



**DRAFT**  
**QIO Leadership Meeting:**  
**“Accelerating QIO Improvement”**

*Sponsored by the CEO Section*

**AGENDA**  
 Wednesday, April 30, 2003  
 9AM- 3PM  
 Washington, DC

**Invited Participants:**  
 All QIO CEOs, COOs and Medical Affairs Staff

ITEM #	Agenda Items	Purpose for Discussion	Lead
1.	<b>Aim/Expected Outcomes</b>		Ross
2.	<b><u>Report of the “Wellspring Model” for Nursing Home Quality Improvement</u></b> <ul style="list-style-type: none"> <li>• Focus on culture change</li> <li>• Making the business case</li> </ul>	Background for CEOs to lead and support nursing home QI.	Greg Simmons, MetaStar (WI)
3.	<b><u>Application of “Human Factors” in QIO work</u></b>	Background for CEOs to lead and support QI provider efforts (UT had 27.5% improvement for hospital indicators – the best in the US!).	Marc Bennett, HealthInsight (UT/NV)
4.	<b><u>“Accepting the Millenson Challenge: Balancing the Role of “Vendor” and “Visionary”</u></b>	Stimulate thought on how to balance necessary structural and business goals of the QIO leadership with more programmatic and QI vision.	Dr. Jonathan Sugarman, Qualis Health (AK, ID, WA)
5.	<b><u>Creating a Framework for Outreach to Key Leaders of Health Care Organizations</u></b>	Coordinate CEO and MAS outreach to leaders and staff of these organizations.	Dr. Will Schluter, CFMC (CO)
6.	<b>QIOSC Updates:</b> <u>Disadvantaged Populations—Center for Healthcare Quality</u> <u>Heart Care—Colorado Foundation for Medical Care</u> <u>Home Health—Delmarva Foundation for Medical Care</u> <u>Hospital Data Collection Tool—Iowa Foundation for Medical Care</u> <u>Hospital Payment—Texas Medical Foundation</u> <u>Infectious Diseases—Oklahoma Foundation for Medical Quality</u> <u>Interventions—Delmarva Foundation for Medical Care</u> <u>Nursing Homes—Quality Partners of Rhode Island</u> <u>Nursing Home Data—Colorado Foundation for Medical Care</u> <u>Outpatient Claims Data—Iowa Foundation for Medical Care</u> <u>Physician Office—Virginia Health Quality Center</u> <u>Beneficiary Complaints—CMRI</u>	Learn what each QIOSC is planning for the next 12 months and identify any barriers they face.  Opportunity for Q&A and to communicate what QIOs may need from each QIOSC.	Each CEO that operates a QIOSC.



The American Health  
Quality Association®

**ACCELERATING QIO IMPROVEMENT**  
**HYATT REGENCY WASHINGTON**  
**WASHINGTON, DC**  
**APRIL 30, 2003**

**I. REGISTRATION INFORMATION**

*The information below will be used in all conference materials. Please print clearly or attach your business card. (Include credentials if applicable)*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Contact: \_\_\_\_\_

(If different from above)

Contact Email: \_\_\_\_\_

**II. MEETING SELECTION (PLEASE CHECK)**

**Accelerating QIO Improvement**

\_\_\_\_\_ \$200 Member/Non-member

**TOTAL DUE:** \_\_\_\_\_

**III. PAYMENT INFORMATION**

**Payment Method (Please circle):**

Visa    MasterCard    AMEX    Check

**Please make check payable to AHQA**

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Billing City, State, Zip: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

(Signature indicates that you have read and agree to the  
AHQA registration policy)

**IV. AHQA REGISTRATION POLICY**

**Payment**

You are encouraged to return your registration form as soon as possible. **Registration forms accompanied by payment (check or credit card) must be received BY MONDAY APRIL 14, 2003.** Please note that space will not be reserved unless registration form is accompanied by payment.

**Cancellations/Substitutions**

All cancellation and substitution requests must be made in writing and must be received **BY FRIDAY, APRIL 18, 2003.** Cancelled registrants will be refunded the registration fee minus a 20% processing fee. Registration fees for cancelled registrants cannot be applied or credited to future conferences. Registrants who are unable to attend may send substitutions at no charge. Please send all written requests for substitutions or cancellations to Alicia Massey at [registration@ahqa.org](mailto:registration@ahqa.org) or fax to 202-331-9276.

**Special Needs**

Registrants with disabilities, dietary restrictions, or other special needs should contact Jacqueline Osborne at 202-331-5790, ext 201 (phone) or [josborne@ahqa.org](mailto:josborne@ahqa.org) (email). Every effort will be made to accommodate your needs.

*For additional questions regarding the AHQA conference registration policy or for additional registration information, please contact Alicia Massey at 202-331-5790, ext. 205 or via email at [registration@ahqa.org](mailto:registration@ahqa.org).*

**Mail:**

Attention: Alicia Massey  
The American Health Quality Association  
1140 Connecticut Ave, NW, Suite 1050  
Washington, DC, 20036

**Fax:** 202-331-9276

**Phone:** 202-331-5790 ext. 205

**Email:** [registration@ahqa.org](mailto:registration@ahqa.org)

**Web:** [www.ahqa.org](http://www.ahqa.org)

## **HOTEL**

### **Hyatt Regency Washington on Capitol Hill**

400 New Jersey Avenue, NW

Washington, DC 20001

Phone: 202-737-1234

Fax: 202-737-5773

www.hyatt.com

### **The Hyatt Regency Washington on Capitol Hill** has been chosen as the official headquarters for the **2003 CEO Leadership Section Meeting**.

The Hyatt Regency Washington on Capitol Hill is within walking distance of several national monuments and museums, including the U.S. Capitol, U.S. Supreme Court, Library of Congress, Smithsonian's Air & Space Museum, National Gallery of Art, Natural History Museum, American History Museum and the National Mall. Please contact the concierge for a walking map for self guided tours.

**All room reservation must be made by March 27, 2003.** Any reservations made after the cut-off date will be on a space available basis. The room rate is **\$185 single/double**. There is an additional \$35 for upgrades to the concierge floor.

Reservations may be made by calling the Hyatt Regency reservation department at 1-800-HYATTDC or 1-800-233-1234 and referencing AHQA or American Health Quality Association.

#### ***Hotel Check-in/Check-out Times***

Hotel check-in time is 3:00pm; and checkout time is 12:00 pm. Guests arriving before 3:00 p.m. will be accommodated on a first-come, first-serve basis pending availability of rooms.

#### ***Individual Room Deposits***

The Hyatt Regency Washington requires a deposit in the amount of one night room and tax for all confirmed reservation. Personal checks, money orders or a valid American Express, Diners Club, Discover Card Visa or MasterCard number and expiration date will be needed for the deposit.

## **TRANSPORTATION**

### **From Ronald Reagan Washington National Airport (7 miles):**

15 minutes by car/taxi or 20 minutes via Metro subway to Union Station - 2 blocks walking distance from hotel. **Driving:** Take George Washington Pkwy. Exit on I-395 North to Washington. Follow signs to U.S. Capitol. At

tunnel, take first exit, U.S. Capitol/D St., NW. Proceed to first light, (D St.), turn right and go to 2nd traffic light. Turn left on New Jersey Ave. Hotel is on left.

### **From Dulles International Airport (25 miles):**

45 minutes by car/taxi. **Driving:** Follow signs to Washington D.C. on Dulles Toll/Access Road. Follow center lane (no toll) to I-66 East to Washington. Cross Roosevelt Bridge. Follow signs to Constitution Ave. toward U.S. Capitol. Proceed approximately 2.5 miles. Turn left onto Louisiana Ave., NW. Travel to the 3rd light. Turn left on New Jersey Ave. Hotel is on left. Amtrak trains take you to Union Station: 2 blocks walking distance from the hotel.

## **DRESS CODE**

AHQA has designated the dress code for the 2003 CEO Leadership Meeting as casual sportswear.

## **WEATHER**

Mild spring climate, average temperatures 60-75, average low 50-65 degrees. Visitors are most comfortable with a light jacket in the evening.

## **2003 CEO LEADERSHIP MEETING REGISTRATION INFORMATION**

### **Payment**

Registration forms and payment (by check or credit card) must be received **BY MONDAY, APRIL 14, 2003**. Registrations received after this date, are subject to on-site processing. **Payment must accompany registration forms.**

### **Cancellations/Substitutions**

Only written cancellations received **BY MONDAY, APRIL 14, 2003** will receive refunds (less a 20% registration fee). Refunds will not be issued for cancellations after this date. Registration fees for canceled registrants cannot be applied or credited to future retreats. Registrants who are unable to attend may send substitutions at no charge.

### **No-shows**

Registrants who do not cancel prior to the retreat and do not attend will be responsible for the full registration fee.

### **Special Needs**

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Osborne at 202-331-5790, ext. 201 (phone) or [josborne@ahqa.org](mailto:josborne@ahqa.org) (email). We will make every effort to accommodate your needs.

For additional questions regarding the AHQA registration policy or for additional registration information, please contact Alicia Massey at [amassey@ahqa.org](mailto:amassey@ahqa.org)

For questions or comments about the hotel and general meeting logistics, please contact Jacqueline Osborne at 202-331-5790 (phone) or [josborne@ahqa.org](mailto:josborne@ahqa.org) (email).