A TIME FOR CHANGE: RESTRUCTURING AMERICA’S HEALTH CARE DELIVERY SYSTEM

CORNELL UNIVERSITY’S INTERNATIONAL HEALTH CARE CONFERENCE

THE ITALIAN ACADEMY, 1161 AMSTERDAM AVENUE, NEW YORK CITY

PRELIMINARY PROGRAM
MAY 11TH-12TH, 2010

Key themes of the conference:
Creating Integrated Delivery Systems
Engaging the Workforce
Use of Technology to Improve Patient Care

TUESDAY, MAY 11TH

8:30 - 9:25 am  INTRODUCTIONS
WELCOME AND OPENING REMARKS:
David J. Skorton, M.D.
President, Cornell University

9:30 - 11:00 am  SESSION 1

NEW TECHNOLOGIES FOR HIGH QUALITY, SUSTAINABLE HEALTH CARE DELIVERY

- Enabling High Quality Sustainable Health Care Delivery: Making New Technologies Matter
  A.B. (Rami) Shani, California Polytechnic State University; Franco Molteni, Villa Beretta Rehabilitation, Valduce Hospital; Emanuele Lettieri, Politecnico di Milano, Italy

- Technological Changes At Work: The Impact Of Employee Involvement On The Effectiveness Of Health Information Technology
  Adam Seth Litwin, Johns Hopkins University
- **Innovating Health Care Delivery: The Quest For Effective Telemedicine-based Services**
  Laura Bartoli and Cristina Masella, Politecnico di Milano; Fausto Colombo, Ospedale di Circolo e Fondazione Macchi

- **From MySpace to MeSpace**, Christine Bamford, Leadership and Organisation Development, National Health Service, Wales, UK

**RE-ORGANIZING OUR HEALTH CARE DELIVERY SYSTEMS: CREATING MEDICAL HOMES AND INTEGRATED PRIMARY CARE**

- **Implementing The Primary Care Medical Home: Transforming The Role Of Medical Assistants**
  Karen Nelson, UNITE-HERE Health Center

- **Integrating Primary Care Into An Integrated Delivery System - The Opportunities And Challenges**
  Ronda Kotelchuck, Primary Care Development Corporation

- **The Role Of Geriatric Care Management In Complex Chronic Care**
  Eric Rackow, SeniorBridge; Claudia Fine, SeniorBridge

**INTEGRATED HEALTHCARE DELIVERY SYSTEMS IN PRACTICE I: FAIRVIEW HOSPITAL AND SKARABORG HOSPITAL GROUP**

- **Accelerating The Process To Integrate Our Delivery System**
  Terry Carrol, Fairview Hospital

- **Management By Dialogue: Joint Reflection, Sense-Making and Development**
  Svante Lifvergren, Skaraborg Hospital Group; Peter Docherty, Chalmers University of Technology, Gothenburg, Sweden

**11:00 - 11:15am** BREAK

**11:30 - 1:00 pm** SESSION II

**PUBLIC POLICY AND REIMBURSEMENT REFORM FOR SYSTEM INTEGRATION**

- Jay Crosson, Kaiser Permanente

- Mark Blum, America’s Agenda

- Michael Critelli, Dossia Foundation and Dossia Service Corporation

- Lonny Reisman, Aetna

**HIGH IMPACT LABOR-MANAGEMENT PARTNERSHIPS AND FRONT-LINE STAFF INVOLVEMENT**

- **Proving The Partnership: The Promise (And Pitfalls) Of The Strategic**
Alliance At Maimonides Medical Center
Pam Brier, Maimonides Medical Center; Sondra Olendorf, Maimonides Medical Center; Rhadames Rivera, 1199SEIU United Healthcare Workers East; Maria Svart, Committee of Interns & Residents/SEIU Healthcare

- Partnering For Quality: Balancing The Unit Level And Hospital Level
  Judy Zedreck, Allegheny General Hospital; Zach Zobrist, PA-SEIU

- Partnership At The Front Line: Unit Based Teams At Kaiser Permanente
  Adrienne Eaton, Rutgers University; Nicole VanderHorst, Kaiser Permanente; Adam Seth Litwin, Johns Hopkins University

- The Importance of Front Line Staff Involvement
  Amy Edmondson, Harvard University

LEADERSHIP, TRAINING, AND EDUCATION

- Leadership For Change In Order To Create An Integrated Delivery System
  Alfred G. Kious, Huron Hospital, Cleveland Clinic, Katie McGhee, RN, Director of Case Management and Sue Cotey, RN, Manager for the Lennon Diabetes Center

- Occupational Boundaries In A Restructured Health Sector: The Case Of Health Care Assistants In England
  Stephen Bach, King’s College, London, UK

- SCHOPPE: A Competency Based Framework for Nursing Management Education
  Rubin Pillay, Saint Vincent College

- Leadership for Change
  Christine Bamford, Leadership and Organisation Development, NHS Wales, UK

1:00 - 1:30 pm  LUNCH
1:45 - 3:15 pm  **SESSION III**

**JOB TRAINING AND WORKFORCE ISSUES**
- Debby King, Training and Upgrading Fund, 1199/League of Voluntary Hospitals; Sally Klingel, Cornell University; Chad Lochmiller, Health Career Advancement Program (H-CAP)

- *Research To Understand and Support the Central Role Of The Front Line Workforce In The Implementation of Health Reform*
  Lori Melichar, The Robert Wood Johnson Foundation

**HOSPITALS AND COMMUNITY PARTNERSHIPS**
- *Improving Care Coordination And Strategies For Managing Greater Risk And Accountability - The Experience of Montefiore Medical Center*
  Stephen Rosenthal, The Care Management Company, Montefiore Medical Center; Anne Meara, Network Care Management, Montefiore Medical Center; Rohit Bhalia, Montefiore Medical Center

- *Creating Alliances With Communities*
  Robin D. Wittenstein, University of Medicine and Dentistry of New Jersey (invited)

- Irene Kaufman, Health and Hospital Corporation of New York City

**PATIENT SAFETY AND WORK INTENSIFICATION:**
- *“Defining Away” Threats To Patient Safety: A Study Of The Classification Of Medication Errors*
  Michal Tamuz, SUNY Downstate Medical Center

- *Work Intensification*
  Suzanne Gordon, author of *Nursing Against the Odds*, co-author of *From Silence to Voice*

- Joseph Cooke, Weill Cornell Medical School

3:15 - 3:30 pm  **BREAK**

3:30 - 4:30 pm  **ROUNDTABLE DISCUSSIONS**
Current Topics:
- *Doing What Others Won’t - Creating An Adaptive Healthcare Organization* with
John Kenagy, Author and Clinical Faculty of the University of Washington

- Why Unions Should be Part of the Delivery System Changes and What Unions Can Expect From These Activities with John August, Coalition of Kaiser Permanente Unions
- System Thinking and What We Can Learn From Other Industries with Steven Spear, MIT

4:30 - 5:00 pm  **PLENARY SESSION**

The New Future of Healthcare in America
Paul Starr, Princeton University

**WEDNESDAY, MAY 12th**

8:30 – 9:30 am  **PLENARY**

KEYNOTE ADDRESS: Jay Crosson, M.D.
Kaiser Permanente and Vice Chair, Medicare Payment Advisory Committee

9:30 - 11:00am  **SESSION IV**

**FRONT-LINE STAFF INVOLVEMENT TO IMPROVE PATIENT CARE**

- Staff Involvement As A Matter Of Life And Death? Participative Governance And The Hospital Of The Future Project
  Peter Totterdill, UK Work Organization Network & Kingston University London

- Front-Line Staff and the Coordination of Care
  Jody Hoffer Gittell, Heller School, Brandeis University

- What We Have Learned About Importance of Front-Line Staff Involvement
  Tom Kochan, MIT Sloan School of Management

- Treating A Profession: Medical Training & Racial Disparities In Patient Care
  Brian Rubineau, Cornell University

**THE CHALLENGE AND PROMISE OF ELECTRONIC MEDICAL RECORDS**

- Caregivers And Computers: The Effect Of Electronic Medical Records On Employment And Labor Relations In Nursing Homes
  David Lipsky, Cornell University; Ariel Avgar, University of Illinois
- Electronic Medical Records And The Care Of Pediatric Patients
  Rainu Kaushal, Weill Medical School
- Healthcare Information Architecture: The Challenge Of Integration
  Krishna Collie, CipherOne

THE ROLE OF FOUNDATIONS AND VARIOUS PAYERS IN HEALTHCARE REFORM AND INNOVATION
- James Knickman, New York State Health Foundation
- Frances Padilla, Universal Health Care Foundation, CT
- Tom Strong, Hitachi Foundation

11:00 - 11:15 am BREAK
11:30 - 1:00 pm SESSION V

INTEGRATED HEALTH CARE DELIVERY SYSTEMS IN PRACTICE II:
- Building A Sustainable Future For Health Care: Comparative Cases from Two Different Contexts - A Comparison of the Approaches of Kaiser Permanente and Cleveland Clinic
  Susan Mohrman, Center for Effective Organization- USC; Walter Allen, Kaiser Permanente, Michael Kanter, Southern California Permanente Medical Group, Kaiser Permanente; Patti Harvey, RN, MPH, CPHQ, Kaiser Permanente Southern California Region; Walter Allen, Coalition of Kaiser Permanente Unions;
  Guido Bergomi, Director, Quality & Patient Safety, Cleveland Clinic; Linda McHugh, Executive Administrator of Cleveland Clinic

HEALTH CARE UnIONS IMPROVING PATIENT CARE
- Workers Voice And Unions – What Role Can And Should Unions Play
  Darlene Clark and Paul Clark, Penn State University
- The Struggle Continues: Opportunities And Challenges In Joint Labor-Management Patient Safety Initiatives
  Rick Brooks, United Nurses & Allied Professionals
- Why Union Involvement Is Critical For Health Care Reform: Sustaining Joint Labor-Management Partnerships
  John August, Coalition of Kaiser Permanente Unions

INNOVATING FOR THE FUTURE
- Creating The Conditions For Entrepreneurial Behavior As A
Strategy For Effective And Sustainable Change In The UK National Health Service
Rosemary Exton, UK Work Organisation Network & Kingston University, Kingston

- Social Partnership, Participative Governance And Systems Transformation – Findings From An Empirical Investigation In The Irish Health Care Sector
  Cathal O'Regan, National Economic and Social Council, Ireland

- Improving Patient Care And Job Retention As A Result Of Joint Labor Management Work
  Carol Porter, Mount Sinai Hospital, NYC

- Creative Uses of Tele-Communications with Communities
  Julianne Imperato-McGinley, Cornell’s Clinical & Translational Science Center, Weill Medical College

1:00 - 1:45 pm  LUNCH
1:45 - 3:00 pm  PLENARY SESSION

Health Reform, Payment Reform and Integrated Care: Early Lessons from Massachusetts

Robert Mechanic, Brandeis University

The conference, co-sponsored by Cornell’s Clinical & Translational Science Center and BALCONY (Business and Labor Coalition of New York), is supported by grants from the Cornell ILR School’s Pierce Memorial Fund, Cornell University’s Institute for the Social Sciences, Cornell University’s Cooperative Extension New York City and Weill Cornell Medical College.