MEDICAL QUALITY 2017

2017 Annual Meeting of the American College of Medical Quality

March 29-April 1, 2017 || The Mayflower Hotel || Washington, DC

Achieving Safe, Effective, Cost-Efficient Patient-Centered Care Through Innovation and Change

MQ 2017 Final Program:
The Live Activity has been approved for 22.25 AMA PRA Category 1 Credit(s)™

Joint Providership of:

www.acmq.org

#ACMQ17
ACMQ 2017 Program Guide

ACMQ Officers, Trustees, Liaisons

2017 Scientific Program Planning Committee
Learning Objectives
Accreditation
Pre-Conference: ACMQ Quality Improvement Workshop

MQ 2017 Day 1 - Thursday, March 30
MQ 2017 Day 2 - Friday, March 31
MQ 2017 Day 3 - Saturday, April 1
Mayflower Hotel Maps
Certification in Medical Quality (CMQ)
ACMQ 2017 - Schedule at a Glance

ACMQ Officers, Trustees, Liaisons

Prathibha Varkey, MD, MPH, MHPE, MBA
President
CEO, Yale Northeast Medical Group

Mark Lyles, MD, MBA, FACMQ
President-Elect
Chief Affiliations and Business Transformation Officer, Medical University of South Carolina

Donald Casey, Jr., MD, MPH, MBA, DFACMQ
Vice President/AMA Delegate
Managing Director, Alvarez & Marsal Healthcare Industry Group

John Vigorita, MD, MHA, DFACMQ
Secretary
President & CEO, Optimus Healthcare Partners

Henry Johnson, MD, MPH, FACMQ
Treasurer
Principal, Henry Johnson Healthcare Consulting, LLC

James Cross, MD, FACMQ
Immediate Past President
President, Jim Cross, MD Consulting, LLC

Trustees:

Beverly Collins, MD, MBA, MS, DFACMQ
Chair, Education Committee/Alternative AMA Delegate
Chief Quality Officer, Health Partners Plans

Diana Huang
Chair, Student & Resident Section
MS IV, Lewis Katz School of Medicine at Temple University

Alan Krumholz, MD, FAAP, DFACMQ
Past President
K Square Consulting

Cindy Lee, MD
Chair, 2017 Scientific Program Committee
Assistant Professor of Radiology, University of California - San Francisco

Claudio Loffreda-Mancinelli, MD, MMM, FACMQ
Co-Chair, Membership Committee
Anesthesiologist & Partner, Keystone Anesthesia Consultants

Dan Westphal, MD, MBA, FCCP, FACMQ, CMQ
ABMQ Liaison
Chief Medical Officer, Broward Health

Jessica White, MD, CMQ
Co-Chair, Membership Committee
Faculty Hospitalist, Christiana Care Health System

Staff:

James Vrac, CAE
Executive Director

Angelica Tom
College Coordinator

Jennifer Tarr
Meetings/Membership Registrar

Rene Atkinson
Membership Services
Dear Colleague,

Welcome to ACMQ’s Medical Quality 2017! We are delighted that you are part of our return to the majestic ballrooms of Washington, DC’s historic Mayflower Hotel.

The American College of Medical Quality was founded in 1973 as an organization for supporting health care professionals charged with providing leadership in quality and safety outcomes. As patient-centered care has increasingly become a central aim for the U.S. health care system, this year’s meeting is appropriately themed, “Achieving Safe, Effective, Cost-Efficient Patient-Centered Care Through Innovation and Change.”

Unfortunately, patient experience surveys indicate most U.S. health systems are falling short of achievement in patient-centered care. Patients report significant problems accessing medical information, understanding treatment options, and receiving responsive compassion from their care providers.

The MQ 2017 Scientific Planning Committee has designed an interactive, dynamic, and comprehensive program that will explore creative and effective strategies to achieve more rapid and widespread implementation of patient-centered care in both inpatient and ambulatory settings.

Our plenary speaker line-up includes renowned quality experts, such as Paula Santrach, MD, Chief Quality Officer of the Mayo Clinic, and Sharon Arnold, PhD, Director of the Agency of Healthcare Research and Quality.

One of most interactive and popular sessions at past annual meetings has returned — the Quality Institute. The 2017 Institute is entitled, “Envisioning the Future of Quality Measurement and Improvement,” to highlight the recent payment reform and focus on quality metrics.

Be prepared to be actively challenged throughout our time together, and enjoy the moments to network with new colleagues as well as old friends.

Sincerely,

Prathibha Varkey, MD, MPH, MHPE, MBA
Chair, Scientific Program Committee

Cindy Lee, MD
Chair, 2017 Scientific Program Committee
Learning Objectives

At the conclusion of this conference, attendees should be able to:

1. Recognize obstacles, expectations, and requirements for a career path in quality.
2. Implement specific principles and skills to increase effectiveness in personal and professional development.
3. Describe actions taken to create and implement a community collaboration team.
4. Implement tactics to enhance cooperation among competitive parties, maintain high levels of involvement, and achieve small-group goals.
5. Identify what outcomes specific quality measures are designed to improve.
6. Explain key elements necessary for an ambulatory quality program and how that differs from inpatient programs.
7. Define and describe implementation science and knowledge translation, realizing their importance in bringing evidence-based medicine into practice for quality health care.
8. Recognize how to incorporate a multidisciplinary team structure in translating evidence into practice through case studies of successful team implementation projects.
9. Identify ways to support and strengthen these multidisciplinary efforts to improve care through evidence and knowledge translation.
10. Identify the difficulties, and solutions, in/to maintaining consistency across multi-site collaborative safety systems.
11. Describe general human factors principles and how to apply these principles to health care safety and quality.
12. Implement human factors principals on teamwork and team processes.
13. Outline the challenges with health IT usability, steps for improving health IT usability, and specific high risk components of health IT usability.
14. Describe basic adult teaching techniques.
15. Interpret the changing political, economic, and regulatory health care environment to continue appropriate and viable application of high quality medical care.

Accreditation and Designation

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Indiana State Medical Association (ISMA) through the joint providership of Community Health Network and the American College of Medical Quality. Community Health Network is accredited by ISMA to provide continuing medical education for physicians.

Community Health Network designates this live educational activity for a maximum of 22.25 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

It is the policy of the Community Health Network to ensure balance, independence, objectivity and scientific rigor in all of its sponsored educational activities. All participating faculty, course directors, and planning committee members are required to disclose to the program audience any financial relationships related to the subject matter of CME activities/programs. Relationships of spouse/partner with proprietary entities producing health care goods or services should be disclosed if they are of a nature that may influence the objectivity of the individual in a position to control the content of the CME activity. Disclosure information is reviewed in advance in order to manage and resolve any possible conflicts of interest. Specific disclosure information for each course faculty will be shared in writing (and documented in the file) with the audience prior to the faculty’s presentation. Persons who fail to provide this information in advance of the course (allowing for adequate time for review) are not eligible to be involved in this CME activity.

While offering the CME credit above, this activity is not intended to provide extensive training in the field. ADA accommodations are available upon request.
Pre-Conference: ACMQ Quality Improvement Workshop
(Additional registration required)

QI Workshop Faculty

Julia Caldwell, MD, MHA, CMQ
Assistant Professor, Penn State Health Milton S. Hershey Medical Center, Hershey, PA

Beverly Collins, MD, MBA, MS, DFACMQ
Chief Quality Officer, Health Partners Plans, Baltimore, MD

Mary Reich Cooper, MD, JD
Associate Professor HQS, Population Health, Jefferson College of Population Health, Philadelphia, PA

Ricardo Correa, MD, EsD, FACP, CMQ
Assistant Professor of Medicine, Warren Alpert School of Medicine, Brown University; Co-Director QI/Research Unit, Endocrine Department, Providence, RI

Arlene Seid, MD, MPH, FACPM, CMQ
Medical Director, Office of Quality Assurance, Pennsylvania Department of Health, Harrisburg, PA

Chung-Jyi Tsai, MD, PhD, MBA, MSc, CMQ
Staff & Section Head, Cleveland Clinic, Cleveland, OH

Wednesday, March 29

12:00 - 5:15 pm  Registration Desk Open  2nd Floor Foyer
1:00 - 5:00 pm  QI Workshop, Part I  Pennsylvania Room

Thursday, March 30

7:30 am - 5:45 pm  Registration Desk Open  District Foyer (Lower Level)
8:00 am - 12:00 pm  QI Workshop, Part II  Pennsylvania Room
MQ 2017 Day 1 - Thursday, March 30

7:30 am - 5:45 pm  
Registration Desk Open  
District Foyer

12:00 - 1:00 pm  
Networking Lunch  
District Ballroom

1:00 - 1:15 pm  
President’s Welcome & Program Overview  
District Ballroom

Prathibha Varkey, MD, MPH, MHPE, MBA  
ACMQ President  
CEO, Yale Northeast Medical Group and Sr. Vice President, Yale New Haven Health System, Stratford, CT

Cindy Lee, MD  
Chair, MQ 2017 Scientific Program Committee  
Assistant Professor of Radiology, University of California San Francisco, San Francisco, CA

1:15 - 2:00 pm  
The Politics of Medical Quality  
District Ballroom

Mark Lyles, MD, MBA, FACMQ  
ACMQ President-Elect  
Chief Affiliations and Business Transformation Officer, Medical University of South Carolina, Charleston, SC

James Cross, MD, FACMQ  
Immediate Past ACMQ President  
President, Jim Cross, MD Consulting, LLC, Fort Lauderdale, FL

2:00 - 5:30 pm  
The 2017 ACMQ Quality Institute: Envisioning the Future of Quality Measurement and Improvement  
District Ballroom

Moderator: Don Casey, Jr., MD, MPH, MBA, DFACMQ  
Managing Director, Alvarez & Marsal Healthcare Industry Group, Chicago, IL

Presenter Panel:

Carolyn Clancy, MD, MACP  
Deputy Under Secretary for Health for Organizational Excellence, Department of Veterans Affairs, Veterans Health Administration, Washington, DC  
Presentation: Quality of Care in the US: Where Are We Now and Where Do We Need to Be in the Next 5 Years?

Heidi Bossley, MSN, MBA  
Independent Healthcare Quality Consultant, Bossley Consulting, LLC, Alexandria, VA  
Presentation: The Future of Quality Performance Measurement: Opportunities and Challenges

Kathleen Blake, MD, MPH  
Vice-President, Healthcare Quality, American Medical Association, Washington, DC  
Presentation: What Should Quality Improvement Look Like 5 Years from Now?
Helen Burstin, MD, MPH, FACP
Chief Scientific Officer, National Quality Forum, Washington, DC
Presentation: Health Policy Implications: How Do We Get to Where We Need to Be Over the Next 5 Years?

5:30 - 7:00 pm
Posters Set-up
State Ballroom

5:35 - 6:35pm
Committee Meetings:
Pennsylvania Room
Education
Independence Room
Student/Resident/Fellow
District Ballroom
MQ 2017 Committee

7:00 - 9:00pm
ACMQ Executive Committee & MQ 2017 Corporate Supporters Dinner
Georgia Room

MQ 2017 Day 2 - Friday, March 31

6:30 am - 6:15 pm
Registration Desk Open
District Foyer

6:45 – 8:15 am
ABMQ Board Meeting
Pennsylvania

7:00 - 7:50 am
Networking Breakfast
District Ballroom
Hosted by Allergan (no CME credit)

Rick Fiscella, PharmD, MPH
Director, Managed Care Scientific, Allergan
Presentation: A Retired HEDIS Measure that Did Not Stop Medical Innovation

7:00 - 7:59 am
Posters Set-up
State Ballroom

8:00 am - 6:00 pm
Posters Displayed
State Ballroom

8:00 - 8:15 am
Welcome and Introductions
District Ballroom

Prathibha Varkey, MD, MPH, MHPE, MBA
ACMQ President

Cindy Lee, MD
Chair, MQ 2017 Scientific Program Committee

8:15 - 9:15 am
Impacting Cost as Part of the Triple Aim: The Importance of Metrics and Attribution
District Ballroom
ACMQ Founders’ Award Winner, Paula Santrach, MD
Chief Quality Officer, Mayo Clinic, Rochester, MN

9:15 - 9:45 am
Posters Session & Networking Coffee Break
State Ballroom
9:45 - 10:45 am  The Reduction of Suffering: Where Health Care Quality Comes Together  District Ballroom

Thomas Lee, Jr., MD, MSc
Chief Medical Officer, Press Ganey, Boston, MA

10:45 - 11:00 am  Q & A  District Ballroom

Moderator: Mark Lyles, MD, MBA, FACMQ
ACMQ President-Elect

11:00 am - 12:00 pm  Concurrent Oral Abstract Sessions

Oral Session I: Clinical - District Ballroom

Moderator: Paul Nagy, PhD, FSIIM
Scientific Program Committee Member
Deputy Director, Johns Hopkins Medicine Technology Innovation Center, Baltimore, MD

A Precision Medicine Blood Test Influenced Referral Patterns among Elderly Patients Presenting With Symptoms Suggestive of Obstructive Coronary Artery Disease: Subgroup Analysis from the PRESET Registry
Joseph Ladapo, Matthew Budoff, David Sharp, Jane Kuo, Lin Huang, Bruce Maniet, Lee Herman, Mark Monane
1David Geffen School of Medicine at UCLA, Los Angeles, CA; 2UCLA, Torrance, CA; 3Doctors for Health, Omaha, NE; 4CardioDx, Inc., Redwood City, CA; 5Bells Medical Clinic, Bells, TX; 6Johns Creek Primary Care, Suwanee, GA

Discrepancies between Medication Lists in Home Health Orders and Primary Care Charts in a Superutilizer Clinic
Adam Lake
Lancaster General/Penn Medicine, Lancaster, PA

Oral Session II: Leadership/Education - Senate Room

Moderator: Nathan Neufeld, DO, CMQ
Scientific Program Committee Member
Chair of Quality, Cancer Treatment Centers of America, Newnan, GA

Implementing Daily Leadership Safety Huddles in a Public Hospital: Bridging the Gap
Maria Castaldi, Jody Kaban, Martina Petersen, Andrea O’Neill, Suzanne Pennacchio, John Morley
Jacobi Medical Center, Bronx, New York, NY

What Every Graduating Resident Needs to Know about Quality and Safety: A Content Analysis of 26 Sets of ACGME Milestones
Joshua Davis, Meghan Lane-Fall, Lee Ann Riesenber, Jennifer Meyers
1Thomas Jefferson University, Philadelphia, PA; 2Hospital of the University of Pennsylvania, Philadelphia, PA; 3University of Alabama at Birmingham, Birmingham, AL

Involving “Persons with Patient Experiences” in Healthcare Quality Improvement and Redesign: Lessons from Region Jönköping County, Sweden
Galina Gheihman, Göran Henrik
1Harvard Medical School, Boston, Massachusetts; 2Qulturum Center for Learning and Innovation in Healthcare, Jönköping, Region Jönköping County, Sweden

Gamification and Microlearning for Engagement with Quality Improvement (GAMEQI): A Bundled Digital Intervention to Reduce Central Line-Associated Bloodstream Infection
Ben Orwoll, Shelley Diane, Duncan Henry, Lisa Tsang, Krisitin Chu, Carrie Meier, Kevin Hartman, Arup Roy-Burman
1Oregon Health Sciences University, Portland, OR; 2University of California, San Francisco, San Francisco, CA; 3Elemeno Health, Oakland, CA

Best Practice, in Your Hands: A Scalable Digital Solution to Accelerate Process Improvement and Empower a Quality-Driven Team
Arup Roy-Burman, Ed Nanale, Carole Klove, Kristin Chu, Kevin Hartman, Ben Orwoll
1Elemeno Health, Oakland, CA; 2University of California, San Francisco, San Francisco, CA; 3Oregon Health Sciences University, Portland, CA

Abstracts indicated with [T] primarily featured the work of Students/Resident/Fellows
12:00 - 12:30 pm | Posters Session & Networking Break | State Ballroom
12:30 - 2:00 pm | Annual Meeting of Members & Awards Luncheon | District Ballroom

Moderator: Prathibha Varkey, MD, MPH, MHPE, MBA

1. Call to Order
2. President’s Welcome
3. American Journal of Medical Quality Editor-in-Chief's Report
4. Treasurer's Report
5. Election of Officers
6. Installation of Officers
7. Awards & Recognition Ceremony

Founders’ Award
Paula Santrach, MD, Chief Quality Officer, Mayo Clinic

Institutional Award
Agency for Healthcare Research and Quality (AHRQ); accepted by Sharon Arnold, PhD, Director, with remarks on Charting a Course for Quality: AHRQ’s Role

New Fellows of ACMQ
Laura Kathleen Huete, MD, MBA, CMQ; Philip McArdle, MD; Muhammad Muntazar, MD; Nathan Neufeld, DO; and Arlene Seid, MD, MPH

2017 Founders’ Award
In recognition of long standing national leadership and exceptional ability to foster and support health care quality.

Paula Santrach, MD
Chief Quality Officer
Mayo Clinic, Rochester, MN

Dr. Santrach is a graduate of the University of Minnesota Medical School. Her training consisted of a residency in Pathology & Laboratory Medicine at the University of North Carolina and a fellowship in Transfusion Medicine at Mayo Clinic. Her academic rank is Associate Professor of Laboratory Medicine and Pathology. She has been involved in quality and safety work since 1995 and now serves as the system Chief Quality Officer for Mayo Clinic as well as the Rochester CQO. She is active in her national professional societies, in the University Healthsystem Consortium (now Vizient), and in the Minnesota health care community. She is the chair of the Board of Directors for the Institute for Clinical Systems improvement, a member of the Board of Directors for Regional Health in Rapid City, SD and a member of the Board Quality Committee for Ascension Health. She loves her job!

ACMQ National Quality Scholarship
The scholarship is awarded annually to graduate/medical students and resident physicians who are passionate about Medical Quality and want to help shape the future of health care quality. Quality Scholars receive professional mentorship from physician leaders in Medical Quality, the opportunity to share their work at a national level, and generous funding to attend the annual Medical Quality conference.

2017 ACMQ National Quality Scholar
Ari Filip, MD; Hyunouk Hong, DO; Kaitlyn Dugan Ibrahim, MD; Krislynn Mueck, MD, MPH; Sean Smirnov, MBA; Katherine Wong, MD; and Minzhi Xing, MD

2017 Institutional Leadership in Quality Award
In recognition of the organization’s iconic dedication to the delivery of high quality health care.

Receiving Award:
Sharon Arnold, PhD
Director, AHRQ

The Agency for Healthcare Research and Quality (AHRQ) is the lead Federal agency charged with improving the safety and quality of America's health care system. AHRQ develops the knowledge, tools, and data needed to improve the health care system and help Americans, health care professionals, and policymakers make informed health decisions. AHRQ works with Department of Health and Human Services (HHS) agencies and other partners to make sure that the evidence is understood and used in an effort to achieve the goals of better care, smarter spending of health care dollars, and healthier people.

AHRQ’s activities to improve the U.S. health care system can be classified in three major ways:

• AHRQ invests in research and evidence to understand how to make health care safer and improve quality;
• AHRQ creates materials to teach and train health care systems and professionals to catalyze improvements in care; and
• AHRQ generates measures and data used to track and improve performance and evaluate progress of the U.S. health system.

AHRQ is beginning work to tackle some of the health care system’s greatest challenges, such as reducing antibiotic overuse and health care-associated infections and improving care for people with multiple chronic conditions. In doing so, AHRQ is endeavoring to make health care safer and better—today, tomorrow, and into the distant future.
### Concurrent Breakout Sessions

#### Track 1: Payment Reform, MACRA, and MIPS - District Ballroom

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Location</th>
<th>Moderator</th>
<th>Speaker Details</th>
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<tbody>
<tr>
<td>2:00 - 3:30 pm</td>
<td><strong>Moderator:</strong> Prathibha Varkey, MD, MPH, MHPE, MBA</td>
<td>District Ballroom</td>
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<td>ACMQ President</td>
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<tr>
<td></td>
<td>The Impact of the MACRA Quality Payment Program on Physician Practice</td>
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<td>Nathan Bays, JD General Counsel, The Health Management Academy, Alexandria, VA</td>
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<td></td>
<td>MACRA: Implementation in a Physician Network</td>
<td></td>
<td>Arnold DoRosario, MD Chief Medical Officer, Yale New Haven Health, Stratford, CT</td>
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#### Track 2: Driving Value Not Cost - Senate Room

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Location</th>
<th>Moderator</th>
<th>Speaker Details</th>
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</thead>
<tbody>
<tr>
<td>2:00 - 3:30 pm</td>
<td><strong>Moderator:</strong> Kiran Gupta, MD, MPH Scientific Program Committee Member</td>
<td>Senate Room</td>
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<td>Assistant Clinical Professor of Medicine, University of California San Francisco, San Francisco, CA</td>
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<tr>
<td></td>
<td>Sticker Shock in Medical Education</td>
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<td>Amit Pahwa, MD Director, Internal Medicine Sub-internship, The Johns Hopkins Hospital, Baltimore, MD</td>
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<td></td>
<td>Using the “FORCE” to Engage Frontline Clinicians to Create Value</td>
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<td>Vineet Arora, MD Director, GME Clinical Learning Environment Innovation, University of Chicago, Chicago, IL</td>
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<td></td>
<td>Transforming Care to Deliver High Value</td>
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<td>Jordan Harmon, MHA Managing Director, HSS Center for the Advancement of Value in Musculoskeletal Care, New York, NY</td>
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### 3:30 pm - 4:00 pm

**Posters Session & Networking Coffee Break**

**State Ballroom**
### Track 1: Team-Based Care - District Ballroom

**Moderator:** Paul Nagy, PhD, FSIIM  
Scientific Program Committee Member  
Deputy Director, Johns Hopkins Medicine  
Technology Innovation Center, Baltimore, MD

**Expanding the Role of Non-Physicians in Health Care**  
Fran Ganz-Lord, MD, FACP  
Chief Quality and Population Health Officer,  
The Valley Health System, Ridgewood, NJ

**Two Roads Converged in a Yellow Wood—NP’s and PA’s: What If Any, Is the Difference?**  
Jonathan Sobel, MBA, PA-C, DFAAPA, FAPACVS  
Senior Administrative Director, Physician Assistant Services, Northwell Health, New York, NY

**MDs and NPs as Primary Care Providers: Differences and Similarities in Their Approaches to Care**  
Kathleen Albohm, NP-C  
Nurse Practitioner, The Mount Sinai Hospital, New York, NY

### Track 2: Transforming Health Care Delivery - Senate Room

**Moderator:** Linda Efferen, MD, MBA, FACP, FCCP, FCCM  
Scientific Program Committee Member  
Medical Director, Suffolk Care Collaborative, Hauppauge, NY

**Transforming Health Care Delivery**  
Joseph Lamantia, MHA  
Chief of Operations for Population Health,  
Suffolk Care Collaborative, Hauppauge, NY

**Care Management & Care Coordination: The Not-So-Secret Sauce**  
Kelli Vasquez, LCSW  
Senior Director, Care Management and Care Coordination, Suffolk Care Collaborative, Hauppauge, NY

**Engagement & Improvement: Population Health Management**  
Kevin Bozza, MPA, FACHE, CPHQ, RHIT  
Senior Director, Network Development and Performance, Suffolk Care Collaborative, Hauppauge, NY

### MQ 2017 Day 3 - Saturday, April 1

7:45 am - 1:00 pm  
**Registration Desk Open**  
District Foyer

8:00 - 9:30 am  
**Posters Displayed**  
State Ballroom

5:30 - 6:00 pm  
**Posters Session**  
State Ballroom

6:00 pm  
**Recess**  
State Ballroom
# Concurrent Breakout Sessions

## Track 1: Interventions to Improve Culture - District Ballroom

**Moderator:** Paul Nagy, PhD, FSIIM  
Scientific Program Committee Member  
Deputy Director, Johns Hopkins Medicine Technology Innovation Center, Baltimore, MD

**Latent Organizational Risk**  
Lori Paine, DrPH(c), MS, RN  
Director of Patient Safety, Johns Hopkins University, Baltimore, MD

**Changing Behavior: The Influencer Method**  
Nadja Kadom, MD  
Director of Pediatric Neuroradiology, Emory University School of Medicine, Atlanta, GA

## Track 2: Transforming Health Care Delivery - Senate Room

**Moderator:** Dan Westphal, MD, MBA, FCCP, FACMQ, CMQ  
Scientific Program Committee Member  
Chief Medical Officer, Broward Health, Fort Lauderdale, FL

**Respect and Engagement: Opening a Path to Safer Care, Pt. 1**  
Betsy Lowe  
Patient & Family Advisor, Beth Israel Deaconess Medical Center, Boston, MA

**Respect and Engagement: Opening a Path to Safer Care, Pt. 2**  
Linda Services Kenney  
Executive Director, MITSS Medically Induced Trauma Support Services, Chestnut Hill, MA

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### 8:30 - 9:30 am

**Networking Break**

### 9:30 - 9:45 am

**Networking Break**

### 9:30 - 10:00 am

**Dismantle Posters**

### 9:45 - 11:15 am

**Plenary Session: Delivering the Future of Health Care**

**Moderator:** John Vigorita, MD, MHA, DFACMQ  
Scientific Program Committee Member  
President and CEO, Optimus Healthcare Partners, Summit, NJ

**Utilizing Effective Data to Drive Physician Engagement**  
Thomas Kloos, MD  
President Atlantic ACO, Atlantic Health System, Morristown, NJ

**Top 10 Strategies for Successful MSSP ACOs**  
Daniel Durand, MD  
Chairman of Radiology and Executive Director, LifeBridge Health, Baltimore, MD

### 11:15 - 11:30 am

**Break & Lunch Set-up**

### 11:30 am - 12:30 pm

**Lunch & Plenary Session: Delivering the Future of Health Care (cont.)**

**Finding the Sweet Spot: Balancing Consumer Convenience with Provider Human Touch in Healthcare Delivery’s Future State**  
Ram Raju, MD, MBA, FACS, FACHE  
Senior Vice President, Northwell Health, New Hyde Park, NY

Introduction by: Roberta Camille Locko, MD  
Scientific Program Committee Member

### 12:30 - 12:45 pm

**Q&A; Evaluation Completion**

### 12:45 pm

**Meeting Adjourns**

### 2:00 - 4:15 pm

**ABMQ CMQ exam**  
(Registration required. Check-in begins at 1:40 pm)
Since its inception in 1973, The American College of Medical Quality (ACMQ) has worked to provide leadership and education in health care quality management. Our successes throughout the years are a direct result of the ambitious and committed efforts of our membership, of which many of your colleagues are a part.

ACMQ is the organization for health care professionals responsible for providing leadership in quality and safety outcomes, who want or need the tools, experience and expertise to improve the quality and safety of patient care.

Membership in ACMQ provides you with a gateway to resources, programs, professional development opportunities and a greater recognition of quality issues by the entire health care field.

We do this by supplying members with our peer-reviewed Journal; access to a network of the top minds in the field; and the premier annual conference for the quality community. Unlike other specialty organizations, we focus exclusively on your quality team and its success as shown by ACMQ’s 40-year legacy of pioneering support for the implementation and innovation of quality based medicine.

That’s why we’d like to invite YOU to join the team of hundreds of experienced health care professionals that form the foundation of our community. By joining the College, you will gain access to many features that provides a significant return on your modest membership investment, and raises our collective voice as THE boundary-spanning, silo-breaking, quality organization.

Find out more at acmq.org

JOIN TODAY!
Our online application is simple and secure.

QUESTIONS?
Contact the College at +1.301.718.6516

We are a group of health care professionals passionate about medical quality issues and committed to improving the health care system.
Mayflower Hotel Maps

Lower Lobby

Lobby Level
Certification in Medical Quality (CMQ)

The American Board of Medical Quality, with the cooperation of the American College of Medical Quality, offers physicians and other eligible professionals a certification examination to test basic knowledge in medical quality management. The content of the exam is based on the textbook *Medical Quality Management: Theory and Practice* and other materials listed on the website.

The CMQ exam will be offered in conjunction with the ACMQ annual national conference, *Medical Quality 2017*.

For information on eligibility, study materials and other details, please visit the website:

www.abmq.org

or send an email to

abmq@abmq.org

Check out ACMQ’s Publications:

American Journal of Medical Quality
ajm.sagepub.com

Medical Quality Management: Theory and Practice
tinyurl.com/MQM2e
## Wednesday, March 29

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
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<tbody>
<tr>
<td>12:00 - 5:15 pm</td>
<td>2nd Floor Foyer</td>
<td>Registration Desk Open</td>
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<tr>
<td>1:00 - 5:00 pm</td>
<td>Pennsylvania</td>
<td>Pre-Conference: ACMQ Quality Improvement Workshop, Pt. 1</td>
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## Thursday, March 30

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30 am - 5:45 pm</td>
<td>District Foyer</td>
<td>Registration Desk Open</td>
</tr>
<tr>
<td>8:00 am - 12:00 pm</td>
<td>Pennsylvania</td>
<td>Pre-Conference: ACMQ Quality Improvement Workshop, Pt. 2</td>
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<tr>
<td>12:00 - 1:00 pm</td>
<td>District</td>
<td>Networking Lunch</td>
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<tr>
<td>1:00 - 1:15 pm</td>
<td>District</td>
<td>President’s Welcome &amp; Program Overview</td>
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<tr>
<td>1:15 - 2:00 pm</td>
<td>District</td>
<td>The Politics of Medical Quality</td>
</tr>
<tr>
<td>2:00 - 5:30 pm</td>
<td>District</td>
<td>ACMQ Quality Institute</td>
</tr>
<tr>
<td>5:30 - 7:00 pm</td>
<td>State</td>
<td>Posters Set-up</td>
</tr>
<tr>
<td>5:35 - 6:35 pm</td>
<td>Georgia</td>
<td>ACMQ Committee Meetings</td>
</tr>
<tr>
<td>7:00 - 9:00 pm</td>
<td>Georgia</td>
<td>ACMQ Executive Committee / Corporate Supporters Dinner</td>
</tr>
</tbody>
</table>

## Friday, March 31

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30 am - 6:15 pm</td>
<td>District Foyer</td>
<td>Registration Desk Open</td>
</tr>
<tr>
<td>6:45 - 8:15 am</td>
<td>Pennsylvania</td>
<td>ABMQ Board Meeting</td>
</tr>
<tr>
<td>7:00 - 7:50 am</td>
<td>District</td>
<td>Networking Breakfast - Hosted by Allergan</td>
</tr>
<tr>
<td>7:00 - 7:59 am</td>
<td>State</td>
<td>Posters Set-Up</td>
</tr>
<tr>
<td>8:00 am - 6:00 pm</td>
<td>State</td>
<td>Posters Displayed</td>
</tr>
<tr>
<td>8:00 - 8:15 am</td>
<td>District</td>
<td>Welcome &amp; Introductions</td>
</tr>
<tr>
<td>8:15 - 9:15 am</td>
<td>District</td>
<td>Plenary Session</td>
</tr>
<tr>
<td>9:15 - 9:45 am</td>
<td>State</td>
<td>Posters Session &amp; Networking Coffee Break</td>
</tr>
</tbody>
</table>

## Saturday, April 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 am - 1:00 pm</td>
<td>District Foyer</td>
<td>Registration Desk Open</td>
</tr>
<tr>
<td>8:00 - 9:30 am</td>
<td>State</td>
<td>Posters Displayed</td>
</tr>
<tr>
<td>8:30 - 9:30 am</td>
<td>State</td>
<td>Concurrent Breakout Sessions</td>
</tr>
<tr>
<td>9:30 - 9:45 am</td>
<td>State</td>
<td>Networking Break</td>
</tr>
<tr>
<td>9:30 - 10:00 am</td>
<td>State</td>
<td>Posters Dismantled</td>
</tr>
<tr>
<td>9:45 - 11:15 am</td>
<td>District</td>
<td>Plenary Session</td>
</tr>
<tr>
<td>11:15 - 11:30 am</td>
<td>District</td>
<td>Break / Lunch Set-up</td>
</tr>
<tr>
<td>11:30 am - 12:45 pm</td>
<td>District</td>
<td>Lunch / Plenary Session</td>
</tr>
<tr>
<td>12:45 pm</td>
<td>Senate</td>
<td>Meeting Adjourns</td>
</tr>
<tr>
<td>2:00 - 4:15 pm</td>
<td>Senate</td>
<td>ABMQ CMQ Exam</td>
</tr>
</tbody>
</table>