

# THURSDAY, SEPTEMBER 13, 2018

New ImproveCareNow Centers that are completing QI Fundamentals & Improvement Coordinators who have joined their center team since the Spring Community Conference

## CONFERENCE OBJECTIVES

By the end of this conference, participants will:

- Acquire new examples and ideas on how to partner with parents and patients in meaningful ways to grow their local improvement community.
- Plan to test new changes at their center in alignment with 90-day goals.
- Demonstrate enhanced ImproveCareNow quality improvement, research, and community engagement skills.
- Determine clinical processes and approaches that will reduce unintended variation in care and /or improve clinical outcomes.

Time & Location	Session Information
11:15 am-12:00 pm Chicago AB	<b>Bootcamp Check-In, Lunch Available</b>
12:00-12:15 pm Chicago AB	<b>Welcome, Introductions and Agenda for the Day</b> Cori Davis & George Dellal
12:15-12:45 pm Chicago AB	<b>The Importance of ImproveCareNow in Achieving Optimal Health and Care</b> John Grunow <i>Oklahoma University Medical Center</i>
12:45-1:05 pm Chicago AB	<b>Navigating ImproveCareNow</b> Kelsey Thome
1:05-1:45 pm Chicago AB	<b>Developing Effective ICN Systems: Action Stations Part 1</b> Actions Stations will cover 1) Master Lists: Maintaining Your Registerable Population 2) Setting Up Your Data System 3) Consenting and Talking About ICN: Engagement to Consent Cori Davis, George Dellal, Diane Eskra, Chris Keck, Julie Massie, Kelly Olano, Magen Phillips, Danielle Serphos ( <i>Kravis Children's Hospital at Mount Sinai</i> ) & Kendra Wiegand
1:45-2:00 pm	<b>Break</b>
2:00-2:40 pm Chicago AB	<b>Developing Effective ICN Systems: Action Stations Part 2</b> Actions Stations will cover 1) Master Lists: Maintaining Your Registerable Population 2) Setting Up Your Data System 3) Consenting and Talking About ICN: Engagement to Consent Cori Davis, George Dellal, Diane Eskra, Chris Keck, Julie Massie, Kelly Olano, Magen Phillips, Danielle Serphos ( <i>Kravis Children's Hospital at Mount Sinai</i> ) & Kendra Wiegand
2:40-3:20 pm Chicago AB	<b>Developing Effective ICN Systems: Action Stations Part 3</b> Actions Stations will cover 1) Master Lists: Maintaining Your Registerable Population 2) Setting Up Your Data System 3) Consenting and Talking About ICN: Engagement to Consent Cori Davis, George Dellal, Diane Eskra, Chris Keck, Julie Massie, Kelly Olano, Magen Phillips, Danielle Serphos ( <i>Kravis Children's Hospital at Mount Sinai</i> ) & Kendra Wiegand
3:20-3:35 pm	<b>Break</b>
3:35-4:10 pm Chicago AB	<b>Developing Your Quality Improvement and Research System</b> Julie Massie & Theresa Todd <i>Nicklaus Children's Hospital</i>
4:10-4:20 pm Chicago AB	<b>Reflection Time</b> Cori Davis & George Dellal
4:20-4:45 pm Chicago AB	<b>Community Mentoring</b> Facilitators: Cori Davis & George Dellal
4:45-5:00 pm Chicago AB	<b>Tying It Together</b> Cori Davis & George Dellal
4:30-6:00 pm River	<b>PRODUCE Study Meeting</b> Heather Kaplan & Sally Pope-Smith <i>Cincinnati Children's Hospital Medical Center</i>
6:00 pm O'Hare Ballroom	<b>Reception &amp; Engagement Fair</b>

# FRIDAY, SEPTEMBER 14, 2018



All Registered Participants

 Community Proposed

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Time & Location	Session Information
7:15-7:55 am O'Hare Ballroom	<b>Community Breakfast and Check-In</b>
8:00-8:55 am Grand Ballroom	<b>Welcome and Opening Plenary Session</b> Richard Colletti & Sarah Myers
<i>5 Minute Transition Time</i>	
<b>LEARN, DO, SHARE: SKILLS AND SPECIAL TOPIC BREAKOUTS I</b>	
9:00-10:00 am Rooms at right	 <b>Clinical:</b> Utilization of an Infliximab Care Algorithm to Optimize IBD Patient Drug Levels Renee Etter & Phil Minar <b>Salon 8-10</b> <i>Cincinnati Children's Hospital Medical Center</i>
	 <b>Community Building &amp; Engagement:</b> Best Practices for Identifying Parent and Patient Leaders at Your Care Center <b>Chicago C</b> Christian Lawson, Deb Ostiguy & Becky Woolf <i>Patient Advisory Council &amp; Parent Working Group</i>
	<b>QI:</b> Introduction to the Model for Improvement and Aim Setting <b>Chicago AB</b> George Dellal
	<b>Data:</b> Get to Know the ICN2 Registry—Registry Demonstration and Helpdesk <b>Chicago E</b> Kelly Olano & Magen Phillips
	<b>Research:</b> Publishing Quality Improvement Initiatives <b>Chicago D</b> Peter Margolis
10:00-10:20 am	<b>Break</b>
<b>ROLE SPECIFIC BREAKOUTS</b>	
10:20-11:30 am Rooms at right	<b>Physicians &amp; Advanced Practice Clinicians:</b> Small Bowel Crohn's: When Surgery Becomes the Next Step <b>Salon 8-10</b> Facilitator: Diane Eskra
	<b>Psychosocial Professionals</b> <b>Chicago E</b> Facilitator: Sarah Myers
	<b>Registered Dietitians</b> <b>Chicago G</b> Facilitator: Julie Massie
	<b>Nurses</b> <b>Chicago D</b> Facilitator: George Dellal
	<b>Improvement Coordinators</b> <b>Chicago C</b> Facilitators: Cori Davis, Emily Homan & Theresa Todd <i>Nationwide Children's Hospital &amp; Nicklaus Children's Hospital</i>
	<b>Parent Working Group</b> <b>Chicago AB</b> Facilitator: Michelle Spotts
	<b>Patient Advisory Council</b> <b>Cumberland</b> Facilitator: Chris Keck

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<i>5 Minute Transition Time</i>	
11:35 am-12:30 pm <b>Grand Ballroom</b>	<b>Plenary Session: The Financial Realities of Healthcare for IBD Patients and Families</b> Main Speaker: David Rubin, Facilitator: Sandy Kim <i>The University of Chicago Medicine, Children's Hospital of Pittsburgh of UPMC</i>
12:30-1:30 pm <b>O'Hare Ballroom</b>	<b>Community Lunch</b>
<b>LEARN, DO, SHARE: SKILLS AND SPECIAL TOPIC BREAKOUTS II</b>	
1:30-2:30 pm <b>Rooms at right</b>	<b>Clinical: Perspectives on Pouchitis</b> <b>Salon 8-10</b> Facilitator: David Rubin <i>The University of Chicago Medicine</i>
	<b>Community Building &amp; Engagement: Digital Tools to Support Your Team—Virtual Meetings, Online Organizational Tools, and Communication Platforms</b> <b>Chicago G</b> Lexa Fenster, Michelle Spotts & Maria Tribble <i>Patient Advisory Council &amp; Parent Working Group</i>
	<b>QI: Journal Club</b> <b>Chicago D</b> Wallace Crandall <i>Nationwide Children's Hospital</i>
	<b>Data: Leveraging ICN2 Pre-visit Planning, Population Management, and Exceptions Reports—From Basic Skills to Advanced Applications</b> <b>Chicago C</b> Cori Davis, Magen Phillips, Danielle Serphos & Clair Talmadge <i>Kravis Children's Hospital at Mount Sinai &amp; Children's Healthcare of Atlanta at Scottish Rite - GI Care for Kids</i>
	 <b>Research: State of the Research—Update on Psychosocial Research across ICN Centers</b> <b>Chicago AB</b> Margaux Barnes, Laura Mackner, Michele Maddux & Bonney Reed-Knight <i>Children's of Alabama, Nationwide Children's Hospital, Children's Mercy &amp; Children's Healthcare of Atlanta at Egleston/Emory University</i>
	 <b>Other: Quality of Life with IBD—A Guide to Supporting Your Patients with Accommodations</b> <b>Chicago F</b> Megan Drovetta, Rosa Kelekian & Becky Woolf <i>Children's Mercy &amp; Patient Advisory Council</i>
<i>5 Minute Transition Time</i>	
2:35-3:15 pm <b>Grand Ballroom</b>	<b>Plenary Session: Community Building and Engagement in ImproveCareNow: Updates and Calls to Action</b> Facilitator: Chris Keck
3:15-3:30 pm	<b>Break</b>

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Time & Location	Session Information
<b>LEARN, DO, SHARE: SKILLS AND SPECIAL TOPIC BREAKOUTS III</b>	
3:30-4:30 pm Rooms at right	 <b>Clinical:</b> Managing Suicidal Ideation in the Care of Kids with IBD—Skills Training for Providers, Parents, Patients, and Others <b>Chicago G</b> Natalie Beck, Megan Drovetta, Laura Mackner, Missy Neihart & Bonney Reed-Knight <i>Patient Advisory Council, Children's Mercy, Nationwide Children's Hospital, Children's Healthcare of Atlanta at Egleston/Emory University</i>
	 <b>Community Building &amp; Engagement:</b> Early Engagement Campaign Results from Two ImproveCareNow Centers—Successful Ideas You Can Apply at Home <b>Chicago D</b> Renee Etter & Alex Jofriet <i>Cincinnati Children's Hospital Medical Center &amp; Children's Healthcare of Atlanta at Scottish Rite - GI Care for Kids</i>
	 <b>QI:</b> One Center's Journey to Building QI Capacity & Enhancing its ImproveCareNow QI Efforts <b>Chicago AB</b> Kelly Sandberg & Elizabeth Williams <i>Dayton Children's Hospital</i>
	<b>Data:</b> Phone Calls, Emails, and Telemedicine—Are We Ready to Enter Intervisit Data into ICN2? <b>Salon 8-10</b> Kelly Olano & Steve Steiner
	 <b>Other:</b> Development and Testing of the Transfer Toolkit—Lessons Learned and Changes to Test at Your Center <b>Chicago F</b> Sami Kennedy & Michele Maddux <i>Patient Advisory Council &amp; Children's Mercy</i>
4:35-4:55 pm Grand Ballroom	<b>Paying it Forward:</b> Developing Leadership and Culture to Catalyze Improvement Peter Margolis
4:55-5:00 pm Grand Ballroom	<b>Wrap Up &amp; Evaluation</b> George Dellal
6:00 pm O'Hare Ballroom	<b>Community Dinner</b>



# SATURDAY, September 15, 2018

All Registered Participants  
CONFERENCE OBJECTIVES

 Community Proposed

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Time & Location	Session Information
7:00-7:55 am <b>O'Hare Ballroom</b>	<b>Community Breakfast (Sponsored by Takeda)</b>
8:00-8:30 am <b>Grand Ballroom</b>	<b>Plenary Session: Research in ICN—Learning More Together</b> Peter Margolis & Steve Steiner
8:30-9:00 am <b>Grand Ballroom</b>	<b>Team Time</b> Cori Davis, George Dellal, Diane Eskra, Julie Massie & Sarah Myers
<b>5 Minute Transition Time</b>	
9:05-10:15 am	<b>Learning Lab and Innovation Community Collaboration Sessions</b> <b>Rooms for Learning Labs Will be Announced</b> Facilitators: Cori Davis, George Dellal, Diane Eskra, Julie Massie & Sarah Myers
10:15-10:30 am	<b>Break</b>
<b>LEARN, DO, SHARE: SKILLS AND SPECIAL TOPIC BREAKOUTS IV</b>	
10:35-11:35 am <b>Rooms at right</b>	 <b>Clinical I: Patient and Physician Experiences and Perspectives on the Biopsychosocial Model of IBD Care</b> <b>Chicago F</b> Catalina Berenblum, Sibongile Chadofuka & Fevronia Kiparissi <i>Patient Advisory Council &amp; Great Ormond Street Hospital</i>
	 <b>Clinical II: Pre-Visit Planning and Nutrition—What We've Learned &amp; What You May be Missing</b> Jen Smith <b>Salon 8-10</b> <i>Nationwide Children's Hospital</i>
	<b>Community Building &amp; Engagement: How to Build an Engagement Team—The Snowflake Model and Team Roles</b> <b>Chicago AB</b> Chris Keck & Becky Woolf <i>Patient Advisory Council</i>
	<b>QI: A QI Refresher for Clinicians—The Tools You Need, When you Need Them</b> <b>Chicago D</b> Wallace Crandall & Sarah Myers <i>Nationwide Children's Hospital</i>
	<b>Data: Provider Level Data—Finding it in ICN2 and Sharing it Seamlessly to Support Improvement</b> Emily Homan, Chip Samson & Theresa Todd <b>Chicago E</b> <i>Nationwide Children's Hospital, St. Louis Children's Hospital—Washington University &amp; Nicklaus Children's Hospital</i>
	<b>Research: Mini-prioritization and Evaluation of Research Projects</b> <b>Chicago C</b> Steve Steiner <i>Riley Hospital for Children</i>
<b>5 Minute Transition Time</b>	
11:40-12:00 pm <b>Grand Ballroom</b>	<b>Wrap-Up, Evaluation and Happy Trails</b> Richard Colletti
12:00 pm	<b>Adjourn &amp; Boxed Lunches</b>
12:30-2:00 pm <b>Chicago C</b>	<b>COMBINE Study Meeting</b> Mike Kappelman & Ann Firestine <i>University of North Carolina at Chapel Hill</i>