“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