

# PATIENT FLOW

SUMMIT  
LAS VEGAS 2018

## MONDAY, SEPTEMBER 24, 2018

6:00 pm – 8:00 pm

**Registration and Opening Reception – at the Lodge on the Lawn**

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## TUESDAY, SEPTEMBER 25, 2018

7:00 am – 8:00 am

### **Breakfast**

8:00 am – 9:00 am

### **Welcome and Signature Session: Transforming Patient Lives: The Heart and Soul of Health Care, Allison Massari, Executive Coach**

Trapped in a burning car, Massari nearly burned to death. She has journeyed to the extremes of human endurance and is a fiery voice for the potent power of resolute kindness and blazing perseverance. Her unforgettable message of hope, triumph, grit, and the art of true resilience has life-changing impact with diverse industries worldwide. Prepare to be profoundly moved and deeply inspired. Prepare to be taken on a journey.

9:00 am – 10:00 am

### **Signature Session: Why Hospitals Should Fly**

**John Nance, ABC News Aviation Analyst, Patient Safety Advocate and Licensed Attorney**

***Why Hospitals Should Fly***, Nance uses the aviation example to transition into a discussion of the disconnect between physicians, the nurses and staff that work around them, and the hospital itself. In the KLM cockpit, the disconnect turned tragic when neither the co-pilot or flight engineer interjected during the takeoff when certain danger signs presented themselves for fear of violating “the old-style pecking order that led to

excessive deference to a captain.” The subordinates could have prevented the crash, but were too afraid to appear to be challenging the captain’s authority. In the same way, oftentimes nurses and staff members are in a position to interject when a physician is about to make a mistake, but don’t, out of the same type of fear. Nance will open your eyes to the changes you need to make to see immediate changes in your organization!

10:00 am – 10:30 am

### **Networking Break**

10:30 – Noon

### **Panel Discussion: Lessons Learned in Transforming Patient Flow**

**Santa Clara Valley Medical Center Panel:** Sanjay Kurani, MD; Jen Eng, MD; Andy Nevitt, MD; Joyce Van de Pitte, RN; Colleen Martin, MSW/MPH and Clifford Wang, MD, MPH

SCVMC was experiencing significant patient flow issues before it embarked on a rapid transformation program. You don’t want to miss this amazing story of improvement, as pulled from the unique perspective of each panelist. What were the keys to improving physician order times and bed assignments? What were the changes to physician workflows and culture? How did the hospital get the medical staff to buy into the program? You’ll get the answer to these and many other crucial questions.

Noon – 1:00 pm

### **Networking Lunch**

1:00 pm – 2:00 pm

### **Featured Session:**

#### **Take Control of Your Patient Flow Initiatives**

**Michelle Skinner, RN, BSN, MBA, The Eleva Group**

Patient flow initiatives can go south for a lot of reasons. The good news, as you’ll hear from Miss Skinner, is that you can successfully optimize patient flow despite organizational challenges. Learn how to secure buy-in by socializing patient flow work and making the connection for staff and leadership. You’ll also gain actionable insights into mining the right data (and making sense of it), motivating your team by focusing on obtainable goals, overcoming setbacks and celebrating success.

## **Eliminating the Bottlenecks in Patient Flow**

**Darryn Dunbar, MS, RN, CNM, NEA-BC, Sibley Memorial Hospital**

Are there bottlenecks in your patient flow? Throughput delays can compromise safety, quality of care and patient satisfaction. You definitely want to hear Mr. Dunbar's take on eliminating the bottlenecks across the organization, from ED to discharge – all grounded in his experience at Sibley Memorial. By the end of this session, you'll gain a clear understanding of what it takes to make sure every patient receives the right care at the right time in the right place from the right team!

## **Patient Transfer Center: The Quarterback Model**

**Dr. Jonathan T. Huntington III, MD, PhD, MPH, Dartmouth-Hitchcock Medical Center**

When your patient transfer center grapples with a demand for inpatient services that exceeds available capacity, what do you do? You install a "quarterback," of course – a physician embedded in the transfer center. In this session, Dr. Huntington will share how DHMC used the quarterback model to modify its approach to prioritizing and triaging patients needing tertiary care. He'll also reveal the results and lessons learned from several iterations of this model over the past three years.

2:00 pm – 2:30 pm

## **Networking Break**

2:30 pm – 3:30 pm

## **Leadership Topics: Take Control of Your Patient Flow Initiatives**

**Michelle Skinner, RN, BSN, MBA, The Elena Group** *(see above for description)*

## **Eliminating the Bottlenecks in Patient Flow**

**Darryn Dunbar, MS, RN, CNM, NEA-BC, Sibley Memorial Hospital** *(see above for description)*

## **Patient Transfer Center: The Quarterback Model**

**Dr. Jonathan T. Huntington III, MD, PhD, MPH, Dartmouth-Hitchcock Medical Center** *(see above for description)*

5:00 pm – 6:30 pm

## **Networking Reception**

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**Wednesday, September 26, 2018**

7:00 am – 8:00 am

**Networking Breakfast**

8:00 am – 9:00 am

**Welcome and Signature Session Day II : Reducing EMTALA Compliance Risks  
Dr. Norm Dinerman, MD, FACEP, LifeFlight of Maine**

EMTALA imposes daunting statutory requirements, applicable to both referring and receiving facilities – with transfer centers caught in the middle. What should you be doing to ensure the appropriate transfer of patients who present with an unscheduled demand for care? In this session, Dr. Dinerman will present suggestions, specific to transfer centers, for achieving EMTALA compliance, thereby reducing the risk of violations and costly penalties.

9:00 am – 10:00 am

**Signature Session: Using Touch Concepts to Wow Your Patients  
Brooke Billingsley, Task to Touch LLC and Perception Strategies, Inc.**

How do your patients perceive their hospital experience? Based on 1,000 hours of observing and interviewing patients across the country, Ms. Billingsley knows what they want most from their encounters. She'll reveal her findings, using humor and storytelling, and then explain how moving from a task environment to a touch environment will help you create a "wow" experience for your patients. Her presentation includes evidence-based practical tools you can implement immediately.

10:00 am – 10:30 am

**Networking Break**

10:30 am – 11:30 am

**Panel Discussion: Achieving Financial Success with CJR  
Dr. Steven Maser, MD and Charmaine Le Fevre, MS RN ONC Atlantic Health System**

Under the Comprehensive Care of Joint Replacement (CJR), hospitals receive bundled Medicare payments encompassing all patient care costs from admission through 90 days post-discharge. Clearly, the financial risks are great. As you'll hear from Dr. Maser and Miss Le Fevre, Atlantic Health System has instituted a multidisciplinary approach to achieving quality goals and reducing overall spend. Learning from this case example,

you can take steps to make the CJR model and other bundled care models financially viable for your organization.

11:30 am – 12:30 pm

### **Networking Lunch**

12:30 pm – 1:30 pm

### **Leadership Topics: Evolving Transfer Center to Command Center** **Kevin Meek, RN-BSN, BA, MH, Meek Clinical Partners, LLC**

The concept of a command center is gaining traction in hospitals across the country. From this session, you'll gain a lot of valuable information about the various aspects of a command center: how it challenges traditional thinking, what makes it different from a transfer center, why it may be more strategically aligned to your needs and how to move your organization to this new level of service. In addition, you'll take home a five-step check list that will help guide you through the transformation process.

### **Centralized Patient Flow Optimization** **Connie Wroblewski, RN, St. Lukes Health Care System**

You have tough questions about a centralized patient flow system's return on investment and how to move forward. Ms. Wroblewski is prepared to deliver answers, drawing upon the real-life experiences of St. Lukes. She'll share key benchmarking data and the financial gains realized by her organization, along with critical steps for implementing and managing a centralized patient flow system that yields consistently positive results. From designing workflows to providing oversight, you'll take away a wealth of knowledge you can immediately put into action.

### **Speaking CFO \_ Bringing the Transfer Center Under the Care Management Umbrella** **Judy Raimo and Molly Rank, Peace Health**

*"How does the Case Mix Index (CMI) of the patients we transfer in from other hospitals compare to those admitted through the Emergency Department?"*

*"What has been the impact of requiring a stop in the emergency department (ED) for all Direct Admits to the ICU?"*

*"How is our length of stay (LOS) impacted by patients who transfer from other hospitals versus those admitted through ED, periop or direct clinic admissions?"*

*"How did prioritizing private room placement impact our bed assignment times? Impacted our need to move patients and clean those rooms?"*

Are you prepared to answer these questions? Join Judy Raimo and Molly Rank as they share the story of how they've partnered with internal and external resources to anticipate these questions and more.

Learn how moving the Transfer Center under the Care Management umbrella has provided the opportunity to readily balance the priorities of patient placement with timely patient discharge. During the work, we've recognized the importance of having meaningful data at the ready to confirm and explain why this work is adding value to the patient and to the hospital's bottom line.

PeaceHealth Southwest is a 450-bed hospital in Southwest Washington, with an annual ED volume of 74,000. We are part of the PeaceHealth system, operating ten acute and critical access hospitals and 70 clinics across Oregon, Washington and Alaska.

1:30 pm – 2:00 pm

### **Break**

2:00 pm – 3:00 pm

### **Feature Session: Integrating Secure Texting into Your Transfer Center Jonathan Berkowitz, MD, Westchester Medical Center**

The ability to communicate securely and efficiently is a core requirement of a patient transfer center. As this session will make clear, a texting system can contribute to this objective. But it also comes with risks. Dr. Berkowitz will shed a light on this timely topic, explaining the benefits along with drawbacks and barriers. He'll also share essential platform features and strategies for a successful rollout. Case studies of various workflows, involving STEMI, stroke, trauma, critical care support and more, will reinforce key points.

3:00 pm – 4:30 pm

### **Moving from a Transfer Center to a Command Center Panel Discussion**

Michael Harrington – Director, Product Management, Central Logic

Darin Vercillo – Chief Medical Officer, Central Logic

Dave Lyons – National Director, AMR

5:30 pm – 8:30 pm

## Final Night Networking Reception and Dinner

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**Thursday, September 27, 2018**

8:30 am – 9:30 am

### **Networking Breakfast**

9:30 am – 10:30 am

### **Exploring the Central Logic Product Roadmap – Open to All Attendees**

Where is Central Logic headed with its products? Our product management leaders will reveal the latest strategy, innovations, functionality and architectural enhancements. You will be introduced to a new client portal that will directly influence future product roadmaps. By sharing our product roadmap and client portal, we're reinventing our approach to product planning and, in the process, taking a more direct and open route from groundbreaking IDEAS to the outcomes you expect.

10:30 am – 10:45 am

### **Break**

10:45 am – 11:45 am

### **Central Logic Executive Panel and Q&A – Central Logic Clients Only**

Go ahead, ask your toughest questions! The Central Logic executives in this open roundtable discussion will do their best to provide clear and candid answers.

Angie Franks – Chief Executive Officer

Scott Booher – Chief Operating Officer

Darin Vercillo – Co-Founder and Chief Medical Officer

Scott Jordan – Co-Founder and Vice President, Sales Operations

11:45 am

### **Departures and boxed lunch “to go”**