

# The Eleventh National **QUALITY** COLLOQUIUM

ON THE  
CAMPUS OF  
HARVARD  
UNIVERSITY

*The Leading Forum on Patient Safety, Quality Enhancement and Medical Error Reduction*

**August 13 – 15, 2012 • Harvard University, Cambridge, MA**

**A Hybrid  
Conference,  
Internet Event &  
Training Tool**  
See page 2

*Classes Held: Annenberg Hall, Science Center and Faculty Club, Harvard University  
Colloquium Hotels: The Inn at Harvard and Harvard Square Hotel*

## Keynote Speakers

**Michael J. Barry, MD**, President, Informed Medical Decisions Foundation; Medical Director of the John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital; Professor of Medicine, Harvard Medical School

**Maureen A. Bisognano, MS**, President and Chief Executive Officer, Institute for Healthcare Improvement; Instructor of Medicine, Harvard Medical School; Research Associate, Division of Social Medicine and Health Inequalities, Brigham and Women's Hospital

**David Blumenthal, MD, MPP**, Chief Health Information and Innovation Officer, Partners Health Care System; Former National Coordinator for Health Information Technology

**William A. Conway, MD**, Senior Vice President and Chief Quality Officer, Henry Ford Health System; Chief Medical Officer, Henry Ford Hospital

**Michael J. Dowling**, President and Chief Executive Officer, North Shore-Long Island Jewish Health System

**Helen Haskell**, Founder and President, Mothers Against Medical Error; Co Founder, The Empowered Patient Coalition

**Marc Roberts, PhD**, Professor of Political Economy, Department of Health Policy and Management, Department of Global Health and Population, Harvard School of Public Health

## Colloquium Co Chairs

**Kathleen Jennison Goonan, MD**, Chief Executive Officer, Goonan Performance Strategies, LLC; Associate in Health Policy, Massachusetts General Hospital; Former Judge, Baldrige National Quality Award Program; Former Senior Vice President, Institute for Healthcare Improvement

**David B. Nash, MD, MBA, FACP**, Dean, Jefferson School of Population Health; Dr. Raymond C. and Doris N. Grandon Professor of Health Policy, Thomas Jefferson University

**Paul Wallace, MD**, Senior Vice President and Director, Center for Comparative Effectiveness Research, The Lewin Group; Former Medical Director for Health and Productivity Management Programs, The Care Management Institute, The Permanente Federation, Kaiser Permanente



## Featured Mini Summits:

- Best Practices in Hospital Patient Safety
- Technology to Improve Health Care Safety, Quality and Efficiency
- Engaging and Empowering Patients for Quality and Safety
- Operational Excellence with High Performance
- Value Based Purchasing
- Education in Quality and Safety
- New Delivery Models and Patient Safety – ACOs and Medical Homes
- Improving Governance in Hospitals for Quality
- Population Health and Quality

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FEATURING  
THE QUALITY  
COLLOQUIUM'S  
QUALITY AND  
PATIENT SAFETY  
CERTIFICATE PROGRAM

## Content Options

### The Main Quality Colloquium

Register for two days of content on patient safety and quality.

### Quality and Patient Safety Certificate Program

The Quality Colloquium is offering a Quality and Patient Safety Certificate Program in the form of an optional course within the conference for attendees wishing to take a deeper dive into the Colloquium's subject matter.

Attendees will have the option to participate in an Introductory or Advanced Full-day Boot Camp session.

The Program requirements are:

- Completion of preconference readings
- Consideration of a series of preconference questions
- Attend either Preconference Quality and Patient Safety Boot Camp in person or online
- Attend the Colloquium either in person or online
- Successful completion of a post-conference online examination



Attendees who successfully complete Program requirements will receive a certificate of completion.

### An Example of a Health System Quality and Patient Safety Certificate Program



## Participation Options

### Traditional Onsite Attendance

Simply register, travel to the conference city and attend in person.

PROS: subject matter immersion; professional networking opportunities; faculty interaction.



**Onsite**

### Live and Archived Internet Attendance

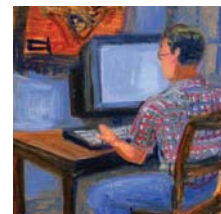
Watch the conference in live streaming video over the Internet and at your convenience at any time 24/7 for six months following the event.

The archived conference includes speaker videos and coordinated PowerPoint presentations.

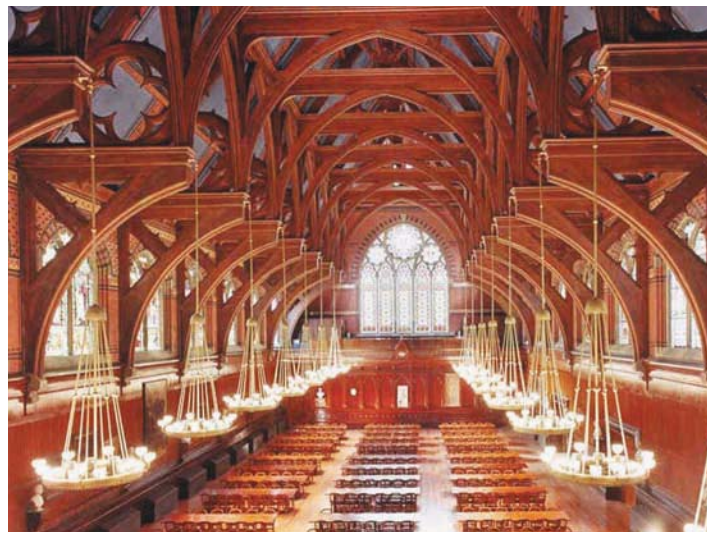
PROS: Live digital feed and 24/7 Internet access for the next six months; accessible in the office, at home or anywhere worldwide with Internet access; avoid travel expense and hassle; no time away from the office.



**At your office ...**



**... or home**



### EXHIBIT AND SPONSORSHIP OPPORTUNITIES

Take advantage of this unique opportunity to expand your reach! The Colloquium is attended by highly influential and experienced professionals. Sponsorship offers you strategic positioning as an industry leader. For more information call 206-673-4815 or email [exhibits@hconferences.com](mailto:exhibits@hconferences.com).

SAVE THE DATE

# THIRD NATIONAL Accountable Care Organization (ACO) Congress

October 30 – November 1, 2012 • Los Angeles, CA

[www.ACOCongress.com](http://www.ACOCongress.com)

The Leading Forum on Accountable Care Organizations (ACOs) and Related Delivery System and Payment Reform

Produced by California Association of Physician Groups (CAPG) and Integrated Healthcare Association (IHA)

Media Partners: Harvard Health Policy Review, Health Affairs, Accountable Care News, and Medical Home News



## The Quality Colloquium

The Eleventh National Quality Colloquium will address the current issues and challenges ahead for patient safety and healthcare quality within the United States. The Colloquium is the first in-depth executive education event to address the challenging issues of healthcare quality enhancement and medical error reduction on a university campus.

The Colloquium has been held on the campus of Harvard University since 2000, focusing initially on healthcare privacy, security and HIPAA, as well as healthcare quality and medical error reduction.

The 2012 Colloquium will address issues surrounding patient safety and quality in the light of major changes stemming from health reform. These issues include accountable care organizations, patient-centered medical homes, using data for quality and safety, and value based purchasing, as well as governance, curriculum innovation, performance excellence, and meeting the needs of patients. The program will focus on interactive sessions using experiential tools to maximize learning from speakers and other participants.

Many hospitals, clinics, health plans, patient safety organizations, and private companies have launched initiatives to reduce medical errors and improve patient safety, patient satisfaction, and quality of care. The Colloquium will feature interactive sessions that focus on case studies and lessons learned from a variety of safety and quality improvement initiatives, as well as presentations from organizations and individuals who have succeeded in reducing or eliminating risks to patients and improving the safety of their care.

The frequency and magnitude of issues and problems regarding patient safety and quality have been well-documented and widely discussed. The Colloquium faculty, consisting of national and international leaders in the healthcare quality and safety field, will delve deep into the core issues facing our country and the world today and will provide real world answers and solutions to these issues.

The Colloquium is an independent educational program and is not an academic program of Harvard University.



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Harvard University, the oldest institution of higher learning in the United States, was established in 1636 by a vote of the Great and General Court of the Massachusetts Bay Colony.

It was named for its first benefactor, John Harvard of Charlestown, a young minister who upon his death in 1638, left his library and half of his estate to the new institution. Today, Harvard has grown to become a great undergraduate and graduate research university, with more than 18,000 degree candidates enrolled.

The Colloquium takes place on the campus of Harvard University. Morning and afternoon classes are held in Annenberg Hall of the Memorial Hall Complex. Named in memory of Roger Annenberg, '62, and inspired by the great halls of Oxford and Cambridge Universities, this room is arguably the most impressive space at Harvard. For years Harvard students took major examinations at Annenberg Hall. It has also been the site of many significant ceremonies.

The great Henry James described Annenberg Hall in *The Bostonians* as “the great bristling brick Valhalla...that house of honor and hospitality which...dispenses...laurels to the dead and dinners to the living.”

## Who Should Attend

- Clinicians (Physicians, Nurses, Pharmacists and Other Health Professionals) engaged in Medical and Ambulatory Care
- Patient Safety Managers and Officers
- Educators of Healthcare Providers
- Trustees of Health Care Organizations
- Employers and Healthcare Purchaser Representatives
- Patients, families and others committed to making healthcare safer
- Health Insurance and Health Plan Executives
- Hospital and Health System Administrators
- Quality Assurance and Risk Management Experts
- Healthcare Consultants, Venture Capitalists and Investment Bankers
- Healthcare Attorneys and In-House Counsel
- Health Service Researchers and Health Policy Experts

## Learning Objectives

- Provide an overview of the healthcare quality and medical errors challenges facing healthcare today.
- Explain specific successful patient safety and quality improvement innovations that can be applied by healthcare organizations.
- Identify new strategies for the design and implementation of patient safety and quality innovations by hospitals, health plans, and medical groups in the light of health reform.
- Discuss current education initiatives that aim to improve quality and safety within organizations.
- Describe the respective roles of government, accrediting bodies, the press, employers, technology, health care leaders, pharmaceutical and device manufacturers, and patients and families in stimulating and supporting patient safety and quality improvement.
- Participate in a practical training program on quality and patient safety leading to a Quality and Patient Safety Certificate (optional – see pp. 4-6 )



The Quality Colloquium is offering two Quality and Patient Safety Certificate Programs in the form of optional courses within the conference for attendees wishing to delve deeper into the Colloquium's subject matter. Participants may select either **Introduction to Quality and Patient Safety** or **Advanced Applications in Quality and Patient Safety Methods**.

Completion of the Introductory Certificate is not a prerequisite to taking the Advanced Applications Certificate.

The Program requirements are:

- Completion of pre-conference readings
- Consideration of a series of pre-conference questions
- Attend either pre-conference Quality and Patient Safety Boot Camp (Introduction or Advanced), in person or online
- Attend Colloquium either in person or online
- Successful completion of the post-conference online examination relating to the pre-conference session attended.

Attendees who successfully complete Program requirements will receive a certificate of completion.

## Introduction to Quality and Patient Safety

### WHO SHOULD ATTEND?

This program is designed for those who are interested in understanding and working successfully in an environment geared toward optimizing the quality of care and improving patient safety. This may include government agencies, consumer groups, quality organizations, health plans, hospitals, nursing homes, physicians and physician organizations, home health agencies, other providers of Medicare services (ambulance, DME, lab), nurses and other clinicians, medical coding and billing staff, health care financial and auditing personnel, and many others.

### COURSE DESCRIPTION

The Introduction to Quality and Patient Safety Certificate Program will provide participants with the understanding and tools necessary to work successfully with the new quality and patient safety process, requirements, and timetable. By the end of this training, participants will be able to create an action plan that will outline key initiatives to be taken with respect to Patient Safety implementation in their own organizations.

This is a practical, in-depth course for professionals who want to understand patient safety issues in the context of their own local setting. The course will be geared to those who have limited training, but will also cater to those who have increasing levels of knowledge and training in the field. At the end of the course, participants will have 90 days to complete the on-line examination. Completion of the five elements of the training will earn the participants a certificate of completion.

## Advanced Applications in Quality and Patient Safety Methods

### WHO SHOULD ATTEND?

This program is designed for those who have successfully passed the Introduction to Quality and Patient Safety course or are health care executives who recognize the national need for leadership in healthcare quality and patient safety. This may include physicians, nurses, pharmacists, and other healthcare professionals, risk management professionals, healthcare program administrators, pharmaceutical industry professionals, Health Information Technology professionals and analysts.

### COURSE DESCRIPTION

The Advanced Applications in Quality and Patient Safety Methods will delve deeper into various aspects of healthcare quality and safety and is designed for the experienced healthcare professional wishing to build upon their knowledge and apply the tenets of quality and safety in real-world settings.

It builds upon the introductory course to meet the growing need for health professionals to evaluate and measure quality and safety initiatives to improve care. At the end of the course, participants will have 90 days to complete the on-line examination. Completion of the five elements of the training will earn the participants a certificate of completion.

## Certificates of Course Completion

Those who successfully complete the course requirements, including pre-course readings and an online post-conference test (achieving a score of 70% or higher) will receive a certificate of completion of the Colloquium's Quality and Patient Safety Certificate Program.

Participants in the Introduction to Quality and Patient Safety Program should consider the following questions in conjunction with completion of the pre-conference readings:

- What are the most important quality/patient safety issues facing your institution?
- How does the culture of your institution affect your ability to implement change?
- What are three quality/patient safety initiatives that you've read about, heard about, or seen that you believe will make an impact in your institution?
- What are three quality/patient safety initiatives you would like to implement in the next year?
- Describe the barriers to overcome and how you would go about enhancing the buy-in necessary to accomplish each of those initiatives in your institution.

Participants in the Advanced Applications in Quality and Patient Safety Methods should consider the following questions in conjunction with completion of the pre-conference readings:

- What quality/patient safety initiative have you implemented or been involved with in your institution?
- Describe the barriers you needed to overcome in implementing this initiative and how you overcame those barriers.
- How is systems thinking applied within your organization?

## CERTIFICATE PROGRAM FACULTY



**Kathleen Jennison Goonan, MD**, President and Chief Executive Director at Goonan Performance Strategies, LLC; Former Executive Director, Center for Performance Excellence, Massachusetts General Hospital; Former Judge, Baldrige National Quality Award Program; Former Senior Vice President, Institute for Healthcare Improvement, Boston, MA



**David B. Nash, MD, MBA**, Dean, Jefferson School of Population Health; Dr. Raymond C. and Doris N. Grandon Professor of Health Policy, Thomas Jefferson University, Philadelphia, PA



**James Pelegano, MD, MS**, Assistant Professor, Jefferson School of Population Health; Program Director, Master of Healthcare Quality and Safety Management, Jefferson School of Population Health, Philadelphia, PA



**Edward A. Walker, MD, MHA**, Professor, Department of Psychiatry and Behavioral Sciences; Cheryl M. Scott/Group Health Cooperative Professor of Health Administration; Director, University of Washington Healthcare Leadership Development Alliance, Seattle, WA



Monday, August 13, 2012

## PRECONFERENCE QUALITY AND PATIENT SAFETY CERTIFICATE BOOT CAMPS (Optional; Choose One)

### BOOT CAMP I: Introduction to Quality and Patient Safety

This intensive session is designed for professionals working within healthcare quality and safety who wish to improve their knowledge and understanding of the tenets of quality and safety and their application in real-world settings.

Quality improvement and safety are among the key cornerstones of the new health reform legislation. This session will provide you with the foundation to implement innovative quality initiatives in your institutions. We will examine the latest clinical guidelines and emerging trends in healthcare quality and safety.

**Kathleen Jennison Goonan, MD**, President and Chief Executive Director, Goonan Performance Strategies, LLC; Former Executive Director, Center for Performance Excellence, Massachusetts General Hospital, Boston, MA

**David B. Nash, MD, MBA**, Dean, Jefferson School of Population Health; Dr. Raymond C. and Doris N. Grandon Professor of Health Policy, Thomas Jefferson University, Philadelphia, PA

**Edward A. Walker, MD, MHA**, Professor, Department of Psychiatry and Behavioral Sciences; Cheryl M. Scott/Group Health Cooperative Professor of Health Administration; Director, University of Washington Healthcare Leadership Development Alliance, Seattle, WA

7:00 AM **REGISTRATION COMMENCES**

8:00 AM **WELCOME AND INTRODUCTIONS**  
**David B. Nash, MD, MBA**

8:15 AM **QUALITY AND SAFETY: OVERVIEW**  
**David B. Nash, MD, MBA**

9:45 AM **BREAK**

10:15 AM **PRACTICE GUIDELINES AND CASE MANAGEMENT**  
**David B. Nash, MD, MBA**

11:00 AM **HIGH PERFORMANCE AND OPERATIONAL EXCELLENCE**  
**Kathleen Jennison Goonan, MD**

12:00 PM **LUNCH ON OWN**

1:30 PM **DEADLIEST PLANE CRASH: HOW AVIATION BECAME A HIGH RELIABILITY SYSTEM**  
**Edward A. Walker, MD, MHA**

2:15 PM **HIGH RELIABILITY AND HEALTH CARE**  
**Edward A. Walker, MD, MHA**

3:15 PM **BREAK**

3:30 PM **TO ERR IS HUMAN + 10: WHY ARE WE STILL DISCUSSING THIS?**  
**Edward A. Walker, MD, MHA**

4:15 PM **BREAK**

4:30 PM **PHYSICIAN TRAINING AND THE CULTURE OF QUALITY**  
**David B. Nash, MD, MBA**

5:15 PM **CONCLUDING COMMENTS, QUESTIONS AND POST-COLLOQUIUM EXAMINATION LOGISTICS**

5:30 PM **ADJOURN**

## BOOT CAMP II: Advanced Applications in Quality and Patient Safety Methods

This session will delve deeper into various aspects of healthcare quality and safety and is designed for the experienced healthcare professional wishing to build upon their knowledge and apply the tenets of quality and safety in real-world settings. The pre-conference workshop builds upon the introductory course to meet the growing need for health professionals to evaluate and measure quality and safety initiatives to improve care.

*Due to the live interaction during the workshops, on-line participants are encouraged to work in groups and use the live moderated session.*

**David B. Nash, MD, MBA**, Dean, Jefferson School of Population Health; Dr. Raymond C. and Doris N. Grandon Professor of Health Policy, Thomas Jefferson University, Philadelphia, PA

**Edward A. Walker, MD, MHA**, Professor, Department of Psychiatry and Behavioral Sciences; Cheryl M. Scott/Group Health Cooperative Professor of Health Administration; Director, University of Washington Healthcare Leadership Development Alliance, Seattle, WA

**James Pelegano, MD, MS**, Assistant Professor, Jefferson School of Population Health; Program Director, Master of Healthcare Quality and Safety Management, Jefferson School of Population Health, Philadelphia, PA (Moderator)

- 7:00 AM **REGISTRATION COMMENCES**
- 8:00 AM **WELCOME AND INTRODUCTIONS**  
**James Pelegano, MD, MS**
- 8:15 AM **CONSTRUCTING A QUALITY CONTINUUM ACROSS TRANSITIONS OF CARE**  
**James Pelegano, MD, MS**
- 9:15 AM **BREAK**
- 9:45 AM **CREATING A CULTURE OF HIGH RELIABILITY AND SAFETY (WORKSHOP)**  
**Edward A. Walker, MD, MHA**
- 12:00 PM **LUNCH**
- 1:30 PM **LEADERSHIP FOR QUALITY AND SAFETY**  
**David B. Nash, MD, MBA**
- 2:30 PM **QUALITY AND SAFETY UNDER THE ACA**  
**David B. Nash, MD, MBA**
- 3:30 PM **BREAK**
- 4:00 PM **A BEDSIDE QUALITY MODEL FOR MEDICAL PROVIDERS**  
**James Pelegano, MD, MS**
- 5:15 PM **CONCLUDING COMMENTS, QUESTIONS AND POST-COLLOQUIUM EXAMINATION LOGISTICS**
- 5:30 PM **ADJOURN**

Tuesday, August 14, 2012

## COLLOQUIUM DAY I: OPENING PLENARY SESSION

- 7:00 AM **REGISTRATION OPENS**
- 8:00 AM **WELCOME**  
**David B. Nash, MD, MBA**, Dean, Jefferson School of Population Health; Dr. Raymond C. and Doris N. Grandon Professor of Health Policy, Thomas Jefferson University, Philadelphia, PA (Co chair)
- 8:15 AM **KEYNOTE ADDRESS**  
**Maureen A. Bisognano, MS**, President and Chief Executive Officer, Institute for Healthcare Improvement, Boston, MA
- 8:45 AM **EMPOWERING AND ENGAGING PATIENTS AND FAMILIES TO ENSURE SAFETY**  
**Helen Haskell**, Founder and President, Mothers Against Medical Error; Co Founder, The Empowered Patient Coalition, Columbia, SC
- 9:15 AM **PATIENT-CENTERED CARE AND SHARED DECISION MAKING**  
**Michael J. Barry, MD**, President, Informed Medical Decisions Foundation; Medical Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital; Professor of Medicine, Harvard Medical School; Past President, Society for Medical Decision-Making (SMDM); Past President, Society of General Internal Medicine, Boston, MA
- 9:45 AM **BREAK**

## MINI SUMMITS GROUP I

### MINI SUMMIT I: BEST PRACTICES IN HOSPITAL PATIENT SAFETY

- 10:15 AM **INTRODUCTION**  
**Kathleen Jennison Goonan, MD**, President and Chief Executive Director, Goonan Performance Strategies, LLC; Former Executive Director, Center for Performance Excellence, Massachusetts General Hospital, Boston, MA (Co Chair)
- 10:30 AM **THE "NO HARM" CAMPAIGN**  
**William A. Conway, MD**, Senior Vice President and Chief Quality Officer, Henry Ford Health System, Chief Medical Officer, Henry Ford Hospital; Breech Chair for Health Care Quality Improvement, Detroit, MI
- 11:00 AM **MOVING HACs, NEVER EVENTS, AND MEDICAL ERRORS TO ZERO**  
**Doron Schneider, MD**, Chief Patient Safety and Quality Officer, Abington Health, Abington, PA

11:30 AM IMPROVING QUALITY AND SAFETY WHERE PATIENTS, FAMILIES, AND CARE TEAMS MEET — THE CLINICAL MICROSYSTEM

**Gautham Suresh, MD, MS**, Associate Professor of Pediatrics and Community and Family Medicine, The Dartmouth Institute of Health Policy and Clinical Practice, Lebanon, NH

NOON NETWORKING LUNCHEON AT THE HARVARD FACULTY CLUB

### MINI SUMMIT II: TECHNOLOGY TO IMPROVE HEALTH CARE SAFETY, QUALITY AND EFFICIENCY

10:15 AM INTRODUCTION

**Anita Krishnan, PhD, MS**, Director, Healthcare Oracle Health Sciences Global Business Unit, New York, NY (Co Chair)

10:30 AM BIG DATA ANALYTICS FOR QUALITY IMPROVEMENT: ONE HEALTH SYSTEM'S EXPERIENCE

**Robert Fassett, MD**, Chief Medical Informatics Officer, Oracle Health Sciences, San Diego, CA

11:00 AM POPULATION HEALTH MANAGEMENT AND ANALYTICS USING LONGITUDINAL, COMPARATIVE ELECTRONIC HEALTH RECORD DATA

**Paul Bleicher, MD, PhD**, Chief Medical Officer, Humedica, Boston, MA

11:30 AM INTEGRATING DATA FOR QUALITY

**Robert Beardall, MD**, Chief Medical Officer, Net.Orange, Dallas, TX

NOON NETWORKING LUNCHEON AT THE HARVARD FACULTY CLUB

### MINI SUMMIT III: ENGAGING AND EMPOWERING PATIENTS FOR QUALITY AND SAFETY

10:15 AM INTRODUCTION

**Dave deBronkart**, "e-Patient Dave", Patient, Consultant, Blogger; Co-Chair, Society for Participatory Medicine, Nashua, NH (Co Chair)

10:30 AM WHAT IF DUANE SMITH HAD A SHARED CARE PLAN? ENGAGING FAMILIES IN SAFER CARE

**Dave deBronkart**, "e-Patient Dave", Patient, Consultant, Blogger; Co-Chair, Society for Participatory Medicine, Nashua, NH

11:00 AM INFORMED AND SHARED DECISION MAKING IN CANCER SCREENING

**Ronald Myers, PhD, DSW** (Invited), Professor and Director, Division of Population Sciences, Department of Medical Oncology, Jefferson Medical College, Philadelphia, PA

11:30 AM ENGAGING PATIENTS AND PHYSICIANS IN VIRTUAL CARE

**Rajni Aneja, MD, MBA**, Executive Vice President, Joslin Diabetes Center, Boston, MA

NOON NETWORKING LUNCHEON AT THE HARVARD FACULTY CLUB

## COLLOQUIUM DAY I: AFTERNOON MINI SUMMITS GROUP II

### MINI SUMMIT IV: OPERATIONAL EXCELLENCE WITH HIGH PERFORMANCE

1:30 PM QUALITY AND BENDING THE COST CURVE

**Tom Bigda-Peyton, EdD**, President, Action Learning Systems; President, Center for Adaptive Solutions, Boston, MA (Co Chair)

**Martin D. Merry, MD, CM**, Health Care Consultant; Senior Advisor for Medical Affairs, New Hampshire Hospital Association; Adjunct Associate Clinical Professor of Health Management and Policy, University of New Hampshire, Boston, MA (Co Chair)

2:15 PM PERFORMANCE IMPROVEMENT AS SEEN THROUGH THE KALEIDOSCOPE OF CLINICAL QUALITY: ESSENTIALS FOR HIGHLY RELIABLE ORGANIZATIONS

**Daniel Cohen, MD**, International Medical Director, Datix; Former Chief Medical Officer and Executive Medical Director, United States Department of Defense Health Plan, London, UK

2:45 PM THE IMPACT OF QUALITY ON HOSPITAL FINANCIAL PERFORMANCE

**Susan Cusack, RN, MSN, MBA, FACHE**, Vice President of Operations, Mercy Philadelphia Hospital, Philadelphia, PA

3:15 PM BREAK

### MINI SUMMIT V: VALUE BASED PURCHASING

1:30 PM INTRODUCTION

**Laurel Pickering, MPH**, President and Chief Executive Officer, Northeast Business Group on Health, New York, NY (Co Chair)

1:45 PM MEDICARE VALUE BASED PURCHASING

**Wes Champion**, Senior Vice President, Premier Consulting Solutions, Charlotte, NC

2:15 PM EMPLOYERS VIEW OF VALUE BASED PURCHASING

**Laurel Pickering, MPH**, President and Chief Executive Officer, Northeast Business Group on Health, New York, NY

2:45 PM BUNDLED PAYMENT: THE NEXT STEP IN IMPROVING QUALITY AND REDUCING COSTS

**Rita E. Numerof, PhD**, President, Numerof and Associates, Inc., St. Louis, MO

3:15 PM BREAK

## MINI SUMMIT VI: BUILDING WORKFORCE CAPACITY IN QUALITY AND SAFETY

1:30 PM INTRODUCTION

**James Pelegano, MD, MS**, Assistant Professor, Jefferson School of Population Health, Program Director, Master of Healthcare Quality and Safety Management, Jefferson School of Population Health, Philadelphia, PA (Co Chair)

1:45 PM TRANSFORMATIONAL APPROACH TO IMPROVING QUALITY AND PATIENT SAFETY: IMPLEMENTATION OF A NOVEL, HOUSESTAFF QUALITY COUNCIL®

**Peter M. Fleischut, MD**, Assistant Professor of Anesthesiology, Department of Anesthesiology, Weill Cornell Medical College; Deputy Quality and Patient Safety Officer, New York-Presbyterian Hospital, New York, NY

2:15 PM A BLUEPRINT FOR ALIGNMENT: ENGAGING FACULTY AND RESIDENTS IN THE QUALITY AND SAFETY MISSION OF AN ACADEMIC MEDICAL CENTER

**Patrick J. Brennan, MD**, Chief Medical Officer and Senior Vice President, University of Pennsylvania Health System, Philadelphia, PA

**Jennifer S. Myers, MD**, Director of Quality and Safety Education, Perelman School of Medicine, University of Pennsylvania, Philadelphia, PA

2:45 PM CREATING A QUALITY AND SAFETY CURRICULUM FOR RESIDENCY TRAINING: A TEN YEAR JOURNEY

**Anjana Tess, MD**, Associate Residency Program Director, Assistant Professor of Medicine, Beth Israel Deaconess Medical Center, Boston, MA

3:15 PM BREAK

## AFTERNOON MINI SUMMITS GROUP III

### MINI SUMMIT VII: REDESIGNING DELIVERY MODELS – ACOS AND MEDICAL HOMES

3:45 PM INTRODUCTION

**Jeffrey Levin-Scherz, MD, MBA, FACP**, Chief Medical Officer, One Medical, San Francisco, CA (Co Chair)

4:00 PM STRATEGIC PRIMARY CARE COMMUNITY ENGAGEMENT

**Andrew Morris-Singer, MD**, Founder and President, Primary Care Progress, Boston, MA

4:30 PM MANAGING AN ACO IN A PRIMARY CARE DOCTOR NETWORK

**Ken Goldblum, MD**, Chief Medical Officer, Renaissance Medical Management Company, Wayne, PA

5:00 PM BUILDING A TRIPLE AIM PRACTICE

**Jeffrey Levin-Scherz, MD, MBA, FACP**, Chief Medical Officer, One Medical, San Francisco, CA

5:30 PM ADJOURNMENT DAY I AND NETWORKING RECEPTION AND POSTER SESSIONS

## MINI SUMMIT VIII: IMPROVING GOVERNANCE IN HOSPITALS FOR QUALITY

3:45 PM INTRODUCTION

**Sean Patrick Murphy, Esq.** (Invited), Senior Vice President, Corporate General Counsel, Solaris Health System, Edison, NJ (Co Chair)

4:00 PM AVOIDING BENJAMIN DISRAELI'S WRATH: USING QUALITY AND SAFETY DATA TO ENGAGE YOUR BOARD AND MAKE A DIFFERENCE IN YOUR PATIENTS' LIVES

**Stephen R. Grossbart, PhD**, Senior Vice President, Chief Quality Officer, Catholic Health Partners, Cincinnati, OH

4:30 PM HOW TO BECOME A RISK-RESILIENT ORGANIZATION: THE INCREASING ROLE OF THE BOARD

**John Dugan, CPA**, Partner, PriceWaterhouseCoopers, LLP, Philadelphia, PA

5:00 PM IMPROVING BOARD GOVERNANCE FOR QUALITY: A DEVELOPMENTAL FRAMEWORK

**Nathaniel Foote**, Managing Director, TruePoint, Burlington, MA

5:30 PM ADJOURNMENT DAY I AND NETWORKING RECEPTION AND POSTER SESSIONS

### MINI SUMMIT IX: POPULATION HEALTH AND QUALITY

3:45 PM INTRODUCTION AND OVERVIEW OF POPULATION HEALTH MANAGEMENT FOR QUALITY

**Tracey Moorhead**, President and Chief Executive Officer, Care Continuum Alliance, Washington, DC (Co Chair)

4:30 PM OVERCOMING BARRIERS TO QUALITY HEALTH CARE

**Emad Rizk, MD** (Invited), President, McKesson Health Solutions, McKesson Corporation, San Francisco, CA

5:00 PM THE IMPACT OF PUBLIC REPORTING OF PERFORMANCE RESULTS

**Eric Schneider, MD, MSc** (Invited), Associate Professor of Medicine, Department of Medicine, Harvard Medical School, Boston, MA

5:30 PM ADJOURNMENT DAY I AND NETWORKING RECEPTION AND POSTER SESSIONS



Wednesday, August 15, 2012

COLLOQUIUM DAY II:  
MORNING PLENARY SESSION

8:00 AM WELCOME AND INTRODUCTIONS;  
DEVELOPING A CULTURE OF QUALITY  
(PATIENT SAFETY AND LEAN)

**Kathleen Jennison Goonan, MD**, President and Chief Executive Director, Goonan Performance Strategies, LLC; Former Executive Director, Center for Performance Excellence, Massachusetts General Hospital, Boston, MA (Co chair)

8:30 AM USING BALDRIGE TO CREATE HIGH PERFORMANCE  
*2012 Baldrige Quality Award Winner*

**William A. Conway, MD**, Senior Vice President and Chief Quality Officer, Henry Ford Health System; Chief Medical Officer, Henry Ford Hospital; Breech Chair for Health Care Quality Improvement, Detroit, MI

9:00 AM HOW TO PROVIDE OUTSTANDING  
QUALITY-DRIVEN CARE  
*2011 NQF National Quality Healthcare Award Winner*

**Steven T. Hester, MD, MBA**, Senior Vice President and Chief Medical Officer, Norton Healthcare, Louisville, KY

9:30 AM HOW TO CREATE A PREMIER HEALTHCARE  
ORGANIZATION

**Michael J. Dowling**, President and Chief Executive Officer, North Shore-Long Island Jewish Health System, New York, NY

10:00 AM BREAK

10:30 AM KEYNOTE ADDRESS

**Marc Roberts, PhD**, Professor of Political Economy, Department of Health Policy and Management, Department of Global Health and Population, Harvard School of Public Health, Boston, MA

11:15 AM PANEL DISCUSSION: THE ROLE OF LEADERSHIP,  
GOVERNANCE, WORKFORCE DEVELOPMENT IN  
QUALITY AND SAFETY

**David B. Nash, MD, MBA**, Dean, Jefferson School of Population Health; Dr. Raymond C. and Doris N. Grandon Professor of Health Policy, Thomas Jefferson University, Philadelphia, PA (Moderator)

**Peter Angood, MD, FACS**, Chief Executive Officer, American College of Physician Executives, Tampa, FL

**Carolyn Clancy, MD, MPH** (Invited), Director, Agency for Healthcare Research and Quality, Rockville, MD

**Michael J. Dowling**, President and Chief Executive Officer, North Shore-Long Island Jewish Health System, New York, NY

**Susan L. Freeman, MD, MS**, Chief Medical Officer, Temple University Hospital, Philadelphia, PA

**Stephen R. Grossbart, PhD**, Senior Vice President and Chief Quality Officer, Center for Patient Safety and Clinical Transformation, Catholic Health Partners, Cincinnati, OH

12:15 PM NETWORKING LUNCHEON IN ANNENBERG HALL

SAVE THE DATE

FOURTH NATIONAL

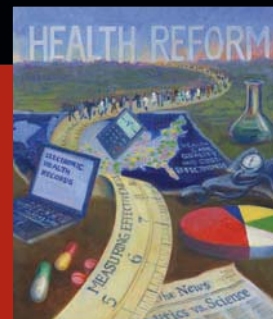
# Comparative Effectiveness Summit

The Leading Forum on the Role of Comparative Effectiveness Research in Health System Change and Health Reform

Media Partners: Harvard Health Policy Review, Health Affairs, Accountable Care News, and Medical Home News

November 5 - 6, 2012  
Washington, DC

[www.ComparativeEffectivenessSummit.com](http://www.ComparativeEffectivenessSummit.com)



A Hybrid Conference & Internet Event  
See website

1:00 PM WELCOME AND INTRODUCTIONS

**Paul Wallace, MD**, Senior Vice President and Director, Center for Comparative Effectiveness Research, The Lewin Group; Former Medical Director for Health and Productivity Management Programs, The Care Management Institute, The Permanente Federation, Kaiser Permanente, Falls Church, VA (Co chair)

1:30 PM TEACHING THE NEXT GENERATION OF  
HEALTHCARE PROVIDERS TO BE LEADERS IN  
QUALITY — THE TUFTS EXPERIENCE

**Susan Curtis, RN**, Medication Safety Nurse/Project Manager, Maine Medical Center, Portland, ME

**Douglas Salvador, MD, MPH**, Associate Chief Medical Officer/Patient Safety Officer, Vice President Quality and Safety, Maine Medical Center, Portland, ME

**Rosalie Phillips, MPH**, Executive Director, Tufts Health Care Institute, Boston, MA (Moderator)

2:15 PM IMPROVING AMBULATORY PATIENT CARE

**Matthew K. Wynia, MD, MPH**, Director, AMA Center, American Medical Association, Chicago, IL

2:45 PM BREAK

3:00 PM INNOVATION IN CLINICAL DECISION SUPPORT —  
A NEW ROLE FOR WATSON IN HEALTH CARE

**Josko J. Silobrcic, MD, MPH, MS**, Associate Partner and Senior Medical Scientist, Care Delivery Systems, IBM Research; Adjunct Faculty in Health Care Management, Department of Health Policy and Management, Harvard University School of Public Health, Boston, MA

3:30 PM THE ROLE OF INNOVATION IN PATIENT SAFETY  
AND HEALTHCARE QUALITY

**David Blumenthal, MD, MPP**, Chief Health Information and Innovation Officer, Partners HealthCare; Samuel O. Thier Professor of Medicine and Professor of Health Care Policy Massachusetts General Hospital/Partners HealthCare and Harvard Medical School, Boston, MA

4:00 PM COLLOQUIUM ADJOURNMENT

## HOTEL INFORMATION/RESERVATIONS

The Inn at Harvard is the official hotel for The 11th Quality Colloquium.

A special rate of **\$259** per night (includes wireless internet, plus state and city tax) at the Inn at Harvard has been arranged. Please make your reservation directly with the hotel by calling **800.458.5886** or **617.491.2222**, Monday – Friday, 8am – 6pm or email [Reservations@theinnatharvard.com](mailto:Reservations@theinnatharvard.com) and refer to the **group name The Quality Colloquium** or **group code 378821** to receive the group rate.

Reservations must be guaranteed by the individual's credit card to secure their reservations. Reservations at the group rate will be accepted while rooms are available or until the or until the cut-off date of **Tuesday, July 10, 2012**. After this, reservations will be accepted on a space-available basis at the prevailing rate.

### The Inn at Harvard

1201 Massachusetts Ave., Harvard Square • Cambridge, MA 02138  
800-458-5886 • 617-491-2222 • [www.innatharvard.com](http://www.innatharvard.com)

The Harvard Square Hotel is a sister property of the Inn at Harvard. This hotel has just completed a major renovation and has a Starbucks in the lobby. It does not, however, offer food and beverage service (i.e. restaurant or room service).

A special rate of **\$219** per night (includes wireless internet, plus state and city tax) at the Harvard Square Hotel has been arranged. Please make your reservation directly with the hotel by calling **800.458.5886** or **617.491.2222**, Monday -- Friday, 8am -- 6pm or email [Reservations@theinnatharvard.com](mailto:Reservations@theinnatharvard.com) and refer to the **group name the Quality Colloquium Conference HSH** or **group code 380615** to receive the group rate.

Reservations must be guaranteed by the individual's credit card to secure their reservations. Reservations at the group rate will be accepted while rooms are available or until the cut-off date of **Tuesday, July 10, 2012**. After this, reservations will be accepted on a space-available basis at the prevailing rate.

### Harvard Square Hotel

110 Mount Auburn Street, Harvard Square • Cambridge, MA 02138  
800-458-5886 • 617-491-2222 • [www.harvardsquarehotel.com](http://www.harvardsquarehotel.com)

## THE FOLLOWING REGISTRATION TERMS AND CONDITIONS APPLY REGARDING INTERNET REGISTRATIONS

1. Individuals or groups may register for Internet access. Organizations may register for group access without presenting specific registrant names. In such instances the registering organization will be presented a series of user names and passwords to distribute to participants.
2. Each registrant will receive a user name and password for access. Registrants will be able to change their user names and passwords and manage their accounts.
3. Internet registrants will enjoy six (6) months of access from the date of issuance of a user name and password.
4. Only one user (per user name and password) may access archived conference. It is not permissible to share the user name and password with third parties. Should Internet registrants choose to access post conference content via alternative media (Flash Drive), this individual use limitation applies. It is not permissible to share alternative media with third parties.
5. User name and password use will be monitored to assure compliance.
6. Each Internet registration is subject to a "bandwidth" or capacity use cap of 5 gb per user per month. When this capacity use cap is hit, the registration lapses. Said registration will be again made available at the start of the next month so long as the registration period has not lapsed and is subject to the same capacity cap.
7. For online registrants there will be no refunds for cancellations. Please call the Conference Office at 800-503-7630 or 206-452-5516 for further information.

## REGARDING ONSITE REGISTRATION, CANCELLATIONS AND SUBSTITUTIONS

1. For onsite group registrations, full registration and credit card information is required for each registrant. List all members of groups registering concurrently on fax or scanned cover sheet.
2. For onsite registrants there will be no refunds for "no-shows" or for cancellations. You may send a substitute or switch to the online option. Please call the Conference Office at 800-503-7630 or 206-452-5516 for further information.

## METHOD OF PAYMENT FOR TUITION

Make payment to Health Care Conference Administrators LLC by check, MasterCard, Visa or American Express. Credit card charges will be listed on your statement as payment to HealthCare (HC) Conf LLC. Checks or money orders should be made payable to Health Care Conference Administrators LLC. A \$30 fee will be charged on any returned checks.

## REGISTRATION OPTIONS

Registration may be made online or via mail, fax or scan.

You may register through either of the following:

- Online at [www.QualityColloquium.com](http://www.QualityColloquium.com).
- Fax/Mail/Email using this printed registration form. Mail the completed form with payment to the Conference registrar at 22529 39th Ave. SE, Bothell, WA 98021, or fax the completed form to 206-319-5303, or scan and email the completed form to [registration@hcconferences.com](mailto:registration@hcconferences.com). Checks or money orders should be made payable to Health Care Conference Administrators LLC.

The following credit cards are accepted: American Express, Visa or MasterCard. Credit card charges will be listed on your statement as payment to HealthCare (HC) Conf LLC.

For registrants awaiting company check or money order, a credit card number must be given to hold registration. If payment is not received by seven days prior to the Colloquium, credit card payment will be processed.

## TAX DEDUCTIBILITY

Expenses of training including tuition, travel, lodging and meals, incurred to maintain or improve skills in your profession may be tax deductible. Consult your tax advisor. Federal Tax ID: 91-1892021.

## CONTINUING EDUCATION UNITS (CEUs)

The Colloquium does not offer pre-approved Continuing Education Credits (CEUs) directly. However, onsite attendees can request a Certificate of Attendance which they can file with appropriate entities for credit, and online attendees can request an Online Certificate of Attendance on which they can certify the number of hours they watched and can file with appropriate entities for credit.

## CANCELLATIONS/SUBSTITUTIONS

No refunds will be given for "no-shows" or for cancellations of either online or onsite registrations. You may send a substitute or transfer your onsite registration to an online registration. For more information, please call the Conference Office at 800-503-7630 or 206-452-5516.

## INTELLECTUAL PROPERTY POLICY

See Colloquium website.

## REGISTRATION BINDING AGREEMENT

Registration (whether online or by this form) constitutes a contract and all of these terms and conditions are binding on the parties. In particular, these terms and conditions shall apply in the case of any credit/debit card dispute.

## GENERAL TERMS AND CONDITIONS

Program subject to cancellation or change. If the program is cancelled the only liability of the Colloquium will be to refund the registration fee paid. The Colloquium shall have no liability regarding travel or other costs. Registration form submitted via fax, mail, email or online constitutes binding agreement between the parties.

## FOR FURTHER INFORMATION

Call 800-503-7630 (Continental US, Alaska and Hawaii only) or 206-452-5516, send e-mail to [registration@hcconferences.com](mailto:registration@hcconferences.com), or visit our website at [www.QualityColloquium.com](http://www.QualityColloquium.com).

**HOW TO REGISTER:** Fully complete the form on page 11 (one form per registrant, photocopies acceptable). Payment must accompany each registration (U.S. funds, payable to Health Care Conference Administrators, LLC).

ONLINE: Secure online registration at [www.QualityColloquium.com](http://www.QualityColloquium.com).

FAX: 206-319-5303 (include credit card information with registration)

MAIL: Conference Office, 22529 39th Ave SE, Bothell, WA 98021

FOR REGISTRATION QUESTIONS:

PHONE: 800-503-7630 (Continental US, Alaska and Hawaii only) or

206-452-5516, Monday-Friday, 7 AM - 5 PM PST

E-MAIL: [registration@hcconferences.com](mailto:registration@hcconferences.com)

\* This price reflects a discount for registration and payment received through Friday, 6/8/12.

\*\* This price reflects a discount for registration and payment received through Friday, 7/6/12.

\*\*\* Provider is a hospital, Long Term Care, home health, physician, or hospice organization or its association.

\*\*\*\* For the purpose of qualifying for the academic/government rates, "academic" shall apply to individuals who are full-time teaching staff at an academic institution (i.e. not an adjunct faculty member with a job elsewhere) or a full-time student at an academic institution (i.e. not with a full-time job elsewhere); and "government" shall apply to individuals who are full-time employees of federal, state or local regulatory agencies. This rate does not include the Preconference for onsite attendees.

# QUALITY COLLOQUIUM

COMPLETE THE FOLLOWING. PLEASE PRINT CLEARLY:

NAME \_\_\_\_\_  
SIGNATURE OF REGISTRANT - REQUIRED \_\_\_\_\_  
JOB TITLE \_\_\_\_\_  
ORGANIZATION \_\_\_\_\_

ADDRESS \_\_\_\_\_  
CITY/STATE/ZIP \_\_\_\_\_  
TELEPHONE \_\_\_\_\_  
E-MAIL \_\_\_\_\_  
 Special Needs (Dietary or Physical)

## SPECIAL PACKAGE DISCOUNT FOR QUALITY AND PATIENT SAFETY CERTIFICATE PROGRAM

The Quality Colloquium is offering two Quality and Patient Safety Certificate Programs. Participants may select either **Introduction to Quality and Patient Safety** or **Advanced Applications in Quality and Patient Safety Methods**.

To qualify for these programs you must register for a preconference workshop, the

Choose one:

- Introduction to Quality and Patient Safety**  
 **Advanced Applications in Quality and Patient Safety Methods**

### STANDARD RATE

- Through Friday, 6/8/12\* \$1,985  
 Through Friday, 7/6/12\*\* \$2,385  
 After Friday, 7/6/12 \$2,785

### PROVIDER RATE\*\*\*:

- Through Friday, 6/8/12\* \$1,785  
 Through Friday, 7/6/12\*\* \$2,085  
 After Friday, 7/6/12 \$2,385

### ACADEMIC/GOV'T RATE\*\*\*\*:

- Through Friday, 6/8/12\* \$1,385  
 Through Friday, 7/6/12\*\* \$1,585  
 After Friday, 7/6/12 \$1,785

Colloquium and the program exam. The programs includes preconference readings and questions and a post conference online examination. Program registrants also receive access to the Colloquium online archive for 6 months following the event.

The following special package registration offers a \$300 discount to onsite registrants who wish to add the Certificate program to their Colloquium experience. The package price includes all of the above described elements of the program. Online registrants automatically get the Certificate program as part of their registration fee.

## ONSITE CONFERENCE ATTENDANCE

**PRECONFERENCE** (Optional; choose one):

- BOOT CAMP I: Introduction to Quality and Patient Safety** \$ 595  
 **BOOT CAMP II: Advanced Applications in Quality and Patient Safety Methods** \$ 595

**CONFERENCE REGISTRATION** (Does not include Preconference):

### STANDARD RATE

- Through Friday, June 8, 2012\* \$1,195  
 Through Friday, July 6, 2012\*\* \$1,595  
 After Friday, July 6, 2012 \$1,995

### SPECIAL PROVIDER RATE\*\*\*\*:

- Through Friday, June 8, 2012\* \$ 995  
 Through Friday, July 6, 2012\*\* \$1,295  
 After Friday, July 6, 2012 \$1,595

### SPECIAL ACADEMIC/GOVERNMENT RATE\*\*\*\*:

- Through Friday, June 8, 2012\* \$ 595  
 Through Friday, July 6, 2012\*\* \$ 795  
 After Friday, July 6, 2012 \$ 995

**GROUP REGISTRATION DISCOUNT** (Does not include Preconference):

Three or more registrations submitted from the same organization at the same time receive the following discounted rates for conference registration only. To qualify, all registrations must be submitted simultaneously:

### Conference:

- Through Friday, June 8, 2012\* \$ 895  
 Through Friday, July 6, 2012\*\* \$1,295  
 After Friday, July 6, 2012 \$1,695

**QUALITY AND PATIENT SAFETY CERTIFICATE PROGRAM** \$ 495

(Includes preconference readings and questions, post conference online examination, and certificate. Requires preconference and conference registration.)

**SELECT YOUR MINISUMMITS** (Tuesday, August 14; One per group):

- GROUP I — 10:15 am**  MS I  MS II  MS III  
**GROUP II — 1:30 pm**  MS IV  MS V  MS VI  
**GROUP III — 3:45 pm**  MS VII  MS VIII  MS IX

## CONFERENCE ELECTRONIC MEDIA:

Onsite Attendees — Following the Colloquium, the video and presentations are made available in the following formats. To take advantage of the discounted prices below, you must reserve media WITH your Colloquium registration:

- Flash Drive (\$99 + \$15 shipping) \$ 114  6 months' access on Web \$ 99

## ONLINE CONFERENCE ATTENDANCE

All online registrants are automatically registered for ALL online Colloquium events—the preconference boot camp, the conference, and the Quality and Patient Safety Certificate Program. Online conference registration includes the live Internet feed from the Colloquium, plus six months of continued archived Internet access, available 24/7.

## INDIVIDUAL REGISTRATION

(Includes the preconference, full conference, and Quality and Patient Safety Certificate Program):

- Through Friday, June 8, 2012\* \$ 895  
 Through Friday, July 6, 2012\*\* \$1,095  
 After Friday, July 6, 2012 \$1,295

## GROUP REGISTRATION:

Group registration offers the substantial volume discounts set forth below.

**All online group registrants are enrolled in the preconference, conference and Quality and Patient Safety Certificate Program.**

Group registration offers the possibility of implementing an online Quality and Patient Safety Certificate Program. Group registration permits the organizational knowledge coordinator either to share conference access with colleagues or to assign and track employee conference participation. Certificate of successful completion of online post conference examination evidences mastery of conference body of knowledge.

- Conference Access:**  5 or more \$595 each  20 or more \$395 each  
 10 or more \$495 each  40 or more \$295 each

See INTELLECTUAL PROPERTY POLICY at [www.QualityColloquium.com](http://www.QualityColloquium.com).

## CONFERENCE ELECTRONIC MEDIA:

Online attendees — Following the Colloquium, the video and presentations are made available on a flash drive. To take advantage of the discounted price below, you must reserve media WITH your Colloquium registration:

- Flash Drive (\$99 + \$15 shipping) \$ 114

(All online attendees automatically receive 6 months access on web.)

## SPECIAL SUBSCRIPTION OFFER FOR BOTH ONSITE AND ONLINE ATTENDEES:

You can purchase an annual subscription to *Accountable Care News*, *Medical Home News*, *Predictive Modeling News* or *Readmissions News* for only \$295 (regular rate \$468) when ordered with your conference registration.

- Accountable Care News* \$ 295  *Predictive Modeling News* \$ 295  
 *Medical Home News* \$ 295  *Readmissions News* \$ 295

Please see page 10 for asterisk (\*) items.

## PAYMENT

Discount Code: \_\_\_\_\_

## TOTAL FOR ALL OPTIONS, ONSITE OR ONLINE:

Please enclose payment with your registration and return it to the Registrar at Quality Colloquium, 22529 39th Ave SE, Bothell, WA 98021, or fax your credit card payment to 206-319-5303.

You may also register online at [www.QualityColloquium.com](http://www.QualityColloquium.com).

- Check/money order enclosed (payable to Health Care Conference Administrators LLC)  
 Payment by credit card:  American Express  Visa  Mastercard

If a credit card number is being given to hold registration only until such time as a check is received it must be so noted. If payment is not received by seven days prior to the Colloquium, the credit card payment will be processed. Credit card charges will be listed on your statement as payment to HealthCare (HC) Conf LLC.

## REGISTRATION BINDING AGREEMENT

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ACCOUNT \_\_\_\_\_

EXPIRATION DATE \_\_\_\_\_

SECURITY CODE \_\_\_\_\_

NAME OF CARDHOLDER \_\_\_\_\_

SIGNATURE OF CARDHOLDER \_\_\_\_\_

## Quality Colloquium

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See page 2

## *Comments from Past Colloquium Attendees*

This is an excellent conference overall. The quality of speakers, venue and topics are timely. Content is applicable to practice.

Thanks for the excellent conference and excellent location. Enjoyed hearing the success stories. Long days, but a lot of good information. Liked multiple perspectives.

The track on Board Governance had excellent take aways.

Overall, very well organized conference with great assortment of speakers.

Didn't think we could top last year, but we did! Congratulations to all.

Good mix of topics, speakers, etc. 30 minute sessions keep it moving — but seem to stay at a high level.

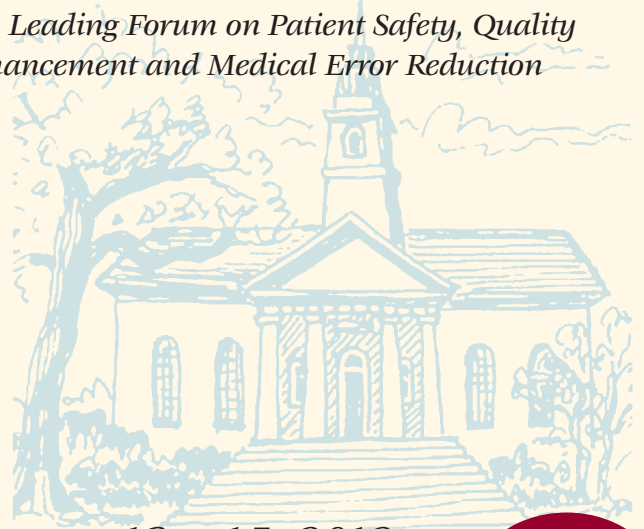
Overall, the conference was excellent.

I look forward to this training every year and always learn new knowledge and tools which enrich my work in patient safety.

# The Eleventh National **QUALITY** **COLLOQUIUM**

ON THE CAMPUS OF HARVARD UNIVERSITY

*The Leading Forum on Patient Safety, Quality  
Enhancement and Medical Error Reduction*



*August 13 – 15, 2012  
Harvard University  
Cambridge, MA*

**A Hybrid  
Conference,  
Internet Event &  
Training Tool**

See page 2