

“Best Practices and Challenges for Operational Excellence in Healthcare”

Date: September 23, 2013

Place: Faculty House, Columbia University

- 07:30 – 08:00 Registration and breakfast
- 08:00 – 08:15 Opening remarks, *Lee Goldman, Dean of the Faculties of Health Sciences and Medicine at Columbia University*
- 08:15 – 09:30 **Operational excellence: Some examples**
Brent James, Chief Quality Officer, Intermountain Healthcare
David Bates, Senior Vice President for Quality and Safety and Chief Quality Officer, Brigham and Women's Hospital
Discussants: *Uma Kotagal, Senior Vice President, Quality, Safety and Transformation, Cincinnati Children's Hospital and Blanton Godfrey, Dean, College of Textiles, NC State University and Member of Board of Directors, Institute for Healthcare Improvement*
- 9:30 – 10:00 Coffee break
- 10:00 – 10:45 **Technology challenges: How to improve healthcare outcomes**
Jan De Witte, President and CEO, Healthcare IT and Performance Solutions, GE Healthcare
Dan Pelino, General Manager, Global Healthcare and Life Sciences Industry, IBM Corporation
- 10:45 – 11:15 Coffee break
- 11:15 – 12:45 **Institutionalizing change: Setting the culture to make it happen**
Delos Cosgrove, President and CEO, Cleveland Clinic
Kevin Tabb, President and CEO, Beth Israel Deaconess Medical Center
Discussants: *Kenneth Davis, President and CEO, Mount Sinai Medical Center and John Toussaint, CEO, ThedaCare Center for Healthcare Value*
- 12:45 – 13:45 Lunch discussion: How should we move forward?
- 13:45 – 14:00 Closing remarks, *Steve Corwin, Chief Executive Officer, New York-Presbyterian*