

The **Premier** Event for CIOs

CHiME13

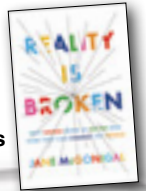
FALL CIO FORUM

Westin Kierland Resort and Spa | Scottsdale, Arizona

October 8-11, 2013

Jane McGonigal

World-renowned designer of
alternate reality games and
co-founder of SuperBetter Labs



Jim Collins

Best-selling author, student
and teacher of enduring
great companies



Registration
is Ready...
Are You?

Register online today!

www.cio-chime.org/chime13



Jamie Heywood

Chairman and Co-Founder of
PatientsLikeMe and the ALS
Therapy Development Institute

CHIME13

FALL CIO FORUM

Welcome to all CHIME Foundation Representatives!

CHIME13 is on track to be the biggest healthcare CIO event of the year, thanks in large part to your continued generous support!

The planning committee has crafted one of the best CIO Forums ever, uniquely structured to strengthen the partnerships between our CHIME members and CHIME Foundation firms. We do hope that you plan on taking full advantage of the exclusive opportunities available to our Foundation firms at the event in October.

Access to the CIO Forum and its timely educational sessions, personal networking opportunities, exceptional sponsorships, and ground-breaking keynote speakers is exclusive to our CHIME Foundation firms and CHIME CIO members.

We will be at the Westin Kierland Resort in Scottsdale Arizona, an incredible conference facility that will no doubt exceed your expectations.

You are an integral part of the invaluable experience that the Fall CIO Forum provides, and we look forward to seeing you there!

The CHIME Board of Trustees

CHIME would like to thank these Foundation firms for their generous support of CHIME13:



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Thinking of taking the CHCIO exam?

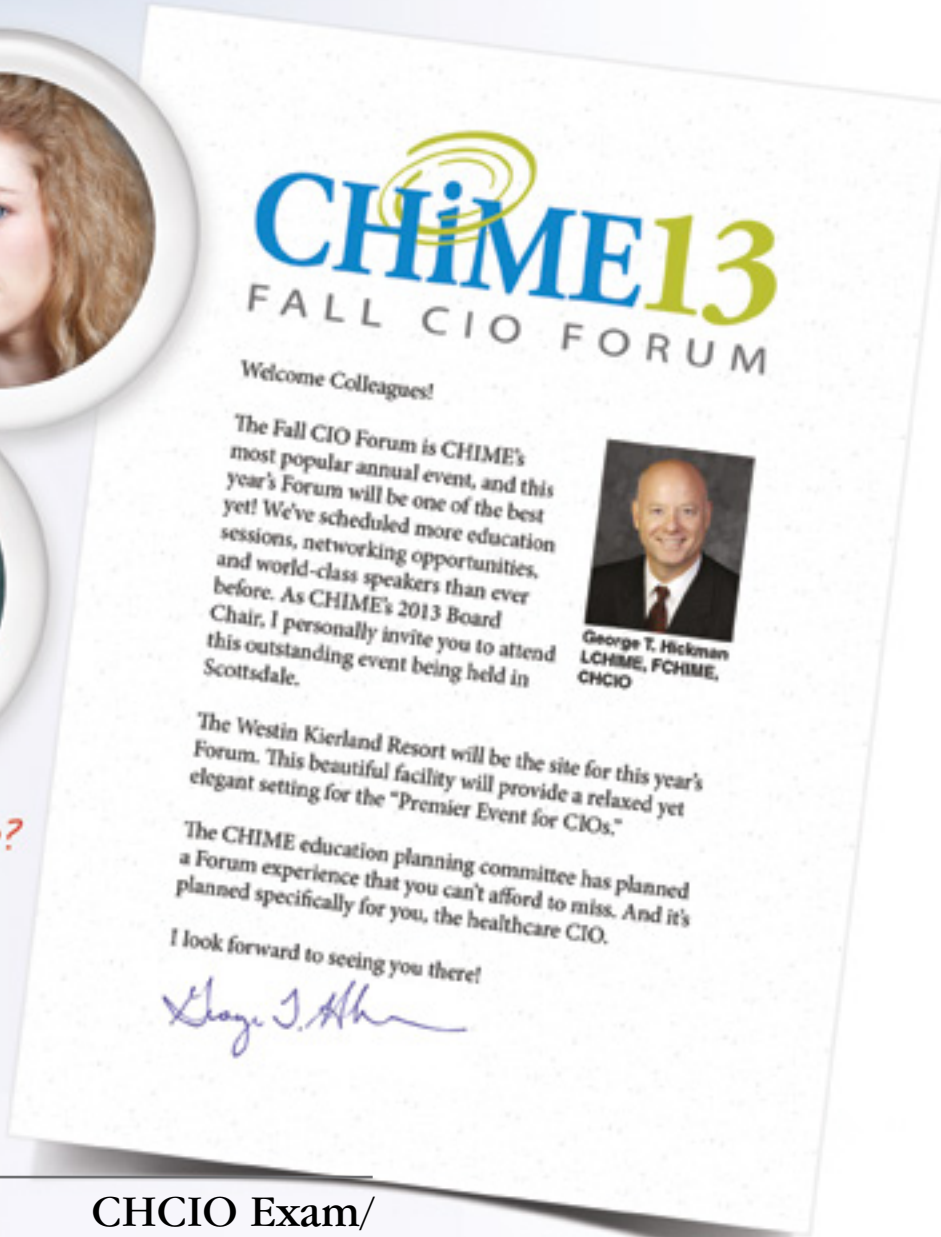


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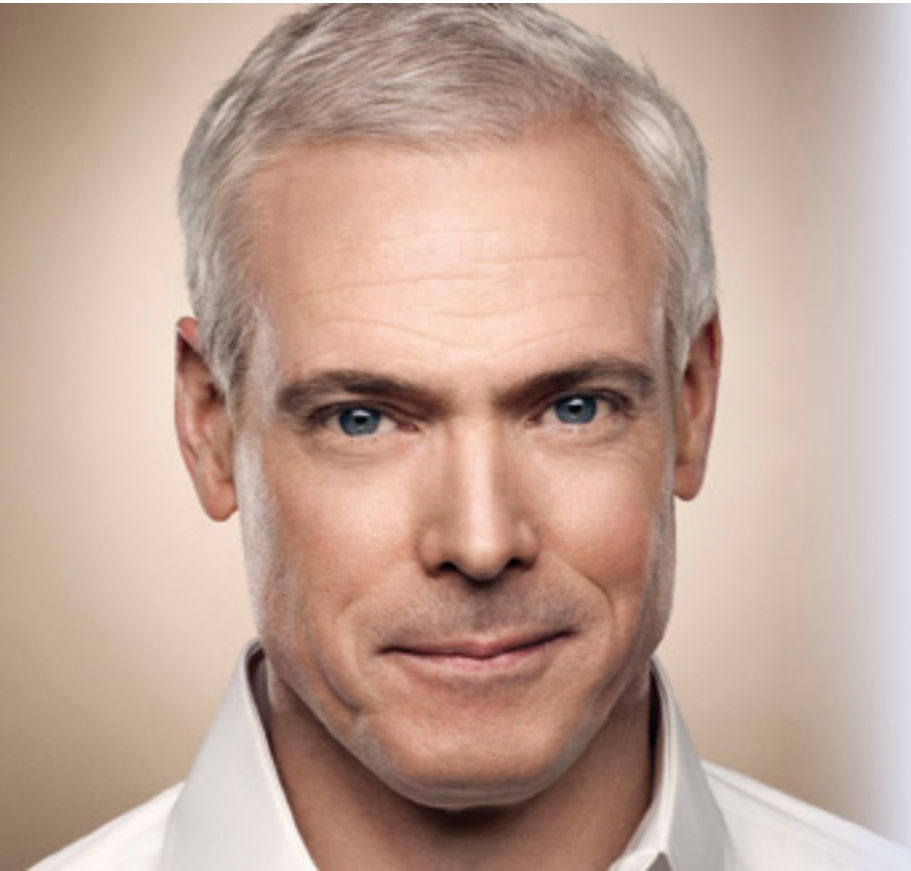
Relevant Track Sessions
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CHIME13 Keynote Speakers



Wednesday, October 9 • 8:00 a.m. – 9:40 a.m.
Opening Keynote | 1 CEU

Jim Collins is a student and teacher of enduring great companies—how they grow, how they attain superior performance, and how good companies can become great companies. Having invested nearly a quarter of a century of research into the topic, Jim has authored or co-authored six books that have sold in total more than ten million copies worldwide. They include the classic *Built to Last*, a fixture on the *Business Week* best seller list for more than six years; the international bestseller *Good to Great*, translated into 35 languages; and *How the Mighty Fall*, a *New York Times* best seller that examines how great companies can self-destruct. His most recent book is *Great by Choice: Uncertainty, Chaos, and Luck—Why Some Thrive Despite Them All*, coauthored with Morten Hansen. Based on nine years of research, it answers the question, Why do some companies thrive in uncertainty, even chaos, and others do not? *Great by Choice* distinguishes itself from Jim's prior books by its focus not just on performance, but also on the type of unstable environments faced by leaders today.

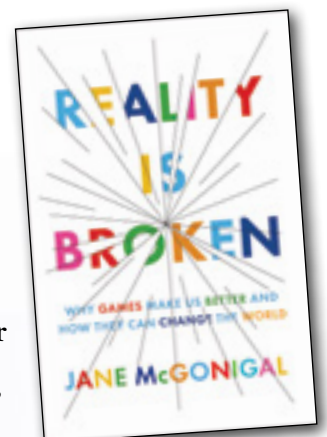




Thursday, October 10 | 8:00 a.m. – 9:30 a.m.
Morning Keynote | 1 CEU

Sponsored by:
PHILIPS
sense and simplicity

Jane McGonigal is today's leading speaker on the engagement economy and the application of game design to the real world. Referencing lessons learned through her work creating games for organizations such as the World Bank, the Olympic Games, the American Heart Association, the New York Public Library, and many more. Her book, *Reality Is Broken: How Games Make Us Better and How They Can Change The World*, is a *New York Times* bestseller. Some of the achievements Jane has unlocked in recent years include: One of *Fast Company*'s 100 Most Creative People in Business, One of *The New York Times*' Top 10 Scientists with the Best Vision for the Future, and one of Oprah Winfrey's 10 most inspiring women in the world. Her research has most recently been published in *Harvard Business Review* and by MIT Press. She is the first game designer invited to deliver a lecture at the World Economic Forum's annual meeting in Davos. Her classic TED talk "Games Can Make a Better World" is ranked #16 all-time, one ahead of Bill Gates.

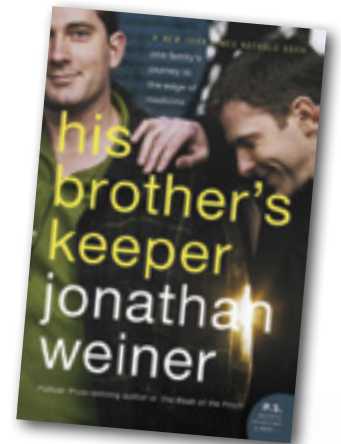


CHIME13 Keynote Speakers



Friday, October 11 | 9:45 a.m. – 10:45 a.m.
Closing Keynote | 1 CEU

Jamie Heywood is the chief scientist and architect for *PatientsLikeMe*, a patient-centered network that allows visitors to share in-depth information on treatments, symptoms and outcomes, and serves as a real-time research platform to advance medicine. An MIT-trained mechanical engineer, Heywood entered the field of translational medicine in 1998 when his 29-year-old brother Stephen was diagnosed with motor neuron disease (MND)/amyotrophic lateral sclerosis (ALS). Today, the social network now has more than 200,000 members with more than 1,500 diseases. Described by CNNMoney as one of the 15 companies that will change the world, Heywood co-founded *PatientsLikeMe* to ensure patient outcomes become the primary driver of the medical care and discovery process.



Pre-Forum Schedule

Sponsored by:



Saturday, October 5 – Tuesday, October 8

Healthcare CIO Boot Camp

The Healthcare CIO Boot Camp is designed specifically for healthcare IT professionals seeking to acquire the skills and knowledge needed to become successful at the CIO level. The teachings are equally appropriate for current CIOs looking to sharpen and enhance their leadership skills.

The intensive 3½ day education program is taught by a faculty of healthcare CIO thought leaders. Combining presentations, small group discussions, case studies, and interactive problem solving, participants learn the real-world skills necessary to become a successful healthcare CIO.

The fee to attend the workshop is not included in the CHIME13 registration fee. The CIO Boot Camp registration is \$3,895.00. Registration will be processed on a first-come, first-served basis, space is limited. Participation is limited to members of CHIME and their direct reports. CHIME Foundation firm representatives are not eligible to attend. (25 CEUs)

**To learn more about the
Healthcare CIO Boot Camp visit**

www.cio-chime.org



Cara Babachicos
CHCIO
Corporate Director of IS, and
CIO, Community Hospitals
and Non-Acute Entities Partners
Healthcare



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Medical Center and College of
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Ed Marx
FCHIME, FHIMSS
Senior Vice President and CIO
Texas Health Resources



Tim Stettheimer
Ph.D., FCHIME, CHCIO
Senior Vice President and CIO
St. Vincent's Health System
and Regional CIO, Ascension Health



Russ Branzell
FCHIME, CHCIO
President and CEO, CHIME

*Thinking about sitting for the exam?
Get all your CELLS in Scottsdale!
Attend Boot Camp and CH/IME 13 and earn 44 CELLS!*

Tuesday, October 8

2:00 p.m. – 4:30 p.m.

CHCIO Examination

Take the next step in your career – become a CHCIO or CHCIO-Eligible.

Healthcare CIOs who are interested in positioning themselves as a leader within the industry and their organization are encouraged to become certified. CHIME's CHCIO Program is the first healthcare industry credential developed for CIOs by CIOs.

Visit the CHIME website for complete details and to sign up for the exam.

All CHIME educational CEUs are transferrable to CPHIMSS.





Wednesday, October 9 | 10:00 a.m. – 10:45 a.m.

A1 - Crisis Communication in Healthcare IT

Horror stories of lost patient or staff information, inappropriate access to records, and infrastructure downtime that wreaked havoc with hospital electronic processes are common. While CIOs can plan for the unexpected, they can never foresee with absolute certainty, events that can or will cause a facility IT crisis. Healthcare IT senior management has generally not received training on crisis communication. However, it is becoming increasingly common for CIOs and other IT managers to not only serve as information points for internal hospital audiences, but also the general public. A crisis communication plan should be in place for every healthcare IT department so there is an established protocol for working with both internal audiences and the general public.

This session will focus on planning, preparing, and managing crisis communication in healthcare IT.

Speakers: **Steven Bennett**, Vice President, Kirby Partners; **Kelly Styles**, Vice President and CIO, Connecticut Children's Medical Center

CHIME13 Track A: Strategy and Leadership

Wednesday, October 9 | 11:15 a.m. – 12:00 p.m.

A2 - Jackson Health Network: A Journey to Accountable Care

The Accountable Care Organization (ACO) concept has become a prominent trend in the healthcare industry. A foundational assumption has been that with the growth of healthcare IT and use of evidence-based standards of care, healthcare providers are better able to improve the health of their aggregate patient populations. Jackson Health Network (JHN), in partnership with Allegiance Health of Jackson, Michigan, has already begun this journey as a Clinically Integrated Network.

JHN leadership has established a goal of joining the Medicare Shared Savings Program to establish an ACO that qualifies for participating in the savings obtained from improving the health of a population of Medicare beneficiaries. This journey is not simplistic and requires significant design of strategy and operations, as well as sophisticated financial modeling and performance measurement. A clear understanding of ACO components and capabilities is required, along with a detailed gap analysis and plan to establish an ACO-ready infrastructure. It is also critical to establish and maintain the vision, collaborative relationships, and procedures for successfully coordinating care. Stakeholders also need to reach consensus on the ability to accept risk, impacts on the demand for health services in the community, and potential market dynamics from competing groups of accountable providers.

This session will focus on JHN's decision to participate in an ACO and the requirements necessary to become successful. Participants will learn the components and strategic capabilities of a viable ACO as well as how to identify factors to evaluate a potential MSSP application. They will also discover financial and operational risks encountered by ACOs, and discuss the common challenges and pitfalls encountered in ACO development.

Speakers: **Bruce Eckert**, National Practice Director, Beacon Partners; **Richard Warren**, LCHIME, CIO, Allegiance Health

Thursday, October 10th | 10:00 a.m. – 10:45 a.m.

A3 - One Patient, One Record: A Journey

In 2007, Children's Hospital of Atlanta began a transformative journey to create a single patient record across all hospital and neighborhood locations. Amidst continuous change in the healthcare industry, Children's sought to create patient and provider centricity, strategic alignment, process excellence, and innovation through technology. Over the past five years, Children's has reduced its pediatric mortality rate by 10 percent and decreased medication errors by more than 70 percent.

Children's focused on several key initiatives: 1) Create an electronic health record for patients; 2) Form a community health record across all Children's hospitals, neighborhood locations and community physicians; 3) Develop business intelligence competency to support Children's through a "Big Data" tsunami; 4) Facilitate increased user mobility; 5) Strengthen identity management, security and patient privacy; and 6) Maintain a robust, reliable and resilient infrastructure.

This session will highlight Children's journey and explain how a project of this size and scope required sustained coordination in alignment with business, made possible by continuous evolution of disciplined enterprise governance around information and technology.

Speaker: **Praveen Chopra**, CIO and Chief Supply Chain Officer, Children's Healthcare of Atlanta

Thursday, October 10th | 11:15 a.m. – 12:00 p.m.

A4 - From Real-Time Analytics to Hurricane Sandy: The Power of a Strategic Informatics Platform

Based in Flemington, NJ, the flagship of the Hunterdon Integrated Delivery Network (IDN) is Hunterdon Medical Center, a 178-bed teaching hospital that provides a full range of preventive, diagnostic and therapeutic health services. Similar to many IDNs, Hunterdon Healthcare System has taken a best-of-breed approach when selecting healthcare technology solutions. As a result, the IT department supports a variety of applications with hundreds of interfaces from multiple vendors, making it a major challenge to normalize data across systems and view information in a timely way.

In order to leverage this data, Hunterdon Healthcare realized that it needed to be more strategic in its approach to interoperability – moving from a tactical integration engine to a more robust strategic informatics platform. After implementing this platform, Hunterdon Healthcare quickly saw a return on investment in the areas of technology infrastructure, performance, integrated workflow, patient engagement, and real-time analytics.

This session will explore Hunterdon Healthcare's strategic informatics platform, in addition to sharing how they used it to mobilize patients and their data to operational facilities during Hurricane Sandy in October 2012.

Speakers: **P. Nelson Le**, MD, HealthShare Senior Advisor, InterSystems; **Glenn Mamary**, Vice President and CIO, Hunterdon Healthcare

CHIME13 Track B: Organizational Performance Improvement



Wednesday, October 9 | 10:00 a.m. – 10:45 a.m.

B1 - Proving the Benefits of Technology in the Care Setting

Like so many healthcare organizations, MedCentral Health System has been exploring how information technology can help improve patient care and outcomes, increase compliance with regulatory and accreditation bodies, and enhance operational efficiencies to capture both hard and soft return on investment (ROI). Since 2004, MedCentral has pioneered a system-wide IT initiative known as Project Expert Care with the goal of leveraging IT systems to help achieve clinical, strategic and regulatory goals.

MedCentral employs a process improvement committee that collects pre-metrics for a given project and extrapolates potential benefits to show that it will not only benefit patients (i.e., by reducing lengths of stays [LOS]), but also provide solid ROI for the health system (i.e., by reducing staff documentation time, thus, increasing productivity).

MedCentral has leveraged this committee approval process over the years to drive successful projects in several areas to impact quality. While this focus on exploring the value of IT in a healthcare setting is not new, MedCentral's dedication to tracking and reporting on pre-and post-implementation metrics is – and this session will explore how it has been especially important in helping MedCentral prioritize IT projects that will provide the most benefit to patients, staff and the business.

Speaker: **Mike Mistretta**, CHCIO, Vice President and CIO, MedCentral Health System

CHIME13 Track B: Organizational Performance Improvement

Wednesday, October 9 | 11:15 a.m. – 12:00 p.m.

B2 - Critical Success Factors For Establishing an Analytics Department

When it comes to big data and analytics, hospitals are presented with the immense challenge of sifting through enormous amounts of patient information to develop value-based care. Learn how Medical Center Health System was able to create and establish the tools and capabilities necessary for a successful analytics department. Key success factors include: 1) Forming an Analytics Steering Committee; 2) Establishing a budget; 3) Ensuring staff development and onboarding; 4) Identifying key metrics and categorizations including hierarchies and aggregations; 5) Establishing criteria for prioritizing requests and fulfillment and; 6) Ensuring analytics adhere to standards.

This session will highlight best practices to creating a successful analytics department.

Speakers: **Gary Barnes**, LCHIME, FCHIME, CHCIO, CIO, Medical Center Health System; **David Dobbs**, National Practice Director Health Analytics, maxIT-VCS, an SAIC Company

Thursday, October 10th | 10:00 a.m. – 10:45 a.m.

B3 - Navigating the Quality Measure Landscape: What CIOs Need to Know

Our quality reporting landscape is in a constant state of change. Between CMS, payers and accrediting agencies, the number of constituents requiring healthcare data is growing at a rapid rate--and increasing the pressure on healthcare organizations to stay ahead of the game.

This session will offer strategies for meeting the healthcare industry's quality reporting demands by automating clinical data collection, clinical quality measure calculation, and data submissions using the electronic health record, along with other technologies. CIO Randy McCleese, whose organization tackled clinical quality measures head-on, as well as laid a foundation for the quality measures to come, offers his recommendations and insight. Participants will learn about the surge of data requirements for quality reporting, strategies on how to leverage technology to meet today's increased reporting demands, and the potential for a single universal data model in the future.

Speakers: **Randy McCleese**, FCHIME, CHCIO, CIO, St. Claire Regional Medical Center; **Melissa Swanfeldt**, Associate Vice President of Marketing, MEDITECH

Thursday, October 10th | 11:15 a.m. – 12:00 p.m.

B4 - R UR DOCS TXTING?

Doctors are gravitating towards text messaging at work for the same reasons they use texting in other facets of their lives – it is simply faster and more efficient. Texting allows physicians to quickly collaborate with care teams, consult with specialists, receive notifications on lab reports, check patient status, and more. While texting can improve speed in treating patients, raise patient satisfaction, and increase quality of care, it poses serious security risks. Using text messaging to send protected health information (PHI) violates HIPAA regulations, so hospitals must either forbid it or turn a blind eye.

Understanding that the benefits of texting were far too attractive to hold doctors at bay, Beaufort Memorial Hospital decided to face the challenge head-on. They began piloting a secure texting solution in the summer of 2012 and by year-end, doctors and nurses in Cardiology, Radiology, Anesthesiology were communicating and collaborating via HIPAA compliant text messaging.

This session will outline the progress that has been made since then, explain the path to replace pagers with text messaging, and outline the processes and policies that worked for care providers and IT at Beaufort Memorial Hospital.

Speaker: **Ed Ricks**, Vice President and CIO, Beaufort Memorial Hospital





Wednesday, October 9 | 10:00 a.m. – 10:45 a.m.

C1 - MEWS - EMR Dashboard for Critical Interventions

In the critical care setting, a patient's condition can take a turn for the worse within a matter of minutes. As a consequence, serious adverse outcomes can occur even within the short time periods between nursing and clinician rounds. By applying an evidence-based algorithm for early warning of adult distress, a real time dashboard within the EMR was created that stratified critical care patients based upon that early warning score. Those patients most at risk elevated to the top of the list. That dashboard was then made available via wireless iPads to a circulating rapid response team to identify, quickly, patients most at risk and to arrive at their bedside, in most cases, before the patient's nurse and intensivist were aware there was a problem.

This session will highlight the development of a medical early warning system (MEWS) using advanced EMR tools to provide a real-time, and constantly refreshing, clinical dashboard of the acuity of patients, relying upon an evidence-based scoring algorithm. This represents a higher level of intelligent clinical decision support, leveraging the rich underlying clinical data within the EMR, and taking advantage of the real-time data flows into the EMR from bedside monitoring equipment. Outcome results indicating that the use of this tool resulted in a steady decrease in the number of codes occurring both in and outside of the ICUs will also be presented.

Speakers: **Colin Banas**, CMIO, VCU Health System; **Richard Pollack**, Vice President and CIO, VCU Health System

CHIME13 Track C: Business and Care Transformation

Wednesday, October 9 | 11:15 a.m. – 12:00 p.m.

C2 - The Next Frontier - Optimizing Physician Documentation

As recognized innovators in information technology, Geisinger and UPMC have deployed an EHR across their organizations, achieving high levels of adoption and outcomes. While these organizations have earned recognition and success, they, like many in the healthcare industry, face challenges with efficient and effective inpatient physician documentation.

Each of these organizations has selected a different vendor as their core electronic health record and have been implementing for over a decade. Physician documentation has evolved based on end-user input, continued product development, and changing regulatory and reimbursement needs. This evolution has resulted in several challenges related to documentation and standards. Each organization has improvement efforts underway to address this challenge, including technology, people and process solutions. Through these efforts, they have established lessons learned and best practices that will be shared, which includes defining a roadmap that encompasses governance, workflow analysis, documentation standards, education, technology development and training.

This session will highlight the experiences and improvement efforts of both organizations including: 1) High-level roadmap that participants may customize and apply in their own setting; 2) Process for change leadership and clinician engagement ; 3) Approach to physician documentation optimization; and 4) Describe technology innovations that support the transformation and improvement process.

Speakers: **Jody Cervenak**, Principal, Aspen Advisors; **Daniel Martich**, MD, Vice President and CMIO of Physician Services, UPMC; **Frank Richards**, CIO, Geisinger Health System; **Jim Venturella**, CIO, Hospital and Physician Services Division, UPMC

Thursday, October 10th | 10:00 a.m. – 10:45 a.m.

C3 - Building a Scalable and Automated Population Health Infrastructure for Clinical Integration and Care Management Under Value-Based Care

American healthcare organizations increasingly recognize that clinical integration of providers is a prerequisite to improved care coordination, population health management, and value-based care. Yet studies show that clinical integration – the ability to coordinate appropriate care for the population served – represents a significant gap across all healthcare organizations. Those organizations that score highest on clinical integration exhibit a greater ability to foster coordination and collaboration across multiple providers during an episode of care. Their success hinges on a robust health IT infrastructure that enables care teams to deliver efficient, high quality, coordinated care across multiple settings.

To ensure its success under value-based care, Orlando Health has formed a clinically integrated network that includes its employed doctors, independent primary care physicians, and practitioners employed by the University of Florida healthcare system. Orlando Health also is participating in a CMS Medical Neighborhood demonstration project, working with ambulatory care offices that have achieved NCQA accreditation as patient centered medical homes.

This session will focus on Orlando Health's effort to create the scalable, automated population health infrastructure needed to support clinical integration and to thrive under value-based care.

Speaker: **Rick Schooler**, LCHIME, FCHIME, CHCIO, Vice President and CIO, Orlando Health

Thursday, October 10th | 11:15 a.m. – 12:00 p.m.

C4 - Optimizing a Telehealth Program

Miami Children's Hospital has launched a state-of-the art telehealth program to provide access to specialty pediatric healthcare both locally including in underserved domestic geographic locations and internationally. The MCHAnywhere telehealth program includes a 2,400 square foot state of the art command center equipped with advanced two-way voice, data and video technology, and a high speed broadband wireless network with the capacity to send and receive high-resolution visual images, radiology reports, laboratory tests and other information. Utilizing the hospital's high-speed broadband wireless network and advanced contact center technology, the specialists staffing the MCH command center can consult with local physicians, nurses or other medical professionals, examine pediatric patients, provide diagnoses, counsel children and parents, and consult with EMTs or paramedics preparing a child for emergency air ambulance transport. There is also potential to facilitate the coordination of highly efficient medical response to regional pandemics and natural disasters, substantially improving the region's emergency surge capacity.

This session will outline the operational plan to support this program, including creating physician compensation structure for employed and non-employed physicians, prioritizing specialty deployment based on consumer need, creating secure processes to upload DICOM images from referring sites, and building the EMR system for mini-quick registrations, command center scheduling, and physician documentation. Additionally, participants will learn about the development of the MCH Telehealth MD Credentialing program, procedures for business and after business hours consultations, creation of the telehealth web site, and how MCH deployed in-house developed and 3rd party apps.

Speakers: **Jacques Orces**, CMIO, Miami Children's Hospital; **Anita Wilson**, CHCIO, Administrative Director, IT Clinical Operations, Miami Children's Hospital



Wednesday, October 9 | 10:00 a.m. – 10:45 a.m.

D1 - Vendor Neutral Archive (VNA): The Journey to Image Enabling the EMR Beyond DICOM

Today's CIOs are challenged with the silos of clinical imaging data beyond radiology. With the onset of Meaningful Use Stage 2 dictating the need to share images, CIOs must begin to understand what technologies are available to complete the EMR.

Designed to stimulate participation regarding how to image enable the EMR with all clinical imaging content, this session will explore how CIOs can address consolidation of the clinical image record and provide added value to the EMR. In addition to discussing their own experiences, presenters will also address what is needed to accomplish a complete image-enabled EMR; what applications/systems/tools/resources are available to support the initiative; how to leverage existing applications/systems/tools/resources to achieve success; strategies to achieving buy-in from major constituents to support the effort; the importance of images beyond just radiology for the patient record and; TCO of imaging enabling the EMR.

Speakers: **George McCulloch**, FCHIME, CHCIO, Deputy CIO, Hospitals and Clinics, Vanderbilt University Medical Center; **Greg Strowig**, Chief Operating Officer, TeraMedica, Inc.

CHIME13 Track D: Emerging Issues in Healthcare and Health Information Technology

Wednesday, October 9 | 11:15 a.m. – 12:00 p.m.

D2 - Learning to Leverage Social Networking and User Experience Optimization Tools to Drive Patient-Centered Clinical Workflow

The rapid shift from volume-based reimbursement to value-based reimbursement requires organizations and their staff to dramatically change the processes used to deliver care. Rather than focus on a cost-plus approach to care delivery, organizations must creatively develop and deploy processes and workflows that deliver high quality care and excellent clinical outcomes at an affordable price. Clinicians, including physicians, nurses, pharmacists, and therapists increasingly embrace all forms of technology, especially such devices as tablets and smartphones. An entire generation of caregivers now thinks about and utilizes information technology tools in ways unthinkable even ten years ago.

The availability of these new technologies, and more importantly, how these technologies can be used in healthcare, asks the question of what is a best practice for leveraging these new tools and can these new tools be the new era of a patient-centric record.

This highly interactive session will explore how these devices can be used to design efficient processes and clinical workflows. The presenters will introduce the subject to the attendees in a short five minute overview, then work to capture ideas about care team driven patient-centered care that leverages the use of social networks and user interface optimization tools from other industries. Within 24 hours of the conclusion of the session, the presenters will prepare and distribute to the attendees a summary white paper that includes references and resources, and summarizes the session interactions, discoveries and conclusions.

Speakers: **Barry Chaiken**, CMIO, Infor; **Joel Vengco**, CIO, Baystate Health

Thursday, October 10th | 10:00 a.m. – 10:45 a.m.

D3 - Interoperability at Work: Local HIE Adoption Expanding to Regional and Ultimately Statewide Data Sharing

Capitalizing on the opportunity of a \$1 million ONC HIE grant in New Jersey, South Jersey Healthcare partnered with three smaller health systems in surrounding counties to connect to each other, and in a short time, enabled the State of New Jersey to meet its goals for a Statewide Health Information Network. Within six months, the number of queries to the exchange grew from 78,000 to over 115,000 on a monthly basis - the largest number of queries of the five regional HIEs in the State.

This session will tell the journey of how South Jersey Healthcare has connected over 200 employed and voluntary physicians in the community; success factors of the initiative; basis for high rate of adoption; and how the HIE has reduced administrative burden and facilitated proper transitions of care. Presenters will also explain how collaborating with State and local resources, vendors, and slightly competing organizations with multiple competing priorities can help. Additionally, the session will touch on the many challenges associated with the project including the complexity of several mergers and an unplanned reduction in the anticipated timeline.

Speakers: **Thomas Pacek**, Vice President of Information Systems and CIO, Inspira Health Network (formerly South Jersey Healthcare); **Robin Settle**, Partner, Kurt Salmon

Thursday, October 10th | 11:15 a.m. – 12:00 p.m.

D4 - Surviving the Downturn

The thriving healthcare IT industry is no longer news, but much like the real estate market, there's a crash coming, and soon. In 2009, Congress passed the Affordable Care Act (ACA) and created a set of "carrot" and "stick" incentives that resulted in the Healthcare Information Technology (HCIT) boom.

Unfortunately, there is an undercurrent to this "provider IT boom" that does not indicate a soft landing. Health related costs are increasing much faster than revenue. Employers are pushing back on private insurance and employees will pay more. Federal entitlements are under tremendous pressure and our public healthcare system is fundamentally broken. Consolidation of physicians and hospitals has started, insurance companies are becoming providers, and Wal-Mart and Walgreens have opened up clinics. As total healthcare expenditures approach 20% of GDP, there is little doubt that a major correction will be required.

We can see the train coming and have the opportunity to focus on the fundamentals. Demand remains unfettered and resource constraints are real and being felt every day. Few organizations formally define the relationship between scope, service levels and cost. This lack of objective measurement makes it difficult to benchmark and/or improve specific areas of performance. Given that shared services are generally the initial and primary target for cost reduction, objective measures will be critical to any third party evaluation. There's no doubt that a train is rushing toward Healthcare IT. The question is, will healthcare IT get hit, or will it figure out a way to get on board before the crash?

This session will take an in depth look at the realities of a market cycle that is rapidly approaching.

Speakers: **Steven Heck**, President, MedSys Group; **Joan Hicks**, Vice President and CIO, UABHS; **Edward Marx**, FCHIME, Senior Vice President and CIO, Texas Health Resources; **Jon Morris**, Senior Vice President and CIO, WellStar

CHIME13 Education Schedule



Connect to Education

Wednesday, October 9

7:00 a.m. – 7:45 a.m.

Sunrise Session #1 (1 CEU)

Surviving a Meaningful Use Audit: Hear from Those Who Have Been There

With so much at stake, an IT leader must understand the Medicare and Medicaid audit documentation requirements to prepare their organizations, prior to and after attestation. Also a must is EMR vendor cooperation and understanding of the requirements for surviving an audit. CIOs who have experienced a Meaningful Use Audit will share insights as to what their organizations experienced and how they interacted with the audit firms.

Speakers: **Neal Ganguly**, MBA, FCHIME, FHIMSS, CHCIO, CIO, CentraState; **Elizabeth Johnson**, FHIMSS, Vice President, Applied Clinical Informatics, Tenet Healthcare Corporation; **Pam McNutt**, FCHIME, Senior Vice President & CIO, Methodist Health System



Neal Ganguly



Elizabeth Johnson

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Pam McNutt

Sunrise Session #2 (1 CEU)

CHIME Member Orientation – Make the Most of Your Membership

Attendees at this session will learn how to take advantage of the wealth of benefits available to all CHIME members. We'll highlight online and in-person opportunities in the areas of education, networking, and professional development (including the CHCIO program). This session is appropriate for members who are new to CHIME as well as members who simply want to get more involved.

Speakers: To be announced

8:00 a.m. – 9:40 a.m.

Opening Keynote Session (1 CEU)

Jim Collins, Best-selling author, student & teacher of enduring great companies



Jim Collins

CHIME13 Education Schedule

10:00 a.m. – 10:45 a.m.

CHIME Track Sessions – Round 1 (1 CEU each)

Choose from four concurrent sets of peer-reviewed education tracks. **ENCORE TRACK SESSIONS**—Attendees will select the best-of-the-best Track Session presentations from Wednesday and Thursday, and these sessions will be invited back for an encore presentation on Friday, October 11, 2013.

Strategy and Leadership	Organizational Performance Improvement	Business and Care Transformation	Emerging Issues in Healthcare and Health Information Technology
A Crisis Communication in Healthcare IT 1 Details on page 8	B Proving the Benefits of Technology in the Care Setting 1 Details on page 10	C MEWS – EMR Dashboard for Critical Interventions 1 Details on page 12	D Vendor Neutral Archive (VNA): The Journey to Image Enabling the EMR Beyond DICOM 1 Details on page 14

11:15 a.m. – 12:00 p.m.

CHIME Track Sessions – Round 2 (1 CEU each)

Strategy and Leadership	Organizational Performance Improvement	Business and Care Transformation	Emerging Issues in Healthcare and Health Information Technology
A Jackson Health Network: A journey to Accountable Care 2 Details on page 9	B Critical Success Factors for Establishing an Analytics Department 2 Details on page 11	C The Next Frontier – Optimizing Physician Documentation 2 Details on page 13	D Learning to Leverage Social Networking and User Experience Optimization Tools to Drive Patient-Centered Clinical Workflow 2 Details on page 15

12:00 p.m. – 1:30 p.m.

Networking Luncheon

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1:30 p.m. – 3:00 p.m.

CHIME Foundation Focus Groups - #1 (1.5 CEUs each)

Executive exchange sessions facilitated by CHIME Foundation Firms. These sessions are valuable networking opportunities that promote the exchange of thoughts, ideas, and opinions.

3:30 p.m. – 5:00 p.m.

CHIME Foundation Focus Groups - #2 (1.5 CEUs each)

5:15 p.m. – 6:00 p.m.

Special Plenary Session (1 CEU)

Updates from the ONC

Speaker: Farzad Mostashari, MD, National Coordinator, ONC

Join Dr. Mostashari as he highlights ONC/HHS program milestones to-date and the current state of EHR adoption. He will dialogue with CIOs on the how best to prepare for the challenges of interoperability and other transformational changes.



Farzad Mostashari, MD

Thursday, October 10

7:00 a.m. – 7:45 a.m.

Sunrise Session #1 (1 CEU)

Public Policy – Patient Consent and Data-Matching: Resolving Interoperability Challenges

With the objective of identifying best practices and providing subsequent policy recommendations at the Federal level, StateNet is gathering input from across the industry. For a quick snapshot on efforts to date and the opportunity to share your observations, join colleagues for this informative dialog.

Speakers: **Neal Ganguly**, MBA, FCHIME, FHIMSS, CHCIO, CIO, CentraState; **John Haughton**, CMIO, Covisint



Neal Ganguly



John Haughton

Sunrise Session #2 (1 CEU)

New Strategies for Information Governance: Avoiding Risk and Building Value

Presented in collaboration with AHIMA

Headlines about stolen laptops, data breaches, and medical identify theft and a growing emphasis on big data underscore why information governance (IG) is fast-emerging as a priority for healthcare. Existing methods for securely managing health information are proving inadequate in the digital age. Healthcare organizations must invest in new ways to manage, control, and understand all of their data. In this session, HIT and HIM executives will discuss new IG strategies to effectively manage health information toward improved information integrity, decision-making and business results, and the ability to protect sensitive patient data.

8:00 a.m. – 9:30 a.m.

Keynote Session (1 CEU)

Jane McGonigal, PhD

World-renowned designer of alternate reality games

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PHILIPS
sense and simplicity



Jane McGonigal

10:00 a.m. – 10:45 a.m.

CHIME Track Sessions – Round 3 (1 CEU each)

Choose from four concurrent sets
of peer-reviewed education tracks.

Strategy and Leadership	Organizational Performance Improvement	Business and Care Transformation	Emerging Issues in Healthcare and Health Information Technology
A One Patient, One Record: A Journey 3	B Navigating the Quality Measure Landscape: What CIOs Need to Know 3	C Building a Scalable and Automated Population Health Infrastructure for Clinical Integration and Care Management Under Value-based Care 3	D Interoperability at Work: Local HIE Adoption Expanding to Regional and Ultimately Statewide Data Sharing 3
Details on page 9	Details on page 11	Details on page 13	Details on page 15

BE SURE TO CAST YOUR VOTE—Attendees will select the best-of-the-best Track Session presentations from Wednesday and Thursday, and these sessions will be invited back for an encore presentation on Friday, October 11, 2013.

CHIME13 Education Schedule

11:15 a.m. – 12:00 p.m.

CHIME Track Sessions – Round 4 (1 CEU each)

Choose from four concurrent sets of peer-reviewed education tracks.

Strategy and Leadership	Organizational Performance Improvement	Business and Care Transformation	Emerging Issues in Healthcare and Health Information Technology
A From Real-Time Analytics to Hurricane Sandy: The Power of a Strategic Informatics Platform 4 Details on page 9	B R UR DOCS TXTING? 4 Details on page 11	C Optimizing a Telehealth Program 4 Details on page 13	D Surviving the Downturn 4 Details on page 15

12:00 p.m. – 1:30 p.m.

Networking Luncheon

1:30 p.m. – 3:00 p.m.

CHIME Foundation Focus Groups #3 (1.5 CEUs each)

3:30 p.m. – 5:00 p.m.

CHIME Foundation Focus Groups #4 (1.5 CEUs each)

5:15 p.m. – 6:00 p.m.

Special Plenary Session (1 CEU)

The Future of Patient Identification: Challenges and Strategies for Accurately Matching Patients to their Data — presented in collaboration with AHIMA

Patient identity management is a crucial component of successful health information exchange. A patient's identity must be accurately determined across the institutions that are sharing information before healthcare data about a specific patient can be integrated. The complexity of linking patient identity across providers is exacerbated by the presence of multiple patient identifiers, syntactic and semantic differences in key patient demographic attributes, and duplicate patient registration records.

Friday, October 11

7:00 a.m. – 7:45 a.m.

Sunrise Session (1 CEU)

CMO from the ONC

In his leadership roles as Chief Medical Officer at ONC, Dr. Reider is able to apply his special interests in clinical innovation, user experience, and clinical decision. He believes successful EHR adoption is key to driving shared decision-making, evidence-based medicine, and improved quality and outcomes. Join Dr. Reider as he explores the impact health IT policy is having on requirements for Stage 2 quality measures and shares insights into how the field is addressing some of the key challenges and barriers to EHR adoption.

Speaker: Jacob Reider, MD, Chief Medical Officer, Office of the National Coordinator (ONC)



Dr. Jacob Reider

8:00 a.m. – 8:30 a.m.

Opening Remarks and the 2013 CHIME Awards Presentation

8:45 a.m. – 9:30 a.m.

CHIME Track Sessions - Encore Presentations (1 CEU each)

The best-of-the-best presentations from Wednesday and Thursday!

9:45 a.m. – 10:45 a.m.

Closing Keynote Session and adjournment (1 CEU)

Jamie Heywood

Chairman and Co-Founder of PatientsLikeMe and the ALS Therapy Development Institute



Jamie Heywood

CHIME13 Networking Events

Tuesday, October 8

Connect to Network

12:30 p.m. – 5:00 p.m.

CHIME13 Annual Golf Tournament | Westin Kierland Resort | Lunch at 12:30 p.m. | Tee-off 1:00 p.m.

This year's annual tournament will be played at the Westin Kierland Resort located on the grounds of the CHIME conference. The Westin Kierland Golf Experience brings together perfectly manicured championship golf, the best exercise physiology, top golf instruction, on-site golf equipment fitting and the latest in golf technology all at one location.

The cut-off date for golf registration is September 6, 2013

NOTE: There are 30 spots available for CHIME Foundation Firm representatives. Foundation firms may register one representative for the tournament until these slots are filled. Others will be put on a waitlist and accommodated on a space available basis.

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1:00 p.m. – 4:30 p.m.

CHIME Recreation – Heard Museum Tour

Built in the early 1900s, the internationally acclaimed Heard Museum provides a unique glimpse into the fascinating cultures and art of Native Americans of the Southwest. The graceful Spanish Colonial-style architecture of the museum tells its own story and beckons visitors to learn more. Its elegant arched walkways, ten spacious galleries, outdoor-bricked patios, fountains, and lush desert landscapes add to the rich Southwestern experience your guests will enjoy. The museum is known for its extensive collection of artifacts, fine art, and unique exhibits. In addition to the extraordinary permanent collections, a number of special exhibits will also be available at the Heard Museum during our tour.



1:00 p.m. – Depart the Westin Kierland Resort

1:30 p.m. – Arrive at Heard Museum

4:00 p.m. – Depart museum

4:30 p.m. – Return to hotel

1:00 p.m. – 4:30 p.m.

CHIME Community Service Project – St. Mary's Food Bank

St. Mary's Food Bank Alliance, the world's first food bank, is a non-sectarian, nonprofit organization that alleviates hunger by efficiently gathering and distributing food to the hungry. Serving two-thirds of Arizona's 15 counties, the organization is committed to volunteerism, building community relationships and improving the quality of life for Arizonans in need.

Upon arrival, participants will be divided and assigned into several areas of the Food Bank, including; inspecting, sorting, and packing homebound food bags. Participants will be sure to leave with a sense of fulfillment knowing you have assisted local residents.



1:00 p.m. – Depart the Westin Kierland Resort

1:30 p.m. – Arrive St Mary's

4:00 p.m. – Depart

4:30 p.m. – Return to hotel

7:00 p.m. - 9:00 p.m.

CHIME13 Welcoming Reception and Dinner

Reconnect with old friends and colleagues, welcome, and introduce yourself to new CHIME members.



CHIME13 Networking Events

Wednesday, October 9

6:15 a.m. – 7:45 a.m.

Fun Run for Charity

Join your colleagues for an early morning Fun Run (or walk) that will benefit the local chapter of the Special Olympics. *Registration fee: \$20**



7:30 a.m. – 9:00 a.m.

CHIME Breakfast Buffet

A bountiful and healthy breakfast buffet is a great way to start the forum!

12:00 p.m. – 1:30 p.m.

Networking Luncheon

Sponsored by



6:00 p.m. – 9:00 p.m.

Networking Reception and Dinner

Swap stories about opening day and get reacquainted. You'll enjoy this outstanding networking opportunity, a relaxing evening with friends, dinner, and cocktails.

Dinner begins at 7:00 p.m.

Sponsored by



Thursday, October 10

7:30 a.m. – 9:00 a.m.

CHIME Breakfast Buffet

12:00 p.m. – 1:30 p.m.

Networking Luncheon

7:00 p.m. – 10:00 p.m.

CHIME13 Closing Reception and Dinner

The final "can't miss" CHIME13 networking event, it's sure to be a fun-filled evening to share with old and NEW friends.

Sponsored by



Friday, October 11

7:30 a.m. – 9:00 a.m.

CHIME Breakfast Buffet

Say your goodbyes, enjoy a health breakfast, and enter to win one of the prizes in the 10:45 a.m. raffle drawing!

Friday Morning Raffle

Double your chances of winning! Attend the Friday morning Awards Ceremony and the Closing Keynote for your chance to win...

- \$2,000 American Express Gift Card
- \$2,000 Apple Vacations Gift Card
- National Park Adventure Packages
- R&R at B&B Getaways



Registration and Hotel Information



To Register: Register online at CHIME13 or complete the registration form for each person attending (*no separate form needed for spouses*) with payment information. All funds must be in USD.

Note: CIO Forum attendance is limited to CHIME members and representatives of CHIME Foundation firms. Applications for membership must be received and approved by **September 6, 2013** to attend. All registrations will be confirmed by email. Call the CHIME office if you do not receive written confirmation.

Hotel Information and Reservations

Westin Kierland Resort & Spa
6902 E. Greenway Parkway
Scottsdale, Arizona
Telephone: 480-624-1000

Reservations: You may book on-line via the CHIME website or call 1-800-354-5892. Be sure to mention that you are with the CHIME13 Fall CIO Forum.

The reservation cut-off is September 4, 2013. A one-night room and tax deposit is required to hold the reservation. Reservations received after the cut-off will be on a space-available basis only. Make your reservations EARLY!

Room Rate: A block of rooms has been reserved for CHIME members at the special rate of \$229.00* per night for single/double occupancy. Additional Charges include current room tax of 13.27%

**There is an optional \$19 resort charge—you will “opt-in” to secure the services. This includes in-room internet access, local calls, access to Spa facilities, shuttle service to Kierland Commons, and tennis courts and equipment.*

Hotel Cancellation Policy: Should you need to cancel your reservation, you must do so no later than 72-hours prior to the date of your arrival to receive a full refund of your deposit.

Meeting Fees*

	Between 7/3/2013 and 9/6/2013	After 9/6/2013 and onsite
CIO Forum (CIO Members of CHIME)	\$995	\$1195
CHIME Foundation Firm (Limits apply)	Comp	\$150

Your registration fee includes: Badge and credentials, meeting proceedings, attendance at all Forum sessions, breakfasts, lunches, receptions and your choice of recreational activity. Fees do not include hotel accommodations, boot camp, CHCIO examination, golf club rentals, or spouse recreational activities.

Cancellation Policy: Prepaid registrants who cancel in writing on or before September 6, 2013 will receive a full refund; cancellations received after September 6th, no refunds will be issued.

Name _____

Preferred Name for Badge _____

Title _____

Firm _____

Address _____

City/State _____

Country _____ Zip/Postal Code _____

Phone _____ Fax _____

E-mail Address _____

Spouse/Significant Other's Name (first and last) _____

I would like to register for the following CIO Forum activities:

Track Sessions Wednesday and Thursday, October 9-10, 2013	Wed 10/9	Wed 10/9	Thurs 10/10	Thurs 10/10
Please circle one session per time slot:				
Track A: Strategy and Leadership	A1	A2	A3	A4
Track B: Organizational Performance Improvement	B1	B2	B3	B4
Track C: Business & Care Transformation	C1	C2	C3	C4
Track D: Emerging Technologies	D1	D2	D3	D4

Sunrise Sessions	Choose Session	
Sunrise Session, Wednesday, October 9, 7:00 a.m. - 7:45 a.m.	SS1	SS2
Sunrise Session, Thursday, October 10, 7:00 a.m. - 7:45 a.m.	SS3	SS4
Sunrise Session, Friday, October 11, 7:00 a.m. - 7:45 a.m.	SS5	

Event	Between 7/3/13 & 9/6/13	After 9/6/13 & onsite	Total
CONFERENCE FEES (circle one)			
CIO Forum (CIO Members of CHIME)	\$995	\$1195	
CHIME Premiere Foundation Firm Member (limit 5)	comp	\$150	
CHIME Foundation Firm Member (limit 4)	comp	\$150	
CHIME Associate Foundation Firm Member (limit 1)	comp	\$150	

OPTIONAL RECREATION: Tuesday, October 8			
Golf Tournament (limited to 120 players)*			
Golf Club Rental ☐ Right ☐ Left	\$60	\$60	

I would like to be paired with:			
NOTE: There are 30 spots that will be held for CHIME Foundation representatives in the golf tournament. Foundation firms can register one person until the slots are filled. Others will be put on a waitlist and accommodated as space permits.			

CHIME Recreation – Heard Museum Tour	included	included	
CHIME Recreation – Heard Museum Tour (Spouse/Significant Other)	\$50	\$50	
CHIME Giving Back – St. Mary's Food Bank	0	0	
CHIME Giving Back – St. Mary's Food Bank (Spouse/Significant Other)	0	0	
Wednesday, October 9			
Fun Run for Charity	\$20	\$20	
Fun Run for Charity (Spouse/Significant Other)	\$20	\$20	
GRAND TOTAL			

Method of Payment:

- ☐ Check Enclosed
- ☐ Check will be sent under separate cover
- ☐ Credit Card - please check type:
- ☐ AMEX ☐ VISA ☐ MasterCard

Card # _____

Exp. Date: _____

Signature: _____

Return this form & payment to:

CHIME
3300 Washtenaw Ave., Suite 225
Ann Arbor, MI 48104
Phone: (734) 665-0000
Fax (734) 665-492
Email: saldrich@cio-chime.org
www.cio-chime.org



College of Healthcare
Information Management Executives

3300 Washtenaw Avenue, Suite 225
Ann Arbor, MI 48104-4250

CHIME13 Fall CIO Forum Schedule-at-a-Glance

Saturday, October 5 – Tuesday, October 8, 2013

5:00 p.m. - onward Pre-Forum Education - Healthcare CIO Boot Camp*

Tuesday, October 8

8:00 a.m. – 5:00 p.m.	Registration Open
12:00 p.m.	CHIME Boot Camp adjourns
1:00 p.m. – 4:30 p.m.	CHIME13 Recreational event
1:00 p.m. – 4:30 p.m.	CHIME13 Community Service Project
1:00 p.m. – 5:00 p.m.	CHIME13 Annual Golf Outing
2:00 p.m. – 4:30 p.m.	CHCIO Examination*
7:00 p.m. – 9:00 p.m.	Welcoming Reception and Dinner

Wednesday, October 9

6:15 a.m. – 7:45 a.m.	CHIME Fun Run for Charity
7:00 a.m. – 7:45 a.m.	Sunrise Sessions
7:00 a.m. – 5:00 p.m.	Registration Open
7:30 a.m. – 9:00 a.m.	CHIME Breakfast Buffet
8:00 a.m. – 9:40 a.m.	Welcome and Opening Keynote
10:00 a.m. – 12:00 p.m.	Track Sessions
12:00 p.m. – 1:30 p.m.	Networking Luncheon
1:30 p.m. – 5:00 p.m.	CHIME Foundation Focus Groups
5:15 p.m. – 6:00 p.m.	CHIME Plenary Session
6:00 p.m. – 9:00 p.m.	Networking Reception and Dinner
7:00 p.m.	CHIME Foundation-sponsored Dinners – by invitation

Thursday, October 10

7:00 a.m. – 7:45 a.m.	Sunrise Sessions
7:00 a.m. – 5:00 p.m.	Registration Open
7:30 a.m. – 9:00 a.m.	CHIME Breakfast Buffet
8:00 a.m. – 9:30 a.m.	Opening Remarks and Keynote Address
10:00 a.m. – 12:00 p.m.	Track Sessions
12:00 p.m. – 1:30 p.m.	Networking Luncheon
1:30 p.m. – 5:00 p.m.	CHIME Foundation Focus Groups
5:15 p.m. – 6:00 p.m.	CHIME Plenary Session
7:00 p.m. – 10:00 p.m.	CHIME13 Closing Reception and Dinner

Friday, October 11

7:00 a.m. – 7:45 a.m.	Sunrise Session
7:00 a.m. – 11:00 a.m.	Registration Open
7:30 a.m. – 9:00 a.m.	CHIME Breakfast Buffet
8:00 a.m. – 8:30 a.m.	CHIME 2013 Awards Session
8:45 a.m. – 9:30 a.m.	Encore Track Sessions – Attendee selected presentations
9:45 a.m. – 10:45 a.m.	Closing Keynote Address
10:45 a.m.	Meeting adjournment

*This program requires separate registration