AGENDA – DAY ONE

7:15 a.m.  Breakfast

8:00 a.m.  Welcome & Introductions
Bert Zimmerli – Intermountain Healthcare, Executive Vice President and Chief Financial Officer
Stephanie Kaufusi – Intermountain Healthcare, Data Architect, Information Systems Commercialization

8:30 a.m.  Managing Clinical Processes: Clinical Quality as a Core Strategy for Organizational Survival
Brent James, MD, MStat – Intermountain Healthcare, Chief Quality Officer
The imperative to drive improvement in healthcare delivery via clinical process management has never been greater. Fortunately, the opportunity to align clinical and operational goals is more accessible than ever through the paired mechanisms of targeted clinical standardization and a core business strategy called Clinical Integration. This session will describe the business case for continuous improvement in healthcare using the experience of Intermountain Healthcare as a lens and will lay the foundation for understanding how engaged healthcare professionals can organize around standard processes on a systematic basis for measurable clinical and cost improvements.

Key Takeaways: (1) Build an understanding of clinical process management using variation analysis and shared baselines and (2) Identify the key organizational strategies and concepts that are designed to promote a culture of continuous clinical improvement and produce better medical outcomes at lower costs.

10:00 a.m.  Break

10:15 a.m.  Managing Clinical Processes (continued)

12:00 p.m.  Lunch

12:30 p.m.  Managing Clinical Processes (continued)

3:30 p.m.  Strategic Clinical Integration – Intermountain’s Approach
Brent Wallace, MD – Intermountain Healthcare, Chief Medical Officer
In order for a quality-based business strategy to gain traction and consistency, clinicians and administrators alike must be actively engaged around clinical process management. Called “Clinical Programs” at Intermountain, this engagement approach centers on building both a management infrastructure and a measurement infrastructure to support clinical integration.

Key Takeaway: Identify the governance strategy that supports systemwide clinical integration.

4:30 p.m.  Break

4:45 p.m.  Clinical Programs Panel
Todd Allen, MD – Intermountain Healthcare, Chair, Emergency Department Development Team, Assistant Quality Officer, Institute for Healthcare Leadership
Clinical and operational leaders from Intermountain’s Cardiovascular, Intensive Medicine, Primary Care, and Surgical Services Clinical Programs will be available for questions and discussion surrounding improving clinical care and quality. This panel will be moderated by Dr. Allen. See last page for details on the Clinical Program representatives.

Key Takeaway: Get your questions about Clinical Program processes and successes answered.

6:15 p.m.  Adjourn

7:30 p.m.  Dinner
AGENDA – DAY TWO

7:15 a.m. Breakfast
7:55 a.m. Welcome
   Stephanie Kaufusi – Intermountain Healthcare, Data Architect, Information Systems Commercialization

8:00 a.m. iCentra
   David Gardiner – Intermountain Healthcare, iCentra Development & Implementation Assistant Vice President
   Kim Ince – Cerner, Vice President, iCentra Implementation
   Intermountain and Cerner’s shared vision to improve care and clinical outcomes made them natural collaborators. Their collaboration leverages Intermountain’s industry-leading clinical processes and Cerner’s proven technology solutions and experience. The result: the development of an innovative, quality-driven electronic health record (EHR), patient portal, practice management, and revenue cycle system called iCentra.

   Key Takeaway: Identify the key characteristics that make the iCentra collaboration successful.

9:30 a.m. Break
10:00 a.m. Designing for People, Empowering Teams
   Mark Briesacher, MD – Intermountain Healthcare, Senior Vice President of Clinical Integration
   With a strategic, quality-driven vision in place, the next step is to put the theories to practice. Dr. Briesacher will explain how clinical integration enables Intermountain to help people live the healthiest lives possible, as well as discuss how Intermountain promotes clinically driven projects and the principles and strategies they use for design and configuration.

   Key Takeaway: Learn how quality improvement principles translate into real-life application in the clinical setting.

10:45 a.m. iCentra’s Improvement Technology Model
   Jeff Townsend – Cerner, Executive Vice President and Chief of Staff
   Intermountain and Cerner adopted a new implementation model for the iCentra project that quickly transformed Information Technology into Improvement Technology. This model combines an agile mindset with a constant feedback loop to create a Learning Health System devoted to continuous improvement.

   Key Takeaway: Learn how to adopt an agile mindset across an organization to create your own Learning Health System.

12:00 p.m. Lunch
1:00 p.m. Learning Health System Demos
   iCentra subject matter experts will discuss the following topics in a rotational format.
   1. Using Analytics to Improve Experience
   2. Adapting Intermountain Content to Practice – Care Process Models
   3. Care Management Approach to Continuous Improvement

   Key Takeaways: See next page for station topic details.

2:15 p.m. iCentra Innovations
   Chris Wood, MD – iCentra Innovations, Vice President and Medical Executive
   Tamar Lobell – Intermountain Healthcare, Director of Clinical Operations
   Drawing from the successes of Intermountain and Cerner, iCentra Innovations will offer strategic learning experiences, services, and technology to clients.

   Key Takeaway: Identify what you need to do next for your organization.

2:45 p.m. Adjourn
CLINICAL PROGRAMS PANEL – CLINICAL PROGRAM REPRESENTATIVES

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<thead>
<tr>
<th>Clinical Program</th>
<th>Intermountain Healthcare Representatives</th>
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<tbody>
<tr>
<td>Cardiovascular</td>
<td>Colleen Roberts, MS, RN – Operations Director, Cardiovascular Clinical Program</td>
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<tr>
<td>Intensive Medicine</td>
<td>Nancy Nelson, MS, RN – Operations Director, Intensive Medicine Clinical Program</td>
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<td>Terry Clemmer, MD – Medical Director, Intensive Medicine Clinical Program</td>
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<tr>
<td>Primary Care</td>
<td>Wayne Cannon, MD – Medical Director, Primary Care Clinical Program</td>
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<td>Sharon Hamilton, MS, RN, APRN-BC – Operations Director, Primary Care Clinical Program</td>
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<tr>
<td>Surgical Services</td>
<td>Jeannette Prochazka, BNS, MSN, ACNS-BC – Operations Director, Surgical Services Clinical Program</td>
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LEARNING HEALTH SYSTEM DEMOS – STATION TOPICS

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<tr>
<th>Title</th>
<th>Topic Overview</th>
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| Using Analytics to Improve Experience      | Samantha Billings – Cerner iCentra, Business Analyst  
Daniel Ricks, MD, MSc – Intermountain Healthcare, Medical Director of Ambulatory Informatics  
• Understanding the governance structure needed to deploy targeted support based on metrics  
• Combining analytics with data to inform design  
• Cerner Advance to add the clinical context and activity data  
• Promote responsibility and ownership of content by engaging physicians with project involvement: champions, advocates, and coaches |
| Adapting Intermountain Content to Practice – Care Process Models | Thea Weaver – Cerner iCentra, Senior Director of Development  
Wayne Cannon, MD – Intermountain Healthcare, Medical Director, Primary Care Clinical Program  
• Understand the Care Process Model framework  
• Recognize interaction presented to the clinician from an automated care process model |
| Care Management Approach to Continuous Improvement | Darren Reed – Cerner iCentra, Senior Engagement Leader  
Cory Doyle – Intermountain Healthcare, Project Manager – Consultant  
• Look to redefine the definition of a customer by taking a Care Management approach to support and updates  
• Using proactive and reactive tools to manage users holistically  
• Visibility and collaboration needed for a continuous change can be facilitated by tools  
• Change becomes routine to end-users. End-User will constantly expect new and adopt a “will be better” mindset |