



The Seventh Annual

Scripps Health Quality Summit

Value by Design – Perfecting the Patient's Journey

Wednesday, April 2, 2014

Schaetzel Center • Scripps Memorial Hospital • La Jolla, California

Video Broadcasting Sites:

Scripps Green Hospital
Scripps Mercy Hospital, Chula Vista campus
Scripps Mercy Hospital, San Diego campus
Scripps Memorial Hospital Encinitas
Scripps Clinic, Rancho Bernardo
Scripps Coastal Medical Center Carlsbad

This conference is an educational event for health care professionals and will provide continuing medical education (CME) credits.

Welcome to the Seventh Annual Scripps Health Quality Summit.

This past year has been a time of profound and intense change in our health care system. With the continued implementation of the Affordable Care Act and the economic pressures that all health care providers are experiencing, as well as a period of accelerated advances in health care technology are all contributing to this change we are facing. But society has sent us a powerful message, "Deliver more value for the 2.7 trillion dollars that is spent on health care in the United States."

In this year's Quality Summit titled "Value by Design - Perfecting the Patients Journey," you will hear from a national pioneer in continuously improving value in Health care. Dr. John Toussaint, who today leads the ThedaCare Center for Health care Value, has been on a journey to improve value by eliminating waste. Starting as CEO of the ThedaCare health system in Wisconsin, he is now on the national stage discussing this approach, and the industry is listening.

This is often referred to as a "Lean" approach in the manufacturing domain and started with the famed Toyota production system over 60 years ago. At Scripps we have titled our initiative "Value by Design." It's really about how we lead in order to empower every participant in the health system to improve processes by eliminating waste.

It is my hope that this taste of Scripps Value by Design will whet your appetite to develop the skills necessary to add value by eliminating waste in our health care system, and as a consequence, make your job an even more meaningful part of your life.

We look forward to your participation at the summit!

Jim LaBelle, MD

Educational Objectives

After attending this activity, participants should be able to:

- Determine key factors for operationalizing delivery of quality patient care across the Scripps Health delivery network
- Appreciate the importance of patient satisfaction within a complex health care delivery system
- Identify opportunities for achieving patient satisfaction through a more personalized care approach
- Integrate key concepts contributing to a safe environment of care where the patient is consistently the primary focus

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Chris Van Gorder, FACHE

President and
Chief Executive Officer
Scripps Health
Past Chairman
American College of Healthcare
Executives

John Toussaint, MD

President/CEO Emeritus
ThedaCare
Founder & CEO
ThedaCare Center for
Healthcare Value

James LaBelle, MD

Corporate Senior Vice President
Chief Medical Officer
Scripps Health

Jamie Ray, RN

ThedaCare Facilitator
ThedaCare Center for
Healthcare Value

Craig Weathers

Simpler®

Faculty Disclosure

In accordance with the ACCME Standards for Commercial Support, course directors, planning committees, faculty and all others in control of the educational content of the CME activity must disclose all relevant financial relationships with any commercial interest that they or their spouse/partner may have had within the past 12 months. If an individual refuses to disclose relevant financial relationships, they will be disqualified from being a part of the planning and implementation of this CME activity. Employees of a commercial interest with business lines or products relating to the content of the CME activity will not participate in the planning or any accredited portion of the conference. Disclosure will be made to all participants at the conference location, prior to the educational activity commencement.

Agenda and Location

Agenda

7 a.m.

Registration & Refreshments

7:30 a.m.

Welcome

James LaBelle, MD

Chris Van Gorder, FACHE

7:40 a.m.

Patient Story Video

7:45 a.m.

THE THOMAS A. WALTZ, MD MEMORIAL LECTURE

Perfecting the Patient's Journey

John Toussaint, MD

8:35 a.m.

Presentation of the Gift

James LaBelle, MD

8:45 a.m.

Introduction of Panel

Moderator: *James LaBelle, MD*

Panelists:

Jamie Ray, RN

ThedaCare Center for Healthcare Value

John Toussaint, MD

ThedaCare Center for Healthcare Value

Craig Weathers

Simpler®

9 a.m.

Panel Discussion /Q&A

9:45 a.m.

Break

10 a.m.

Recognition of Scripps Health Quality Award Winners

James LaBelle, MD

Patient Story

11 a.m.

Closing Comments

James LaBelle, MD

11:15 a.m.

Book Signing with John Toussaint, MD

- On the Mend: Revolutionizing Health Care to Save Lives and Transform the Industry
- Potent Medicine: The Collaborative Cure for Health Care

Topics and times subject to change

Conference Location & Video Broadcasting Sites

This event will be held at the Schaetzel Center on the campus of Scripps Memorial Hospital La Jolla but will be video broadcasted live to six sites throughout the Scripps system. There is limited seating available at the Schaetzel Center, and we are encouraging staff to attend the video conferencing site at their clinic or hospital.

Live Event

Scripps Memorial Hospital La Jolla

Schaetzel Center, Great Hall

9890 Genesee Ave.

La Jolla, California 92037

Video Conference Sites

Scripps Memorial Hospital Encinitas

Conference Center

354 Santa Fe Dr.

Encinitas, CA 92024

Scripps Green Hospital

Timken Amphitheatre

10666 N. Torrey Pines Rd.

La Jolla, CA 92037

Scripps Mercy Hospital, Chula Vista campus

Library

435 H St.

Chula Vista, CA 91910

Scripps Mercy Hospital, San Diego campus

West Auditorium

4077 Fifth Ave.

San Diego, CA 92103

Scripps Clinic, Rancho Bernardo

Lower Level Conference Room (L108)

15004 Innovation Dr.

San Diego, CA 92128

Scripps Coastal Medical Center Carlsbad

CB Breakroom

2176 Salk Ave.

Carlsbad, CA 92008

Accreditation and Disclosures

Accreditation

Physicians (MD, DO)

Scripps Health is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Scripps Health designates this live activity for a maximum of 2 *AMA PRA Category 1 Credit(s)*™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

American College of Health Care Executives (ACHE)

Scripps Health is authorized to award 2 hours of pre-approved Category II (non-ACHE) continuing education credit for this program toward advancement, or recertification in the American College of Health Care Executives. Participants in this program wishing to have the continuing education hours applied toward Category II credit should indicate their attendance when submitting application to the American College of Health Care Executives for advancement or recertification.

Nurses

For the purpose of recertification, the American Nurses Credentialing Center accepts *AMA PRA Category 1 Credits*™ issued by organizations accredited by the ACCME. For the purpose of relicensure, the California Board of Registered Nursing accepts *AMA PRA Category 1 Credits*™. Most state Boards of Registered Nursing accept *AMA PRA Category 1 Credit(s)*™ as meeting continuing education requirements for license renewal. Nurses should check with their state board regarding use of CME credit.

Physician Assistants

The American Academy of Physician Assistants accepts Category 1 credit from AMA Category 1 CME organizations accredited by the ACCME.

Psychologists

The Board of Psychology accepts *AMA PRA Category 1 Credit(s)*™ for license renewal.

Disclosures and Attendance Policies

Cultural and Linguistic Competency

This activity is in compliance with California Assembly Bill 1195 which requires that all CME activities comprising a patient care element include curriculum addressing the topic of cultural and linguistic competency. The intent of this bill is to ensure that health care professionals are able to meet the cultural and linguistic concerns of a diverse patient population through effective and appropriate professional development. Cultural and linguistic competency was incorporated into the planning of this activity.

Recording and Photography Clause

Scripps reserves exclusive rights to record (audio and video) and/or photograph all conference proceedings for use in marketing materials, presentations and course content sales.

Registration Confirmation

A confirmation letter will be emailed to you upon receipt of the conference registration form. If you have not received it within two weeks, please contact the Scripps Conference Services & CME office.

About Scripps Conference Services & CME

Scripps Conference Services & CME, which offers nationally recognized live conferences in a variety of specialty areas, is committed to improving the quality of health care and advancing the practice of medicine by providing exceptional educational courses for physicians and other health care professionals. More information and conference brochure downloads are available at www.scripps.org/conferenceservices.

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Conference Registration

THREE EASY WAYS TO REGISTER

Online: www.scripps.org/conferenceservices

Fax: 858-652-5565

Mail: Scripps Conference Services & CME
Quality Summit
11025 North Torrey Pines Rd.
Suite 200, Maildrop: SCRC200
La Jolla, California 92037

QUESTIONS?

Contact: Scripps Conference Services & CME

Phone: 858-652-5400

E-mail: med.edu@scrippshealth.org

There is no fee to attend this Scripps event!

1. Please select which site you plan on attending. Space is limited at each site, so register early!

(Please select only one)

☐ **Scripps Memorial Hospital La Jolla**
Schaetzel Center, Great Hall *(Live Event)*

☐ **Scripps Green Hospital**
(Video Conference Site)

☐ **Scripps Mercy Hospital, Chula Vista campus**
(Video Conference Site)

☐ **Scripps Mercy Hospital, San Diego campus**
(Video Conference Site)

☐ **Scripps Memorial Hospital Encinitas**
(Video Conference Site)

☐ **Scripps Clinic, Rancho Bernardo**
(Video Conference Site)

☐ **Scripps Coastal Medical Center Carlsbad**
(Video Conference Site)

2. Do you want to pre order one of Dr. Toussaint's books and pick it up at the conference? If so, please indicate the quantity below.

___ On the Mend: Revolutionizing Healthcare to Save Lives and Transform the Industry (Hard Cover) \$17.49

___ Potent Medicine: The Collaborative Cure for Healthcare (Hard Cover) \$30

Would you like to receive the Scripps Conference Services & CME email newsletter?

___ Yes ___ No

By completing this registration form and returning it to Scripps, you are acknowledging compliance with all attendance policies.

Please print clearly. Should we have any conference communications or updates, please provide your direct contact information.

FIRST NAME, MI, LAST NAME										DEGREE (MD, DO, PHD, RN, ETC)									
SCRIPPS LOCATION										SPECIALTY									
DIRECT MAILING ADDRESS																			
CITY / STATE / ZIP CODE																			
DIRECT TELEPHONE										FAX									
EMAIL (This is required and will be your user name when accessing your online account.)																			

Payment Method for Dr. Toussaint's Book(s)

☐ **Check** Please make checks payable to Scripps *(in U.S. dollars only)*.

If paying by credit card, please fill out the information below.

☐ Visa ☐ MasterCard ☐ AMEX ☐ Discover

CREDIT CARD NUMBER										EXPIRATION DATE					SECURITY CODE ON CARD (required)				
NAME ON CARD										AUTHORIZED SIGNATURE									
BILLING ADDRESS IF DIFFERENT FROM ABOVE																			