

Spring 2010 IDN Summit Conference Agenda

April 20-22
Walt Disney Swan Resort, Orlando, Florida

TRACK DESCRIPTIONS

Strategic Management Track: Learn strategic business best practices and innovative approaches to sustain success in leading healthcare organizations. Discover if your organization is prepared to meet the current and future challenges of healthcare delivery. Participants will hear from industry thought leaders on the effectiveness and sustainability of existing models and the potential for success of new, disruptive models.

Financial Operations Track: Discover proven financial and operational models that produce sustainable fiscal health and superior patient outcomes by improving your organizations supply chain. This track will take a closer look at how to streamline and tie your financial operational functions to the supply chain to achieve greater financial gains. Participants will examine supply chain managerial strategies to maximize revenue generation and organizational efficiency.

Proven Models Track: The IDN Summit Search for Supply Chain Excellence in Healthcare Awards process identified five cutting-edge initiatives within IDNs and healthcare systems across the U.S. through IDN peer organization voting. The finalists will present their unique ideas during this track of sessions where they will go in-depth into how their organizations achieved supply chain excellence and answer all of your questions. Health system attendees will vote for their choice of the leading initiative during the general session on April 21st beginning at 8:00 am.

Pharmacy Track: With hospital-based pharmacy accounting for nearly 18% of most system budgets, cost management and revenue capture are more than just buzzwords; they are the reality in driving decisions. Because so many of the variables that impact cost and revenue are outside the control of pharmacy leadership, it is imperative to maximize those opportunities that are available. Learn about the latest industry updates and trends that affect the pharmaceutical supply chain, patient outcomes and revenue opportunities. Participants will have the opportunity to hear from industry leaders about proven models and strategies to solve pharmacy issues.

Market Intelligence Track: A new track for this event, these sessions will review a range of research on aspects of the healthcare supply chain. The data to be analyzed include the results of the IDN Summit and Expo's first-ever independent survey of top healthcare supply chain executives and research into sales channel strategies. Learn valuable insights that will impact your organization's strategies for positioning and selling specified product and service classes to health systems. Participants will gain an understanding of current industry dynamics, proven methods for qualifying IDNs and health systems and best practices for building long-term relationships. You'll also participate in the *Disney Institute's* method of brand positioning and why it's crucial for customer retention.

TUESDAY APRIL 20, 2010

7:00 am -7:00 pm	Registration Open
7:00 am -12:30 pm	Golf <i>Pick up begins at Convention Center Entrance starting at 6:45 am and last bus departs at 7:00 am.</i>
7:45 am -11:00 am	Team Building with <i>Disney Institute</i> <i>Pelican 2</i>
11:00 am -12:00 pm	First Time Attendee Lunch <i>Pelican 1</i>
12:00 pm -12:40 pm	<i>Proven Models (IDN Summit Award Winners) Track: UPMC</i> <i>Mockingbird</i>

Presenters: Jeff Andersen, Manager, Consulting Services, UPMC and Michael DeLuca, Director, Supply Chain Solutions & Consulting Services, UPMC

Unlock the potential of your Supply Chain to be much more than a service provider to your organization. Many service-oriented companies from other industry sectors have learned how partnering with their Supply Chain departments in creative ways can generate tremendous synergistic benefits. Healthcare Supply Chain organizations should be no different.

At the University of Pittsburgh Medical Center (UPMC), the Supply Chain Management organization found an ideal opportunity to develop such a partnership. Several years ago, UPMC launched an internal Catering Services business to satisfy the fast-growing demand for catered meals and events (catered meal sales approximating \$3MM annually). Although many of the fundamental building-blocks to run a successful business were in place, there was no ability to control maverick purchases, no ability to enforce spend policies, no way to keep current menu's available to all customers, and significant difficulty creating brand awareness. The end result, an operation fraught with waste and hemorrhaging cash. The Catering Team and Finance Organization didn't know where to turn for help.

In 2009, UPMC Supply Chain Management challenged the widely-accepted assumption that internal businesses must be treated differently than external businesses (from a transactional and business-process standpoint) and set-out to prove it. Over the course of the year, with the support and challenge of UPMC's CFO, UPMC Supply Chain Management and UPMC Catering Services partnered to re-invigorate the ailing business, to improve customer satisfaction, to deliver real results to the CFO, and to create demand from other organizations (e.g. Print Services, Telecommunication, Moving & Storage) to replicate the process in their service organizations.

12:00 pm - 1:00 pm	<i>Market Intelligence Track: Benchmarking Sales Channel Strategies</i> <i>Swan 5A&B</i>
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Presenter: Dan Maloy, Founder, The Maloy Group

Moderator: Greg Firestone, President, Mossberg Labs

With the ever-changing landscape of providers, networks, purchasing organizations and distributors, healthcare product and service suppliers should be regularly evaluating their sales channel strategies. This session provides information for organizations to benchmark their strategies against other companies across the healthcare industry, based on the results of a landmark research study of national and corporate account channel strategies. Discussions will focus on the current trends and demonstrated best practices.

Learning Objectives:

1. Evaluate the variables impacting sales channel strategies
2. Outline the most popular and effective strategies and structures
3. Organize and benchmark your sales channel structure to best position your product and service, and align with your market segment

12:00 pm – 1:15 pm

Strategic Management Track: Supply Chain Metrics That Matter
Swan 9&10

Presenter: Eric O'Daffer, Research Director, AMR Healthcare & Life Sciences Supply Chain, Gartner Research

This session will explore the challenges that come when supply chain metrics are measured individually. Included will be a discussion on Healthcare Value Chain Transformation and what it means to both suppliers and providers.

The discussion will identify key metrics for common management and participants will share innovative practices for each and explore how health systems have utilized these metrics to make meaningful impacts. These metrics include: Financial metrics, Service metrics, Inventory levels, Value Analysis, Contract compliance and Efficiency.

Learning Objectives:

1. Describe challenges with measurement of Supply Chain Metrics individually
2. Identify key supply chain metrics for common management
3. Evaluate innovative practices for utilizing supply chain metrics

12:00 pm – 1:15 pm

Financial Operations Track: Key Strategies and Issues Facing Healthcare Capital Management
Swan 7&8

Panelists: Thomas Allen Archer, System Manager Capital Planning and Acquisition, Wellmont Health System; Hector Boirie, Principal, Boirie Consulting & Associates; Willie Foerstner, CEO, Princeton Management Advisory and Consulting; Beverly Schierer, Vice President of Research & Analysis, MD Buyline; John Sdanowich, Administrator, Capital Administration Unit, Johns Hopkins Health System

Moderator: Darren Vianueva, CEO, CRG Solutions

Many hospitals and health systems are challenged by effectively and efficiently allocating scarce dollars to the most worthy capital equipment investment opportunities. Ideally, this should be a rigorous, data-driven process replete with analysis of return on investment, net present values and opportunity costs, regulatory mandates, and alignment with service-line, physician retention and marketplace strategies. At many hospitals and health systems the reality is very different. This session will address five key areas that have or will significantly impact capital management for healthcare organizations. The five crucial capital management areas are:

1. Pending FASB (FAS 13) "Accounting for Leases" reporting change and what it may mean for your organization.
2. Supplier collaboration for technology road mapping (lifecycle management).
3. What are the current sources of funding for capital initiatives?
4. How to manage the tension between the strategic plan and operational needs with a shrinking capital budget.
5. Capital equipment acquisition strategies.

Learning Objectives:

1. Define how FAS 13 will impact your organization
2. Outline better predictors of capital and lifecycle management costs through supplier collaboration

3. Demonstrate how enabling technology and real-time market data have assisted organizations in lowering capital and operational costs
4. Explore creative lessons for managing high capital need versus operational challenges
5. Analyze how others are finding new sources of capital financing in the current economic situation

12:00 pm – 1:15 pm

Pharmacy Track: Medication Reconciliation—Designing an Approach to Focus on What’s Important

Toucan

Presenter: Desi Kotis RPh, Pharmacy Director, Northwestern Memorial Hospital

Medication reconciliation has been a huge priority for healthcare systems in the past five years. There has been a shift in mentality from implementing a system because of a regulatory requirement to proactively “doing the right thing” to keep patients safer. From the patient’s perspective, medication reconciliation looks pretty straightforward. It is about obtaining information regarding a patient’s current regimen and communicating this information from one clinician to another or one organization to another. Of course, the complexity and fragmentation on the healthcare environment poses some challenges. In 2006, Northwestern Memorial Hospital, a 2008 ASHP Foundation Safety Award Winner, received a grant from the Agency for Healthcare Research and Quality to address this issue. A multidisciplinary team, supported by hospital leadership, created the Medications at Transitions and Clinical Handoffs initiative to weave medication reconciliation into all points of patient care. This presentation will look at how your organization can design and implement an approach to medication reconciliation.

Learning Objectives:

1. Outline the case for prioritizing medication reconciliation as a patient safety program
2. Define the problem by outlining successful practices and identifying current deficiencies
3. Produce a new or redesign an existing medication reconciliation process that will meet patient safety goals and can be integrated into staff’s workflow
4. Plan, test and implement a new or enhanced medication reconciliation process
5. Evaluate the process post-implementation to achieve sustainable results
6. Inform and involve patients, families and caregivers in the medication reconciliation process

12:50 pm – 1:30 pm

Proven Models (IDN Summit Award Winners) Track: The Health Care Authority of the City of Huntsville

Mockingbird

Presenter: Amy Newman, Director of Purchasing for Huntsville Hospital and Clay Romano, Regional Manager: Mid-South, Stryker Medical: Patient Care

This session will focus on establishing and maintaining Strategic Business Partnerships. It will introduce the fundamentals and benefits of aligning purchasing strategy with business strategy, and working effectively with internal and external strategic sourcing. Procurement Officers should focus on becoming a Strategic Partner, both internally within their organization, and externally with manufactures and philanthropic organizations. If successful, they will quickly begin to deliver success for supply management and maximum value back to the leaders of the organization. The premise of this continuum is to reawaken supply chain executives to the basic responsibility of relationship building beyond simply signing contracts, and use a recent large purchase with Stryker to illustrate the success of these types of relationships.

Learning Objectives:

1. Identifying and recognizing the impact of Relational Strategic Sourcing
2. Review the Key elements to incorporate when establishing and maintaining partnerships both from a healthcare perspective and a vendor perspective
3. Learn how to deliver cost saving results based on effective partnering

1:15 pm – 2:15 pm

Market Intelligence Track: A Snapshot of the Healthcare Supply Chain
Swan 5A&B

Presenter: Mike Langlois, Interim Vice President of Material Management at Resurrection Health Care

Moderator: Ed Kuklenski, President and CEO, Suture Express, Inc

The first-ever independent survey of healthcare supply chain professionals was conducted by IDN Summit in late 2009. This session will review the findings and discuss their implications for the future. The survey identified areas of strategic importance in the supply chain, established how GPOs are utilized, catalogued management solutions for physician preference items, assessed the move toward continuous quality improvement in supply chain and examined issues resulting from constrained capital spending.

Learning Objectives:

1. Outline the variables impacting supply chain decisions
2. List the key areas of strategic importance to the supply chain
3. Plan how your organization can develop a strategy based on research findings

1:30 pm – 2:30 pm

Strategic Management Track: Healthcare Reform and Its Impact on the Supply Chain
Swan 9&10

Panelists: Rand Ballard, Chair, HIGPA, and Senior Executive Vice President, Chief Operating Officer and Chief Customer Officer, MedAssets and Vance Moore, President & CEO, ROi

Moderator: Mr. Chuck Lauer, former Publisher of *Modern Healthcare* and healthcare business and policy expert

Healthcare reform will have profound effects on all aspects of the industry. This panel discussion will take a close look at how reform will directly impact the healthcare supply chain and its stakeholders. Reform will lower reimbursement, link payment to quality outcomes, encourage development of new care delivery models, impose new rules surrounding durable medical equipment competitive bidding and lower the cost of some pharmaceuticals. Hear from industry experts on how your business will be impacted and what you can do to prepare for change.

Learning Objectives

1. Describe current healthcare reform legislation and its implications for your organization
2. Formulate the timeframe for implementation of various reforms
3. Identify measures you can take to better prepare for specific reforms
4. Outline potential reform issues that could impact the supply chain generally

1:30 pm - 2:30 pm

Financial Operations Track: Innovative Contracting Strategies
Swan 7&8

Panelists: Bill Cline, Regional Supply Chain Officer - Nashville/Birmingham, Ascension Health & Vice President, Chief Supply Chain Officer, Saint Thomas Health Service

Moderator: William Mosser, Vice President Materials Management, Franciscan Missionaries of Our Lady Health System

As pressure increases to “do more with less,” healthcare supply chain executives continually have to look at new solutions in an effort to cut costs. Because of this, vendor-managed inventory, jointly managed inventory, consolidated service centers and other initiatives are becoming increasingly popular in the healthcare industry. In this

session, you will hear from an industry expert on which strategy would fit best for your organization. Learn how to uncover the benefits and potential pitfalls of each contracting model, giving you the opportunity to determine which of the strategies will benefit your organization.

Learning Objectives:

1. Identify if your organization could benefit from an innovative contracting strategy
2. Compare benefits of various contracting models
3. Distinguish which contracting strategy would best fit your organization

1:30 pm - 2:30 pm

Pharmacy Track: Implementing a Regional Compounding Program for Compounded Sterile Preparations: Practical Strategies – a USP <797> Approach

Toucan

Presenter: Lou Diorio, RPh – Principal LDT Health Solutions, Inc.

The healthcare industry is facing extraordinary pressure to provide better patient care and demonstrate improved patient outcomes, and to do so while achieving measurable cost reductions. One key to attaining this goal is to re-engineer pharmacy departments through implementation of new work shifts and clinician responsibilities that emphasize the delivery of medication therapy management (MTM) services.

However, to provide true MTM services without large additions in clinical staff, pharmacies must rethink their delivery methods and models. Centralization of the preparation of compounded sterile preparations is one such strategy. Regionalization of the preparation of sterile compounding within an organization offers many advantages and makes possible some of the savings (both budgetary and human resources) needed to implement these programs.

Learning Objectives:

1. Evaluate your organizational resources to develop a regional compounding plan
2. Outline products, technologies, and services which can assist a compounding operation in compliance with the current regulatory requirements and other applicable statutes
3. Describe the steps involved in developing an action plan to assist in the operation's overall compliance plan for regional drug compounding

1:40 pm – 2:20 pm

Proven Models (IDN Summit Award Winners) Track: St. Anthony's Medical Center
Mockingbird

Presenters: John McGuire, Executive Vice President, St. Anthony's Medical Center and Perry Willmore, Director, Supply Chain Management, St. Anthony's Medical Center

During a short period of time, St. Anthony's Medical Center moved from a materials management mindset to a supply chain process. Hear about the journey from materials management to supply chain management and best practice conversion to include:

- * Distribution and GPO selection processes and implementation
- * Vendor credentialing
- * Implementation of a multi-disciplinary Value Analysis committee
- * Working with clinical stakeholders in identifying cost saving opportunities to include capitated implant programs for Orthopedic and Cardiology implants
- * Development of a capital equipment review process
- * Implementation of data analytical tools to benchmark best practice
- * Structure that has put in place with the approval and support of senior leadership to monitor supply chain improvement.

Learning Objectives:

1. Quantify financial impact of change
2. Identify cultural change bringing clinical and support closer together

3. Identify process efficiencies of a supply chain approach

2:15 pm – 2:45 pm

Break

2:30 pm – 4:00 pm

Market Intelligence Track: *Disney Institute—Disney’s Approach to Brand Loyalty*
Swan 5A&B

Presenter: Alicia Matheson, Program Facilitator, *Disney Institute*

For nearly three quarters of a century, The Walt Disney Company has maintained a comfortable and lasting position in the marketplace. That’s because at Disney, the powerful link between guest (customer) satisfaction and brand reputation is an integral part of how the organization operates. Years of outstanding experiences have matured into wonderful memories.

During this presentation, you’ll discover that brand loyalty is a reciprocal relationship that begins with the business. A business must be loyal to its customers in order to receive loyalty in return.

In *Disney’s Approach to Brand Loyalty*, one of the five core topics at *Disney Institute*, you’ll learn that even when your product is one among many, one facet that will always be unique is your brand. Promote and improve that brand, and you’ll have a distinct advantage in establishing a lasting bond with your customers.

Learning Objectives:

1. Analyze Disney-tested practices and principles that build brand loyalty
2. Outline the strategic process towards producing brand loyalty
3. Prepare the tactics needed for building:
 - Relationships
 - Repeat business
 - A sustainable competitive advantage

2:30 pm – 3:10 pm

Proven Models (IDN Summit Award Winners) Track: *Sisters of Mercy Health System*
Mockingbird

Presenters: Mark Brousseau, Director, Manufacturing, Sisters of Mercy Health System; Kelle Laws, Director, Patient Care Services, Sisters of Mercy Health System; Rick Parrish, Senior Custom Pack Solutions Manager, Sisters of Mercy Health System

Changing the “Game” with Custom Procedure Packs

When you hear the words, “Custom Procedure Packs” what immediately comes to mind? If you are anything like the Sisters of Mercy Health System, what may come to mind are:

- Lack of control
- Unauthorized product substitutions
- Dissatisfied clinicians
- Vendor-driven programs
- Inability to understand costs
- Under-utilized or exploited programs
- Supply waste

In 2008, Mercy decided to “Change the Game” in relation to Custom Packs within their hospital systems by assuming complete ownership of their Custom Pack program. In this session you will learn how Mercy took back total control of the program and transitioned it to a clinician-managed, transparent, activity-based, self production design. In addition, you will learn how Mercy’s pack program accomplished in one year savings of more than \$1M and over two times growth from its inception along with the essential keys to its success.

Learning Objectives:

1. Relate the key criteria used to determine Sisters of Mercy Health System decision to develop an internal custom pack manufacturing operation
2. Explain the cost savings benefits of a transparent pricing model custom pack program and the advantages of reducing overall material costs through global sourcing and volume purchases
3. Design a clinician-driven program that engages stakeholders in their custom pack development, improved utilization and savings implementation
4. Demonstrate the fundamental requirements needed to create an FDA Registered manufacturing operation which meets stringent regulatory compliance standards

2:45 pm – 4:00 pm

Strategic Management Track: Positive Deviance—Liberating the Secret Change Agents In Your Organization

Swan 9&10

Presenter: Jon C. Lloyd, MD, FACS, Senior Clinical Advisor, Plexus Institute, Advisory Board, Positive Deviance Initiative

There are always positive exceptions to the rules in any enterprise, including supply chains in healthcare. Somehow, a few isolated individuals or groups operating within the same constraints and having exactly the same resources as everyone else, function better. These are the positive deviants or bright spots in the organization. The positive deviance (PD) approach enables an organization to identify these extraordinarily successful people and bring their isolated behaviors and strategies forward into the mainstream. The PD approach enables others to self discover and adopt these secrets of success.

Traditional best practice Change Management approaches, by importing solutions from the outside-in, are not good at realizing this. PD ensures the participation of the members of the organization which you want to change by involving them in the process of discovering solutions that already exist from within the organization. They then become the evangelists of their own conversion process. The organization then designs an intervention that enables everyone to adopt the newly discovered PD behaviors and strategies.

PD has recently been employed by hospitals in North and South America to address healthcare-acquired infections, medication reconciliation, diabetes care, end-of-life care, and other problems. The session will consist of a brief PD primer and review of pre-reading materials followed by an interactive discussion of how this approach can be applied to improve supply chain performance to enhance patient care.

Learning Objectives:

1. Research and become acquainted with PD principles and processes and the values on which they are based
2. Distinguish how PD differs from other improvement strategies
3. Explain the quantitative and qualitative results achieved by the PD beta sites and how they were achieved
4. Evaluate whether a PD approach would be appropriate in your organization to address specific challenges that affect your core business (product, supply, purchasing) that require behavior and culture change, communication, converting the rhetoric of staff “engagement” into reality.

2:45 pm – 4:00 pm

Financial Operations Track: The Missing Link: A Guide on How to Maximize Revenue Cycle

Swan 7&8

Presenter: Brent Petty, Supply Chain Director, Wellmont Health System

It is becoming increasingly apparent that revenue can be maximized by linking the item

master with the charge master. Historically, the supply chain has had little to do with the revenue generation of a health system but by linking the supply chain with revenue, a system can reap new efficiency, compliance and profitability. Many systems are already implementing these strategies and there are many tools in the industry to facilitate the process. This session will explore the various applications available and will guide you in choosing technology from an outside vendor or creating your own in-house solution. Hear from a revenue cycle management expert on the issues your organization should consider when choosing a solution.

Learning Objectives:

1. Identify the benefits and challenges of linking the supply chain to the revenue cycle
2. Analyze the various available methods of linking the item master and the charge master
3. Plan how to implement this strategy across your organization

2:45 pm – 4:00 pm

Pharmacy Track: Pharmacy Cost Containment Strategies

Toucan

Presenter: Vincent Giambanco, MS, RPh, Director, Procurement & Operations, New York City Health & Hospital Corporation

As belts tighten, there is increasing pressure to manage and cut costs in the health system pharmacies. It is imperative for Director of Pharmacy's to formulate proven strategies for containing pharmacy costs and implementing these strategies system-wide. In this session, you will learn from the director of procurement and operations of the largest municipal hospital and health care system in the country on strategies for pharmacy cost containment. Learn how to evaluate you organization's current economic state, what strategies you can utilize for procurement and how to effectively audit your results.

This session will take a close look at strategic procurement initiatives such as contract evaluation, prime vendor management, and market-share opportunities. Understand how continuous assessment of these strategic initiatives are critical to success. In addition, you will hear some of the common pitfalls and challenges faced by organizational leadership when evaluating issues such as antibiotic resistance and stewardship.

Learning Objectives:

1. Evaluate your organization's current state of cost containment
2. Organize a plan to optimize procurement and auditing strategies
3. List the common pitfalls and challenges faced by organizational leadership

3:20 pm – 4:00 pm

Proven Models (IDN Summit Award Winners) Track: Johns Hopkins Health System

Mockingbird

Presenter: William Kennett, Sr. Director Supply Chain, Johns Hopkins Health System

This session will explore the E-Sourcing project accomplished by Johns Hopkins Health System. Learn how this health system overcame the challenges their purchasing department faced in meeting workload demands by utilizing E-Sourcing. The process will be described in detail and will explore the trials and lessons learned. We'll also discuss how this technology has been incorporated into routine operations and results to date.

Learning Objectives

1. How new technology can be used to improve supply chain performance
2. How to involve clinicians in supply chain improvement projects
3. Understand the Importance of measuring the impact of changes made

4:15 pm - 6:00 pm

Vision Sessions (invite only)

Vision Sessions are in-depth education or research opportunities discussing current topics impacting the healthcare supply chain. The Vision Sessions are led by industry leaders and are designed to be interactive and to provide you with a hands-on experience with experts in the specific areas. Each session will afford you with ample opportunity for an open dialogue with the presenting companies.

Participating Companies Include:

Cook Medical Vision Session

Conversion Confidence: Closing the gap between conversion and physician preference
Osprey 1

CTC Vision Session

Venous Thromboembolism (VTE) Managing the rising costs: human and financial
Peacock 1&2

MedAssets Vision Session

Transforming the Supply Chain
Osprey 2

The Optimé Group Focus Group

Supply Chain Technology Requirements
Macaw 1&2

Owens & Minor Vision Session

Understanding and Controlling Physician Preference Items
Pelican 1&2

SciQuest Focus Group

Focus Group: Feedback on Solutions that Drive On Contract Spend throughout the Hospital
Parrot 1&2

6:00 pm – 7:30 pm

GPO Receptions: It's Your Music!

Grab your backstage pass and join the National GPOs as they take you through a musical tour of the decades. Whether you like Classic Rock, Jazz, Country, Latin, Disco, or Pop, you will be sure to find good food, good fun, good people and best of all, good music.

MedAssets	Swan 6A	Disco (70's)
Amerinet	Swan 4	Stuck in the 80's (Big Hair, Thriller Jackets)
Novation	Swan 2	A Lone Star State of Mind
Broadlane	Swan 3	Elvis (50's)
HPG	Swan 1	Blues
GNVHA	Swan 5A	Classic Rock

WEDNESDAY, APRIL 21, 2010

7:00 am - 5:00 pm Registration Open

7:00 am - 8:00 am **Breakfast**
Osprey Ballroom, Macaw, Parrot

8:00 am - 9:15 am **General Session**
Swan Ballroom 7 – 10

The IDN Summit Search for Supply Chain Excellence in Healthcare Awards process identified five cutting-edge initiatives within IDNs and healthcare systems across the U.S. through IDN peer organization voting. These finalists will present their unique ideas during this opening session of the IDN Summit. Health system attendees will vote for their choice of the leading initiative during the general session by turning in your ballots to IDN Summit representatives or at IDN Summit registration by 10:00 am.

Peer Choice Winners represent the following systems and order of presentation:

Johns Hopkins Health System
Sisters of Mercy Health System
St. Anthony's Medical Center
The Health Care Authority of the City of Huntsville
UPMC

9:15 am – 9:30 am **Break**
Swan Foyer

9:30 am - 10:30 am **Keynote Presentation: *Disney Institute* Presents—Value Chain Management, Disney Style**
Swan Ballroom 7 – 10

Presenter: Thomas C. Madden, Manager, Content Delivery and Quality Control, *Disney Institute*

During this special keynote presentation you will be challenged to improve your organization by linking four key components that contribute to and support an operationally successful organization.

Disney Institute's Value Chain Management is a set of business practices and procedures that contributes to an overall business philosophy supporting an organization's sustainable competitive advantage. You'll learn the four key components that, when integrated, contribute to and support an operationally successful organization. These components are planning, processes, partnering and performance.

During this keynote presentation we will share with you the Disney Difference in Value Chain Management as we review the four key components. You'll be challenged to give thought to how these principles relate to your organization by asking questions such as: What is your departmental or business unit focus? How can you improve upfront planning to minimize risks? Are your processes designed with the end user in mind? What new partnerships can you identify that would add value to your organization? What measurements do you use to evaluate your performance?

10:30 am – 10:45 am **Break**
Swan Foyer

10:45 am -12:00 pm **CEO Panel Discussion with Chuck Lauer**
Swan Ballroom 7 – 10

Panelists: John Hillenmeyer, CEO, Orlando Health; Michael Israel, CEO, Westchester

Medical Center; Ed Lovern, EVP & CAO, Piedmont Healthcare; Joseph Swedish, CEO, Trinity Health.

Moderator: Chuck Lauer, former Publisher of *Modern Healthcare* and healthcare business and policy expert

Join Chuck Lauer and four of the nation's top healthcare leaders as they engage in a high-impact, strategic discussion around current efforts to reform the U.S. healthcare system, the current state of healthcare delivery in the U.S. and future trends that will impact healthcare providers. These executives will discuss their views of the supply chain and how they believe the healthcare supply chain can improve healthcare delivery for patients. These strategic discussions are a no-holds barred look at supply chain performance and opportunities.

12:00 pm - 12:15 pm

IDN Summit Search for Supply Chain Excellence Awards Announcement
Swan Ballroom 7 – 10

Five leading IDNs have worked hard at deploying initiatives to improve their health system and have competed since the beginning of January in this peer driven competition. They've gone through two rounds of voting among their peers and now ready to see whose initiative is judged as the National Award Winner. All are leaders in healthcare and during this session we want to acknowledge their leadership and award the one system their peers have judged as having the leading initiative.

12:15 pm - 1:30 pm

Lunch
Osprey Ballroom 1&2, Osprey Terrace, Macaw, Parrot, Mockingbird

1:30 pm – 2:00 pm

Sponsor Only Access for Reverse Expo
Swan Ballroom 1 – 6

2:00 pm - 5:30 pm

Reverse Expo
Swan Ballroom 1 – 6

7:00 pm – 9:00 pm

Discover the Magic Reception
Swan/Pool/Lake Terrace

After a productive afternoon of relationship building in the Reverse Expo, join your new friends and existing partners for a refreshing evening of Disney Magic. Enjoy the outdoor air as you visit each of Disney's exciting theme parks by experiencing a food emporium of all things Disney. Experience why Disney is the ultimate destination for fun, friends and magic.

THURSDAY, APRIL 22, 2010

7:00 am - 9:00 am

Breakfast
Osprey Ballroom/Terrace

7:30 am – 8:45 am

Peer-to-Peer (P2P) Exchange Breakfasts

P2P Exchange is designed to go in-depth on four key challenges impacting supply chain management. Participants will be provided research on each topic area for their review. The P2P research, along with moderator questions will aim to stimulate active discussion among participants. These discussions will be condensed and attached to the P2P research paper and electronically delivered to each IDN Summit attendee after the conclusion of the Summit.

Topic 1: Physician Preference Items

Swan 1

Moderated by: Terry Cox, Director, Supply Chain Services, Texas Children's Hospital

Topic 2: Communicating with Leadership

Swan 2

Topic 3: Vendor Credentialing

Swan 3

Moderated by: Tina Wenstrom, Senior Director of Business Development, Healthcare Business Media

Topic 4: Data Standardization

Swan 4

Moderated by: Steve Huckabaa, Vice President of Supply Chain Management, Retail Pharmacy & Center for Innovation, Kettering Health Network

9:00 am – 10:30 am

Disney Institute: Achieving Sustained Success: Healthcare Lessons from Disney Institute

Swan Ballroom 7 – 10

Presenter: Alicia Matheson, Program Facilitator, *Disney Institute*

The success of the healthcare industry is more than just physical wellness; it is also a balance of quality, leadership, management, loyalty and innovation. Discover how to deliver top-notch service in the healthcare world all day, every day, from Disney, the company who defined the quality service experience.

You'll also learn how to construct an action plan that will immediately and effectively begin to improve your healthcare organizations level of service.

Learning Objectives:

1. Analyze how Disney's approach to its organizational culture can be applied to healthcare delivery environments
2. Describe how the quality of the patient experience is necessary to create loyalty to your healthcare operation and your reputation
3. Explore Disney's approach to optimal human resource practices: hiring and training attitude vs aptitude
4. Express the need for leadership driven cultural "buy-in" and how accountabilities are maintained and measured
5. Evaluate a Disney service process tool that can readily be applied to any healthcare delivery environment

10:30 am – 10:45 am

Break

10:45 am- 12:15 pm

Disney Institute: Leading Through Turbulent Times

Swan Ballroom 7 – 10

Presenter: Thomas C. Madden, Manager, Content Delivery and Quality Control, *Disney Institute*

Don't let a down economy be a time for caution!

From the very beginning, the Disney organization has never strayed from essential business truths. By listening to our own advice and by following the lessons that were established and perfected over the past 80 years, we remain a leader in retaining

employees, in establishing customer loyalty, in expanding our brand, in generating profits, and in maintaining a competitive edge. In short, Disney is built to last.

This is a unique chance to outpace your competition. In “Leading through Turbulent Times,” *Disney Institute* explores the proven best practices that underlie the Disney approach to sustaining excellence. We will provide you with creative strategies to weather the economic climate and effectively meet the challenges of today’s business environment. These strategies can easily be adapted to any organization to help retain customers, engage employees and position your organization for future ongoing success.

Learning Objectives:

1. Demonstrate how to lead with vision while managing with discipline
2. Explain how to create and sustain a high performance culture
3. Prepare how to enhance the customer experience through employee engagement
4. Evaluate the outcomes of nurturing brand relationships

CONTINUING EDUCATION PROGRAMS

Materials Management Professionals

Maximum contact hours for materials management professionals is 6.0

Participants who successfully complete this conference will receive 6.0 hours of continuing education. They may be applied toward ISM C.P.M. recertification and/or A.P.P. reaccreditation program requirements. ISM's consent to provide a program number for this educational event is not an endorsement of this program or its content by ISM. Program number CEH-01-2010.

Materials Manager CE Tip:

ISM CE (provided through Inquisit) is applicable toward not only ISM's Certified Professionals in Supply Management® (CPSM®) Program and ISM's Certified Purchasing Manager Program (C.P.M.) but for other association certifications such as AHRMM/AHA's Certified Materials Resource Professional C.M.R.P. renewal.

Healthcare Executives:

Maximum contact hours for healthcare executives is 6.0.

Inquisit® is authorized to award 6.0 hours of pre-approved category II (non-ACHE) continuing education credit for this program toward advancement or re-certification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward Category II credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

Healthcare Executives CE via The American College of Healthcare Executives Tip:

Category I (ACHE education) credits are those conducted and offered directly by ACHE.

Category II programming is defined as all other face-to-face continuing education programs conducted or sponsored by any organization qualified to provide educational programming in management. Approval for these programs is based on appropriateness of program content, program provider, and program length in contact hours. Inquisit, the CE co-sponsor of this conference is such an organization.

Only activities conducted by ACHE award Category 1 hours.

This conference awards Category II (ACHE II) hours.

The recertification process, which requires 24 CEs during the previous three years, at least 12 of which must be Category I (ACHE education) credits, and demonstration of involvement in healthcare and community/civic affairs.

Therefore, 12 hours of Category II is acceptable for recertification in the 3 year period. The 2010 Spring IDN Summit offers you 6.0 hours.

Continuing Education for Nurses and Nursing Professionals:

Maximum contact hours for nurses is 6.0.

Inquisit is an approved provider of continuing nursing education by the PA State Nurses Association an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Inquisit is approved by the Iowa Board of Nursing as a provider of continuing education credits. Provider number 333.

Inquisit is approved by the Florida Department of Health Board of Nursing as a provider of continuing education credits. Provider number 50-6692.

Inquisit is approved by the California Board of Registered Nursing. Provider number CEP 13129.

Pharmacy Professionals:



MedAssets Supply Chain Systems is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

Title: Medication Reconciliation—Designing an Approach to Focus on What's Important

ACPE program number: 0507-9999-10-040-L04-P

Title: Pharmacy Cost Containment Strategies

ACPE program number: 0507-9999-10-042-L04-P

Title: Implementing a Regional Compounding Program for Compounded Sterile Preparations: Practical strategies – a USP <797> approach

ACPE program number: 0507-9999-10-041-L04-P

Accountancy:



Earn Up To 6 CPE Credits

Inquisit is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37219-2417 or by visiting the web site: www.nasba.org.