

HIGHLIGHTS FROM SCOTTSDALE INSTITUTE'S FALL CONFERENCE 2006

The IT-Quality Link



Herb Pardes, MD, president and CEO of NewYork-Presbyterian

New York City's Central Park South in the heart of Manhattan provided an urbane backdrop for Scottsdale Institute's most successful fall conference yet, hosted by NewYork-Presbyterian Hospital Sept.

28-29 at the Helmsley Park Lane Hotel. Herb Pardes, MD, president and CEO of NewYork-Presbyterian, welcomed 120 attendees from more than 50 member organizations and sponsors to the conference, which gathered innovators and thought leaders from around the country to focus on the inextricable link between quality care and IT. Dr. Pardes' talk was entitled "Pay for Performance and IT: Convergence or Divergence?"

Gil Kuperman, MD, director of quality informatics at NewYork-Presbyterian, moderated an in-depth discussion on "Using IT to Support Regulatory and Pay for Performance Requirements" by an all-star panel: Mark Rumans, MD, physician in chief at Billings Clinic; Lewis G. Sandy, MD, executive VP for clinical strategies and policy at UnitedHealthcare; Michael Shabot, MD, medical director for enterprise IS and director of surgical intensive care at

Cedars-Sinai Medical Center; Ray Duncan, MD, director architecture and technology, enterprise IS, also at Cedars-Sinai; Jeff Hanson, VP pay for performance at Thomson Medstat and past president of Bridges to Excellence; and Stephen R. Grossbart, PhD, VP of quality management at Catholic Healthcare Partners.



Gil Kuperman, MD director of quality informatics, NYP moderates "Using IT to Support Regulatory and Pay for Performance Requirements" panel.

As if that wasn't enough content for one morning, a second high-powered panel, moderated by Mary Cooper, MD, JD, NewYork-Presbyterian VP and chief quality officer, tackled the issue of "Using IT to Support Performance Excellence." The panel brought together veteran leaders in quality like Sherry Martin, VP for quality management at The University of Texas M.D. Anderson Cancer Center; Timothy Hearing, VP and CIO at Sutter Health's

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Sacramento Sierra Region; Julie Creamer, MS, RN, VP for operations and quality at Northwestern Memorial Healthcare; and Glenn Crotty, MD, COO at Charleston Area Medical Center.



Carolyn Clancy, MD, director of the Agency for Healthcare Research and Quality (AHRQ)

Lunch was highlighted with a compelling presentation by Carolyn Clancy, MD, director of the Agency for Healthcare Research and Quality (AHRQ) who flew in from Washington, DC, specifically to update SI Fall Conference attendees on the

agency's progress in spurring innovation in quality nationwide.

“Using IT to Support Patient Safety” kicked off the first afternoon session, led by Rainu Kaushal, MD, MPH, director of quality and patient safety at NewYork-Presbyterian's Komansky Center for Children's Health. Panelists included Mark Kestner, MD, clinical VP for quality at Legacy Health System, Cindy Spurr, MBA, RN BC, corporate director of clinical systems management at Partners Healthcare System and Brian Jacobs, MD, CMIO and executive director of the Center for Pediatric Informatics at Children's National Medical Center.

Last in the day—but certainly not least—was a riveting and at times emotional discussion centered around “Quality Improvement Applied to IT” that included panelist Richard Orr, MD, associate director of the Cardiac ICU at Children's Hospital in Pittsburgh and co-author of a recent article

in Pediatrics that described how a poorly planned CPOE implementation resulted in a higher mortality rate at the hospital. Dr. Orr, also professor of CCM and pediatrics at the University of Pittsburgh Medical Center, described in detail how a perfect storm of people, process and technical problems created a disastrous result. As an early implementer of CPOE, Children's has shared their experience with many other organizations through forums like this and with site visits, enabling others to benefit from lessons learned.

What followed was one of the most noteworthy interactive discussions ever held at a Scottsdale Institute: In the audience were Cedars' Dr. Shabot and Jerome A. Osheroff, MD, chief clinical informatics officer for Thomson Micromedex, coauthors of a follow-up Pediatrics article responding to Orr's that outlined how many if not all of the problems with the CPOE implementation could be avoided by more methodical planning and execution. The interaction was part of lively panel moderated by Aurelia Boyer, MSN, MBA, senior VP and CIO, NewYork-Presbyterian and including John Wade, CIO at Saint Luke's Health System, Paul Cashin, management solutions principal at Hewlett-Packard, and Patrick O'Hare, CIO at Spectrum Health.

On Friday, the conference offered attendees two outstanding options for tours at NewYork-Presbyterian Hospital campuses: Columbia University Medical Center and Weill-Cornell Medical Center. Despite the early morning departure, both were well attended. At Columbia, Harold Kaplan, MD, director of the Infusion Center and



professor of clinical pathology at the College of Physicians and Surgeons of Columbia University, described to the group a Web-based Medical Event Reporting System (MERS). Desmond Jordan, MD, associate professor of clinical anesthesiology and biomedical informatics at the medical college, talked about “Patient Health Monitors.” Next, Peter Stetson, MD, associate director of quality informatics at NewYork-Presbyterian, and assistant professor of clinical biomedical informatics, discussed “Structured Electronic Physician Documentation.” Topping off the rich content was George Hripcsak, MD, MS, vice chair and professor in the department of biomedical informatics, who presented on “Mining for Quality Using Natural Language Processing.” Conference attendees were then taken up to the floors to see these technologies in action.

At Cornell, Mark Callahan, MD, chief of the division of outcomes and effectiveness research and associate professor of public health and medicine at Weill Medical College of Cornell University, and Dr. Kaushal discussed “IT as a Tool to Improve Quality.” Mary Cramer, MBA, CPHQ, a master black belt in the dept. of performance excellence and an adjunct professor at Cornell Medical School, joined Maryam Behta, PharmD, director of quality research in the dept. of quality, in highlighting “IT Supporting Six Sigma Projects” at NewYork-Presbyterian. Bruce Forman, MD, director of the IS business

solutions group and an assistant clinical professor in biomedical informatics at Columbia medical school, described the health system’s “Management Information Portal/Business Intelligence System.” Brian K. Regan, PhD, director of clinical affairs at NewYork-Presbyterian, spoke on “NYP Health System: Systems Standard Initiatives.” Again, tours of the hospital demonstrated the application of these tools.



Tour participants don OR suits at Cornell.

Scottsdale Institute’s 2006 Fall Conference proved we can “make it in New York” by presenting one of the best conferences SI has ever offered. We’re “taking it on the road” by continuing our Fall Conference tradition of members hosting the meetings, but discussions generated at the New York conference continue on the SIWebII site. Members, please join us at the SI 2006 Fall Conference Community at www.scottsdaleinstitute.org, and click on “SIWebII”.



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