



American College of Medical Quality National Conference

Medical Quality 2012

Doing it Right the First Time:
Transformation in Healthcare Culture

Includes 12th Annual

Healthcare Quality Improvement Institute

February 23-25, 2012

Buena Vista Palace, Orlando, Florida

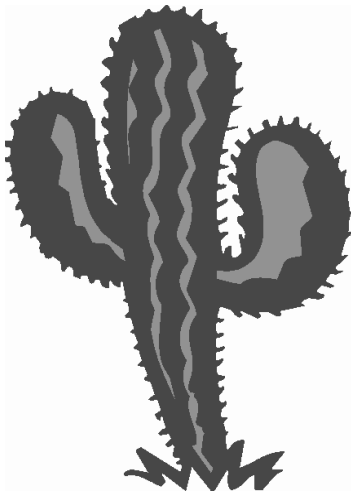
American College of Medical Quality, 5272 River Road Suite 630, Bethesda, MD 20816 ~ 301-718-6516 ~
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www.acmq.org

Medical Quality 2012
Doing it Right the First Time:
Transformation in Healthcare Culture

2012 Conference Planning Committee

James Cross, MD (co-Chair)
Clair Callan, MD (co-Chair)
Brian Amy, MD, MPH
Zubin Arqawal, MPH
Beverly Collins, MD
Donald Casey, Jr., MD, MPH
Paul Gitman, MD, CMQ
Henry Johnson, Jr., MD
Howard Kerpen, MD
Annette Kussmaul, MD, MPH (ACPM)
Rahul Shah, MD
Rebekah Wang-Cheng, MD
Cole Zanetti

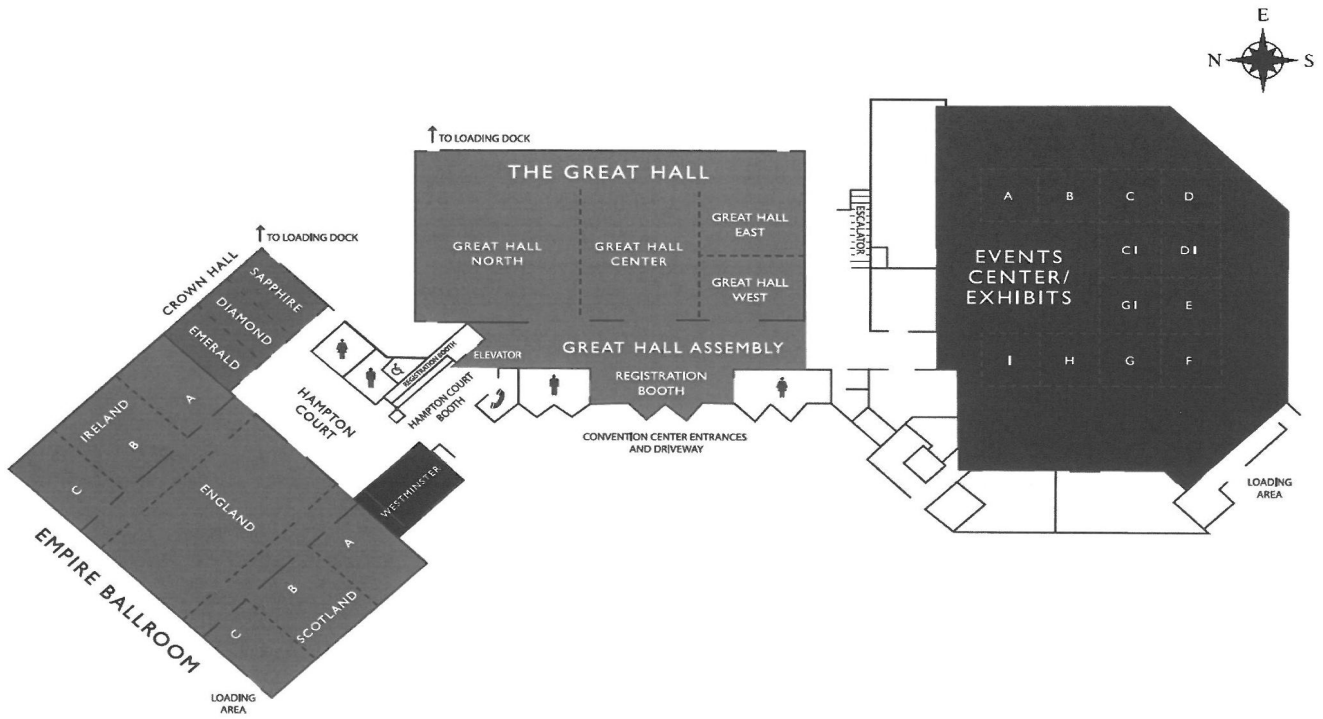


See you next year at
Medical Quality 2013
February 20-23, 2013
Phoenix, Arizona

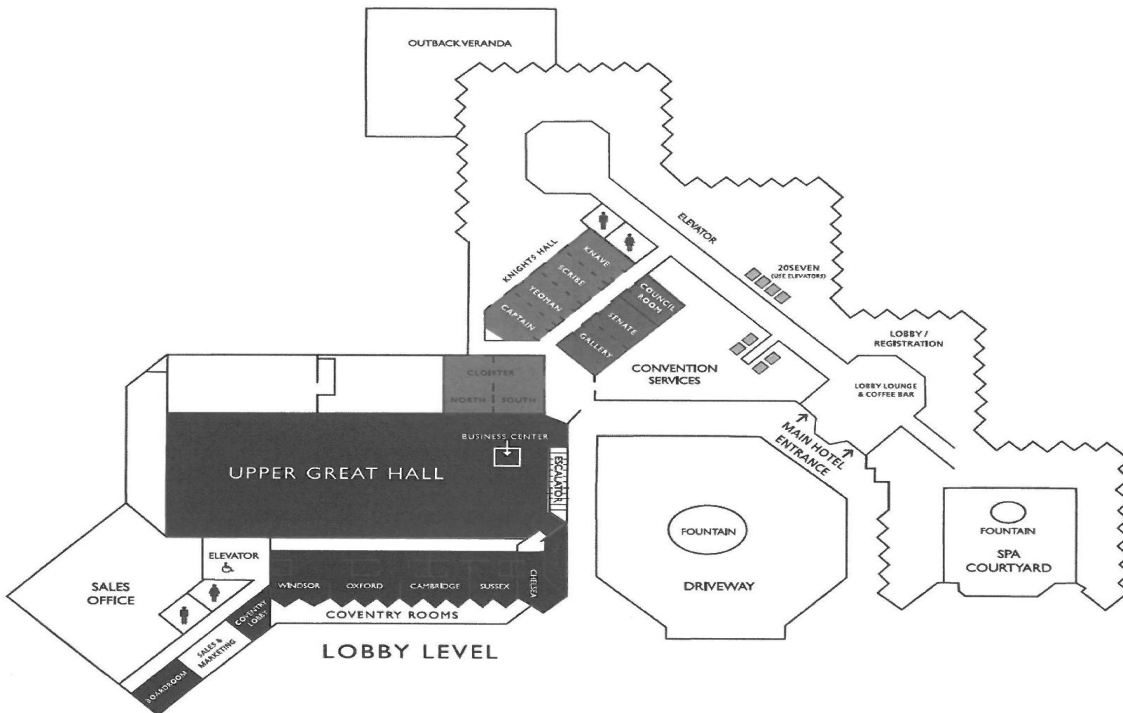
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CONVENTION LEVEL



LOBBY LEVEL





WELCOME TO MEDICAL QUALITY 2012!

You are invited...

- Our **Awards Reception** at 5:30 pm on Friday, February 24, please join us for cocktails and hors d'oeuvres following the Healthcare Quality Improvement Institute. The reception will feature presentations to honored recipients of our 2012 awards. Prior to the awards ceremony, membership pins will be presented to members who have reached membership milestones. We will recognize also the 2012 Quality Scholars, the eight students and residents who are awarded scholarships to attend Medical Quality 2012. The Awards reception will be in the **Great Hall Center Room** on the **conference level** of the Buena Vista Palace.
- **Continental breakfast** on Thursday, Friday and Saturday will be served in the **Exhibit Hall** in the **Events Center** from 7:30 to 8:30 am.
- **Lunch on Thursday, Friday and Saturday** will be served in the **Exhibit Hall** at 11:50 am. Lunch tickets are enclosed and must be handed to hotel staff. **Special Interest Roundtables** will be offered at Friday's Lunch. Please grab your lunch from the exhibit hall and join the discussion at the roundtables by the registration area.
- The ACPM opening reception and ACPM/ACMQ poster session will be on Thursday at 6:30 pm in the **Exhibit Hall**.

Enjoy a great conference!

The American College of Medical Quality gratefully acknowledges
the generous support of the following organizations on behalf of
Medical Quality 2012

Diamond Level



Platinum Level



Gold Level

AGENCY FOR HEALTHCARE QUALITY AND RESEARCH



Silver Level



Turning the promise of genomics
into the practice of medicine™



American College of Medical Quality

Medical Quality 2012

February 23-25, 2012

Faculty Agreement and Disclosure

1. All members of the faculty for the **Medical Quality 2012**, the national conference of the American College of Medical Quality, have signed CME Faculty Disclosure forms stating whether or not they have a financial interest or other relationship with any manufacturer of any commercial product that may be discussed in their presentation. Faculty members were also asked whether they planned to discuss an unapproved or investigative use of a commercial product or device as part of their presentation.

The following was disclosed by speakers at Medical Quality 2012:

- **Dr. James Cross has disclosed that he is an employee of Aetna.**

There are no other reported disclosures by faculty members related to their presentations for Medical Quality 2012.

2. Faculty members were also asked whether they planned to discuss an unapproved or investigative use of a commercial product or device as part of their presentation.

- **No speaker intends to discuss unapproved/investigative use of a commercial product or device.**

3. All members of the Conference Planning Committee, and other individuals with oversight of this educational activity, have signed disclosure forms stating whether or not they have financial or other relationships with entities producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients.

- **Dr. Henry Johnson, Jr. has disclosed that he is an employee of Midas + Solutions, a Xerox Company.**

2012 ACMQ PROGRAM AT A GLANCE

Doing it Right the First Time: Transformation in Healthcare Culture

Wednesday, February 22

| | | |
|-------------|---|--|
| 2:00 – 5:00 | ACMQ Board of Trustees Meeting (By Invitation Only) | Cambridge (Lobby Level) |
| 6:30 – 8:00 | Board Dinner (By Invitation Only) | The Outback Steak and Seafood (In Hotel) |
| 9:00 | Student Resident Meet Up (Open to Medical Students and Residents) | Hotel Lobby Lounge |

Thursday, February 23

| | | |
|---------------|--|--|
| 7:30 – 8:30 | Continental Breakfast in Exhibit Hall | Events Center (Conference Level) |
| 7:30 – 8:30 | SR Breakfast Meeting | Great Hall Assembly |
| 8:30 – 10:00 | ACPM KBS Lecture: Prevention: Changing History Before the Fact | Great Hall North |
| 10:20 – 11:50 | The Impact of Teamwork & Just Culture on Patient Safety Craig Backs, MD, John Clarke, MD, & Raymond Casciari, MD | Great Hall Center |
| 11:50 – 1:10 | Lunch in Exhibit Hall | Events Center |
| 1:10 – 2:40 | PLENARY/ACPM: Food as Medicine | Great Hall North |
| 3:00 - 4:30 | Newer Models in Medical Education Larry Smith, MD & Jonathon Barry | Great Hall Center |
| 4:55 – 6:15 | ACOS Update James Cross, MD & Alan Krumholz, MD | Great Hall Center |
| 6:30 – 8:00 | ACPM Opening Reception and Poster Session | Events Center |
| 7:00 – 8:30 | Quality Scholars Welcome Dinner (By Invitation Only) | Wolfgang Pucks (Meet in Lobby at 6:30PM) |
| 9:00 | SR Group Elections | Coventry Boardroom (Lobby Level) |

Friday, February 24

| | | |
|---------------|---|---------------------|
| 7:00 – 8:30 | American Board of Medical Quality Board Meeting (By Invitation Only) | Great Hall Center |
| 7:30 – 8:30 | Continental Breakfast in Exhibit Hall | Events Center |
| 8:30 – 10:00 | PLENARY/ ACMQ: Measuring Harm Does Provide a Way to Improve Care David Classen, MD | Great Hall North |
| 10:20 – 11:50 | Nigel Robert Lecture in Healthcare Ethics: Adverse Events and the Second Victim Albert Wu, MD | Great Hall Center |
| 11:50-1:10 | Lunch in Exhibit Hall | Events Center |
| 11:50 – 1:10 | Networking Discussion: Womens' Caucus (Open to all Women) | Great Hall Assembly |
| 1:30 – 5:30 | HEALTHCARE QUALITY IMPROVEMENT INSTITUTE Cary Kalcut, MD, Sean McBride & Mike McKenna, MD | Great Hall Center |
| 5:30 – 7:30 | Awards Ceremony/Annual Business Meeting, Reception | Great Hall Center |

Saturday, February 25

| | | |
|---------------|--|-------------------|
| 7:30 – 8:30 | Continental Breakfast in Exhibit Hall | Events Center |
| 8:30 – 10:00 | Plenary Session / ACPM: Improving Prevention through Behavioral Economics | Great Hall North |
| 10:20 – 11:50 | High Cost of Meeting Quality David S. Guzik, MD | Great Hall Center |
| 11:50 – 1:10 | Lunch in Exhibit Hall | Events Center |
| 3:00 – 5:00 | ABMQ Certification Examination (Must Register with ABMQ) | Great Hall Center |



Medical Quality 2012

Doing it Right the First Time: Transformation in Healthcare Culture

Objectives: Medical errors appear to be on the rise. The overall objective of this program is to provide attendees with additional tools and information that will allow them to return to their practice and implement changes that will have a positive impact on the quality of care. Participants will gain a better understanding of barriers to improvement in patient safety and quality. The importance of measuring harm as a way to better outcomes will be evaluated.

Wednesday, February 22

| | |
|-------------|---|
| 2:00 – 5:00 | ACMQ Board of Trustees Meeting (Invitation Only)..... Cambridge (Lobby Level) |
| 3:00 – 5:00 | Registration Desk Hours Great Hall Assembly |
| 6:30 – 8:00 | Board of Trustees Dinner (Invitation Only)..... The Outback Steak & Seafood |
| 7:00 | Student Meet Up (Open to all students & residents)..... Lobby Bar |

Thursday, February 23

| | |
|--------------|---|
| 7:00 – 7:00 | Registration Desk Hours..... Great Hall Assembly |
| 7:30 – 8:30 | Continental Breakfast..... Events Center |
| 7:30 – 8:30 | Student Resident Breakfast..... Great Hall Assembly |
| 7:00 – 8:30 | ABMQ Board of Directors Meeting (Invitation Only)..... Great Hall Center |
| 8:30 – 10:00 | Opening General Session & KBS Guest Lecturer..... Great Hall North <i>The Impact of Microeconomic Forces on National Prevention Policy</i> |

Moderator:

Miriam Alexander, MD, MPH, FACPM, ACPM President, and Residency Director, Johns Hopkins University School of Public Health

Speaker:

Bill Foege, MD, MPH, BA, Senior Fellow, Global Health Program, Bill & Melinda Gates Foundation

| | |
|---------------|---|
| 10:00 – 10:20 | Coffee Break in the Exhibit Hall..... Events Center |
|---------------|---|

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|---------------|-----------------------|
| 10:20 – 11:50 | Concurrent Sessions 1 |
|---------------|-----------------------|

The Impact of Teamwork and Just Culture on Patient Safety... Great Hall Center

Moderator:

Rebekah Wang-Cheng MD, Kettering Medical Center

Speakers:

Craig Backs, MD, Craig A. Backs MD is a general internist who returned to private practice in 2011 after leaving a group practice in 2007 with 27 years of experience in primary care internal medicine in Springfield. He is a Past President of the Illinois State Medical Society (ISMS) 2005-2006 and currently serves as the ISMS Chair of the Board. Dr. Backs is an Alternate

Delegate from Illinois to the AMA House of Delegates. For 3 years (2007-2010), Dr. Backs served as the Chief Medical Officer of a 300+ bed hospital affiliated with a Midwestern medical school. In that role he was charged to lead initiatives intended to improve quality metrics while supporting the medical staff process of credentials verification and granting of clinical privileges. In 2008-2009, Dr. Backs chaired a joint ISMS/ISMIE Mutual Task Force on Disclosure of Adverse Outcomes. This process resulted in a guide, *Responding to Unanticipated Outcomes*, designed to educate physician members and insured Illinois physicians on the best practices and cautions in the disclosure of facts surrounding unanticipated medical outcomes.

John Clarke MD is Professor of Surgery at Drexel University in Philadelphia. He is a 1968 graduate of the University of Pennsylvania Medical School. His surgical training began at what is now Rush Medical School and resumed, after two years active duty in the U.S. Army, at St. Joseph Mercy Hospital in Ann Arbor, Michigan, a University of Michigan affiliate. Following a trauma fellowship at Boston City Hospital, he accepted a position at the Medical College of Pennsylvania in 1976, where he remained, throughout its mergers until its closure in 2004. In 1977, he organized a trauma service at MCP, which ultimately became a trauma center under his direction. Dr. Clarke was president of the Philadelphia Academy of Surgery, the oldest surgical society in America, for the year 2000 and represented Philadelphia surgeons on the Board of Governors of the American College of Surgeons from 2001-2006. Dr. Clarke has published over 60 articles on the broad subjects of surgical decision support and patient safety and given about 100 presentations nationally and internationally on these topics. He has been a member of the Committee on Patient Safety Data Standards of the Institute of Medicine. As a result of that activity, he was asked in 2003 to become the Clinical Director for Patient Safety and Quality Initiatives, at ECRI Institute, a non-profit health services research institute. As part of those activities, he is the Clinical Director of the Pennsylvania Patient Safety Reporting System (PA-PSRS), a mandatory medical error reporting system for all acute care facilities in the state that collects over 200,000 reports per year, and is the editor of the PA-PSRS Patient Safety Advisory. He is also on the editorial boards of the American Journal of Medical Quality and the American Journal of Surgery. Recently, he has been a member of the Pennsylvania Governor’s Office of Health Care Reform Advisory Panel on the Quality of Health Care.

Raymond Casciari, MD is the CMO at St Joseph’s Hospital Orange County. Dr. Casciari practiced Medicine for 30 years as a board certified Internist, Pulmonologist and Intensivist and was the managing partner of a 28 physician multispecialty group. He served as the Chief of Staff at St. Joseph Hospital – Orange from 2000-2002. Dr. Casciari served as the President of the Orange County Chapter of the American Lung Association and was Chairman of the Board of Trustees for St. Joseph Hospital – Orange. In 2008 he became the Chief Medical Officer at St. Joseph Hospital. He is the Institutional Officer for Research, the Director of the Thoracic Oncology Program and a certified Crew Trainer. He has earned a Green Belt in the Toyota Lean Program. Dr. Casciari is a member of the Phi Beta Kappa Society, Values in Action Award Winner for Excellence in 2000 and has been honored by his selection as a U.S. News “Top Doctor” in 2009 and 2011.

The participant will gain a better understanding of:

- barriers to improvement in patient safety and quality
- importance of teamwork and communication
- how to increase medical error reporting in hospitals and statewide
- the impact of Just Culture on staff well-being and on patient safety
- why prompt and honest error disclosure is beneficial for the patient and staff

11:50 – 1:10

Lunch in the Exhibit Hall..... Events Center

1:10 – 2:40

Plenary Session / ACPM: Great Hall North
Food as Medicine

Moderator:

Clarence S.F. Ing, MD, MPH, FACPM, Medical Director & President, Newstart Medical Clinic Weimar Institute

Speaker:

Mark Hyman, MD, Chairman, Board of Directors, Institute for Functional Medicine

2:40 – 3:00

Coffee Break in the Exhibit Hall..... Events Center

3:00 – 4:30

Concurrent Sessions 2

Newer models in Medical Education..... Great Hall Center

Moderator:

Cole Zanetti, Medical Student, Fort Worth TX

Speakers:

Laurence Smith, MD the Founding Dean of the Hofstra North Shore-LIJ School of Medicine and Physician-in-Chief of the North Shore-Long Island Jewish Health System. Dr. Smith earned his medical degree from the New York University School of Medicine, along with a Bachelor of Science degree in physics from Fordham University. His residency in Internal Medicine at Strong Memorial Hospital, was followed by military service as Captain in the Army Medical Corps at Fitzsimmons Army Medical Center in Denver. He practiced General Internal Medicine at SUNY Stony Brook, where he served as Director of Education and Program Director of the Residency in Internal Medicine for six years. During the following 11 years, at Mount Sinai School of Medicine in Manhattan he served as Dean and Chairman of Medical Education, founder and director of the school's Institute for Medical Education, Professor of Medicine and an attending physician. Prior to his appointment as Dean, Dr. Smith had been Vice Chair of Medicine and Program Director of the Internal Medicine Residency at Mt. Sinai. He is a national leader in medical education with many peer reviewed publications and national presentations. He is a former member of the Board of Directors of the American Board of Internal Medicine and has served in multiple capacities in the Association of Program Directors of Internal Medicine, including president. He is a former Regent of the American College of Physicians. In April 2011 he was awarded Mastership of the American College of Physicians. Dr Smith is a Member-at-Large of the National Board of Medical Examiners and a member of the New York Academy of Medicine.

Jonathan Barry, MSPH is a third year medical student at the University of Tennessee Medical School. He graduated from Wake Forest University with a B.S. degree in biology and health policy and administration. Deferring medical school, Barry then matriculated at the London School of Hygiene & Tropical Medicine where he earned his M.S. Public Health, specializing in health promotion and management. At the London School, Barry authored his thesis "Health Promotion in the American Workplace: Recommendations to Strengthen Consumer-Directed Health Plans and Employee Wellness Programs." Financially supported by a Rotary International Ambassadorial Scholarship while at the London School, Barry had the pleasure of speaking to more than 80 Rotary Clubs throughout both the United States and England. In July 2008, Barry was commissioned an Ensign in the United States Navy Reserve and accepted into the military's Health Professions Scholarship Program. Presently, Barry is a third-year medical student at the University of Tennessee College of Medicine. Barry anticipates completing a preventive medicine residency and serving as a military preventive medicine physician.

The participant will gain a better understanding of:

- To show how new medical schools are developing patient safety and quality improvement into their curriculum.
- To give examples of academic system dynamics when adapting medical quality curriculum into medical school what was practical and what was not.
- To show how simulation technology can be used in the quality teaching process.

- Educate participants on both medical education deficiencies and public health infrastructural weaknesses.
- Highlight multiple-year historical survey data that demonstrates “inadequate instruction” in public health-related areas in current medical curriculum.
- Introduce the author’s original design for a proposed 5-year joint medicine-public health education training program.

4:45 – 6:15

Concurrent Sessions 3

ACOS: Update and the Latest Regulations..... Great Hall Center

Moderator:

Paul Gitman, MD, CMQ

Speakers:

James Cross, MD is Aetna’s Head of National Medical Policy and Operations. In this role, Jim oversees teams that develop and maintain clinical policy as well as reimbursement and coding methodology. In addition, Jim is responsible for all national Aetna Health ConnectionsSM programs, including Disease Management, Precertification Operations, Women’s Health, Beginning Right, Infertility, National Medical Excellence, Informed Helpline, Wellness, and Healthy Lifestyle Coaching, and for the Clinical Claim Review operation, the National Clinical Appeals Unit, External Review, and the Oral and Maxillofacial Surgery Unit as well as the International Care Management Center. Jim's background includes key leadership roles over the past 20 years with several private payer organizations, including Travelers, MetraHealth, United Healthcare, and Prudential Healthcare (now Aetna). Jim received his M.D. degree from the University of Minnesota Medical School in Minneapolis and did a residency there in pediatrics. His background also includes 15 years practicing Emergency and General Medicine. He is a Diplomat of the American Board of Quality Assurance and Utilization Review Physicians (ABQAURP) and the American Board of Forensic Examiners. He is a fellow and member of the Board of Trustees of the American College of Medical Quality (ACMQ) and its current President Elect. He is also a Senior Scholar in Health Policy at Jefferson Medical College in Philadelphia.

Alan Krumholz, MD presently serves as a Vice President in the Mayo Health System in La Crosse Wisconsin. His primary duties there are leading the adoption and development of an EMR in both La Crosse and across the entire Mayo Health System. Additionally he is the Medical Director for Health Tradition Health Plan, owned and operated within the Mayo Health System. Working as an informatics consultant and teacher in outcomes, profiling and EMR adoption with the Informatics Institute. Serving as the Chief Medical Officer for QualChoice of Virginia, a Managed Care plan sponsored by the University of Virginia Health System., he implemented the use of clinical database reporting and severity adjusting, and trained all of the network physicians to interpret their own data. He worked directly with the vendor to redesign many of the standard reports for increased interpretability and ease of use. He also served as an Assoc Professor of Biostatistics and UVA teaching graduate students biostatistics. Serving as the Medical Director of Regional Partnerships at Blue Cross-Blue Shield of Massachusetts where he was responsible for managing three Regional Medical Directors and introducing a medical management delivery strategy for 800,000 covered lives across the state. He redesigned their provider-reporting package to be rated as “best in class” by the network physicians. He also totally reorganized the credentialing and the provider profiling departments and designed BCBSMA’s first provider report cards as well as working on the original HEDIS data reporting sets. Earlier in his career, Dr. Krumholz served as a Medical Director for a Hospital PHO and their associated IPA, and for a peer review organization. He was responsible for the design of a Utilization review program for a local hospital, as well as the Maine Medical Foundation, utilizing Wennberg’s SAV data. He also was one of the original authors of the Pediatric SI/IS criteria for Interqual. Concomitantly, he was a full time Pediatric Practitioner for 15 years, in a 4-6-physician group. While in practice, he also invested to maximize the efficiency of his staff with automated systems

as early as 1982. He was also a Assistant Professor of Pediatrics and developed training curricula for practice based training of residents. Dr. Krumholz is a Distinguished Fellow and board member of the American College of Medical Quality and a Fellow of the American Academy of Pediatrics. He is Board Certified in Pediatrics and Quality Assurance and Utilization Review. Dr. Krumholz holds an MD from SUNY at Downstate Medical Center, Brooklyn, NY. He completed his Pediatric Internship at Boston City Hospital and Residency at the U of Mass. Medical Center in Worcester, MA. In addition he hold a BS in Physics, from SUNY Stonybrook, and has published articles on Emergency Room Utilization and Training the Trainer.

The participant will gain a better understanding of:

- Will have a better understanding of the past history of payment methodologies
- Will have a better understanding of the reforms that led to the ACO concept and how it is the same of much of the past payment methodologies and how they differ
- Will develop an understanding of basic structure needed for systems to accept risk in an ACO world

6:30 - 8:00

ACPM Opening Reception and Poster Session..... Events Center

#44 Implementation of a Distress Screening Instrument Into Routine Care for Head and Neck Cancer Patients: A Mental Health Quality Improvement Project
Presenting Author: Natalie Riblet, MD

#45 The Perceptions of Shared Medical Appointments Among Healthcare Workers at Parkland Hospital's Community Oriented Primary Clinics
Presenting Author: Neil Murthy

#46 True Cases or False Positives: Reasons for a Rise in Clostridium Difficile Infection in a Veterans Affairs (VA) Healthcare Facility
Presenting Author: Maya Das, MD, JD

#47 Indications for Cesarean Sections in Palm Beach County, Florida
Presenting Author: Robert Parkes, MD

#48 A Pilot Study in an Urban Teaching Hospital: Routine Midnight Blood Draws-Assessment of Timely Test Result and Impact on Patient Satisfaction
Presenting Author: Atsushi Sorita, MD

#49 Improving the Discharge Process from Concord Hospital to Home
Presenting Author: Jacqueline Morse, MD

#51 Documentation of Recommended Clinical Preventive Services in an Extended Care Center (ECC) in New Jersey (NJ)
Presenting Author: Glen Monteiro, MD

#52 Electronic Medical Record Implementation Associated with Immediate Decrease in Staff-Reported Medication Errors: A Pre- and Post-Implementation Comparison
Presenting Author: Michael Jacob Adams, MD, MPH

7:00 – 8:30

**Scholars Dinner (By Invitation Only)..... Wolfgang Puck's Café
(Meet in lobby at 6:30)**

Friday, February 24

7:00 – 5:30 Registration Desk Hours..... Great Hall Assembly

7:30 – 8:30 Continental Breakfast..... Events Center

8:30 – 10:00 Plenary Session / ACMQ: Great Hall North
Measuring Harm does Provide a Way to Improve Care

Moderator:

Clair Callan, MD, Callan Consulting

Speaker:

David Classen, MD is a clinical infectious disease physician, a medical epidemiologist, and a medical informaticist. His work in improving patient safety has included use of information systems to avoid adverse drug reactions and advance appropriate use of antibiotics in hospitalized patients. He brings those talents to his latest position, vice president in First Consulting Group's performance improvement group. Though now working with clients rather than at one health system, Classen says his mission remains the same: "Helping organizations build programs that measure and improve the quality and safety of the care they deliver." Before joining FCG, Classen chaired the Institutional Review Board at Intermountain Health Care in Salt Lake City and Intermountain's Clinical Quality Review Committee for System Wide Drug Usage. He helped lead Intermountain in a shift from a department-oriented model to one built around more accountable multidisciplinary clinical business units. He received his B.A. and M.D. degrees from the University of Virginia, and a master's in medical informatics from the University of Utah, where he is an associate professor in the department of medicine.

The participant will gain a better understanding of:

- To demonstrate to participants that measuring adverse events provides data that will help healthcare become safer
- Use examples of adverse events to demonstrate the problems in the provision of care and ways to improve the safety for patients
- To demonstrate how data from EHRs can be used to measure adverse events in real time

10:00 – 10:20 Coffee Break in the Exhibit Hall..... Events Center

10:20 – 11:50 Concurrent Session 4

(Nigel Robert Lecture in Healthcare Ethics):

Adverse Events and the Second Victim Great Hall Center

Moderator:

Beverly Collins, MD, CareFirst

Speaker:

Albert Wu, MD, MPH, is a practicing internist and Professor of Health Policy and Management and Medicine at the Johns Hopkins Bloomberg School of Public Health, director of the Johns Hopkins Center for Health Services and Outcomes Research and the Johns Hopkins DEcIDE center for comparative effectiveness research. He received BA and MD degrees from Cornell University, and completed Internal Medicine residency at the Mount Sinai Hospital and UC San Diego. He was a Robert Wood Johnson Clinical Scholar at UCSF and received an MPH from UC Berkeley. His research and teaching focus on patient outcomes and quality of care. He has

studied the handling of medical errors since 1988, and has published influential papers including “Do house officers learn from their mistakes” in JAMA in 1991, and “Medical error: the second victim” in the BMJ. He has over 300 published papers and developed an award-winning educational video on disclosure “Removing insult from injury: disclosing adverse events.” He was a member of the Institute of Medicine committee on identifying and preventing medication errors, and was Senior Adviser for Patient Safety to WHO in Geneva. He is editor of the Joint Commission’s recently released book “The Value of Close Calls in Improving Patient Safety,” and teaches a series of courses on measurement, quality of care and patient safety.

The participant will gain a better understanding of:

- Describe who are the “Second Victims” of adverse events
- List important elements of a program to support second victims
- Outline elements of a comprehensive program for handling adverse events

11:50 – 1:10

Lunch in the Exhibit Hall Events Center

11:50 – 1:10

Women’s Caucus (Open to all women) Great Hall Assembly

1:30 – 5:30

Concurrent Session 5

***12TH ANNUAL HEALTHCARE QUALITY IMPROVEMENT INSTITUTE:
Accountable Care Integration Great Hall Center***

Moderators: Donald Casey, Jr., MD, Atlantic Health & **Henry Johnson, Jr., MD**, Midas + Solutions, a Xerox Company

Speakers:

Michael McKenna, MD was appointed the Vice President of Medical Management and Designated Institutional Official at Advocate Lutheran General Hospital and Lutheran General Children’s Hospital in 2010. ALGH is a 638 bed academic institution with over 1300 physicians and 200 residents on staff. It had net revenue of \$700 million in 2010. For the 13th time it has been awarded Thomson Reuter’s 100 Top Hospitals for Overall Care, and has also been recently re-designated a Magnet Hospital for nursing. For the prior 13 years Dr. McKenna was Vice President of Medical Management and Clinical Excellence at Advocate Good Samaritan Hospital. During this time AGSH received numerous national awards including the 2010 Malcolm Baldrige National Quality Award for Healthcare. Other awards include Thomson Reuter’s 100 Top for Overall Care 2009, Top 100 for Cardiac Care 2007, Top 50 Cardiac Hospital 2010, Health Grades Award for overall Clinical Excellence seven years in a row, US News Top 50 award for Digestive Diseases 2009, and AGSH is consistently a top performer in the Advocate system. Dr. McKenna recently stopped practicing as a Gastroenterologist after 28 years in private practice. He received his medical degree from Loyola University Strich School of Medicine in 1977. He also received a certificate in Management from Kellogg Graduate School of Management in 2000. Dr. McKenna is a member of the AMA, Chicago Medical Society, American Society of Gastrointestinal Endoscopy, and American College of Physician Executives. He is also a fellow of the American College of Gastroenterology.

Gary Kalkut, MD, MPH is the Senior Vice-President and Chief Medical Officer for Montefiore Medical Center in the Bronx, New York. Montefiore is a four-hospital system with 1491 beds and 93,000 discharges in 2010. Last year there were 3,000,000 ambulatory visits in the integrated delivery system, which includes 21 primary care sites in the Bronx, two faculty specialty hubs, the 2nd largest emergency department in the United States, a home care agency, and the largest school health program in the country. Montefiore physicians manage 150,00 globally capitated lives with administrative support from its Care Management Organization, a wholly owned subsidiary of the medical center. Dr. Kalkut is a Professor of Clinical Medicine at the Albert Einstein College of Medicine. Dr. Kalkut has been at Montefiore since 1983, initially

at the Rikers Island Health Service as an attending physician. Training in internal medicine and infectious diseases followed at Montefiore and he joined the faculty in 1991. Since then, he has held progressively senior clinical and administrative positions at the medical center and was promoted to the Senior Vice-President and Chief Medical Officer in January 2008. Dr. Kalkut is responsible for the quality and safety programs across the delivery system, working with the chairmen of the academic departments and executive leadership. He sets quality, access, and patient satisfaction goals for the clinical departments and has demonstrated improvement in diabetes care, hospital acquired infections, core measures, and access to specialty appointments. In 2010, 142 Montefiore primary care physicians were recognized for achievement in diabetes care by Bridges to Excellence. This achievement was driven by a New York State pay for performance grant under Dr. Kalkut's leadership. Dr. Kalkut has operational responsibility for Internal Medicine Attending service at Montefiore. In 2010 there were 18 full time internal medicine hospitalists and 90 physicians assistants staffing the service accounting for 17,700 inpatient admissions in 2010. The budget for physician and PA staffing was \$12.6 million; part A billing for these admissions, which included inpatient coverage for all employed primary care doctors was \$265 million. Hospitalists' efficiency, patient satisfaction, and clinical performance were the highest in the Department of Medicine.

Sean McBride is the project manager for the ACO Learning Network. In this role, he helps coordinate the development of actionable resources for health care providers and health plans to advance accountable care and related payment reform models. As a project manager at the Engelberg Center for Health Care Reform at Brookings, Mr. McBride is involved in a variety of the Center's key payment and delivery reform initiatives. Prior to Brookings, he was the program and research coordinator at Khulisa Management Services in Johannesburg, South Africa, where he managed large evaluation projects, engaged in business development outreach, and conducted in-depth quantitative and qualitative research for a number of international public health and education projects. Mr. McBride holds a bachelor's degree in Economics and Political Science from the University of Wisconsin-Madison.

The participant will gain a better understanding of:

The institute aims to improve the lives of patients, the health of communities, and the joy of the healthcare workforce by focusing on an ambitious set of goals adapted from the Institute of Medicine's six improvement aims for the healthcare system: Safety, Effectiveness, Patient-Centeredness, Timeliness, Efficiency, and Equity. This is an interactive 4 hour session that will leave the attendee learning how to improve with different models for improvement.

- 5:30 – 7:30** **ACMQ Reception**
Awards Ceremony & Annual Business Meeting
- 7:30 – 9:00** **Student Resident Group Elections..... Coventry Boardroom**

Saturday, February 25

- 7:00 – 1:30** **Registration Desk Hours..... Great Hall Assembly**
- 7:30 – 8:30** **Continental Breakfast..... Events Center**
- 8:30 – 10:00** **Plenary Session / ACPM: Great Hall North**
Improving Prevention through Behavioral Economics

Moderator:

Halley Faust, MD, MPH, FACPM, Managing Director, Jerome Capital, LLC

Speaker:

Kevin Volpp, MD, PhD, Director of the Leonard Davis Institute Center for Health Incentives and Behavioral Economics, University of Pennsylvania

10:20 - 11:50

Concurrent Session 7

The High Cost of Meeting Quality..... **Great Hall Center**

Moderator:

Paul Gitman, MD, CMQ

Speaker:

David S Guzick, MD, PhD was appointed Senior Vice President, Health Affairs and President, UF & Shands Health System, at the University of Florida, on July 1, 2009. In this role, his goal is to create an integrated academic health center with a unified mission to advance the research, clinical, and educational missions of the University of Florida. From 2002-2009, Dr. Guzick was Dean of the School of Medicine and Dentistry at the University of Rochester in Rochester, NY. In addition to serving as dean, Dr. Guzick was principal investigator for the University’s Clinical and Translational Science Award from the National Institutes of Health. From 1995 until 2002, Dr. Guzick served as the Henry A. Thiede professor and chair of the Department of Obstetrics and Gynecology at the University of Rochester. He earned his M.D. and Ph.D. from New York University as part of the Medical Scientist Training Program of the National Institutes of Health. Following a residency in obstetrics and gynecology at The Johns Hopkins Hospital, he completed a fellowship in reproductive endocrinology at the University of Texas, Southwestern Medical School. An internationally recognized clinician and researcher in the field of reproductive endocrinology, Dr. Guzick has advanced our knowledge about the evaluation and management of infertility, polycystic ovarian syndrome and endometriosis. In 2004, he was inducted into the Society of Scholars at the Johns Hopkins University as a national and international leader in reproductive endocrinology. In 2008, Dr. Guzick was elected into the Institute of Medicine, one of the nation’s highest honors in the fields of medicine and health.

The participant will gain a better understanding of:

- Setting a balance between comprehensiveness and affordability
- Defining what typical should mean for typical employer and benefits
- Considering how specific HHS guidance should be when defining the EHB package and whether state to state variation might be allowable
- Developing criteria and methods that address calls for use of evidence, protection of patients, innovation, and fair processes

11:50 - 1:10

Lunch in the Exhibit Hall **Events Center**

3:00 – 5:00

ABMQ Certification Examination

(Must register with ABMQ)..... **Great Hall Center**



MEETING NOTICE

The ACMQ Awards Ceremony and Annual Business Meeting
Great Hall/Center
Buena Vista Palace Hotel
Orlando, Florida
Friday 24, 2012
5:30pm

AGENDA

1. Call to Order
2. President's Comments
3. Awards Ceremony
 - a. Member Pins
 - b. Student/Resident Awards
 - Quality Scholars
 - Dr. Samuel Katims Award for Humanism in Medicine
 - Recognition of Best Poster Presentation
 - c. 2012 ACMQ Quality Awards
 - Institutional Leadership in Quality - Montefiore Medical Center
 - Founders' Award - Kenneth I. Shine, MD
4. Annual Business Meeting
 - a. Acceptance of previous minutes: February 18, 2011
 - b. Treasurer's Report
 - c. Student/Resident Report
 - d. Election
 - e. Any other business
5. Adjournment

DRAFT

Accepted:

ACMQ Business Meeting February 18, 2011

Dr Don Fetterolf, President of ACMQ called the meeting to order. He provided the College membership an update of the state of the College including the new engagement of PAI for administrative support and introduced Mark Epstein from PAI who has been functioning as the Executive Vice President of the College since Bridget Brodie retired. New initiatives of the College including Online center activity done in collaboration with CECity, expansion of the Student and Resident group, membership outreach and expense reduction efforts were outlined.

Dr Donald Casey, Treasurer of ACMQ provided an update on the finances of the College and encouraged more outreach to new members and potential Corporate/Organizational members.

Dr Alan Krumholz introduced a discussion on change in bylaws, removing the defining of committee structure from the bylaws and replacing it with the Board or its Executive Committee's, requirement to establish: committees, subcommittees, ad hoc task forces, and working groups to assist in conducting the affairs of the College as needed. This was followed by a brief discussion by the membership, and following a vote, it was approved by the College membership.

Dr Diamond introduced the slate of nominated officers for 2011 and the College membership approved of the same.

The Slate of Officers for 2011 is as noted below.

PRESIDENT: Alan J. Krumholz, MD

PRESIDENT-ELECT: James D. Cross, MD

VICE PRESIDENT: Prathibha Varkey, MD, MPH, MHPE

SECRETARY: Mark Lyles, MD, MBA

TREASURER: Donald E. Casey, Jr., MD, MPH, MBA

AMA DELEGATE: John J. Saalwaechter, MD, MBA, CMQ, CPE

ALTERNATE AMA DELEGATE: Dexter W. Shurney, MD, MBA, MPH

The President of the Student Section, Maureen Murphy Ryan then provided the membership an update of activities of the student – resident section and introduced the 2011 Quality Scholars for the year.

Dr Fetterolf then adjourned the Business meeting.

Respectfully Submitted by

Prathibha Varkey, MBBS, MPH, MHPE, Secretary, ACMQ

Slate of Nominees
American College of Medical Quality
2012-2013

Presented by the ACMQ Nominating Committee

Donald E. Fetterolf, MD, MBA, Chair, Nominating Committee

OFFICERS

PRESIDENT: Alan J. Krumholz, MD
PRESIDENT-ELECT: James D. Cross, MD
VICE PRESIDENT: Prathibha Varkey, MD, MPH, MHPE
SECRETARY: Mark Lyles, MD, MBA
TREASURER: Donald E. Casey, Jr., MD, MPH, MBA

AT-LARGE MEMBERS

Clair M. Callan, MD, MBA
Beverly A. Collins, MD, MBA
Howard Kerpen, MD
Peter C. Lee, MD, MPH
Claudio Loffreda-Mancinelli, MD, MMM
L. Gregory Pawlson, MD, MPH
John F. Vigorita, MD, MHA, CMQ
Jessica A White, MD

AMA DELEGATE

AMA DELEGATE: John J. Saalwaechter, MD, MBA, CMQ, CPE
ALTERNATE AMA DELEGATE: Dexter W. Shurney, MD, MBA, MPH

Kenneth I. Shine, MD

On November 24, 2003, Kenneth I. Shine, MD, joined The University of Texas System as Executive Vice Chancellor for Health Affairs. In that capacity he is responsible for the six UT System health institutions and their aggregate operating budget of almost \$7.1 billion.

Kenneth I. Shine, MD, was President of the Institute of Medicine (IOM), from 1992-2002. Under Dr. Shine's leadership, the IOM played an important and visible role in addressing key issues in medicine and healthcare. IOM reports on quality of care and patient safety, heightened national awareness of these issues. IOM researchers led studies on nutrition, food safety, child development; and examined availability and side effects of vaccines.

Dr. Shine also focused attention on meeting the healthcare needs of all Americans: he organized symposia to underscore the importance of cultural sensitivity in healthcare and supported programs to increase immunization rates, decrease use of tobacco among adolescents, and improve care of the dying. He emphasized communication of scientific findings and recommendations. Under his guidance, IOM staff developed CDs, videotapes, guidelines for community-based research, and publications for researchers, practitioners, policymakers, and the public.

Dr. Shine was the founding Director of the RAND Center for Domestic and International Health Security. He led the Center's efforts to make health a central component of U.S. foreign policy and guide the Center's evolving research agenda. Dr. Shine brought to this new role decades-long experience working with international health experts on global issues such as emerging infectious illnesses, bioethics, and access to care.

Dr. Shine is Professor of Medicine Emeritus at the University of California, Los Angeles (UCLA) School of Medicine. A cardiologist and physiologist, he received his M.D. from Harvard Medical School in 1961. Before becoming president of the IOM, he was Dean and Provost for Medical Sciences at UCLA.

Dr. Shine is a member of many honorary and academic societies, including Phi Beta Kappa and Alpha Omega Alpha, Fellow of the American College of Cardiology, Master of the American College of Physicians, and was elected to the Institute of Medicine in 1988. He served as Chairman of the Council of Deans of the Association of American Medical Colleges from 1991-1992, and was President of the American Heart Association from 1985-1986.

Exhibit Hall Hours

Location: Event Center

Wednesday, February 22

Exhibitor's Set-Up: 1:00 p.m. to 5:00 p.m.

Thursday, February 23

Networking Breakfast: 7:00 a.m. to 8:30 a.m.

Networking Coffee Break: 10:00 a.m. to 10:20 a.m.

Networking Lunch: 11:50 a.m. to 1:10 p.m.

Networking Coffee Break:..... 2:40 p.m. to 3:00p.m.

Opening Reception/Poster Presentations: 6:15 p.m. to 7:30 p.m.

Friday, February 24

Networking Breakfast: 7:00 a.m. to 8:30 a.m.

Networking Coffee Break: 10:00 a.m. to 10:20 a.m.

Networking Lunch: 11:50 a.m. to 1:10 p.m.

Networking Coffee Break:..... 2:40 p.m. to 3:00 p.m.

Exhibit's Breakdown:..... 3:00 p.m.

REGISTRATION LIST AS OF 2/18/2012

Ayad Aldarrab, MD
KFSH
Riyadh, Saudi Arabia

Maya Babu, MD
Mayo Clinic
Eagan, MN

Subhankar Bandyopadhyay, MD
UT Southwestern Medical Center
Dallas, TX

Jonathan Barry
University of Tennessee College of Medicine
Memphis, TN

Peter Beaulieu
University of New England
Hampden, ME

Craig Backs, MD
Springfield, IL

Deborah Braccia, PhD
Novartis Oncology
Hoboken, NJ

Colten Bracken
Mayo Medical School
Rochester, MN

Clair Callan, MD
Callan Consulting
Lake Forest, IL

Raymond Casciari, MD
St. Joseph's Hospital of Orange County
Orange, CA

Don Casey, MD
Atlantic Health
Morristown, NJ

Lakshmi Chelluri, MD, CMQ
University of Pittsburgh Medical Center
Monroeville, PA

Asare Christian, MD
Baltimore, MD

John Clarke, MD
Drexel University Medical School
Rockford, IL

David Classen, MD
First Consulting Group
Salt Lake City, UT

Beverly A. Collins, MD
CareFirst
Baltimore, MD

Gary Collins, MD
Regions Hospital
St. Paul, MN

Jeanne Craft, MD, CMQ
Saint Barnabas Medical Center
Basking Ridge, NJ

James Cross, MD
Aetna
Hartford, CT

Michael Cross, MD
New York, NY

Nancy L. Davis, PhD
Natl Institute for Quality Improvement & Education
Homestead, PA

Luis Diaz-Rosario
Quest Diagnostics
Zephyrhills, FL

Thomas Diller, MD
Greenville Hospital System
Greenville, SC

Yosef Dlugacz, PhD
North Shore Long Island Jewish Institute
Great Neck, NY

Abdullah Feroze
Stanford School of Medicine
Mountain View, CA

Donald Fetterolf, MD, CMQ
Imperial, PA

Anna Garcia
Nashville, TN

Paul Gitman, MD, CMQ
Manhasset Hills, NY

Tiffany Gulinson
Health Tradition Health Plan/Mayo Health
La Crosse, WI

Kurt Herzer
Johns Hopkins School of Medicine
Baltimore, MD

Richard Hodach
Phytel
Dallas, TX

Edward Hutt, MD, CMQ
Community Health Group
Chula Vista, CA

REGISTRATION LIST AS OF 2/18/2012

Takeshi Iimura, MD
Ichinomiya, Japan

Christopher Jagmin, MD
Dallas, TX

Henry Johnson, Jr., MD
Midas + Solutions, a Xerox Company
Tucson, AZ

Nimisha Kalia, MD
Johns Hopkins Bloomberg School of Public Health
Baltimore, MD

Gary Kalkut, MD
Montefiore Medical Center
Bronx, NY

Deanne Kashiwagi, MD
Mayo Clinic
Rochester, MN

Jordan Kautz, MD
Mayo Clinic
Rochester, MN

Howard Kerpen, MD
Long Island Jewish Medical Center
New Hyde Park, NY

Valeriya Kettelhut, MD
The Nebraska Medical Center
Omaha, NE

Alan Krumholz, MD
MCHS-FH/Health Tradition Health Plan
La Crosse, WI

David Kuzick, MD
University of Florida
Gainesville, FL

Cindy Lee, MD
Baltimore, MD

Kelly Linn, MD
Medical College of Wisconsin
Wauwatosa, WI

Claudio Loffreda-Mancinelli, MD
Heritage Valley Health Systems
Beaver, PA

Mark Lyles, MD
Medical University of South Carolina
Charleston, SC

David Mackey, MD, CMQ
MD Anderson Cancer Center
Houston, TX

George Martin, MD, CMQ
Health Integrated
Ocala, FL

Morgan Martin
Ohio Hospital Association
Columbus, OH

Sherry Martin
Austin, TX

Patrick Marzano, DO
Kimball Medical Center
Lakewood, NJ

Robert Masterson, DO
PersonalCare - CHCIL
Champaign, IL

Sean McBride
Brookings
Washington, DC

Michael McKenna, MD
Advocate Lutheran General Hospital
Burr Ridge, IL

John McLaughlin
Quest Diagnostics
Collegeville, PA

Thomas Meehan, MD
Qualidigm
Rocky Hill, CT

Roger Moebus
Medtronic
Palm City, FL

Miguel Montalvo, MD, CMQ
DoD/TRICARE Regional Office-South
San Antonio, TX

Glen Monteiro, MD
Dept of Preventive Med & Com Health
Newark, NJ

Lynanne Morganstern, MD, MBA
McKesson Health Solutions
Newton, MA

David Ng, MD, CMQ
Sacramento, CA

Dilipkumar Patel, MD
Kalamazoo Center for Medical Studies
Kalamazoo, MI

REGISTRATION LIST AS OF 2/18/2012

Felipe Perez
Stanford University School of Medicine
Stanford, CA

Andrew Picken, MD
Pendleton, OR

Michael L. Raggio, MD, CMQ
Colorado Permanente Medical Group
Westminster, CO

John Saalwaechter, MD, CMQ
Thorntown, IN

Kate Sanserino
Southern Illinois University / School of Medicine
Springfield, IL

Kenneth Shine, MD
Austin, TX

Benjamin Schanker
Somerville, MA

Dexter Shurney, MD
Vanderbilt University
Nashville, TN

Aaron Sin
Stanford School of Medicine
Menlo Park, CA

Lawrence Smith, MD
North Shore Long Island Jewish Institute
Great Neck, NY

Atsushi Sorita, MD
Beth Israel Medical Center
New York, NY

Matthew Thomas, MD
UCC For Change Student Leadership Fund
Santa Rosa, CA

John Vigorita, MD, CMQ
Optimus Healthcare Partners
Summit, NJ

Ange Wang
Stanford University School of Medicine
Stanford, CA

Rebekah Wang-Cheng, MD
Kettering Medical Center
Dayton, OH

Martin Wegman
Gainesville, FL

Dan Westphal, MD, CMQ
North Shore Medical Center
Lauderdale Lakes, FL

Jessica White, MD
Christiana Care Health System
Hockessin, DE

Gregory Wise, MD
Kettering Medical Center
Dayton, OH

Glenn Wishon, MD
Providence Medical Institute
Torrance, CA

Christopher Wittich, MD
Mayo Clinic
Rochester, MN

Kevin Wong, MD
WHPMD
Jeannette, PA

Albert Wu, MD
Center for Health Services and Outcomes Research
Baltimore, MD

Hashim Yar, MD
Blue Cross and Blue Shield of MI (BCN)
Southfield, MI

Marina Zeltser, MD
UMDNJ Robert Wood Johnson Medical School
Philadelphia, PA

Andrew Zinkel, MD
HealthPartners
Saint Paul, MN

Cole Zannetti,
Fort Worth, TX

