



cultivating innovation
agenda

premeeting activities—wednesday, may 16

8 am-3:30 pm
poydras room

project directors' meeting
(project directors only)

Breakfast will be available starting at 7:30 am. The project directors will meet from 8 am until 2 pm, with lunch provided. At 2 pm, invited senior staff from the *Aligning Forces for Quality* (AF4Q) National Program Office (NPO) and the Robert Wood Johnson Foundation (RWJF) will join the meeting.

11 am-3 pm
pelican I and II

consumer representatives' meeting
innovation through integration
(by invitation only)

All consumers who are attending the national meeting are invited to this premeeting, along with Alliance consumer engagement staff. Lunch and breaks will be provided. Topics covered will include the state of consumer engagement in AF4Q, results of the survey of consumers engaged in the 16 Alliances, and AF4Q quality and cost goals. Consumers also will hear from one another in presentations from some consumers actively engaged in Alliance work toward quality and cost goals and in breakout groups, where discussions will center around challenges and ideas about engaging in quality and cost goals.

3:30 pm-5 pm
la salle ballroom c

af4q "app challenge" presentations and judging
(by invitation only)

AF4Q App Challenge judges will view demos from the five finalists. All five demos will be available on Thursday in the registration area outside the sessions for general attendees to see.

We are pleased to offer free wi-fi on for AF4Q attendees. The login is AF4Q2012. If you are using it to get on Twitter, remember to use #AF4Q.



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national meeting—wednesday, may 16

5 pm-9 pm
the foundry

networking in nola! welcome reception and dinner

Please join us for the first event of the national meeting. We will meet downstairs at the hotel at 5 pm and will leave for a short walk to the event location. Don't be late— you will not want to miss the surprises we have in store! We will have buses available to take you back to the hotel or drop you on Bourbon Street at the conclusion of the event if you feel the night is still young.

Please let us know if you need special assistance in getting to the event location—we have transportation available by request.

thursday, may 17

6:15 am
hotel lobby

fun run in the french quarter

Interested runners (and walkers) meet at the main entrance at St. Charles Ave. (bottom of the escalators) to explore the French Quarter and riverfront.

7 am– 8:15 am
le salon pre-function

networking breakfast and registration

Come eat a hot breakfast and catch up with friends old and new. Are you a first-time meeting attendee? Sit at a table marked "FIRST-TIME ATTENDEES" for a casual conversation with NPO and RWJF staff.

7 am-3 pm
le salon pre-function

innovative technology demonstrations

Take a moment throughout the day to see demonstrations from the five finalists in the AF4Q App Challenge and get a close-up look at NQF's Quality Positioning System and new Community Tool to Align Measurement.



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thursday, may 17 (continued)

Sessions are open to all attendees unless specifically noted. Join the conversation on Twitter at #AF4Q

8:15 am-10:10 am
la salle ballroom

opening plenary:

welcome

Anne Weiss, Robert Wood Johnson Foundation (RWJF) • Bob Graham, George Washington University (GWU)/Aligning Forces for Quality National Program Office (NPO)

cultivating innovation

Jay Walker, founder of priceline.com and curator of TedMed

10:10 am-10:30 am

break

10:30 am-12:30 pm

concurrent breakout sessions, set 1

pelican I
10:30 am-12:30 pm

cultivating participation:

meet the payers: a frank dialogue with health plans and policy experts

Anne Weiss, RWJF (welcome) | Melissa Kennedy, Cincinnati (moderator)
Tom James, Humana | Allan Korn, BCBSA | Sharon Siler, Avalere | Chris Stanley, United Healthcare

Identifying and leveraging opportunities with commercial and federal payers is essential to ensuring the success and sustainability of many Aligning Forces activities. Yet, in the current uncertain policy environment, it can be difficult to determine what your best approach might be. Take a look inside the minds of commercial health plan executives and federal policy makers to anticipate changes you can expect over the next 12-24 months, and think about how you can best position yourself to take advantage of these opportunities.

SHARE YOUR STORY: Have a bright spot or lesson learned you think should be featured? Submit it on the AF4Q website at www.forces4quality.org – go to your myforces page and select “submit a story.”



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thursday, may 17 (continued)

pelican II
10:30 am-12:30 pm

sparking innovation:

innovations in reaching the underserved: cultivating the PCMH model in the safety net

Bob Graham, GWU (welcome) | Edward H. Wagner, MacColl Center (moderator)
Lander Cooney, Community Health Partners, Montana | William H. Pankey,
Kansas City | Joan Pernice, Massachusetts League of Community Health
Centers | Janina Shayne, Humboldt

The patient-centered medical home (PCMH) is a model of primary care delivery that has the potential to improve clinical quality, improve patient experience and reduce health system costs. The PCMH model is being implemented across the country in innovative health systems and primary care practices with success. There are a number of regional, state and federal initiatives underway that translate the PCMH model and replicate it in safety net clinics and practices that see patients that are underserved or economically disadvantaged. During this session, panelists will describe how they are applying the PCMH model in various clinics across the country. The session will highlight innovative strategies around implementing the PCMH model, infusing the consumer perspective in the transformation process, lessons learned, and discuss the quality improvement achieved through the PCMH transformation process.

poydras
10:30 am-12:30 pm

creating motivation:

value-based purchasing looming large: lessons for providers, payers, patients

Mike Painter, RWJF (welcome) | David Shute, Q-Corps (moderator)
Susie Dade, Puget Sound | Nancy Foster, AHA | Mary Ann Brown Peugeot,
Vanderbilt Patient and Family Advisory Council | Gerry Shea, AFL-CIO

On October 1, Medicare will begin tying reimbursement rates to hospitals' performance on a set of quality measures related to clinical processes and patient satisfaction. The "Hospital Value-Based Purchasing" policy is a major step toward turning Medicare into an active purchaser of high-quality health care. This breakout session will explore how industry leaders have been transforming and improving hospital care quality to best position themselves for value-based purchasing. Additionally, we will discuss the opportunity for other purchaser coalitions to begin incorporating similar payment reforms into private health plan reimbursement systems.



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thursday, may 17 (continued)

12:30 pm-1:30 pm
la salle ballroom

networking luncheon

Katherine Browne, GWU (welcome and greetings)

1:30 pm-1:45 pm

break

1:45 pm-3:45 pm

concurrent breakout sessions, set 2

pelican 1
1:45 pm-3:45 pm

cultivating participation:

consumers & purchasers driving change

Anne Weiss, RWJF (welcome) | Gerry Shea, AFL-CIO (moderator)

Jerry Burgess, HC21 Knoxville | Betty Hilton, University of Maine | Brett Hoskins, AFSCME | Frank Johnson, SEHC

Health care delivery is at a pivotal moment, given the Medicare value-based purchasing requirements about to take hold. Private purchasers of health care have a unique opportunity to switch to paying on value, instead of just on volume. This panel will showcase the power and potential of purchaser coalitions and labor management groups in shaping that direction and transforming local health care delivery and payment. Whether your Alliance has strong labor groups, large private or public employers, or a variety of smaller purchasers, the combined strength of consumer voices and purchasing leverage can launch remarkable change.

DID YOU KNOW? There is an ongoing conversation underway on Facebook, in the group “Transformation Has Begun,” where you can connect with healthcare luminaries and those doing the hard work in the communities. Add your voice!



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thursday, may 17 (continued)

poydras
1:45 pm-3:45 pm

sparking innovation:

innovations in reducing emergency department visits

Susan Mende, RWJF (welcome) | Laura McEwen, Humboldt (moderator)
David A. Hnatow, Greater San Antonio Emergency Group, Texas | Jennifer
Kemp, Albuquerque | Jamie Kopiczko, Detroit | Lisa Mason, Detroit | Pat
Montoya, Albuquerque

Reducing avoidable visits to the emergency department is a community problem that requires a collaborative solution. Engaging providers, payers, and consumers is the foundation of a sustainable and successful solution. This session will highlight three innovative approaches to reducing avoidable visits to the emergency department: engaging consumers, engaging providers, and engaging the community.

pelican II
1:45 pm-3:45 pm

creating motivation:

smarter spending: reducing waste and controlling cost

Marcia Wilson, GWU (welcome) | Suzanne Delbanco (moderator)
Katrina Kahl, Oregon | Mary McWilliams, Puget Sound | Cally Vinz, Minnesota

Panelists will present approaches to reducing waste and controlling cost. By improving transparency, reducing unnecessary services, and reducing unwarranted variation, these Alliances are making great progress in addressing this difficult issue.

3:45 pm-4 pm

break

4 pm-5 pm
la salle ballroom b/c

alliance “team time”

A chance for Alliance teams to come back together, share what they have learned, and make plans for the next day. A table will be reserved for each Alliance for your convenience, to use for your meeting or just as a gathering place.



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thursday, may 17 (continued)

5:30 pm-6:30 pm

la salle ballroom a

networking reception

Come enjoy appetizers and drinks before dinner.

6:30 pm-

dinner on your own

There are a number of delicious options to consider.

enjoy the hotel's restaurants

Want to enjoy a nice dinner without venturing out too far? The hotel offers three convenient options:

- ❖ The Veranda serves contemporary Louisiana cuisine and is located on the lobby level.
- ❖ Soiffaim offers unique spirited creations and a menu showcasing a fusion of local and French-Moroccan cuisine. It is located in the lobby across from the front desk.
- ❖ Pete's Pub is an English-style bar. It's a great place to meet up with friends, grab a drink, or just get some light food.

venture out nearby

Take advantage of the hotel's centrally located, walkable location, and enjoy New Orleans' legendary restaurants. A list of options for dinner is available at the AF4Q meeting registration desk, and the hotel concierge will be available to help you make reservations.



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friday, may 18

7 am-8 am
le salon pre-function

networking breakfast

A hot breakfast and time to network. Please join us!

8 am-10 am

concurrent breakout sessions, set 3

pelican I
8 am-10 am

cultivating participation:

improving ambulatory quality by engaging providers through practice coaching

Susan Mende, RWJF (welcome) | Jen Powell, IPIP (moderator)
Kate Ebersole, Western New York | Elizabeth Foley, Maine | Rush Gross, SCPA |
Dick Simpson, SCPA (panelists)
Keith Mandel, Cincinnati Children's Hospital | Kimbra Wells Metz, Washington
Academy of Family Physicians (expert responders)

Why do physicians get so happy when they see their practice coach in action? Why are some Alliances using practice coaching as a vehicle to achieve their AF4Q goals? Learn from those who have benefited from practice coaching by examining bright spots that reveal why this strategy can be effective—in terms of driving quality improvement and demonstrating value—for your patient and provider community and your Alliance.

pelican II
8 am-10 am

sparkling innovation:

get inspired: innovation grantees

Bob Graham, GWU (moderator)
Margie Namie, Cincinnati | Sara Butterfield, Western New York | Mickey Reid,
Minnesota

The Center for Medicare and Medicaid Innovation (CMMI) has been tasked with testing innovative payment and service delivery models to reduce cost while preserving or improving quality. Come talk with members of the AF4Q communities who have been selected to participate in CMMI programs and are using the opportunity to do truly inspiring work.



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friday, may 18 (continued)

poydras
8 am-10 am

creating motivation:

fun with payment incentives

Mike Painter, RWJF (moderator)

Chris Amy, SCPA | Don Bradley, BCBS North Carolina | Suzanne Delbanco | Karen Timberlake, Wisconsin

This session will focus on strategies and lessons learned from panelists on stimulating payment incentives through programs with flat fee or bundled payments. Panelists will share how data have stimulated and empowered their markets to move forward with their payment initiatives. Discover how data can help drive the payment reform conversation in their market. Learn how other Alliances have used data to identify opportunities and create productive discussions among key stakeholders. This session will focus on strategies and lessons learned on stimulating payment incentives through programs such as medical homes, flat fee, or bundled payments. Panelists will share how data and collaborative conversations have stimulated and empowered their markets to move forward with their payment initiatives.

10 am-10:20 am

break

Finalize hotel checkout if you need to, but hurry back for our closing plenary speaker!

10:30 am-12:30 pm
la salle ballroom

closing plenary:

where good ideas come from: the patterns of innovation

Steven Berlin Johnson, author

Johnson is the best-selling author of seven books on the intersection of science, technology, and personal experience. His newest book is *Where Good Ideas Come From: The Natural History of Innovation*. From Darwin to YouTube, Johnson asks the questions: What kind of environment fosters the development of good ideas? What sparks the flash of brilliance? How does groundbreaking innovation happen?



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friday, may 18 (continued)

12:30 am-1:30 pm
la salle ballroom

adjourn and networking lunch

A buffet luncheon will be available at the conclusion of the National Meeting. Attendees are welcome to enjoy their meals in the ballroom or pack their lunches “to go.”

With deep gratitude to the May 2012 National Meeting Planning Committee for their creative thinking, collaborative approach, and combination of flexibility and drive—they embody the theme of cultivating innovation.

Alexis Levy, RWJF
Danielle Lazar, GWU
Jonathan Vallerjo, RWJF
Katherine Browne, GWU
Lissette Vaquerano, GWU
Marcia Wilson, GWU
Laura McEwen, project director, Humboldt County
Michael Painter, RWJF
Pat Montoya, project director, Albuquerque
Patrick McCabe, GYMR
Ted Rooney, project director, Maine

Please direct compliments their way and send complaints, concerns, or criticism to Alicia Aebersold at aaebersold@gwu.edu or events@forces4quality.org.



cultivating innovation

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friday, may 18

afternoon meetings—by invitation only

12:30 am-1:30 pm
acadian I and II

networking lunch: project directors
(project directors only)

Project directors are invited to bring lunch and have an informal wrap-up.

12:30 am-1:30 pm
pelican I

networking lunch: consumers
(consumer representatives only)

Consumer representatives are invited to bring their lunches and spend more time with their consumer peers.

1:30 pm-3:00 pm
poydras

ambulatory quality improvement leadership
consortium
(by invitation only)

Through presentations and small group discussions, attendees will delve deeper into the work of the AQI leadership consortium. Dessert and coffee will be available.



Robert Wood Johnson Foundation

Aligning Forces for Quality
National Meeting • May 16-18, 2012

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save the date:

Aligning Forces for Quality
November 2012 AF4Q National Meeting
San Francisco, California
November 7-10, 2012