



HEALTHCARE SYSTEMS PROCESS IMPROVEMENT CONFERENCE 2016

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IIE WEBINAR – STRATEGIC IMPERATIVES FOR HEALTHCARE

January 28, 2016

Janine Kamath, MA, MBA, Mayo Clinic

Victoria Jordan, PhD, UT MD Anderson Cancer Center

AGENDA

1. Introductions
2. “Sneak peek” of Lunch Keynote Panel at SHS Conference – Strategic Imperatives for Healthcare
 - Panel Components
 - Objectives
 - Introduction to the Panelists
3. Q&A
4. Wrap up and information about SHS Conference

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KEYNOTE PANEL

Strategic Imperatives for Healthcare

- Patient Engagement
- Talent Management
- Pay for Value
- Healthcare Digitization
- Healthcare Analytics

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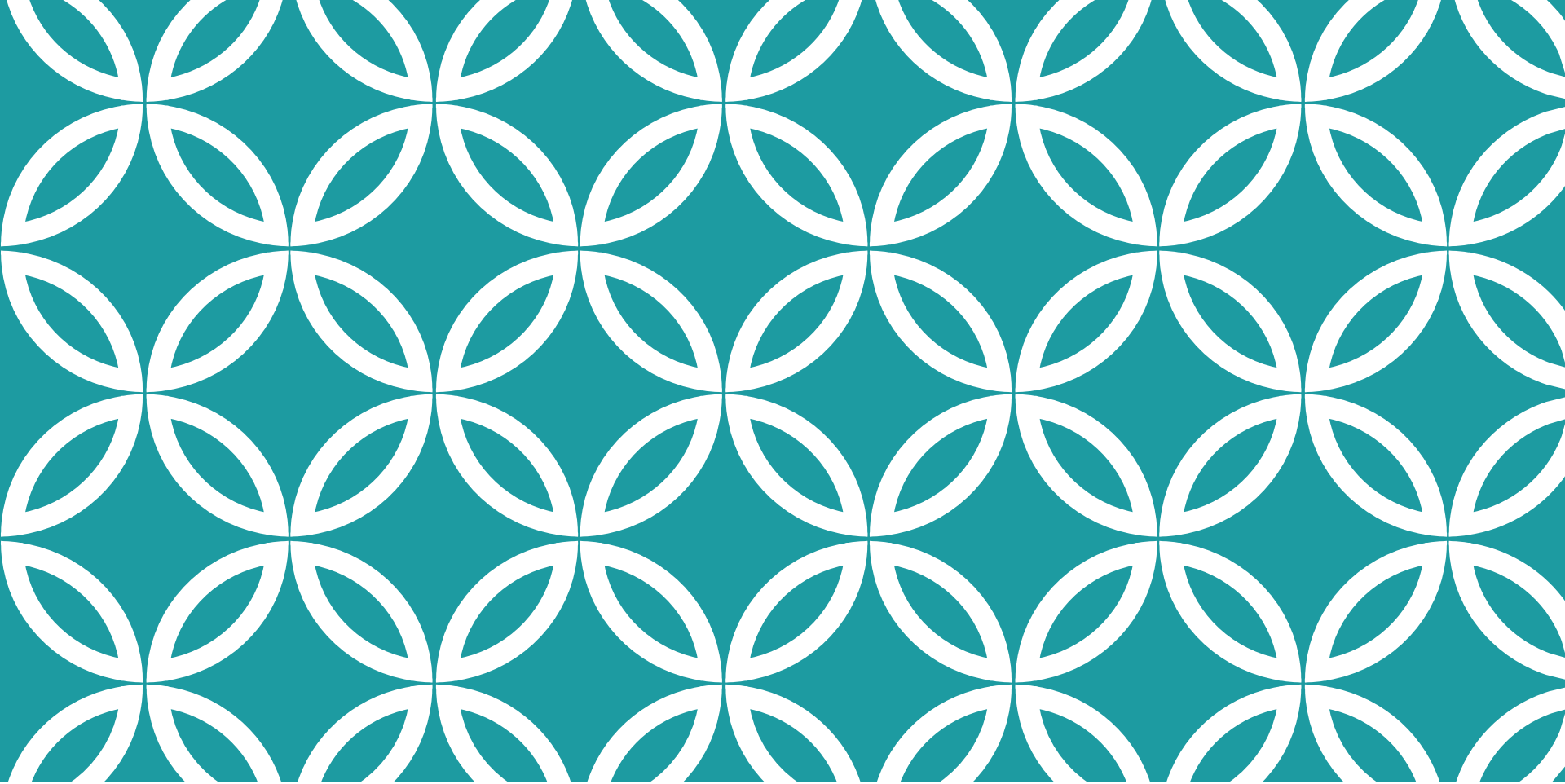
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STRATEGIC IMPERATIVES IN HEALTHCARE PANEL OBJECTIVES

- Expand on Dr. Cortese's morning keynote and the conference theme
- Learn how to operationalize some of these concepts from expert speakers that have made progress in other organizations
- Translate ideas presented at the conference into action in our organizations

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KEYNOTE PANELISTS



ELIZABETH GARCIA, RN, MPA

Director, Process Improvement and Patient Experience,
University of Texas MD Anderson Cancer Center

- Director of the Gynecologic Oncology Center at MD Anderson Cancer Center in Houston, Texas 2007-2015.
- Projects have included prevention of thrombosis in hospitalized patients, efficiency and customer service for follow-up patients, increasing employee engagement and improving patient satisfaction.
- Author of several journal publications and conference presentations including Institute of Healthcare Improvement and Society for Gynecologic Oncology Nursing.
- She has been a healthcare administrator and champion for patient experience, quality and efficiency for 28+ years.
- Graduate of Simmons College in Boston, MA, and New York University Wagner School of Public Service.

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JEAN ANN LARSON, LFHIMSS, FACHE, DSHS

Owner, Jean Ann Larson & Associates

- Over 25 years experience as a healthcare executive specializing in process redesign, leadership development and organization change.
- Heads up her own consulting firm where she partners with health care organizations, executive teams, business owners, leaders and individuals to help them become more productive while bringing results oriented strategic change into their businesses and organizations.
- Author of *Management Engineering: A Guide to Best Practices for Industrial Engineering in Healthcare and Organizational and Process Reengineering Approaches for Healthcare Transformation* which was recently named HIMSS' 2015 Book of the Year.
- BS in Industrial Engineering, MBA and doctorate in organization change from Pepperdine University.
- Fellow with the American College of Healthcare Executives and a senior member of the Institute for Industrial Engineers. She is a Past-President of the Society for Health Systems of the Institute for Industrial Engineering and a past Vice-Chair of the Healthcare Information and Management Systems Society.



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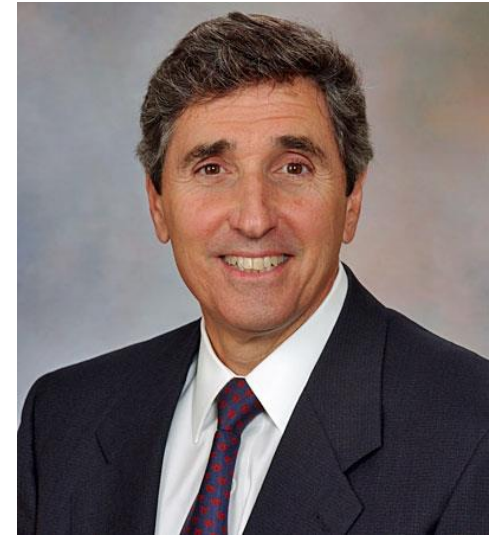
Tweet: @jeanannlarson



DENIS CORTESE, M.D.

Foundation Professor and Director, Healthcare Delivery and Policy Program, Arizona State University

- President of the non-profit, Healthcare Transformation Institute based in Phoenix, AZ.
- Emeritus President and CEO of Mayo Clinic.
- Serves on the board of directors for Pinnacle West, Essence Global Holdings Corporation, Dartmouth-Hitchcock Medical Center, and Cerner Corporation.
- Memberships in national and international organizations include: the Institute of Medicine of the National Academy of Sciences; National Associate designation with the National Research Council, honorary member of the Royal College of Physicians (London) and the Academia Nacional de Medicina (Mexico).
- Awards include an Ellis Island Award in 2007 and the National Healthcare Leadership Award in November 2009.



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RANDALL MOORE, MD, MBA

President, Mercy Virtual

- More than 30 years working as both an academic clinical physician as well as a business executive.
- A common theme across his work is realizing the value of shifting care from a reactive, provider-based model, to a true patient-centric model that extends a continuum care into the daily lives of patients. His work focused on evolving from traditional fee for service to optimizing value of population health.
- Worked in major health care systems such as Intermountain Health, Ascension Health and Presence Health
- Served on the board of an 800,000 member managed Medicaid/Medicare health plan, including chairman of the Compensation and Medicare Quality Committees.
- graduated with Alpha Omega Alpha honors from Johns Hopkins School of Medicine, before completing his training in internal medicine at the University of Minnesota, where he was chosen Chief Resident, and served on the faculty for nine years. His education also includes study at the University of London, graduate studies at the University of Minnesota, and earning his MBA from the Kellogg Graduate School of Management at Northwestern University.

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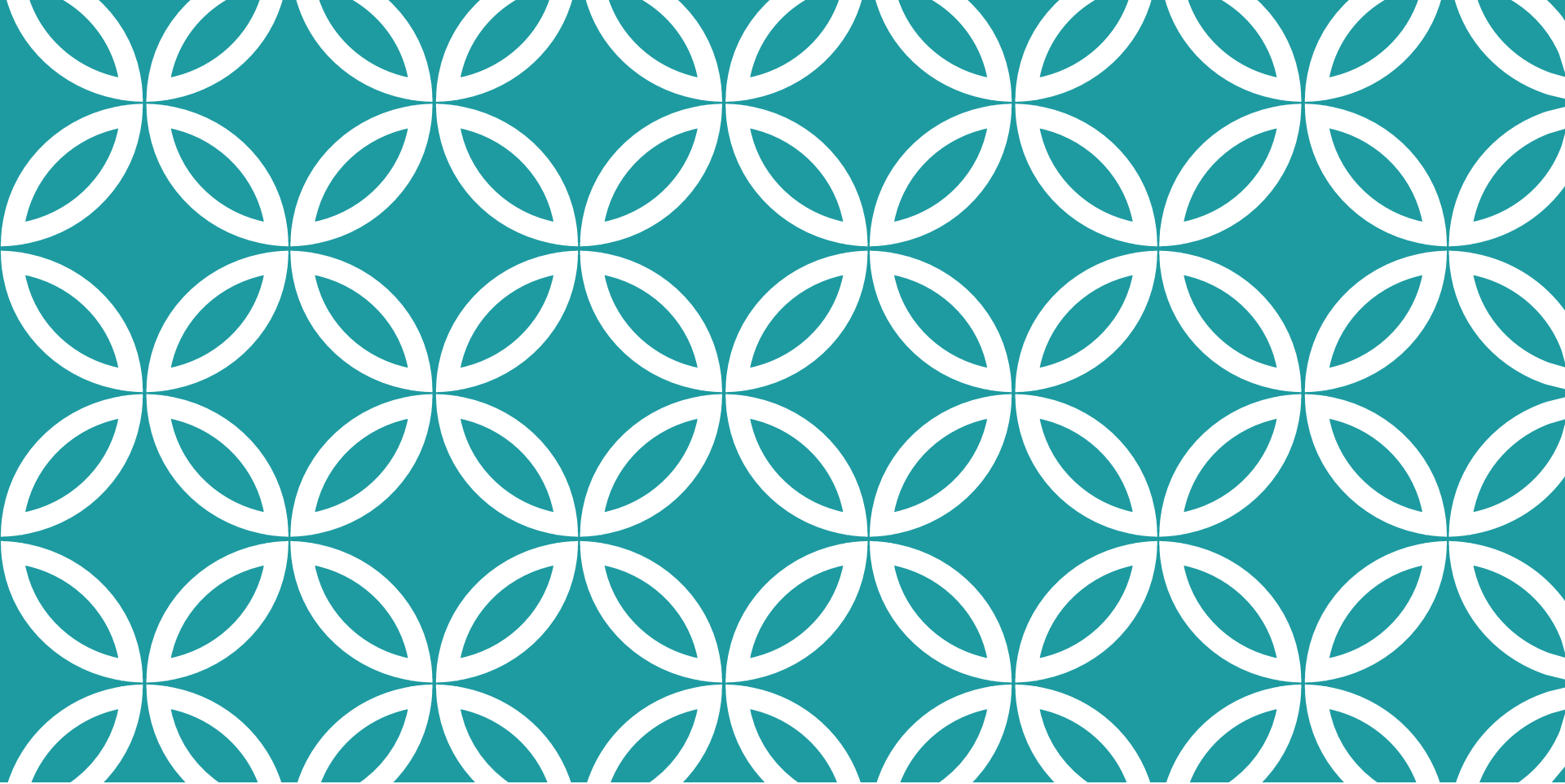
JAMES D. BUNTROCK

Vice Chair Enterprise Technology Services Mayo Clinic

- Supports Enterprise Platforms for Data, Analytics, API, Identity, and Knowledge.
- Serves as the information technology (IT) director for Mayo Clinic's three collaborative centers — the Center for Individualized Medicine, the Center for Regenerative Medicine, and the Center for the Science of Health Care Delivery — supporting discovery, translation and application of new models of care along with new diagnostics and therapies.
- Lead and created IT teams for enterprise data warehousing, Big Data initiatives, genomics processing, analytic services, and compute/storage infrastructure.
- Instructor in Medical Informatics at the Mayo Clinic College of Medicine.



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Q & A |