

# Agenda

**OCTOBER 16-17, 2003**

*This conference is designed for healthcare executives from all functional areas who will benefit from interacting with peers and leaders on the challenges of investing and deploying IT to improve quality, safety, and efficiency.*

**Hosted by The University of Texas M.D. Anderson Cancer Center**

**David Callender, MD, Executive Vice President and Chief Operating Officer, and Leon Leach, Executive Vice President**

*Improving  
Healthcare  
Performance  
Through  
Information  
Management  
and Process  
Improvement*



**The University of Texas M.D. Anderson Cancer Center  
Hickey Auditorium, R11.1400  
Clark Clinic Building  
1515 Holcombe Boulevard, 11th Floor, Room 1400**

# OCTOBER 16, 2003

- 7:30-8:30 am**     **Breakfast, Welcome, and Video tour**  
**Dr. David Callender, EVP and COO, and Leon Leach, Executive Vice President, The University of Texas M.D. Anderson Cancer Center**
- 8:30-10:00 am**     **“On the Road to CPOE: What can you do now?”**  
**Donald Crandall, MD, Vice President, Clinical Informatics, Trinity Health, Farmington Hills, MI, Presenter.** Dr. Crandall tells us what Trinity has accomplished in medication management while CPOE is still on the horizon. Panelists will comment on their experiences and facilitate an open discussion.
- **David Classen, MD, Vice President, First Consulting Group, Salt Lake City, UT**
  - **Don Rucker, MD, Vice President, Chief Medical Officer, Siemens Medical Solutions, USA, Malvern, PA**
  - **Michael Shabot, MD, Medical Director, Enterprise Information Systems, and Chief of Staff, Cedars Sinai Health System, Los Angeles, CA**
- 10:00-10:30 am**     **Break**
- 10:30-11:30 am**     **Breakout Sessions**
- SESSION 1: “Using Human Factors Criteria to Select and Deploy IT”, Todd R. Johnson, Ph.D., Associate Professor, The University of Texas Health Science Center at Houston, School of Health Information Sciences, Presenter.** This session will provide an overview and discussion of tools and approaches that build on the science of device usability testing and how to apply them to healthcare IT strategy, selection, and deployment.
- PANELISTS:**
- **Jiajie Zhang, Ph.D., Associate Professor and Associate Dean for Research, The University of Texas Health Science Center at Houston, School of Health Information Sciences, Houston, TX**
  - **Constance M. Johnson, RN, M.S., Ph.D. Candidate, The University of Texas Health Science Center at Houston, School of Health Information Sciences, Houston, TX**
  - **Kathy Rapala, RN, JD, Director of Risk Management and Patient Safety, Clarian Health Partners, Indianapolis, IN**
  - **Kate Peterson, Principal, Human Centered Strategies, Minneapolis, MN**
- SESSION 2: “Security in an Increasingly Hostile World”**
- **Lew Wagner, Director, Information Security, M.D. Anderson, Presenter, Houston, TX**
  - **Todd Peterson, System Support CIO, Sutter Health, Sacramento, CA**  
The Sutter Health – SI Member Security Assessment: results and next steps.
- 11:30-1:30 pm**     **Technology Fair and Lunch**  
Executive participants will see demos and be able to interact directly with systems and users during the informal buffet lunch. Featured systems and their presenters include the following:
- **ClinicStation:** Dr. Kevin McEnery, Associate Professor in Diagnostic Imaging, and Jeannie Fragnoli, Senior Business Process Consultant, Management Information Systems
  - **MOSAIC (EMR Nursing Documentation):** Sharon McLane, Coordinator, Nursing Management Systems, Nursing Administration, and Angela Witt, Manager, Enterprise Applications, Management Information Systems
  - **Close Call Reporting System** (aviation model, developed under AHRQ grant): Sherry Martin, Vice President, Quality Management
  - **EMR (iKnowMed Oncology Physician Documentation)** Ron Walters, MD, Associate Professor, Breast Medical Oncology

- **FReD** (Funded Research Database): Maureen Cagley, Director of Planning and Resource Management, CIO Office
- **PICIS** (Critical care EMR): Dr. Greg Botz, Associate Professor, Critical Care, and Irene Powell, Senior Business Process Consultant, Management Information Systems
- **myMDAnderson.org** (Patient Portal): Alan Powell, Director of Internet Services
- **CORe** (Research Protocol Database): Martha Matza, Director of Operations, Protocol Research

**1:30-3:30 pm**

**“ROI, Benefits Metrics and Setting Realistic Expectations”**

**Richard Tayrein, MD, Vice President, Clinical Information Systems, CHW, Phoenix, AZ, Presenter.** Dr. Tayrein describes CHW’s progress to date in delivering measured value from their significant clinical IT investment. Participants will share their approaches and lessons learned in planning for, and delivering against, financial, operational and clinical benefits.

**PANELISTS:**

- **Brian J. Anderson, MD, Chief Medical Officer, Allina Hospitals and Clinics, Minneapolis, MN**
- **Michael Blaszyk, Chief Financial Officer, Catholic Healthcare West, San Francisco, CA**
- **Alan Abramson, Senior Vice President of Information Technology and Chief Information Officer, Health Partners, Bloomington, MN**
- **Jay Herron, Chief Financial Officer, CHRISTUS Health, Dallas, TX**
- **David Bradshaw, Vice President and Chief Information Officer, Memorial Hermann Health System, Houston, TX**

**3:30-4:00 pm**

**Break**

**4:00-5:30 pm**

**Breakout Sessions**

**SESSION 1: “Enhanced Clinical Relationships In Magnet-Designated Hospitals”.** Linda D. Urden, DNSc, RN, CNA, FAAN, Chairperson, ANCC Magnet Recognition Program, Washington, DC, Presenter. Linda will describe case studies and best practices in the advancement of interdisciplinary clinician relationships and processes, focusing on how the Magnet Hospitals accomplish this. Panelists representing Magnet Designated Hospitals will provide examples and results from their own organizations.

**PANELISTS:**

- **John Crossley, RN, PhD, MBA, Chief Nursing Officer, M.D. Anderson Cancer Center, Houston, TX**
- **Susan Distefano, MSN, RN, CNA, BC, Senior Vice President and Chief Nursing Officer, Texas Children’s Hospital, Houston, TX**
- **Rosemary Luquire, PhD, RN, CNA, Senior Vice President, Patient Care and Chief Quality Officer, St. Luke’s Health System, Houston, TX**
- **Pamela Triolo, PhD, RN, FAAN, Senior Vice President and Chief Nurse Executive, The Methodist Hospital, Houston, TX**

**SESSION 2: “myMDAnderson.org” A Case Study**

**Alan Powell, Director of Internet Services, M.D. Anderson, Presenter.** Alan will present the strategy and deployment of the MDA patient portal. All participants will be invited to comment on similar portal implementations and their success factors and lessons learned.

**6:30-8:30 pm**

**Cocktails and Dinner: **TREVÍSIO****

6550 Bertner Avenue, Suite 602, the Roma/Venezia Rooms (713-749-0400).

**TREVÍSIO’s** is in The Texas Medical Center located next to M.D. Anderson Cancer Center.

*over for October 17 agenda*



# OCTOBER 17, 2003

**7:30-8:00 am**      **Continental Breakfast**

**8:00-10:00 am**      **Technology Tours (select one)**

**1. IT and Data Center Tour**

A tour of the data center and Information Technology provided by M.D. Anderson IT professionals.

**2. Patient Care Unit Tour**

Patient Care Unit tours provided by clinical staff will highlight Nursing documentation, ClinicStation, wireless carts and other technologies that enable care processes.

**3. Radiation Oncology Tour**

This tour will feature electronic chart treatment verification and recording at a glance. Future innovations such as DICOMrt standards, integration of treatment plans and nursing documentation into the electronic chart, and web access will also be discussed.

**10:00-10:30 am**      **Break**

**10:30-12:00 pm**      **"Leapfrog Group Survey Results Review", David Classen, MD, Vice President, First Consulting Group, Salt Lake City, UT, Presenter and Facilitator**

We will discuss barriers and successes in achieving both the Leapfrog CPOE and Intensivist Staffing goals, using data from the July 2003 SI/Leapfrog Survey. Panelists will provide their reactions and comments, and we will decide how we want to work with Leapfrog to communicate our findings and recommendations.

**PANELISTS:**

- **John D. Fields, Vice President Quality Services, Central Maine Healthcare, Lewiston, ME, and member, Board of Directors, Maine Health Management Coalition, leader of the MHMC Patient Safety Initiative**
- **David Lutterbach, Director of Employee Benefits, Siemens Corporation, Iselin, NJ**

**Cost:**                      Actual costs, estimated at \$200, will be billed to each participant following the conference.

**Registration and Reservations:**      Register for the conference at [www.scottsdaleinstitute.org](http://www.scottsdaleinstitute.org).

In addition, a group rate has been established at: Wellesley Inn and Suites, 1301 S. Braeswood Blvd., Houston, TX, 77030, phone 713-794-0800. Please reserve your hotel room with the Wellesley Inn directly, and ask for the Scottsdale Institute/ MD Anderson group rate: queen rooms are \$69.00 and king rooms are \$79.00 per night. The hotel is located in The Texas Medical Center.



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