

Innovation and Excellence: A Global Forum

**A Three Day Symposium for
International Health Leaders**

October 26-28, 2005

Johns Hopkins Medical Campus
Baltimore, Maryland, United States of America

About Johns Hopkins Medicine International:

Johns Hopkins Medicine International is dedicated to advancing the Johns Hopkins Medicine mission in patient care, research, and education beyond the medical campus in Baltimore, Maryland, USA. Our International Patient Services Department coordinates all facets of care for the thousands of international patients seeking care at Johns Hopkins every year. Our International Collaborations Department seeks to improve the local delivery of health care by partnering with international governments and Ministries of Health along with private and public health care centers and systems.

About the Center for Innovation in Quality Patient Care:

The Johns Hopkins Center for Innovation in Quality Patient Care was created in 2002 to enable a patient-centered reorganization of health care delivery systems at Johns Hopkins. Based on a grass-roots model of change, the Center facilitates the efforts of physicians, nurses, and managers throughout Johns Hopkins to gather data, evaluate changes and recommend and implement best practices. The Center also offers personnel training, information system support and management tools to assist quality improvement and institutions worldwide.

Since its opening in 1889, The Johns Hopkins Hospital has been a leader in the areas of patient care, medical education, and scientific research. Hear from distinguished physicians and senior administrators about the practices and strategies that contribute to Johns Hopkins being ranked America's top hospital by *U.S. News and World Report* for 15 consecutive years.

Seminar presenters will particularly emphasize topics and practices that are immediately transferable to any international health care organization regardless of local regulatory criteria and reimbursement schemas. For the first time, seminar faculty will include presenters from many of Johns Hopkins global partners in Asia, Europe, Latin America, and the Middle East, who can share first hand the strategies successfully implemented within their organizations.

Seminar format will include traditional lectures and presentations along with discussion panels and personalized tours to provide seminar participants with access to presenters and front-line staff responsible for healthcare delivery at Johns Hopkins. The clinical and administrative practices discussed will allow participants to improve their own organization's operational performance.



JOHNS HOPKINS
MEDICINE

Innovation and Excellence: A Global

Highlights

- Learn about the latest clinical and technology trends that are affecting the practice of medicine and how hospitals plan for the future
- Train to use methodologies designed to implement safety and quality initiatives at the unit level
- Meet professional counterparts at Johns Hopkins Medicine
- Tour Johns Hopkins medical facilities
- Hear the successful strategies adopted by Johns Hopkins' international partners

Who should attend?

- International hospital and health system leaders, chief executives and superintendents
- Doctors in administrative positions, such as medical directors and clinical service chiefs
- Doctors who wish to understand how care is managed and what role they can play in their organization
- Head nurses and nursing executives
- Risk managers and project managers of hospital reform activities

Contact

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Wednesday October 26

Sessions during this day will be at:
Phipps Building
600 N. Wolfe Street, Baltimore, MD, 21287
Next to Johns Hopkins Hospital Main Entrance.

8:30 am
Registration and Continental Breakfast
Room 346 and 340

9:00 am
Seminar Welcome
Ronald R. Peterson, President, The Johns Hopkins Hospital and Health System. The leader of America's top ranked hospital for the past 15 years offers his thoughts on what makes Hopkins unique among medical centers. Mr. Peterson will share the current priorities of Johns Hopkins and offer his vision for the future of global health care.

9:30 am
Performance Measurement and Dash Boards
Stephanie Peditto, Senior Project Developer
David Baker, MBA, Business Development Manager
Performance measurements are the key to any successful improvement initiative. To capture and organize these metrics, Johns Hopkins implemented 'safety dashboards' to monitor departmental and institution wide progress in the many safety and quality initiatives underway. This session will describe performance measurement concepts and the organizational strategy and tools implemented at The Johns Hopkins Hospital to advance both safe and high quality care.

11:00 am
Creating a Safer Operating Theatre
John Hundt, MHS Administrator, Department of Surgery
Martin Makary, MD, Surgeon
How do multi-disciplinary professionals work collaboratively to ensure the safest operating environment? Ask representatives from the Johns Hopkins Medicine Department of Surgery how the unit implemented improved communication techniques and scheduling changes to create a safer environment for patients.

12:00 pm

Lunch
School of Nursing: 525 N. Wolfe Street
Carpenter Room¹

1:15pm
Lean Sigma for Healthcare
Laura Winner, RN, MBA, Manager, Operations and Improvement
Richard Hill, Clinical Services Quality and Innovation Coach
Dickson Cheung, MD, Emergency Medicine

Faster, smarter, safer . . . Hear from experienced clinicians and administrators how Lean Sigma techniques can improve patient through put times, compliance, and patient satisfaction.

3:00 pm
Coffee Break

3:15 pm
Quality: The Leadership Perspective. How to Engage your Board, Team and Frontline Employees
Richard "Chip" Davis, PhD, Executive Director, Center for Innovation in Quality Patient Care
The most likely contributor to failed quality initiatives are lack of support, or, 'buy-in' from institution senior leadership, frontline managers and staff. Executive Director Chip Davis shares strategies aimed at securing the necessary 'buy in' from both management and frontline employees. Communicating the business case for quality initiatives and fulfilling the promise of a cultural change emphasizing a safer patient environment will be discussed.

4:15 pm
Panel Discussion: Patient Safety Collaboration and Tools Needed to Maximize Patient Safety Exchange
Moderator: Richard "Chip" Davis, Panel Speakers: Dr. Martin Hernandez, Dean of the School of Health Sciences, Monterrey Tec Mexico & Ian Donachie, Senior Vice President. Nations Healthcare United Kingdom
Hear how two organizations successfully implemented a culture of patient safety and facilitated a regional patient safety exchange network through a unique partnership with Johns Hopkins Medicine International and the Johns Hopkins Center for Innovation in Quality Patient Care

5:15 pm
Welcome Cocktail Reception
Houck Lobby, Phipps Building

¹ The location of the lunch could change depending on the size of the group.

Thursday October 27

Sessions during this day will be at:

School of Nursing. All the sessions will be held at the Alumni Auditorium.

Breakfast and lunch will be held at the Carpenter Room.

525 N. Wolfe Street, Baltimore, MD, 21205

Across the Street from Johns Hopkins Hospital Main Entrance.

8:30 am

Morning Coffee

Carpenter Room

9:00 am

Predictive Modeling: Using Computerized Health Care Data to Identify High Risk Patients

Alumni Auditorium

Jonathan Weiner, DrPH, Professor, Johns Hopkins Bloomberg School of Public Health

Dr. Weiner will discuss how insurance or delivery organizations can apply sophisticated statistical models to computerized administrative or clinical databases in order to prospectively identify patients who will likely benefit from "care management" outreach.

10:00am

Making Sense out of Metrics

James Scheulen, Administrator, Emergency Medicine

Administrator for the Johns Hopkins Medicine Department of Emergency Medicine and Six Sigma Blackbelt, Jim Schulen will discuss the use of metrics which genuinely lend value to an health care organization rather than just full-fill regulatory requirements.

11:00 am

Business Processes/System Change

Stephen Golding, Executive Director HopkinsOne

The Executive Director of Johns Hopkins' Enterprise Resource Planning project will describe a major initiative by Johns Hopkins to replace its core business systems and processes in order to realize benefits in service, compliance and productivity.

12:00 pm

Lunch

1:00 pm

Revenue

Renee Demski, MBA, Director, Operation Integration

Michael Cordone, MD, MPH, Director, Finance Analysis Unit

These popular speakers from previous seminars will update participants on revenue enhancement strategies. The discussion will also include clinical program planning for improved reimbursements.

2:00 pm

Technology and Telehealth Services

Alexander Nason, Director, Johns Hopkins Telehealth, Sr. Manager Johns Hopkins Interactive

Learn cost effective techniques of the use of telehealth services for medical educational services along with revenue generating knowledge transfer services.

3:00 pm

Coffee Break

3:15 pm

Featured Panel Discussion: Strategies for Global Health Care Partnerships

Moderator: Mark Shaver, MBA.

Panelists: Dr. Murat Dayanikli, Vice Chairman Anadolu Health Center Turkey; Mr. Laurence Patrick, Director of Operations Johns Hopkins Singapore and Vasco Luis de Mello, Administrator and President of the executive commission CUF Hospitals, Portugal.

Listen to first hand accounts of the successes (and missteps) from Johns Hopkins partner organizations in Asia and Europe. Panelists will share detailed accounts of the specific processes used to improve their own health care organizations and provide a framework for a successful partnership.

4:30 pm

End

Friday October 28

Sessions during this day will be at:

School of Nursing. All the sessions will be held at the Alumni Auditorium.

Breakfast and lunch will be held at the Carpenter Room.

525 N. Wolfe Street, Baltimore, MD, 21205

Across the Street from Johns Hopkins Hospital Main Entrance.

8:30 am

Morning Coffee

9:00 am

The Nurse as Institutional Leader

Sharon Krumm, PhD, Director of Nursing and Administrator, The Sidney Kimmel Comprehensive Cancer Center

Nursing Administrator Sharon Krumm will share how the role of the Hopkins nurse evolved from that of a unit resource to institutional leader contributing to the recognition of Johns Hopkins Hospital as one of the Best Hospitals in the U.S. Dr. Krumm will also offer insights into the academic curriculum and training for today's nursing leader.

10:00 am

Revolution in Diagnostic Radiology

Martin Bledsoe, Administrator Department of Radiology

Department Administrator Marty Bledsoe will discuss how radiology departments are moving away from traditional diagnostic services into revenue generating procedural based treatments.

11:00 am

Coffee Break

11:15 am

Featured Panel Discussion: Are Best Practices Really Best Practices?

Moderator: Charles Cummings, MD

Panelists: Julie Freishlag, MD, Charles Reuland ScD, Jacek Mostwin, MD,

James Sheel, MD

You do not want to miss this Hopkins panel of physicians and administrator experts discussing the essential elements of a successful hospital. Deliberately provocative, the panelists will openly share previously failed initiatives and offer their own insights into what practices offer genuine value to a health care organization.

12:30 pm

Seminar Keynote Address: Health Care Leadership in a Global Community—Strategic Partnerships and Developing a Global Presence

Steven Thompson, MBA, CEO Johns Hopkins Medicine International, Senior Vice President, Johns Hopkins Medicine

How can the best practices at Johns Hopkins improve your local health care system? Hear from Johns Hopkins Medicine International CEO and Johns Hopkins Medicine Senior Vice President explain how the Hopkins' best practices in medical care and administrative practices were transferred to local health systems across the globe. Case studies and project strategy will be shared.

1:15

Lunch

2:15 pm

Leveraging Global Teams for Improved Performance

Nadia Sawaya, MS, International Project Manager, Johns Hopkins Medicine International

Health care, like other industries, is increasingly globalizing. Satellite offices, international projects, and inter-cultural teams are becoming the norm. Hear from the Johns Hopkins cultural competency specialist how your organization can understand cultural differences and implement successful orientation and training packages to improve and sustain performance.

3:15pm

Guided Tours

4:30 pm

Seminar Concludes

Logistics & Policies



Baltimore, Maryland: Charm City

The historic city of Baltimore is located 45 minutes north of Washington, DC, and three hours by car or train south of New York City. Baltimore or “Charm City” as it is affectionately called by local residents, is renowned for its ethnic and maritime heritage, its sense of history and fine seafood. Baltimore’s Inner Harbor district is one of the East Coast’s most popular tourist destinations and is home to many fine restaurants, the National Aquarium, Camden Yards Baseball Stadium, the shops and eateries of Harborplace, and other waterfront attractions and entertainment venues.

The Johns Hopkins Medical Campus

Convenient to downtown Baltimore hotels and the Inner Harbor, The Johns Hopkins Medical Campus is home to the Johns Hopkins University Schools of Medicine, Nursing and Public Health, and the 1,000-bed Johns Hopkins Hospital, ranked America’s #1 hospital for the past 15 years by *U.S. News & World Report*. More than 20,000 healthcare professionals work or study in the four-block campus that is the epicenter of the teaching, research and patient care activities of Johns Hopkins Medicine. In 2003, the entire Johns

Hopkins Medicine family celebrated the award of the Nobel Prize in Chemistry to Peter Agre, MD, for his laboratory’s 1991 discovery of the long-sought “channels” that regulate and facilitate water molecule transport through cell membranes, a process essential to all living organisms.

Seminar Location

Innovation and Excellence: A Global Forum will be held at the Johns Hopkins Medical Campus in East Baltimore. Sessions will be held between the Phipps Building next to the Hospital’s main entrance along with the new auditoriums in the Johns Hopkins School of Nursing.

Seminar Registration

The seminar registration fee of \$1250 covers seminar tuition, materials, tours, daily transportation and lunch each day of the seminar. A 10% discount is offered for registrations received on or before **September 26th, 2005**.

Meals and/or Social Events

Johns Hopkins International will host a complimentary Welcome Reception on Day 1 and Luncheons every day of the Seminar.

Certificates of Attendance

Certificates of attendance will be distributed to all participants on the last day of the seminar.

Registration and Cancellation Policies

Registration must include payment. The seminar registration fee is US \$1250, or US \$1125 if received on or before September 26 2005. The fee does not include air travel or lodging. An administrative fee of US \$100 will be retained on all seminar refunds. Refunds are possible only if written notice of cancellation is received on or before October 15, 2005. No refunds will be made after that date. Johns Hopkins reserves the right to cancel this program at any time. In this event, the full registration fee will be returned to the participant.

Airport Information

Baltimore-Washington International and Dulles International Airports are the closest international ports of entry to Baltimore. BWI is located 20 km south of downtown Baltimore. Dulles International Airport is located 90 km, or 1.5 hours by car, south of Baltimore. Please contact Johns Hopkins International if you would like us to arrange for private car transportation from or to the airport at the traveler’s expense.

Hotel Accommodations

A limited number of rooms at discounted rates are reserved for seminar participants at the Tremont Hotel, and at the Sheraton Inner Harbor Hotel.

Tremont Hotel is located at 222 St. Paul Place, Baltimore, MD 21202.

Discounted rate US \$135 for a single bedroom and \$155 for a double bedroom per night.

The Sheraton Inner Harbor hotel is located at 300 S. Charles Street, Baltimore, MD 21201

Discounted rate US \$179 for single or double bedroom per night. These rates are guaranteed until September 26, 2005 only.

Transportation

Johns Hopkins will provide complimentary roundtrip transportation between the two hotels named above and the Johns Hopkins Medical Campus each day of the seminar. Participants staying at other hotels are responsible for their own transport to the seminar.

Hotel Reservation Form

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Seminar Hotels

Tremont Hotel, and at the Sheraton Inner Harbor Hotel.

**Tremont Hotel is located at 222 St. Paul Place,
Baltimore, MD 21202.**

**Discounted rate US \$135 for a single bedroom and \$155
for a double bedroom per night.**

**The Sheraton Inner Harbor hotel is located at 300 S.
Charles Street, Baltimore, MD 21201.**

**Discounted rate US \$179 for single or double bedroom
per night.**

Complimentary transportation for all seminar participants from either of these hotels will be offered. Please fax this form directly to Johns Hopkins Medicine International at fax +1-410-735-6580 or +1-410-735-6556.

Reservations received after September 26th cannot be guaranteed at the discounted rate.

Required Reservation Information

Last Name _____ First Name _____

Organization _____

Address _____

Telephone/Fax _____ E-mail _____

Arrival Date _____ Departure Date _____

Number of Nights Reserved 1 2 3 4 5 6 7

Method of Payment

Bank Wire (please e-mail jhis@jhmi.edu for instructions)

Check in US dollars payable at a US Bank

Credit Card: Visa MasterCard American Express

Credit Card Number (please print clearly)

Expiration Date

Signature

Johns Hopkins International will confirm your reservation upon receipt of this form and provide you with a confirmation number shortly thereafter. Please send your Hotel Reservation Form to:

Contact

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Registration Fee: US \$1250

Includes all seminar materials, daily transportation from Sheraton Inner Harbor Hotel and Tremont Hotel to Johns Hopkins Medical Campus, Welcome Reception and lunch each day.

Early Registration Fee: US \$1125 if received on or before September 26, 2005

Total Registration Payment \$ _____

First Name _____ Last Name _____

Title _____ Organization _____

Street Address _____

City _____ State/Province _____ Zip/Postal Code _____

Country _____

Telephone _____ Fax _____ E-mail _____

Method of Payment (*Payment must accompany your registration*)

Bank Wire (please e-mail jhis@jhmi.edu for instructions)

Check in US dollars payable at a US Bank

Credit Card: Visa MasterCard American Express

Credit card number:

Expiration date:

Name on Credit Card:

Signature:

Contact

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