role of “innovation centers” in healthcare. At the founding of TechSpring 5 years ago, there were less than 20. Today, the list has grown beyond 100. Christian outlines the wide range of goals and activities undertaken by innovation centers, focusing in on the many pitfalls challenging success and how to institute a disciplined innovation program. The presentation describes lessons-learned from the activities of TechSpring and the network of like-minded health systems collaborating to solve their “Passionate Problems” through innovation collaborations with industry partners. *This teleconference is part of the Value-Based Care Collaborative.*

May 2, 1-2 pm CT

Clinical Guideline Recommendations you can Trust

Janice Kaczmarek, EPC Program Manager & Director, ECRI Guidelines Trust, ECRI Institute. When the Agency for Healthcare Research and Quality (AHRQ) decided to stop funding the National Guidelines Clearinghouse (NGC), ECRI Institute heard from numerous users of the site who were dismayed. ECRI had been the prime contractor for NGC for 20 years, and in that role, had worked with hundreds of guideline developers, providers and educational institutions who found NGC a valuable resource for moving evidence into practice. With the help of the Gordon and Betty Moore Foundation, ECRI has created the new Guidelines Trust™ to address this need. Janice provides an overview of the current Guidelines Trust™ resources and their plans to create resources for clinical decision support and quality measure development. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 7, 1-2 pm CT

An Introduction to Emerging Healthcare Technologies

Geoff Lougheed, Principal, Raj Mehta, Partner, and Chris Shudes, Principal, Deloitte Consulting, LLP. Emerging technology trends can seem both elusive and ephemeral, but some become integral to business and IT strategies - and form the backbone of tomorrow's technology innovation. Deloitte has identified eight technology trends for 2019 to guide CIOs and technology leaders through today's most promising trends, with an eye toward innovation and growth and a spotlight on emerging trends that may well offer new avenues for pursuing strategic ambitions. During this session, Geoff, Raj and Chris provide an overview of these eight trends, highlight applicability to the healthcare industry, and share real-world applications from their project experience.

May 8, 1-2 pm CT

SMART on FHIR: Integrating HIE Data into EMR Workflow, Part III

Titus Schleyer, DMD, PhD, Research Scientist, Regenstrief Institute, and Professor of Biomedical Informatics, Indiana University, and Jason Schaffer, MD, IU Health. How do you integrate data from a community health information exchange effectively and efficiently into an EMR? Our FHIR-based app, called CareView, for connecting the Indiana Network for Patient Care with the Cerner EMR is now in its second year of operation. We will talk about technical and implementation successes and challenges, as well as the road ahead for helping our ED physicians find the few relevant needles in the haystack they are looking for. *(Part I was presented [Jan. 25, 2017](#), and Part II was presented [June 21, 2017](#).) This teleconference is part of the Value-Based Care Collaborative.*

May 9, 1-2 pm CT

Insights for Unlocking the Potential of AI in Healthcare

Tushar Mehrotra, SVP, Advisory Services Analytics, and Marc Paradis, VP and Dean of Data Science University, Optum. Recent survey findings suggest increasing optimism that AI will transform healthcare while also yielding a return on investment. But success can only be achieved when organizations focus

on solving a particular business problem and applying the right resources against it. This presentation offers insights into how healthcare leaders can leverage AI as part of their growth and transformation strategies. Join the teleconference to also learn about the top priority use cases for operationalizing AI, and strategies and plans to attract and retain specialized talent - both key factors in determining the successful unlocking of AI in healthcare. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 15, 1-2 pm CT

Continuing Care: It's not just Post-acute Care

Seth Nore, MBA, MHA, Clinical Applications Director, and John Jurchak, MSPT, Director of Performance Enhancement, Atrium Health. Atrium Health operates as a fully integrated system that is connecting and transforming care delivery. Seth and Bennett discuss the growing importance of continuing care organizations and how Atrium's approach to clinical system integration aligns with an overarching goal to provide patients with seamless access to coordinated, high-quality healthcare, provided closer to where each patient lives. They also discuss the current care challenges faced by long-term and post-acute care facilities, explain the key areas affecting the continuing care organizations, and provide examples of Atrium's successes in providing seamless and coordinated high quality care. *This teleconference is part of the Value-Based Care Collaborative.*

May 16, 1-2 pm CT

Recruitment Marketing in a Digital Age at Ascension

Anne Pankonien, Senior Director Talent Acquisition, Promotions and Sourcing Strategy, and Lauren King, Regional Recruitment Director, Ascension. People are talking ... and texting, and tweeting and blogging. How do you ensure your recruitment message is being heard above the noise? In this session we will discuss the digital recruitment toolbox, and tips and tricks for communicating your hiring messages in the digital space. How do you leverage the tools you have, and what might need to be added to ensure not only an effective message, but an organized approach for generating relationships with your industry's top talent? Jodie and Lauren will walk you through the communication funnel and discuss data driven approaches for success. They will share their view of the current recruitment marketing climate and identify the tools needed to build a successful recruitment toolkit utilizing tactical examples of success drawn from their experience.

May 21, 1-2 pm CT

KLAS Interoperability and EHR Data Sharing Trends

Colin Buckley, Senior Analyst, Paul Warburton, EHR Analyst, and Tyson Blauer, Interoperability Analyst, KLAS. Interoperability and EHR market share are still top of mind for HIT leaders across the country. KLAS' latest interoperability update validates the CommonWell-Carequality connection, which makes data sharing possible for almost any provider organization. The next hurdle is making shared data usable. Come join Paul, Tyson and Colin as they share insights into both interoperability and EHR market share. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 22, 1-2 pm CT

An EHR-Based Real-Time Analytics Program for Patient Safety Surveillance and Improvement

David Classen, MD, CMIO, Pascal Metrics, and Professor of Medicine, University of Utah. Dr. Classen reviews the use of artificial intelligence at the bedside to improve the safety of care for patients. He also discusses an article recently published in a special issue of *Health Affairs* in November 2018 that is totally devoted to patient safety. It outlines how current EHR data can be used to create a patient safety monitoring system that can detect harm in real time and predict harm before it occurs, as well as covers how this information can be shared in real-time with patients and families. *This teleconference is part of the Clinical Decision Support Collaborative.*

May 30, 1-2 pm CT

Insourcing Ready-to-Administer Syringes with IV Robotics

Kevin N. Hansen, PharmD, MS, BCPS, Assistant Director of Pharmacy, Moses H. Cone Memorial Hospital. The Institute for Safe Medication Practices (ISMP) and the Centers for Medicare & Medicaid Services (CMS) indicate, that whenever possible, medications are to be dispensed in the most ready-to-administer (RTA) forms available from the manufacturer or in pharmacy-repackaged unit dose. These guidelines and regulations create a clear picture that hospital pharmacy departments should make every effort to provide RTA forms of compounded medications to clinicians. Given the continued challenge of managing national drug shortages, it can be difficult to maintain a consistently adequate supply of RTA drug syringes. In light of these supply challenges, some facilities may consider insourcing the compounding of syringes. Dr. Hansen discusses their considerations in deploying an IV compounding

robotics program at Moses. H. Cone Memorial Hospital. *This teleconference is part of the Value-Based Care Collaborative.*

June 4, 1-2 pm CT

Value Based Care & Payment Transformation through Interoperability

Tony Jurek, Managing Director, Anne Phelps, Principal, and Mark Bethke, Managing Director, Deloitte Consulting, LLP. Despite the political rhetoric and public doubt surrounding the viability of the value-based care model, the industry continues to mature and evolve this model of healthcare delivery. The next wave of meaningful use funding, CMS Innovation programming for value driven healthcare, and the upside and downside enforcement of the various value-based payment models indicates the industry is forging ahead with value-based care delivery. Tony, Anne and Mark discuss the evolving model, from regulatory changes to industry innovations, and how these changes will continue to further the move from volume to value-based payment structures. They also discuss the need for organizations to adopt a more mature approach to enterprise interoperability, from both a business and technical perspective, to achieve success in this evolving business. *This teleconference is part of the Value-Based Care Collaborative.*

June 5, 1-2 pm CT

Improved Nursing Workflow through EHR Documentation Optimization

Rebecca Kohler, RN, MPH, Director Clinical Informatics, Hennepin Healthcare, Jennifer Aning, BSN, RN, Senior RN Clinical Informatics Analyst, Nikki Helle, BSN, RN, Senior RN Epic Application Analyst, UnityPoint Health, and Brita Hansen, CMO, MD, LogicStream Health. While a primary responsibility of nursing is compassionate, knowledgeable, and effective delivery of care, today's nurse is challenged with managing much more than in the past. The benefits of electronic nursing documentation are widely known, but the documentation process can also have a huge impact on a nurse's time, clinical workflow, and the ability to deliver the best possible care to the patient. During this session, Becky, Jennifer, Nikki and Brita provide an overview of the challenges organizations face with EHR nursing documentation, what has been implemented to streamline and improve their processes, and examples of the impact these improvements can have on nursing staff and ultimately, patient care. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 6, 1-2 pm CT

GDPR: So You Think it Doesn't Apply?

Scott Dresen, FACHE, FHIMSS, CISSP, CISM, Senior VP & CTO/CISO, Leah Voigt, JD, MPH, Chief Privacy & Research Integrity Officer, Spectrum Health System, Christy Wheaton, Chief Information Privacy & Security Officer, and Liz Callahan-Morris, Deputy General Counsel, Henry Ford Health System. The European Union's General Data Protection Regulation (GDPR) has been in effect for almost a year, and the impact of this privacy regulation is still not well understood. In fact, it'll be several years before companies subject to GDPR fully understand how to comply with its comprehensive privacy protections. For healthcare organizations in the U.S., it may not be clear whether this regulation applies to them and whether EU agencies can enforce it against companies with business operations exclusively in the U.S. Join this panel of presenters as they discuss the key provisions of GDPR and how it compares with HIPAA and other U.S. privacy laws and regulations aimed at the healthcare industry. They also share their thoughts on whether - and how - U.S. healthcare organizations should approach GDPR compliance. *This teleconference is part of the Security Collaborative.*

June 11, 1-2 pm CT

Evolving your IT Strategy in the Digital Health Age

Elizabeth Pearlman, VP Software Applications and Operations, Hospital for Specialty Surgery (HSS), and Liam Bouchier, Principal, Impact Advisors, discuss how organizations can prepare for and ensure a traditional IT strategy is aligned with and enabling the Digital future in a highly competitive urban marketplace. They share their views of what it takes from both the traditional people, process and technology perspectives to maintain a competitive edge. In addition, they'll discuss how IT leadership thinking must evolve to an iterative continuous improvement cycle of services and a consumer/provider centric model, supported by the concept of innovation incubators with agile teams and technologies to accommodate the new digital world. *This teleconference is part of the Value-Based Care Collaborative.*

June 12, 1-2 pm CT

The Innovation Process at John Muir

Jon Russell, SVP and CIO, John Muir Health. Jon provides an overview of John Muir Health's journey from innovation to transformation, including a description of their internal processes and examples of how John Muir is engaging in the Bay area's health tech startup and operational innovation environment to drive organization strategy, develop creative partnerships with other area providers, and instill a culture of

data-driven innovation into John Muir's operations. *This teleconference is part of the Value-Based Care Collaborative.*

June 13, 1-2 pm CT

Transforming Patient Access to Care

David Jaspán, DO, FACOG, Chair, Access Governance Committee and Chair, Obstetrics and Gynecology, Einstein Healthcare Network, and James Farley, National VP Value Creation, UnitedHealthcare. Einstein Health Network (EHN), was struggling with recurring and growing financial losses, both in their medical group and at their hospital. Wait times in the medical network were extremely long - up to nine months for a new appointment - and they experienced significant "referral leakage." EHN leaders identified patient access as one of the sources of their financial challenges (\$81M loss). While it was difficult for patients to get appointments with physicians, the no-show rate was high (19.4%) and most practices had excess clinical capacity. Learn how EHN used predictive analytics, variance audits and advance access models to turn things around as Dr. Jaspán and James summarize how they resolved these issues.

June 18, 1-2 pm CT

Enhanced Recovery After Surgery through EMR Integration

Stacey Johnston, MD, Associate CMIO for Hospitalist Informatics, and Megan Argabright, Clinical Informaticist, Baptist Health (Jacksonville FL). Enhanced Recovery After Surgery (ERAS) is an evidence-based interdisciplinary care delivery model that focuses on quickly moving the evidence developed from surgical research to bedside patient care, making a more immediate positive impact on patient recovery. Designed to reduce perioperative stress, maintain postoperative physiological function, and accelerate recovery after surgery, Baptist Health implemented ERAS to minimize variance in clinical practice and improve patient outcomes. In this session, you'll learn how Baptist Health's standardization of ERAS components using clinical decision support has led to a 70% decrease in readmissions, 47% reduction in complications and decreased length of stay by 50%. *This teleconference is part of the Clinical Decision Support Collaborative.*

June 25, 1-2 pm CT

Population Health Strategy & Technology in the Shift to Value-Based Care

Vanessa Guzman, AVP, Quality Improvement, Montefiore Health System, and Shara L. Cohen, JD, VP, Customer Experience for Clinical Effectiveness, Wolters Kluwer Health. Vanessa and Shara describe the strategy used by Montefiore Health System to implement value-based care model activities, understanding that patients' health extends well-beyond healthcare settings. The model promotes accountability for performance through contractual arrangements with healthcare partners and prioritizing and implementing of technology to scale community and patient engagement. Details include Montefiore's key method of engaging patients in care and enabling care coordination/management, as well as how technology solutions can be leveraged to address resource scalability, and impact quality and efficiency standards. More importantly, the change management and workflow considerations that are required to make such solutions successful will be discussed, with real-world examples and strategies for prioritizing patient engagement and care coordination, using a patient-centered approach towards population health management. *This teleconference is part of the Value-Based Care Collaborative.*

July 11, 1-2 pm CT

Get SMART in the EHR Classroom

Paula Theriault, MBA, RN, VP, Regional Nursing Informatics Officer, Jim Belanger, MBA, Director Clinical Informatics, Northern Light Health. In today's business world, time is at a premium which is especially true in a hospital setting. Efficient delivery of EHR education for a healthcare system that spans a large geographical region poses a challenge. Northern Light Health has employed the use of SMART classroom technology to broadcast from any member organization within the system to multiple hospital sites throughout the State of Maine. The approach allows for standardized communication and delivery of EHR interactive, workflow-based education to all clinical, office, ancillary, registration, scheduling and revenue cycle staff. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 16, 1-2 pm CT

Making Primary Care Primary at Centura: CMMI's Vision for Healthcare Innovation, Part III

Tamra Lavengood, RN, BSN, MSN, Coordinator for Comprehensive Primary Care Plus (CPC+) Mercy Family Medicine and Steve Lavengood, MD, CPC+ Medical Director, Mercy Family Medicine, Centura Health Physician Group. With the advent of the Comprehensive Primary Care Initiative (CPCI) that began in October 2012, CMMI has continued incentivizing primary care practices to move away from fee for service and focus on value. Mercy Family Medicine in Durango, Colorado, has been involved since the

beginning, and is currently in CPC+. With this alternative payment model, CMMI's vision is making a difference. Mercy Primary Care is changing the care delivery model and realizing the return on investment with Complex Care Management, Care Coordination, and Integrated Behavioral Healthcare, and Tamra and Steve share their insights and lessons learned from this transition. (*Part I was [September 15, 2016](#), and Part II was [August 21, 2018](#) and can be accessed via our teleconference library.*) *This teleconference is part of the Value-Based Care Collaborative.*

July 23, 1-2 pm CT

New Visualization Techniques for Medication Adherence at Advocate Aurora

Darcy Davis, Data Scientist, Advocate Aurora Health. Medication adherence is a multi-faceted problem with varying intensity of health consequences but ultimately a high societal cost. In this complex space, tools that aid clinician judgement are more actionable when paired with meaningful conversations about patient needs and barriers to adherence. Learn how Advocate Aurora Health is using comprehensive, granular medication visualizations to provide novel insight at the point-of-care. This discussion also reviews the findings of a year-long pilot of the medication tool integrated into clinical workflow and the implications to effective intervention strategies. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 24, 1-2 pm CT

What Nurses Need: Bridging the Gap Between Technology and Clinical Staff to Improve Patient Outcomes

Ann Shepard, RNC, MSN, VP & CNIO, CommonSpirit Health, Nancy Beale, MSN, RN-BC, President, Beale and Associates, LLC, and Anthony F. Oliva, DO, MMM, FACPE, VP & CMO, Nuance. Nurses have long been seen as the primary collector of patient data, they are typically the first clinician with whom a patient interacts, and they rely on current accurate data and information within the EHR to deliver care plans ordered by physicians. In a complex environment where efficiency and data accuracy are a must, effectively integrating technology into practice requires collaboration between clinical and IT roles. Learn how incorporating data content standards into the EHR, optimizing nursing documentation workflows, and integration of clinical decision support tools can help nurses have more time to provide bedside patient care. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 25, Noon-1 pm CT

Making the Right Choice: How to Rate Healthcare Apps

Adam Landman, MD, CIO, David Levine, MD, Associate Physician, and David Bates, MD, Chief of the Division of General Internal Medicine, Brigham and Women's Hospital. There are several hundred thousand healthcare apps in the marketplace, but it can be very difficult to determine which ones to choose - and the vast majority have little, if any, clinical value. Drs. Landman, Levine and Bates present an evidence-based approach that they developed to rate apps across an array of domains which may be helpful to organizations in selecting ones which may deliver clinical benefit. *This teleconference is part of the Clinical Decision Support Collaborative.*

July 30, 1-2 pm CT

Utilizing a Balanced Scorecard for Better BI at CHRISTUS

Dustin Drueckhammer, Manager Business Intelligence, and Cindy Neuenschwander, Senior Data Quality Specialist, CHRISTUS Health. In today's climate, Business Intelligence (BI) and Data Governance (DG) are pivotal aspects of a successful health system. The capability to produce actionable governed data enables an organization to ensure that high data quality and integrity exists throughout the complete lifecycle of the data. Join Dustin and Cindy as they reveal how CHRISTUS Health takes control of necessary data components to yield true business intelligence (BI) to produce desired outcomes across the enterprise.

July 31, 1-2 pm CT

Children's Minnesota Community Connect: Linking Families, Resources and Care

Jessica Block, Manager Community Health Programs, and Pam Ross, JD, MHA, Director Community Health Programs, Children's Hospitals & Clinics of Minnesota. Increasingly, efforts to address the social determinants of health provide important opportunities to influence individual and population health. Responsive programming requires thoughtful clinical integration, skilled resource navigation, and community collaboration - all anchored in a family-focused approach. Children's Minnesota's *Community Connect* program works to identify the social needs that impact childhood health and then actively partners with families and community partners to provide supportive resources. This session highlights the overall program design and implementation, including the use of technology to support aligned community referrals and partnerships. *This teleconference is part of the Value-Based Care Collaborative.*

August 6, 1-2 pm CT

Network Management: A Strategic Approach to Value-based Care

Matthew Penziner, Executive Director, NYUPN Clinically Integrated Network. For NYUPN, keeping costs down and quality high meant keeping more of its attributed patients seeing NYUPN physicians. To influence patients to utilize “domestic” primary care physicians, specialists and facilities, NYUPN worked with patients’ greatest influencers: physicians. Attendees will gain insight into how NYUPN was able to provide care at the right time, by the right clinician in the right setting by closely monitoring and analyzing out-of-network utilization patterns sometimes referred to simply as “leakage.” *This teleconference is part of the Value-Based Care Collaborative.*

August 7, 1-2 pm CT

Elite Analytics Status at Rush

Bala Hota, MD, VP & Chief Analytics Officer, Rush University Medical Center. Rush University System for Health achieved the 2018 HIMSS Adoption Model for Analytics Maturity Stage 7, demonstrating an elite status in the use of healthcare data to improve operations. This achievement was only possible through a strong data governance program and alignment with organizational goals. Dr. Hota describes the steps in the development of Rush’s Analytics program, how analytics have helped Rush with its community focus, and what key organizational changes helped achieve this status. *This teleconference is part of the Clinical Decision Support Collaborative.*

August 13, 1-2 pm CT

TEFCA in a Nutshell Part II: Updated Proposed Rule and What It May Mean for Orgs and Providers

Dan Golder, DDS, MBA, Principal and Larry Katzovitz, Senior Advisor, Impact Advisors. This session examines the April 2019 update to the Draft Specifications for TEFCA - the “Trusted Exchange Framework and Common Agreement.” This proposed rule builds on HHS’ earlier proposed rule on TEFCA, and Dan and Larry review this new proposed rule, some of its important provisions, and how it may influence and shape our interoperability landscape in the future. Highlights include key changes from the Initial Draft TEFCA Specifications and considerations of potential impacts to healthcare organizations and providers, TEFCA components, and the Top 5 things that providers and health care organizations should be doing now to prepare for TEFCA. (*Part I was presented [June 12, 2018](#).) This teleconference is part of the Security Collaborative.*

August 14, 1-2 pm CT

Innovative Technologies to Manage Social Determinants of Health at Advocate Physician Partners

Alvia Siddiqi, MD, FAAP, VP Population Health, and Mike Barbati, Med Ec & Innovations, Enterprise Population Health, Advocate Aurora Health. There are many factors that impact a person’s health beyond traditional medical care; these Social Determinants of Health (SDOH) can range from job security and education to having access to healthy food and transportation, and can play a critical role in overall health outcomes and total cost of care. This teleconference explores Advocate Physician Partners’ ACO journey to tackle SDOH and provide whole-person care while using an innovative solution to “prescribe” community resources for patients with unmet SDOH needs. Learn from an advanced ACO on their partnership with technology to empower Care Managers and Community Health Workers with a mobile-enabled messaging, screening, and referral platform called NowPow. *This teleconference is part of the Value-Based Care Collaborative.*

August 20, 1-2 pm CT

Predicting Congestive Heart Failure Using AI Techniques

Sunil Mallya, Principal Deep Learning Scientist, Amazon Web Services, and Marc Overhage, MD, VP Population Health Intelligence Strategy; Cerner. Predicting the onset of a serious condition could be life changing. Cerner and Amazon Web Services recently created a CNN-GRU based model, a variant of recurrent neural networks (RNN), to predict the onset of chronic disease 15 months in advance. Proactive intervention by clinicians can help mitigate the risk of developing the condition with associated high mortality, morbidity and significant costs. Join us to hear more about how this model can predict the onset of CHF months in the future with accuracy and precision. *This teleconference is part of the Clinical Decision Support Collaborative.*

August 22, 1-2 pm CT

Helping Care Teams Thrive Within their EHR at Centura

Scott Raymond, MHA, INF, BSN, RN, VP Information Technology, Centura Health, and Bret Shillingstad, MD, FACS, Executive Director & CMIO, EHR Optimization Services, Nuance. To meet your care team needs it takes more than a single technology or services offering. Hear how Centura Health has optimized the value of their EHR investment through the combination of services and technology as a

holistic solution. Learn how the depth of innovation, experience, and breadth of solutions offered and utilized has helped Centura realize improvements and outcomes focused on unlocking the full potential of their IT investments. Scott and Dr. Shillingstad provide best practices on how to achieve similar results in your organizations. *This teleconference is part of the Clinical Decision Support Collaborative.*

September 10, 1-2 pm CT

Seeing is Relieving: Digital Reality in Healthcare

Eren Aksu, Manager, Deloitte Consulting, LLP. Virtual and augmented reality, once considered a novelty for entertainment, has become one of the most effective emerging technologies for healthcare practitioners to improve their training, care delivery, and patient outcomes. In this session, Eren - Deloitte's AR/VR Innovation Hub leader for Digital Reality - provides an overview of the virtual and augmented reality technology landscape, and explains how healthcare providers can leverage immersive experiences to their advantage. *This teleconference is part of the Value-Based Care Collaborative.*

September 11, 1-2 pm CT

ED Pilot Project to Address Opioid Abuse and Suicide Prevention at Bon Secours Mercy Health

Aliya Jones, MD, Chair, Department of Behavioral Health, Bon Secours Baltimore Health System, Allan Austin, Senior Organizational Effectiveness Consultant and Allen Tien, MD, MHS, President and Chief Science Officer, mdlogix. The ED Diversion program was designed to provide comprehensive screening and improved referral processes for high utilizers of the Bon Secours Emergency Department, enabling better care and outcomes for these patients. These patients tend to be the most chronically ill with comorbid behavioral health challenges, somatic health issues, and negative social determinants of health. The ED program was based on a cloud-based data platform and web tools for assessment, referral, and data visualization, including a uniquely comprehensive and validated behavioral health screen and social determinants measure, and its use by a Peer Recovery Coach in the ED. Results showed feasibility and effectiveness, and identified opportunities for further integration and organization to address the long-term and complex needs of this challenging population. *This teleconference is part of the Value-Based Care Collaborative.*

September 17, 1-2 pm CT

Thinking Like a Brand: How to Build Loyalty in the Age of Digital Disruption

Thomas Selva, MD, CMIO, University of Missouri Health Care, Amanda Hammel, SVP & CIO, Memorial Hermann Health System, and Dick Flanigan, SVP, Cerner. In an age of consumerism, new market entries and digital disruption, driving loyalty to your healthcare organization is more important than ever. Learn from three industry perspectives as they address strategies and best practices for creating brand affinity for a healthcare organization through personalized outreach and healthcare management, organizational change management, and expanded service areas, just to name a few. They also explore the importance of having senior IT and marketing leaders as part of the strategic planning team to incubate new technologies, innovations and partnerships to drive value and loyalty in the age of digital disruption. *This teleconference is part of the Value-Based Care Collaborative.*

September 18, 2-3 pm CT

Tech Planning for New State of the Art Hospital at Stanford

Christian Lindmark, VP & Chief Technology Officer, Gary Fritz, VP & Chief of Applications, and Gautami (Tami) Shirhatti, Program Director, Stanford Health Care. The new Stanford Hospital, opening in the fall of 2019, is a state-of-the-art facility that will accommodate the latest advances in technology and treat rare and complex diseases. The Stanford team is using a highly integrated approach to support the delivery of care. New technologies will be used by patients to provide transparency before, during and after admission. Clinicians will be more effectively connected with each other and the patient to deliver the highest quality care. Ancillary and support systems are highly automated and connected to the care process which will both reduce cost and improve patient safety. The facility is also a research and innovation hub for the development of new healthcare technologies including Artificial Intelligence on patient units. The entire technical ecosystem has over 23,000 new devices, 180+ applications including next generation automated guided vehicles, robotic automation, mobile patient way-finding, and robust wired and wireless systems to support 828,000 sq ft of new patient care and support space, including 264 patient rooms, 104 ICU's, 29 operating rooms, and a 68 bay emergency department. *This teleconference is part of the Clinical Decision Support Collaborative.*

September 19, 1-2 pm CT

The Untapped Potential of AI in Understanding Patient/Member Experiences

Tom Sullivan, Innovation Lead, Optum. Call center voice data is a largely untapped resource among many healthcare organizations today. In this session, Tom discusses how emerging AI technologies are

being applied to voice and data at scale to truly transform customer experiences and their healthcare outcomes. Both health systems and health plans stand to benefit from tapping into the wealth of information that customers share on calls with appointment schedulers, care managers, and customer service agents to understand what they were doing right and where they could grow and improve. This information can help them upgrade existing processes, design new programs, resolve challenges and better understand and serve both patients and members, all while lowering costs and improving outcomes. From a population health perspective, health systems can also tap into call center voice data to better understand different patient populations and better manage and even anticipate patient care needs. *This teleconference is part of the Value-Based Care Collaborative.*

September 25, 1-2 pm CT

How Henry Ford Health System is Changing to Succeed in Direct-to-Employer Contracting

Susan Hawkins, FACHE, Senior VP Population Health, and Chelsea Pollet, Director Direct-to-Employer Relationships, Henry Ford Health System. In January 2019, Henry Ford launched a new, direct contracting relationship with General Motors for medical and surgical services. This value-based contract applies to the salaried workforce members and dependents in the Detroit metropolitan area who selected the product at open enrollment, as well as to any employee or dependent already using Henry Ford network physicians for more than 50% of their care. Susan and Chelsea describe the activities and learned lessons leading up to a signed contract, as well as improved infrastructure, processes, and analytic capabilities being implemented to support operational and financial success. *This teleconference is part of the Value-Based Care Collaborative.*

September 26, 1-2 pm CT

Tapping Into the Potential of Natural Language Processing in Healthcare

Wendy Chapman, PhD, Director of the Centre for Clinical and Public Health Informatics at the University of Melbourne, and Mike Dow, Senior Director of Data Science, Health Catalyst. Gathering insight from clinical notes remains one of the areas of untapped healthcare intelligence with tremendous potential, but extracting that value is difficult. Still, a few organizations across the country are demonstrating success using advanced technology tied to intuitive processes and procedures. Dr. Chapman and Mike provide an NLP primer sharing principle-driven stories to help get you going with NLP whether you are just beginning or considering processes, tools or how to build support with key leadership. *This teleconference is part of the Clinical Decision Support Collaborative.*

October 1, 1-2 pm CT

Leveraging Analytics to Drive Greater Value from your EMR Platform

Brian Doty, Principal, Casey Graves, Principal, and Dan Kinsella, Managing Director, Deloitte Consulting, LLP. Digitization of the electronic medical record from 2010 to the present was largely driven by economic incentives of the HITECH Act. These “too big to fail” projects were not often scoped to consider innovative ways of working. As a result, many organizations today struggle to realize the value of their EMR investment. Healthcare leaders are seeking actionable insight to improve patient, provider and employee experience while preserving their financial ability to fund strategic initiatives. Analytics is that discipline or set of capabilities that enable health systems to become more insight driven. This session establishes a framework for becoming an Insight Driven Organization (IDO) with a focus on value realization from the EMR investments. *This teleconference is part of the Clinical Decision Support Collaborative.*

October 3, 1-2 pm CT

Applying AI Across Industries into Healthcare

Kenneth Harper, VP and GM, Healthcare Virtual Assistants and Ambient Clinical Intelligence, Nuance Communications. While healthcare has been slower to adopt artificial intelligence (AI) compared to other industries, AI is now being applied in full force to drive workflow efficiencies for providers and positive health outcomes for patients. But for AI to reach its full potential within the healthcare ecosystem, we must skillfully apply the learnings from other industries to the use cases of a specialized healthcare environment. In this teleconference, Kenneth discusses how to translate core conversational AI platform from the automotive, banking and consumer industries to the unique clinical and regulatory requirements of healthcare. Examples of cross-industry AI applications, including virtual agents, chatbots and voice biometrics, will be spotlighted. *This teleconference is part of the Clinical Decision Support Collaborative.*

October 8, 1-2 pm CT

Telehealth Services that Accelerate Program Maturity

Jay Backstrom, VP and Telehealth Practice Leader, Impact Advisors. While many organizations have implemented telehealth over the years, some are realizing significant success while others are failing with

low adoption and little to no realized benefits. The difference between success and failure is directly attributed to having a mature telehealth program with the right alignment of services that flex and scale to the patient care market. In this session, Jay illustrates how to measure telehealth maturity and methods for selecting the right services to help accelerate to an advanced and successful program. *This teleconference is part of the Value-Based Care Collaborative.*

October 9, 1-2 pm CT

Utilizing Social Determinants of Health at Centura

Tamra Lavengood RN, BSN, MSN, CPC+/SIM Coordinator Mercy Primary Care, Katie Korte, Community Health Advocate, and Rodney Gardner, RN, Care Coordinator, Centura Health. Looking at a patient's "Social Determinants of Health" has been gaining traction as a focus for whole person healthcare. Rightly so; in fact these are the first things that need to be addressed before a person's physical health can be addressed. Primary Care is the entrance to our healthcare system. If we can provide whole person care in the Primary Care setting, patients can avoid further complications. People are not "non-compliant," they just have perceived and/or real issues that have to be addressed first, then they can engage with their healthcare needs. A grant through the Robert Wood Johnson Foundation and Catholic Health Initiatives, enabled Mercy Family Medicine (part of Centura Health Physician Group) the opportunity to participate in a project that addresses Social Determinants of Health. It has been an eye opening, touching and satisfying journey. Join us for an interactive discussion with the players that are making a difference. *This teleconference is part of the Value-Based Care Collaborative.*

October 15, 1-2 pm CT

Recognizing How to Diagnose, Treat, and Prevent the Causes of Physician Burnout at Sharp Rees-Stealy

Alissa Speziale, MD, FACG, Chief Wellness Officer, Elan Hekier, MD, CMIO, Sharp Rees-Stealy Medical Group, and Brent Steineckert, MD, Director - EHR, HIM, Patient Access, Sharp HealthCare. Learn how Sharp Rees-Stealy Physician leaders tackled the issues of burnout through a multi-pronged approach addressing EHR/technology, practice transformation, and workplace wellness. Understanding and quantifying the demands upon frontline physicians and advanced practice providers (APPs) revealed the core issues that could be addressed to improve engagement and job satisfaction. Medical groups who have grown in recent years due to mergers/acquisitions will benefit from hearing strategies to retain the feeling of "connectedness" among physicians/APPs who may be geographically dispersed. The wellness team partnered with IT leadership to analyze, track, and improve the use of technology that has become omnipresent in the physician workday. Drs. Speziale, Hekier and Steineckert discuss what worked, what didn't, and the advice they have for other health systems looking to eliminate burnout. *This teleconference is part of the Clinical Decision Support Collaborative.*

October 16, 1-2 pm CT

Changing Role of the CIO: How Successful IT Leaders are Leveraging IT innovation as Imperative to Growth

Ken Lee, SVP & CIO, Centura Health, and Carol Chouinard, VP, Optum Advisory Services. Historically, CIOs were limited to operating back-office applications; these days, CIOs and IT leaders are being asked to operate 24/7, mission-critical solutions. This is because technology downtime risks the organization's reputation, financial performance, and ability to effectively and efficiently deliver care. Being a good tech operator is no longer enough. The IT leader must understand the impact of digital technology in every aspect of their organization. So how are CIOs positioning themselves as innovative stakeholders - and positioning IT innovation as imperative to growth? Ken and Carol discuss the impacts of these changes on the role of the CIO, including approaches IT leaders can use to managing expectations within the organization and identifying steps IT leadership can take to ensure that IT strategy is aligned to both the short and long term goals of the organization. *This teleconference is part of the Value-Based Care Collaborative.*

October 17, 1-2 pm CT

Feeding the Precision Health Genetics Pipeline: Specimen Acquisition to Data Storage at UCLA

Christopher Denny, MD, UCLA Health. The UCLA Institute of Precision Health is currently engaged in an effort to genotype 50,000 patients each year for the next three years. To accrue sufficient patient specimens, a workflow consisting of electronic universal consent followed by retrieval of remnant blood specimens, has been created. Genotype data are processed into vcf (variant call format) files and then stored as a sparse array in GenomicsDB, an open source non-relational database developed for this purpose. Dr. Denny will share the processes they have developed to date, as well as insights and learnings that will shape future development of this initiative. *This teleconference is part of the Value-Based Care Collaborative.*

October 22, 1-2 pm CT

Regulating Opioid Use: Strategies for Safely Prescribing Opioids in Light of New Federal Mandates

Vanessa Guzman, AVP, Quality Improvement, Montefiore Health System, and Bob Hussey, Business Consultant for Clinical Effectiveness, Wolters Kluwer Health. In light of new federal mandates, Bob reviews strategies for safely prescribing opioids including review of federal quality and health technology reporting requirements related to opioid prescribing, potential new federal requirements and how to use CDS to safely prescribe opioids as part of an overall care plan. In addition, Vanessa reviews new strategies implemented by Montefiore Health System for engaging patients in managing their pain. *This teleconference is part of the Clinical Decision Support Collaborative.*

October 24, 1-2 pm CT

How AI is Transforming Care Delivery at Partners

Kamal Jethwani, MD, MPH, Senior Director Innovation, Partners HealthCare Pivot Labs. AI has transformed most aspects of how we live today. Healthcare systems are beginning to realize this potential and are trying to harness its power - but to what end? Should we leverage AI to increase efficiencies for mundane, repetitive tasks, or can AI truly transform every aspect of care delivery? Dr. Jethwani discusses how Partners HealthCare is leveraging AI to transform the core of care delivery across its network. *This teleconference is part of the Value-Based Care Collaborative.*

October 29, 1-2 pm CT

Clinical Process Improvement and Actionable EHRs

Tom Moran, MD, VP & Chief Medical Information Executive, Northwestern Medicine, Darby Dennis, RN, MS, VP Clinical Systems and Informatics, Houston Methodist, and Brita Hansen, MD, CMO, and Luis Saldaña, MD, CMIO, LogicStream Health, recap the latest CMIO/CNIO Summit in Chicago. Join the panel as they discuss the trends around clinical process improvement opportunities and the value of reducing care variation to achieve standardized delivery and improved patient outcomes. They also share examples of how technology has impacted these projects and the value of making EHR data actionable. *This teleconference is part of the Clinical Decision Support Collaborative.*

October 30, 1-2 pm CT

Patient Engagement Platform at Memorial Sloan Kettering

Pete Stetson, MD, MA, CHIO, Deputy Physician-in-Chief, and Kevin Shannon, Director - Solutions Architect, Memorial Sloan Kettering Cancer Center. In 2015 MSK began a journey to build a robust, user-friendly and secure platform to collect patient reported data for clinical and research purposes. The end result, MSK Engage, is MSK's electronic questionnaire tool enabling the collection and visualization of patient generated health data (PGHD). Today MSK Engage is seamlessly integrated into the patient and clinician experience. In this presentation, Dr. Stetson and Kevin share the key goals and objectives they set out to meet, present some of the major functionalities of the application, share some of the current use cases live at MSK, and review many of the lessons we learned along the way. *This teleconference is part of the Clinical Decision Support Collaborative.*

October 31, 1-2 pm CT

Agile Change Management at Banner

Sherri Hess, MS-IS, BSN, RN-BC, FHIMSS, CNIO, and Jean Davis, MSN, MBA, HCM, RN, Senior Director Nursing Informatics, Banner Health. Have you wondered how to use Agile methodology to improve your clinician experience working through EHR workflow changes? Banner has focused the last few years on hospital acquisitions and moving towards a single electronic health record (EHR) across all sites of care. When they were ready to refocus on improvements within the EHR, the reality hit that without changing our approach, accomplishing the backlog of needed changes would take years. Looking for methodologies that could improve this rate, they landed on Agile. Sherri and Jean will share "the good, the bad and the ugly" of how they have deployed Agile across Banner Health to rapidly iterate and rollout continual EHR workflow changes. *This teleconference is part of the Clinical Decision Support Collaborative.*

November 5, 1-2 pm CT

Opioid Abuse and Misuse: Pharmacy's Role in Prevention, Monitoring and Management

Rebecca Chater, RPh, MPH, FAPhA, Director of Healthcare Strategy, Omnicell. In light of the scope of opioid abuse and misuse, this session explores the societal impact of opioid misuse, as well as system and patient-level solutions to improve management of opioids throughout the healthcare continuum. Rebecca reviews implementation of opioid-related quality measures and other initiatives to mitigate the crisis, including strategies to identify and ensure care of patients at highest risk of opioid misuse, focusing

on impact of improved access to pharmacy-level mitigation. *This teleconference is part of the Value-Based Care Collaborative.*

November 12, 1-2 pm CT

Today's CMIO: Dreamer, Doer or Dinosaur?

D. Matthew Sullivan, MD, Associate CMIO, Atrium Health, and Angela R. Tiberio, MD, Physician Executive/Clinical Solutions Leader, Impact Advisors. Please join in a discussion of how the role of the Chief Medical Information/Informatics Officer (CMIO) has evolved since its earliest inception circa 1995. Few other roles have seen such a rapid change in scope, duties, reporting structure and overall value to healthcare organizations. Matt and Angela will trace where we've been, where we are today and where we need to be going to remain relevant and vital to our ever-changing healthcare environment. *This teleconference is part of the Clinical Decision Support Collaborative.*

November 14, 1-2 pm CT

DevSecOps at Spectrum

Sean Henkel, Director IS, and Barry D. Nowak, Senior Domain Architect, Spectrum Health. In this discussion Barry and Sean share Spectrum Health's 4-year DevSecOps journey. The effort emerged in 2015 with the creation of an automation team supporting agile fixed teams which led to the emergence of lean scaled agile teams in April 2019. Security's role as a shared service team will be reviewed both in the current context and the role it will be playing in the years to come. *This teleconference is part of the Security Collaborative.*

November 19, 1-2 pm CT

Machine Learning Algorithms for Disease Detection: Implementing AI into Radiology Workflow

Warren B. Geffer, MD, Professor of Radiology, Penn Medicine, and William Boonn, MD, CMIO, Nuance. With November being Lung Cancer Awareness month, Drs. Geffer and Boonn discuss Penn Medicine's work with developers, radiologists, and scientists to incorporate deep learning algorithms that automate the detection, measurement, characterization and reporting of lung nodules on chest CT scans into radiology workflow. While there has been much excitement devoted to the development of AI algorithms for detection of disease in medical imaging, there has been little focus on how they will be deployed and incorporated into the radiologist's image interpretation process in a manner that is efficient and unobtrusive, while still leveraging the benefits that AI can provide. They also illustrate new AI-augmented workflow scenarios to enhance and automate lung nodule detection, measurement and characterization. *This teleconference is part of the Clinical Decision Support Collaborative.*

November 20, 1-2 pm CT

Improving Depression Screening in Primary Care with Health IT at UCLA

Jessica Jeffrey, MD, MPH, Associate Director, Clara Lin, MD, Internal Medicine-Pediatrics Specialist and Physician Informaticist, and Rachel Linonis, MS, Director Digital Solutions, UCLA Division of Population Behavioral Health at the Semel Institute for Neuroscience and Human Behavior. The high prevalence of under-recognized and costly behavioral health conditions, coupled with the rise of accountable care organizations and population health-based reimbursement models, has led many health systems - including UCLA Health - to adopt innovative ways to identify and treat behavioral health conditions. Our team implemented a universal depression screening program in UCLA Primary Care Clinics and achieved a four-fold increase in depression screening in one year by: 1) building customized and integrated information-technology tools, 2) implementing robust operational workflows for screening, 3) increasing physician and staff awareness through both online- and live- trainings to the clinics, and 4) ensuring that incentives are aligned for scalability. *This teleconference is part of the Value-Based Care Collaborative.*

November 21, 1-2 pm CT

Clinical Transformation through Care Team Communication

Simmy King DNP, MS, MBA, RN-BC, NE-BC, Nursing Director: Clinical Information Systems & Professional Development, Matt MacVey, Vice President & Chief Information Officer, and Jeremy Davis, Senior Director & Application Leader, Children's National, and Steve Harlow, Director Clinical Communications, Cerner. Discover how Children's National Medical Center is using evidence-based processes and a unified clinical communication strategy to improve the quality, safety and efficiency of care delivery. Learn the importance and impact of a multi-disciplinary approach to integrated communication, and hear how they use the enhanced CareAware Connect solution to address key communication and alarm challenges through reliable technology integration. Attendees will gain insights for establishing an effective implementation project that combines technology, culture and process. *This teleconference is part of the Clinical Decision Support Collaborative.*

November 26, 1-2 pm CT**Predictive Clinical Surveillance with AI**

Jean-Claude Saghbini, Chief Technology Officer of Wolters Kluwer, Health. Real-time surveillance of rapidly deteriorating conditions is key to impacting quality and cost of care. In this session, Jean-Claude discusses how Machine Learning (ML) and Natural Language Processing (NLP) are coupled with clinical knowledge to enable predictive and prescriptive decision support at the point of care. *This teleconference is part of the Clinical Decision Support Collaborative.*

December 4, 2-3 pm CT**CommonSpirit as Worldwide Partner to Address Root Causes of Illness**

Ji Im, MPH, Senior Director, Community and Population Health, CommonSpirit Health. Social and environmental factors have a profound effect on long-term health and well-being, with 60 percent of preventable deaths rooted in modifiable behaviors and exposures in the community. However, one challenge is identifying and connecting individuals to their respective needs for housing, nutrition, employment and other community resources. CommonSpirit Health hospitals serve as anchor institutions partnering with many organizations in shared responsibility for community health improvement. Ji speaks about one partnership with the largest privately-funded nonprofit in the world, United Way Worldwide, to advocate for better health. *This teleconference is part of the Value-Based Care Collaborative.*

December 5, 1-2 pm CT**Artificial Intelligence in Obstetrics: New Models to Prevent Poor Outcomes**

Matthew Hoffman, MD, Marie E. Pinizotto Endowed Chair in Obstetrics & Gynecology, Christiana Care Health System, and Andrew Roberts, PhD, Data Scientist, Cerner. Drs. Hoffman and Roberts review the opportunity and collaboration that has developed to improve obstetrical care at Christiana Care Health System. They'll describe the roles and limitations of current predictive models for adverse obstetrical outcomes, review how three proposed models were developed, and discuss the performance of these models in actual practice. *This teleconference is part of the Clinical Decision Support Collaborative.*

December 11, 1-2 pm CT**Behavioral Components of Shared Decision Making at Sentara**

Jordan Asher, MD, MS, SVP and Chief Physician Executive, Sentara Healthcare. Patient engagement through shared decision-making between providers and consumers of healthcare sounds so easy. However, there are a great number of behavioral characteristics that elevate the need to understand different dynamics that are in play. Dr. Asher discusses the behavioral components of both consumer/patients and physicians that impact the effectiveness of shared decision making. *This teleconference is part of the Value-Based Care Collaborative.*

December 12, 1-2 pm CT**IV Automation + Cloud Technology = Increased Patient Safety**

Jeff Brittain, PharmD, BCPS, Director Pharmacy Support Services, MUSC Health, and Mark Neuenschwander, Founding Director, THRIV. Manual IV compounding is fraught with patient safety risks. Studies show one in ten IV preps have errors. Yet, just one in four health systems use IV workflow technology proven to significantly increase accuracy. Learn how providers' use of IV automation technology, together with integrated cloud intelligence, services and support, is leading to safer, more efficient, less costly IV preparation. *This teleconference is part of the Value-Based Care Collaborative.*

December 17, 1-2 pm CT**Outlook 2020: The Top Three Challenges for Hospital Pharmacy Teams**

Dean Parry, RPH, Associate VP Clinical Informatics, Care Support Services, Geisinger Health System, Daniel Teich, Pharm.D., VP Purchasing and Contracting, Fairview Pharmacy Services, Jennifer Wheeler Davis, Pharm.D., MBA, MISM, BCPS, FASHP, System Director of Pharmacy & Technology Initiatives, SCL Health, Dave Ehlert, Pharm.D., MBA, FASHP, Area VP Health Systems, McKesson, and Patrick Yoder, Pharm.D., CEO, LogicStream Health. The three biggest challenges hospital and health system pharmacy teams are facing include drug shortages, drug diversion, and drug utilization. Join them, as they discuss ways pharmacy teams are tackling these problems. Topics include early identification of target medications or clinicians, automated assessment of the current situation and action plans to manage through the current situation. *This teleconference is part of the Value-Based Care Collaborative.*