

Elsevier CPM International Consortium Summit

The Art and Science of Transforming Healthcare at the Point of Care

Phoenix, Arizona · May 14-17, 2012
Arizona Biltmore Resort and Spa

What are our collective contributions in Transforming Healthcare?

- A common culture and professional practice framework (CPM Framework™) to guide healthcare improvements.
- Exemplar consortium community committed to co-creating the best places to give and receive care.
- National voice and spotlight with care, culture and technology innovations.
- Demonstratable outcomes in advancing the 'art and science' of healthcare transformation.

Can colleagues at your organization speak to your cultural transformation and related outcomes?

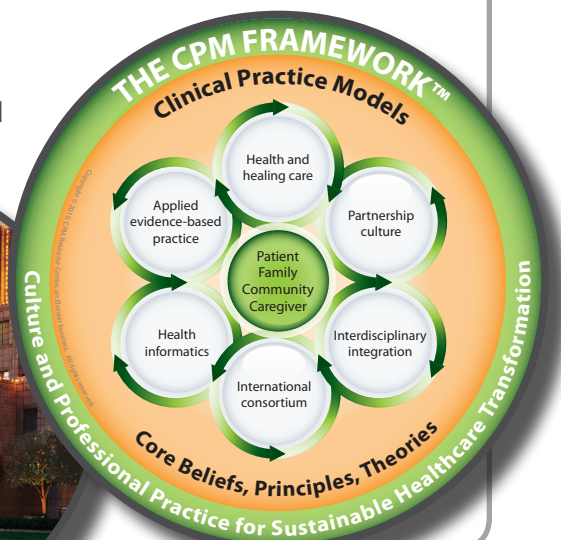
- Enhanced partnerships across the team and across settings.
- Meaningful Use of health information technology and Meaningful Care of patients and families.
- Cultures where patient and staff satisfaction thrive.
- Demonstrated clinical outcomes with a focus on prevention of complications and errors.

Are patients and families speaking up about their positive experience in your healthcare setting?

- Care is individualized based on the patient's story and preferences.
- Where patient and family engagement exists to improve their health and outcomes across settings.
- Care is integrated by an interdisciplinary team, effectively using evidence-based practices.
- Appreciation for lack of duplication and repetition of care and questions.
- Culture, care and technology bring new experiences of health and healing.

Is your community looking to you to lead care delivery and culture innovation?

- Longitudinal care planning that successfully transitions care and achieves outcomes across settings.
- Preparation for new models of Accountable Care, HCAHPS and Patient Medical Homes.
- Tapping common healthcare polarities to catalyze transformation.
- Improving population and community health.



MONDAY • MAY 14, 2012

Welcome and Summit Opening

10:00am - 7:00pm

Registration

4:00pm - 5:00pm

First Time Attendee Orientation

If you are new to the CPM Consortium and/or this is your first Summit, we suggest that you attend this session designed to support you in creating a personal summit learning and networking plan.

5:30pm - 7:30pm

Festive Arizona Welcome Reception

Join consortium colleagues and partners to network and build community. Enjoy appetizers and the stunning grounds of the historic Arizona Biltmore. Experience first-hand the impact of the Frank Lloyd Wright influenced 'intentional design'. Be curious about how the strength of this 1929 "The Jewel of the Desert" informs our consortium's collective hand's on work during the Summit.

TUESDAY • MAY 15, 2012

Advancing the Art and Science of Transforming Healthcare

7:00am - 8:00am

Registration and Breakfast

8:00am - 9:30pm

Welcome and Opening Plenary

CPM Consortium Place in the World: Leading Transformation Science in Healthcare

Explore how the 'science of transformation is evolving since our previous Transformation Science Summit in 2009. Look at the essence, the whole of transformation, and what matters most for exponential growth of interdisciplinary professional practice, interprofessional education and cultural transformation. Listen to the patient/family voice sharing what is meaningful to them. Explore ways that the CPM Framework™ and content supports the goals of HITECH meaningful use criteria and accountable care, as well as patient safety and quality.

9:30am - 10:00am

Break

10:00am - 11:00am

Research Foundation: Value of a Culture and Professional Practice Framework for Healthcare Transformation

Describe the research foundation and outcomes demonstrating value of the CPM Framework on patient and family experience, engagement and quality outcomes. Learn about the impact of tools that measure outcomes and track progress using the CPM Framework:

- CPM Outcomes Repository
- CPM Return on Investment (ROI) Measurement
- CPM Polarity Assessment™ for Healthcare Organizations
- Recent studies, publications including socio-technical systems approach

11:00am - 12:15pm

Outcomes Gallery: Celebration of Outcomes of Consortium Organizations

All Summit attendees will be invited to share outcomes from their local settings. Time with your colleagues will challenge and frame what matters most and prepare for the collective work of the Summit. The Gallery will remain active during the course of the summit, for all attendees to add key learnings, for a "take away" at the end of the gathering.

TUESDAY • MAY 15, 2012

Advancing the Art and Science of Transforming Healthcare

12:15pm - 1:30pm

Lunch

1:30pm - 4:00pm

Learning and Design Labs: The 'Art and Science' of Transformation

Participate in interactive hands-on collective work, generating leadership insights via dialogue, simulation, and group sharing regarding innovative ways the CPM Framework™ supports current healthcare challenges. (Note, this discussion will continue into day 2 of summit)

Patient and Family Engagement in Health and Healthcare

- Ownership of health and healing outcomes across the lifespan in all settings.
- Innovations in shared-decision making and outcomes, across time and diverse settings.
- Outcome measures supporting a culture of partnership, health and healing.
- Technology supports integrating patient portals, mobile health and patient sourced data.

Longitudinal Care Planning and Safe Transitions of Care

- Define attributes and characteristics.
- Clinical decision support and evidence-based content ensuring safe transitions of care.
- Integrate patient observations of daily living (ODLs).
- Innovations in patient story telling including care plan and outcomes progress.
- Prevent re-admissions to hospital.

Interdisciplinary Integration and Interprofessional Education

- Scope of practice clarity as boundaries of care are expanding across the continuum.
- Advance transformational leadership within all clinical disciplines.
- Align new and emerging education and practice competencies.
- Advance interdisciplinary outcomes strategy.

Meaningful Use of Health Information Technology Stage 2 and 3

- Align CPM content and framework.
- Clinical usability, socio-technical adoption and optimization innovations.
- Physician coordination integration across care settings.

Innovative Care and Funding Models

- Accountable Care, Patient Medical Homes, Health Information Exchanges, Population Health Initiatives, Value-Based Purchasing.
- New processes and evidence-based clinical decision tools needed.
- Leverage partnership culture infrastructures.
- HCAHPS: Patient's perspective of care survey.

Consortium Research, Clinical Scholarship and Quality Outcomes

- Advance individual and collective research innovations and outcome strategies.
- Improvements in clinical scholarship engagement.
- Collaborate locally across disciplines in clinical scholarship and globally in consortium activities.
- Validate content for future research tool items.
- Updates on current CPM research activities.

4:00pm - 4:30pm

Synthesis and Wrap-Up

Dinner on own

WEDNESDAY • MAY 16, 2012

Building Capacity for Sustainable Outcomes

7:00am - 8:00am

Registration and Breakfast

8:00am - 9:15am

Plenary Session

Demonstrating Cultural and Professional Practice Outcomes

Explore the nature of personal and cultural transformation and global trends in healthcare outcomes strategy. Discuss research-based tools available to guide outcomes benchmarking and quality improvement using the CPM Framework™. Learn how the CPM Professional Practice Framework Assessment Tool Survey (PPFA-S) provides an ongoing process for data collection of CPM Framework sensitive indicators, tracking progress over time. Leverage strategic and operational direction for optimization efforts by hearing a consortium exemplar example of using the PPFA-S and ways that results are being used for continuous improvement

9:15am - 9:45am

Break

9:45am - 10:30am

Bridging the Continuum of Care with New Product Directions, Interoperability of Practice and Content, and Advancing Transformation Science

Explore bridging the continuum of care to address current challenges facing our consortium. Discussion will focus on the continuum of care and our growing portfolio of products, designed for interoperability of practice and content. Themes will include the need for “seamless” patient care, the flow of information across the continuum of care and ways to meet the current healthcare reform initiatives. Current products (CPM CarePoints Inpatient™ and CPM CarePoints Emergency™), as well as new products that are currently in development (CPM CarePoints Rehab™ and CPM CarePoints Ambulatory™) will be discussed.

10:30am - 12:00pm

Learning and Design Labs: The ‘Art and Science’ of Transformation (*continue from day 1*)

12:00pm - 1:15pm

Lunch

1:15pm - 3:30pm

Conversation Cafes: Advancing and Optimizing Use of the CPM Framework™

Participate in defining the next iteration of characteristics and attributes of CPM models, while identifying processes and tools needed to support your work. Common ground and the state of the ‘art and science’ of each of the models will be established. Conversation will align models to regulatory, accreditation and recognition processes; address concerns in putting the model into action; and develop innovative solutions and implementation strategies. Additionally, one or more “café tables” will focus on CPM’s full portfolio of products across the care continuum with discussion focused on high level review of current offerings, development plans and the market problems to be solved. Usability and effectiveness of the CPM tools and workflow will also be explored.

- CPM Health Informatics Model
- CPM Interdisciplinary Integration Model
- CPM Applied Evidence-Based Practice Model
- CPM Health and Healing Care Model
- CPM Partnership Culture Model
- CPM Content and Products
- Education Product Vision and Roadmap

3:30pm - 6:00pm

Taking Care of Self

Enjoy the spectacular setting and resources at the Arizona Biltmore Resort and Spa. Open time for you to enjoy the location alone or with colleagues. Small group activities will be posted for sign-up, including golf, miniature golf, spa, and hiking. Several beautiful pools are available.

6:00pm - 9:00pm

Consortium Celebration Dinner

THURSDAY · MAY 17, 2012

Building CPM Consortium Strategic Momentum: A Plan for Action

7:00am - 8:00am

Registration and Breakfast

8:00am - 10:30am

Summit Synthesis and Call for Action

Small and large group activities will tap individual and collective wisdom to build strategic consortium momentum. Large group dialogue will stimulate synthesis of summit proceedings, collective voice and plan for action to accelerate transformation science.

Join your colleagues to revisit your team's contribution to the Outcomes Gallery and add in key Summit 'take aways'.

10:30am - 11:00am

Break

11:00am - 3:30pm

Leadership Development Workshop Intensives

Advancing Leadership Strategies for Culture and Professional Practice Transformation using the CPM Framework™ (includes lunch) please choose one intensive:

CPM Framework™ Outcome Strategy

Target audience: Executives, Site Coordinators and other leaders in diverse roles

Create and evolve your organization's CPM outcomes strategy. Bring your outcomes management plan, patient/staff/physician satisfaction measurement tools, and a list of the patient safety and quality measures that you monitor and/or submit for benchmarking. Assess your use of the CPM Framework™ Sensitive Measures. Explore use of the CPM Return on Investment (ROI) tool to demonstrate value and cost avoidance through analysis of specific high impact clinical practice guidelines (CPGs). Explore the implications for consortium international interdisciplinary clinical scholarship related to the use of CPGs. Compare and contrast item concepts of commonly used culture and patient safety tools.

Tapping Polarity Thinking to Advance and Sustain Healthcare Transformation

Target audience: All roles and disciplines, including Partnership Council leaders and members, Site Coordinators and executive leadership

Harness the power of paired values and/or points of view to expand your thinking, balance continuity and change, and sustain transformative work in a challenging environment. Learn about stacked and nested polarities, and the concept of multarities. Create a personal polarity map that relates to your work in healthcare, and hear how others in healthcare have used polarity thinking in their environment. Explore the potential for using the Polarity Assessment for Healthcare in various settings within your organization.

Education Strategies for Adoption of CPM Framework™ and Bridging Education and Practice

Target audience: Educators, clinical specialists, clinical leaders, council leaders and interprofessional faculty partners

This session will provide a highly interactive opportunity to share strategies and products used to teach CPM Framework™, tools and resources (e.g. CPGs, Health Informatics Model, and Partnership Culture). Teaching and learning strategies and competencies will be vetted; including evaluation of education products needed to facilitate teaching learning related to CPM Framework™, tools and resources. Components and strategies for interprofessional integration, bridging the practice and education polarity will be addressed.

"Knowing is not enough; we must apply.

Willing is not enough; we must do."

Goethe

THURSDAY • MAY 17, 2012

Building CPM Consortium Strategic Momentum: A Plan for Action

11:00am - 3:30pm
(continued)

Pediatric and Neonatal Evidence-Based Practice and Content Needs

Target audience: Interdisciplinary team members with expertise in pediatrics and/or neonatal intensive care

Building on recent client feedback in various care settings, this session will take a deeper dive into the practice and content needs of this special population, considering the distinct developmental stages inherent in this similar, yet diverse population. Work will be done on revision of CPM Within Defined Limit (WDL) statements including age breakdown and developmental milestone/stages; alignment of CPM defined target populations with developmental theorists; neonatal gestational age definition; vital sign ranges; Safety measures for neonatal content and practice; and special considerations for care of the 18-23 year olds in transition from pediatric to adult care.

3:30pm

Adjourn

LEARNING OBJECTIVES AND EXPECTED OUTCOMES

1. Deepen understanding of the CPM Framework™ to foster a shared understanding and vision for framework driven transformation.
2. Leverage the CPM Consortium learning community to accelerate advancement of CPM Transformation Science.
3. Identify educational tools for managers and clinicians to learn and adopt CPM models within their workflow more efficiently and effectively.
4. Develop strategies for alignment of CPM Framework to Meaningful and Accountable Care across the continuum of care.
5. Articulate trends in Interprofessional Education (IPE) and its reciprocal relationship with interdisciplinary practice.
6. Demonstrate value of a culture and professional practice framework for sustainable quality outcomes.
7. Advance usability and optimization of CPM Framework and tools.
8. Strengthen Polarity Thinking to advance and sustain healthcare transformation.

REGISTRATION INFORMATION

The summit is a hands-on working session, with iterative experiences for consortium members designed to attend the full summit. Register at www.regonline.com/cpmsummit2012

Early-bird registration rate \$600. Register by March 2, 2012 at 12am eastern.
Regular registration rate \$675. Starting March 3, 2012.

Hotel information: We have an excellent group rate available at the Arizona Biltmore Resort and Spa. You can find more details and reserve your room online [here](#). Book your room early to make sure you receive this fabulous rate! Please note: registration deadline to obtain the Elsevier room block rate is April 12, 2012.

For more information or questions please contact Lisa Day at 616-802-6583 or l.day@elsevier.com

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