

# Barry P. Chaiken, MD, MPH

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14 Durham Street  
Boston, MA 02115-5301  
646.827.0593  
Fax – 888.565.2701  
bchaiken@docsnetwork.com

## Presentation Summary

Presentation Title	Summary	Presentation Date/Location
Seminario: Challenges of Digital Health Solutions	As Chile's hospitals expand their information technology infrastructure to deliver the best quality care at an affordable cost, their leadership explores the importance of well-designed processes and clinical interoperability in delivering on the promise of healthcare IT.	Seminario: La Salud del Futuro: Tecnologías y Desafíos del Hospital Digital, Deloitte Convention Center, October 17, 2018, Santiago, Chile
Moving from Volume to Value: Follow the Money	As Brazil's healthcare provider organizations work to mold their care delivery to meet the future needs of Brazilians, its hospital leadership understand the urgency to move from care driven by volume-based reimbursement to new care models focused on value.	Saúde Business Fórum 2017, Wish Resort Golf Convention Foz do Iguaçu, June 15-18, 2017, Iguazu Falls, Brazil
Interoperability Workflow: The Impact on Care Delivery	Basic patient information remains locked up in side monolithic electronic medical record systems (EMR) which prevents physicians from obtaining complete medical records that can be used in patient care. FHIR's ability to isolate data elements and put descriptors on those data elements, frees that data from monolithic clinical databases. In this session attendees: <ul style="list-style-type: none"><li>• Review the importance of workflow in deployment of HIT</li><li>• Explore the capabilities of the FHIR standard</li><li>• Learn how accessing data within EMRs can enhance patient care</li></ul>	Health 2.0 Asia, Nanjing Hilton Riverside, November 9-10, 2016, Nanjing, China

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Utilizing Mobile Health to Help Providers Engage Patients and Deliver a Higher Standard of Care	<p>A large majority of hospitals and health systems actively use connected health technologies to engage patients and manage populations. Many providers are utilizing smartphones and tablets to daily monitor patients and direct care. Join this interactive session to:</p> <ul style="list-style-type: none"> <li>• Explore how connected health technologies maximize opportunities for patients to engage with clinicians and better self-manage their care</li> <li>• Learn about the ways that telemedicine is being used to improve access to care, care coordination and quality, and reduce the rate of growth in health care spending</li> <li>• Review how clinicians are able to use remote monitoring apps to track major patient health events, increase patient compliance with treatment, and improve patient care collaboration</li> <li>• Experience the use of mobile technologies that help engage patients</li> </ul>	CIO Healthcare Exchange, September 25-27, 2016, Omni Mandalay Hotel, Irving, TX
Minding the Gap: Path Innovation, Collaboration, and Transformation	Health information technology, coupled with new processes and workflows developed by a broad range of professionals, is the key to transforming the U.S. healthcare system. To impart change, HIT requires a focus on three key areas: 1) processes and workflows, 2) information technology tools, and 3) healthcare provider tasks, duties and responsibilities.	Canada – US Innovation Summit 2016, March 31, 2016, Jefferson University, Philadelphia, PA
Interoperability is Not a Myth – Ask the Solution Experts	Interoperability remains an elusive goal for many organizations. In this session attendees hear from experts in securing interoperability and the approach needed to successfully deliver cross-platform interoperability.	Building Healthcare Middle East, June 8-10, 2015, Dubai International Convention & Exhibition Centre, Dubai, United Arab Emirates
Tools That Have Changed the Face of the Physician Workspace	In this session attendees reviewed the changes that electronic medical record systems and physician portals played in changing clinician workflow.	Building Healthcare Middle East, June 8-10, 2015, Dubai International Convention & Exhibition Centre, Dubai, United Arab Emirates
Reducing the Cost of Care with Real-Time Intelligence	Witness the power of real-time, actionable intelligence around operational cost management. Industry-specific solutions capture direct, actual costs of care delivery at the patient level and consolidate information across an episode of care, helping organizations truly understand what it costs to deliver care in the new world of value-based reimbursement.	HIMSS 2015 Annual Conference, April 14, 2015, McCormick Place, Chicago, IL

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Establishing Interoperability as the Foundation for Accountable Care	<p>As complexity increases with ever-expanding care networks, establishing interoperability is critical for Accountable Care Organizations (ACOs) to optimize clinician performance and patient outcomes. In this session attendees:</p> <ul style="list-style-type: none"> <li>• Review the direct role that technology plays in establishing interoperability.</li> <li>• Explore how their organization can better utilize technology to derive actionable insights that facilitate improved decision-making.</li> <li>• Learn how technology can be employed to create a holistic picture of an individual patient’s medical history, which directly enhances the overall quality of care.</li> </ul>	Texas Regional HIMSS Conference, February 19, 2015, Renaissance Austin Hotel, Austin, TX
Moving Budget Impact Analysis Forward: Leveraging Dig Data to Enable Use in Real Time Operational Decision Making	<p>ISPOR developed a tool box for healthcare decision makers that represents the summation of years of thought leadership and research by academic and subject matter experts. Although adopted for use in coverage determination by insurance and governmental providers, the tool bos is not widely used to improve the everyday decisions of health system decision-makers. In this session attendees:</p> <ul style="list-style-type: none"> <li>• Learn about the Budget Impact Analysis (BIA) tool</li> <li>• Explore how the BIA can improve decisions, value, and quality of healthcare delivery</li> <li>• Review the use of the BIA in real-time decision making</li> </ul>	ISPOR 19 <sup>th</sup> Annual International Meeting, May 31 – June 4, 2014, Congres Palais des Congrès de Montréal, Montréal, QC, Canada
Big Data: Healthcare Ready for the World	<p>As the use of biag data analytics expands in other industries, healthcare professional are increasingly focusing on the potential uses of similar techniques, In this session attendees:</p> <ul style="list-style-type: none"> <li>• Learn about the sources of healthcare big data</li> <li>• Explore the value of leveraging clinical and administrative transactional systems</li> <li>• Discuss the advantages of promoting interoperability and information exchange</li> <li>• Review the role of meaningful and pleasurable in software development</li> </ul>	Big Data Conference at Arab Health, January 28-29, 2014, Dubai World Trade Center, Dubai, U.A.E.

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<p>Learning to Leverage Social Networking and User Experience Optimization Tools to Drive Patient-Centered Clinical Workflow</p>	<p>The rapid shift from volume-based reimbursement to value-based reimbursement requires organizations and their staff to dramatically change the processes used to deliver care. Clinicians, including physicians, nurses, pharmacists, and therapists increasingly embrace all forms of technology, especially information technology devices such as tablets and smartphones. An entire generation of caregivers now thinks about and utilizes information technology tools in ways unthinkable even ten years ago.</p> <p>The presenters acting as facilitators will introduce the subject to the attendees in a short five minute overview before engaging them in a highly interactive session.</p> <p>In this session attendees will:</p> <ul style="list-style-type: none"> <li>• Learn about current trends in the use of social networking tools</li> <li>• Explore best practices in user experience maximization</li> <li>• Discuss the impact of social networking tools on clinical workflows</li> <li>• Develop ways to leverage social networks to drive efficiency in clinical workflow</li> </ul>	<p>CHIME13, October 9, 2013, Westin Kierland Resort and Spa, Scottsdale, AZ</p>
<p>Improving Outcomes, Facilitating Adoption While Protecting Patient Information</p>	<p>The move away from paper-based medical records systems to health information technology (e.g., electronic medical records (EMR)) is viewed as a step towards improving patient outcomes, increasing clinician productivity, and lowering costs. The transition, however, is often hampered by the challenge of providing secure access to patient information.</p> <p>In this session attendees will:</p> <ul style="list-style-type: none"> <li>• Identify the inherent complexity of securing multiple health IT applications</li> <li>• Review the results of the Ponemon Institute’s 2011 study on single-sign-on (SSO)</li> <li>• Understand how technology can facilitate workflow while protecting patient data</li> <li>• Review three cases studies on the use of SSO and related technologies</li> </ul>	<p>HIMSS AsiaPac11, September 21, 2011, Melbourne Convention Center, Melbourne, Victoria, Australia</p>

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Show Me the Money: Making Meaningful Use Meaningful	<p>As organizations work to implement electronic medical records, their focus is on satisfying the requirements stipulated in the meaningful use criteria. Although meaningful use criteria helps organizations better use their electronic medical record systems to improve quality of care and enhance patient safety, it does not offer an endpoint in effective use of health information technology.</p> <p>In this session attendees: 1) Review the current state of healthcare costs and clinical results in the U.S., 2) Explore the ways health information technology coupled with process and workflow transformation can greatly improve quality, patient safety, and efficiency of healthcare delivery, and 3) Understand the importance of looking beyond meaningful use in their strategic healthcare IT planning.</p>	HIMSS 2011 Annual Conference – Symposium on Meaningful Use, February 20, 2011, Orange County Convention Center, Orlando, FL
Clinical Transformation Through Clinical Decision Support and IT	<p>As diagnostic errors lead to inappropriate care and wasted resources, diagnostic clinical decision support technology offers clinicians a powerful tool to improve the appropriateness of their prescribed therapeutic plans. In this session attendees 1) Review the current state of healthcare costs and clinical results in the U.S., 2) Explore potential changes in clinical responsibilities for clinicians who use healthcare IT, and 3) Investigate the potential benefits of using diagnostic clinical decision support tools.</p>	Quality Colloquium at Harvard, August 17-19, 2010, Harvard University, Cambridge, MA
Is Meaningful Use Meaningful	<p>Now that the “meaningful use” rule has been finalized by the Office of the National Coordinator (ONC), many organizations turn their focus to a rapid deployment of electronic medical record (EMR) systems in an effort to achieve transformation of the United States healthcare system. Unfortunately, EMR adoption is just one tool used to transform healthcare, and not the single transformative activity so many believe it to be. Transformation of healthcare encompasses enhancing quality of care, improving patient safety, expanding access to care, and reducing the cost of care. EMRs deployed to satisfy the criteria for “meaningful use” can impact these factors, but only with-in a comprehensive framework that recognizes the role of incentives, clinical decision support, and healthcare information technology (HIT) in facilitating transformation.</p>	Institute for Health Technology Transformation (iHT <sup>2</sup> ) Summer Health IT Summit, July 27-28, 2010, Hyatt Regency Denver Tech Center, Denver, CO

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Revolutionary Health IT: Path Innovation, Collaboration, and Transformation	Health information technology, coupled with new processes and workflows developed by a broad range of professionals, is the key to transforming the U.S. healthcare system. Revolutionary HIT requires a focus on three key areas: 1) processes and workflows, 2) information technology tools, and 3) healthcare provider tasks, duties and responsibilities. This session explored, with the physician audience, proposed and solicited suggestions to transform healthcare.	19 <sup>th</sup> Annual Physician-Computer Connection Symposium, American Medical Directors of Information Systems (AMDIS) Annual Conference, July 13-16, 2010, Ojai Valley Inn, Ojai, CA
HIMSS Chair Keynote Address at HIMSS 2010	Cost of healthcare in the U.S. is the highest in the world while clinical outcomes trail most other developed countries. Health information technology, coupled with new processes and workflows developed by a broad range of professionals, is the key to transforming the U.S. healthcare system. All healthcare professionals have an important role in this transformation.	HIMSS 2010 Annual Conference, March 1-4, 2010, Georgia World Congress Center, Atlanta, GA
Revolutionary Health IT: Path Innovation, Collaboration, and Transformation	Revolution is defined as a “drastic and far-reaching change in ways of thinking and behaving.” Our healthcare system requires a health information technology (HIT) revolution, a drastic change in the way we deliver care by utilizing IT in new and innovative ways. Revolutionary HIT requires a focus on three key areas: 1) processes and workflows, 2) information technology tools, and 3) healthcare provider tasks, duties and responsibilities. This presentation focused on issues relevant to healthcare systems in Europe.	Healthcare Informatics Society of Ireland Annual Conference, November 18-19, 2009, Stillorgan Park Hotel, Stillorgan Co., Dublin, Ireland
Revolutionary Health IT: Collaboration, Transformation, and Innovation	<p>Revolution is defined as a “drastic and far-reaching change in ways of thinking and behaving.” Our healthcare system requires a health information technology (HIT) revolution, a drastic change in the way we deliver care by utilizing IT in new and innovative ways. Revolutionary HIT requires a focus on three key areas: 1) processes and workflows, 2) information technology tools, and 3) healthcare provider tasks, duties and responsibilities. In this session attendees will:</p> <ul style="list-style-type: none"> <li>• Review the foundation of revolutionary HIT</li> <li>• Understand the steps necessary to build a culture that supports revolutionary HIT</li> <li>• Explore how to utilize revolutionary HIT concepts in their organizations</li> <li>• Identify the benefits offered by utilizing HIT in these new and different ways</li> </ul>	Ninth Annual Transforming Healthcare Through Health IT Summit, Institute for Health Technology Transformation, November 4-5, 2009, Sofitel Los Angeles, Los Angeles, CA

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<p>Bringing Your Own Meaningful Use to Life</p>	<p>With more than \$20 billion appropriated to healthcare information technology over the next five years, government officials are concerned that the funds are effectively utilized. With the bulk of the money earmarked for electronic medical record systems in physician’s offices, the Office of the National Coordinator for Healthcare IT (ONC), with other government officials and representatives of relevant stakeholders, are working to define “meaningful use” to ensure that the systems are not just installed, but actually used in a way that improves the quality of care and reduces costs.</p> <p>In this keynote session, attendees will:</p> <ul style="list-style-type: none"> <li>• Review the impact of ARRA on funding for healthcare information technology</li> <li>• Explore the various definitions considered by the government in circumscribing the concept of “meaningful use”</li> <li>• Identify sources to monitor to remain up-to-date on current activities, such as the work on “meaningful use”, that impact clinical IT planning and deployment</li> <li>• Review the current state of healthcare reform</li> <li>• Consider methods to apply self-developed “meaningful use” to current clinical IT projects</li> <li>• Understand the role of metrics in developing and measuring the impact of clinical IT initiatives</li> </ul>	<p>Paragon Development Systems Technology Conference, October 7, 2009, Midwest Airlines Center, Milwaukee, WI</p>
<p>Influence of Environmental Factors: New Technologies and Trends</p>	<p>Although the United States spends more money on the delivery of healthcare than any other country, its ranking on many measures of quality, safety, and access puts it behind other advanced western societies. Healthcare information technology can play a role in improving healthcare outcomes while reducing costs. In this session attendees: 1) Compare the delivery of care in the United States to other western countries, 2) Explore how processes and workflow can impact outcomes, and 3) Learn about path innovation and its role in clinical transformation.</p>	<p>Electronic Health Record Educational Conference, September 25, 2009, Albany Medical Center, Albany, NY</p>

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Impact of Social Networking on Patient Safety and Quality	<p>Social networking provides a completely new way for individuals to meet new people, interact, and share information.</p> <p>In this session attendees will: 1) Review the several ways to engage in social networking, 2) Learn about the way social networking can positively impact healthcare quality and safety, 3) Explore how one organization is using social networking to coordinate U.S. clinical expertise with the needs of developing countries.</p>	Quality Colloquium at Harvard, August 18-20, 2009, Harvard University, Cambridge, MA
Social Networking: A New Tool to Engage the Clinical Community	<p>Is your profile complete on LinkedIn? How many friends does your organization have on Facebook? Do you know what Angie’s list thinks of your hospital? If not, you may be missing the “groundswell” a term coined by Forrester researchers Charlene Li and Josh Bernoff. In their book Groundswell, Li and Bernoff review the technology underpinning social networking and explore how it can be used to connect with customers, better develop service offerings, and further relationships with clients.</p> <p>These social networking sites are replacing the mainstream media as sources of information, particularly those events that are below the threshold needed to prompt a news organization to dispatch a reporter or camera crew. Nevertheless, this information spreads out among a community and can, on rare occasions, go viral, thereby spreading rapidly among large numbers of people. Such events can be harmful to reputations and the bottom line.</p> <p>In this session attendees will: 1) Review the several ways to engage in social networking, 2) Learn about the role social networking plays in healthcare consumerism, 3) Explore the steps that can be taken to manage the “groundswell” for the benefit of an organization.</p>	Digital Healthcare Conference, May 7, 2009, Fluno Center, Madison, WI



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<p>Revolutionary Health IT: Collaboration, Transformation, and eHealth Vision</p>	<p>Health IT erquires more than just implementaing technology to be successful. Clinical processes need review and then re-engineering to take advantage of the benefits of HIT. In addition, path innovation should be part of the process.</p> <p>In this session, attendees will:1) Learn about the role clinical transformation plays in making healthcare IT implementations impactful on quality, safety and costs, 2) Review HIMSS’ recommendation to the Obama administration to leverage its planned multi-billion dollar investament in healthcare IT, and 3)Explore the utility of Web 2.0 social networks in facilitating the exchange of clinical knowledge in the care of patients worldwide.</p>	<p>ictQATAR – e-Health Seminar, January 22, 2009, Marriot, Doha, Qatar</p>
<p>Establish Clinical Transformation: How Physician Advisors Can Manage Change While Deploying Health IT</p>	<p>Health IT promises to revolutionize medicine through the deployment of electronic medical records, computerized provider order entry systems and clinical decision support tools. The potential success of deployment of these tools is dependent more upon how the tools are utilized by clinical professionals including physician advisors and medical directors, than on software features, functions or other technological benchmarks.</p> <p>Effectively directing clinical transformation, including clinical processes, workflow, and change management, is the key to deployments that deliver desired clinical outcomes.</p> <p>In this session, attendees will: 1) Learn the key issues associated with clinical transformation, 2) Explore the concept of revolutionary health IT, 3) Analyze a clinical transformation case study, and 4) Examine case study analysis results.</p>	<p>Optimizing the Role of the Physician Advisor, World Research Group, March 25, 2008, MGM Grand, Las Vegas, NV</p>
<p>Path Innovation, Collaboration and the Triple Convergence</p>	<p>Health care spending is increasing at an unsustainable rate throughout Western Europe. Clinical information technology can greatly impact both the quality and cost of health care, thereby presenting itself as a tool available to help address this problem. Changes in clinical workflow that greatly impact care are best implemented utilizing clinical information technology tools. In this session attendees will: 1) Learn about the three convergence factors that impact healthcare IT, 2) Explore the role of path innovation on benefiting from IT, and 3) Review the current healthcare funding crisis in Europe.</p>	<p>SAP Belgium and Luxemburg, Healthcare Conference, November 28, 2006, SAP Lounge, Brussels, Belgium</p>

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<p>Reflections on Technology and Quality: Round Healthcare in a Flat World</p>	<p>Health care annually invests billions of dollars on information technology, including clinical systems, electronic medical records, and interoperability platforms. Healthcare leaders worry, as did their counterparts in other industries more than a decade ago, that this investment in information technology will never deliver the improvements in productivity, efficiency and quality expected. Reports of failed implementations, error prone systems and staff dissatisfaction, especially among physicians, only increases the stress felt by the members of every provider’s senior management team.</p> <p>In this session attendees will: 1) Learn about the three convergence factors that impact healthcare IT, 2) Explore the role of path innovation on benefiting from IT, and 3) Review the current healthcare funding crisis.</p>	<p>Quality Colloquium at Harvard, August 21, 2006, Harvard University, Cambridge, MA</p>
<p>Minding the Gap: Combining Path Innovation and Collaboration</p>	<p>Ever since the 2001 IOM report, healthcare professionals have focused on bridging the quality chasm outlined in the report. Five years later organizations are beginning to report success stories, describing improvement leaps in quality and patient safety. Although deployment of information technology tools currently grabs the attention of healthcare leaders as the key to improving care, other factors impact success more than the choice of clinical information tools.</p> <p>In this session attendees will : 1) Learn about the role of path innovation in securing successful implementation of quality and safety initiatives, 2) Explore the place change management has in achieving desired results of technology adoption, and 3) Review the value of AHA’s Quality Center as an educational and guiding resource on quality.</p>	<p>American Hospital Association – Health Forum, July 14, 2006, San Francisco Hilton, San Francisco, CA</p>
<p>Clear and Lasting Danger: Pandemic Flu, and How IT Can Help</p>	<p>Unlike bombs or tornados, pandemic flu's impact is not measured in hours but months. Organizations need to prepare for the slow and methodical erosion of their ability to maintain services in the face of increasing demand, and realize that the disaster plans they maintain that address other disasters will not apply.</p> <p>Even more chronic and just as devastating in the long haul is the human toll from medical injuries and lapses in healthcare quality that claim up to 4,500 Wisconsin lives annually, and the rising healthcare costs that threaten everyone's access to care. How might information technology help us address such "chronic emergencies?"</p>	<p>Digital Healthcare Conference, May 4, 2006, Fluno Center, Madison, WI</p>

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Clinical Transformation: Changing Processes, Utilizing Clinical Content	Deploying information technology, no matter how sophisticated or user friendly, does not alone effectively deliver safe and efficient care. Safe, efficient care delivery requires a complete clinical transformation of existing workflows and processes. Attendees to this session will learn from examples of successful clinical transformation projects how to effectively redesign workflow that effectively utilized clinical content to improve patient safety and quality healthcare.	American Society for Quality Annual Meeting, May 3, 2006, Midwest Airlines Center, Milwaukee, WI
Your Genie in the Bottle: Processes, Quality & Outcomes	With health costs continuing to rise at close to a double-digit rate, organizations are searching for innovative ways to manage utilization, enhance quality and improve patient safety. Although other industries have effectively utilized information technology to better manage their businesses, healthcare is just beginning to implement systems that can transform workflow and help monitor data that results in more efficient and effective care. In this session attendees will hear from a clinician who has dedicated the last two decades of his career to helping organizations convert data into information that can be leveraged to deliver safe and affordable patient care.	3 <sup>rd</sup> Annual Cardiovascular Knowledge Center Consortium, March 2, 2006, Casa Monica Hotel, St. Augustine, FL
Clinical Infrastructure Driving Clinical Transformation	Healthcare faces numerous challenges including an aging population, fragmented networks of providers and payers, demanding consumers, and escalating costs. Information technology provides useful tools to address these issues. In this session attendees will learn about how clinical transformation is critical to effectively leverage these new information technology tools. In addition, the limitations of interoperability will be reviewed.	HP World Health Symposium, September 22, 2005, MGM Grand, Las Vegas, NV
Keynote: Clinical Transformation: Changing The Way We Do Things, Not Just the Tools	To effectively utilize clinical technology, clinicians and implementers must think of new ways of doing things, rather than the automation of existing paths. Improvement occurs through innovation. In this session attendees will: Review some of the recent lessons in deploying clinical technologies, learn about the role of path innovation in securing successful implementation, and explore the place change management has in achieving desired results of technology adoption.	Digital Healthcare Conference, June 9, 2005, Fluno Center, Madison, WI

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<p>Unity of Focus: Mapping Business Objectives to Digital Healthcare Strategies (Panelist)</p>	<p>Aligning IT strategies with business objectives is critical to successful implementation and clinician adoption of digital healthcare solutions. In addition, IT strategies must offer the data points and information that can be used to support key initiatives. Payors, including CMS, are beginning to utilize pay for performance as a method to manage the quality, safety and efficiency of care. In this session experts on pay for performance issues and healthcare IT will: Review the current state of pay for performance programs, explore the CMS demonstration ambulatory pay for performance program being implemented at the Marshfield clinic, and discuss the critical factors of an IT strategy that can help deliver the information necessary for a successful pay for performance program.</p>	<p>Digital Healthcare Conference, June 8, 2005, Fluno Center, Madison, WI</p>
<p>The Potential of Health Information Technology to Reduce Errors and Reduce Premiums</p>	<p>Quality and patient safety in healthcare is a function of both care delivery processes and the technology supporting them. In addition, malpractice premiums are tied to these two issues. This session will focus on various approaches that leverage IT within processes to maximize beneficial outcomes. Attendees will: Explore some of the reasons for the increase in malpractice premiums, review processes and their role in delivering quality patient care, understand how clinical information technology can enhance processes, and review several case studies of enhanced processes made possible by clinical information technology.</p>	<p>Annual Meeting of the Academy of Medicine of Cleveland/Northern Ohio Medical Association, March 4, 2005, Embassy Suites, Independence, OH</p>
<p>Using Predictive Modeling to Target Interventions</p>	<p>Recent surveys have shown increasing numbers of Americans without health insurance. In addition, the rising cost of health care premiums is eroding worker earnings. Improved management of chronic disease patients through disease management offers a way to manage these associated costs. Effective and efficient implementation of disease management programs requires identification of plan enrollees that are at greatest risk of increased morbidity associated with their chronic disease. In this session attendees will learn about the three generations of predictive modeling tools used in disease management and what data inputs are needed to support those models. In addition, study results of a third generation model will be presented.</p>	<p>Quality Insights of Pennsylvania Medicare Advantage Health Plan Summit, October 21, 2004, Central Pennsylvania Business College Conference Center, Harrisburg, PA</p>

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Patient Safety Workforce Training	Recently published studies raised the awareness of professionals in healthcare to the key challenges in delivering safe patient care. In this session attendees learn about the development of on-line education being developed to prepare an entire healthcare workforce to be a positive force in promoting patient safety. Requirements for board certification in health care quality management and patient safety are also reviewed.	Quality Colloquium at Harvard University, August 22, 2004, Cambridge, MA
Using Predictive Modeling to Target Interventions	Effective and efficient implementation of disease management programs requires identification of plan enrollees that are at greatest risk of increased morbidity associated with their chronic disease. Risk models are used to identify these patients and assign the appropriate amount of resources to keep them well. In this session attendees will learn about the three generations of predictive modeling tools used in disease management and what data inputs are needed to support those models. In addition, study results of a third generation model will be presented.	Disease Management Colloquium, June 29, 2004, Jefferson Medical College, Philadelphia, PA
Enhancing Workflow and Clinical IT Adoption to Advance Patient Safety	Delivery of safe, high quality care requires adoption of new processes and technologies that can significantly impact patient outcomes. In this session attendees will: Review public and physician perceptions on medical errors, understand the factors leading to high rates of clinician adoption, and review how processes affect quality of care.	Spring Conference of the Primary Health Care Specialist Group of the British Computer Society, June 16, 2004, Heythrop Park, Oxfordshire, UK
Workflow Enhancement – The Environment	Delivery of safe, high quality care requires adoption of new processes and technologies that can significantly impact patient outcomes. In this session attendees will: Review public and physician perceptions on medical errors, understand the factors leading to high rates of clinician adoption, review how processes affect quality of care, and explore the impact of clinical IT systems on quality and patient safety.	HIMSS Annual Conference, February 23, 2004, Orlando Convention Center, Orlando, FL

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Quality Initiatives: Using Clinical IT to Directly Impact Care	Quality and patient safety in healthcare is a function of both care delivery processes and the technology supporting them. This session will focus on various approaches that leverage IT within processes to maximize beneficial outcomes. Attendees will: Review processes and their role in delivering quality patient care, understand how clinical information technology can enhance processes, explore the role care team collaboration has in processes and outcomes, and review several case studies of enhanced processes made possible by clinical information technology.	<p>Physician IT Symposium, HIMSS Annual Conference, February 22, 2004, Orlando Convention Center, Orlando, FL</p> <p>Spring Conference of the Primary Health Care Specialist Group of the British Computer Society, June 16, 2004, Heythrop Park, Oxfordshire, UK</p> <p>Digital Healthcare Conference, June 23, 2004, Fluno Center, Madison, WI</p> <p>A Prescription for Patient Safety and Medical Liability, Joint Commission on Accreditation for Quality in Healthcare Organizations, November 9, 2004, Hilton Alexandria Mark Center, Alexandria, VA</p>
Error Reduction Thru Medical Technology	Information technology promises to greatly impact the occurrence of medical errors. In this session attendees will learn about several types of information technology can have been applied to reduce medical errors.	Evolving Healthcare Technology Conference, November 7, 2003, Medical College of Wisconsin, Milwaukee, WI
Achieving ROI Through Quality Initiatives: Six Sigma, Workflow and Clinical IT	Return on investment (ROI) often drives the implementation of clinical information technology systems. In this session attendees will review measures of clinical information technology ROI, understand potential sources of quality and cost benefits of process improvements, and understand the role of an organization's strategic plan in choosing how to measure ROI. In addition, a case study of ROI is presented.	American Board of Quality Assurance and Utilization Review Physicians, November 1, 2003, Hyatt Regency Hotel, Orlando, FL
Using Point-of-Care Information Technology Tools to Reduce Medication Errors	The Health Information Systems Society conducted an on-line survey in 2003 where 247 respondents recorded their views on patient safety. In this session, attendees will learn about the results of that survey and the reported views on patient safety, the forces driving it, the role of information technology in patient safety and the obstacles to enhancing patient safety. In addition, attendees will review a case study of a point of care solution that dramatically reduces medication errors.	The Quality Colloquium at Harvard University, August 27, 2003, Cambridge, MA

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Driving Patient Safety	Various factors drive the implementation of patient safety initiatives while other factors either increase or decrease the likelihood of success on these initiatives. In this session, attendees will learn about the drivers of patient safety. In addition, clinician adoption, process improvement and implementation of information technology will be reviewed.	Vanguard Health Systems Retreat, August 19, 2003, Treasure Island Hotel, Las Vegas, NV
Physician Adoption: Lessons from Health Care's Most Wired	Harris Interactive, supported by the McKesson Corporation, completed a study on issues associated with clinician adoption of clinical information technology tools. During this session attendees will learn about the results of this study and what key factors are necessary to increase clinician adoption of clinical information technology.	AHA Health Forum, August 5, 2003, Marriott Hotel San Francisco, San Francisco, CA
Case Studies in Practitioner Adoption	Through a survey administered to clinicians, specific factors were identified that drive the adoption of clinical information technology. Session attendees will learn about these factors and how an acute care hospital in Savannah, GA, Memorial Health, is achieving high levels of adoption and successfully implementing clinical information technology tools.	3 <sup>rd</sup> Annual eHealth Summit, June 12, 2003, The Pillar and Post Inn, Spa & Conference Centre, Niagara-on-the-Lake, Ontario, Canada
Workflow Enhancement – The Environment	Acceptance of clinical information technology is greatly dependent upon its impact on workflow. In this session, attendees will learn what factors impact adoption of clinical information technology. In addition, they will learn how these tools can impact workflow in a way that clinicians will find acceptable.	HIMSS Summer Conference, June 10, 2003, Sheraton Hotel, Chicago, IL
Patient Safety: Attitudes and Challenges Facing Patients, Physicians and their Providers	Concerns about patient safety are driving many activities in healthcare organizations. In this session, attendees will learn about what attitudes the public and physicians have about patient safety. In addition, they will learn about the role processes have in delivering safe patient care.	Amherst Product Group Users Conference, June 5, 2003, Marriott Hotel, Orlando, FL
Market Forces Driving Patient Safety Standards	Recently, patient safety has garnered much attention both within and outside the healthcare industry. In this session, attendees learn what factors are driving this focus on patient safety including recent Institute of Medicine reports, Leapfrog Group initiatives among others.	WEDI National Conference, May 20, 2003, Crystal City Hyatt Regency, Washington, DC

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Presentation Title	Summary	Presentation Date/Location
Using Clinical Decision Support to Influence Outcomes	The source of medical errors, poor outcomes and wasted resources can be traced to the wide variability of care present in healthcare. Properly applied clinical decision support, in the form of evidence-based guidelines, disease specific order sets and clinical alerts can reduce variability while enhancing clinical and financial outcomes. To effectively apply clinical decision support, organizations must understand how the broad array of clinical decision support tools can work to enhance care delivery processes. In this session, attendees will: 1) Identify the major sources of variability of care; 2) Review the multiple types of clinical decision support; 3) Explore how to achieve clinician adoption of CDS; 4) Understand how CDS can be used to enhance results	Medical Records Institute, TEPR 2002, May 14, 2003, San Antonio Convention Center, San Antonio, TX
Lessons from Health Care's Most Wired	AHA's Health Forum compiled the second annual Most Wired Survey of acute care hospitals. Results of this survey identified the top 100 hospitals as indicated by their deployment of technology is presented. In addition, results of the Harris Interactive study on clinician adoption of technology is reviewed.	Health Information Management System Society, February 10, 2003, San Diego Convention Center, San Diego, CA  National Managed Health Care Congress, March 10, 2003, Washington Convention Center, Washington, DC  Medical Records Institute, TEPR 2002, May 14, 2003, San Antonio Convention Center, San Antonio, TX
Disease Management and Medical Error: How Managing the Disease May Reduce the Risk	In this session, attendees will learn about the variable causes of medical errors and the role of processes in reducing those error rates. In addition, the principles of disease management and evidence-based medicine is presented.	American Board of Quality Assurance and Utilization Review Physicians, October 26, 2002, Hyatt Regency Hotel, Orlando, FL
Clinician Adoption: Its Importance In Successful IT Deployment	Harris Interactive, supported by the McKesson Corporation, completed a study on issues associated with clinician adoption of clinical information technology tools. During this session attendees will learn about the results of this study and what key factors are necessary to increase clinician adoption of clinical information technology.	College of Health Information Management Executives, On-Line Webinar, October, 24, 2002.



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Presentation Title	Summary	Presentation Date/Location
Using Handheld Devices to Obtain Physician Adoption of Information Technology	In this session, results of the Harris Interactive-McKesson survey on clinician adoption is presented. Attendees will learn what drives physician adoption and what role handheld computers have in enhancing the level of acceptance of clinical information technology.	Mobile Health Care 2002, Medical Records Institute, October 17, 2002, Venetian Resort Hotel, Las Vegas, NV
Technology: How Providers and Purchasers Gauge Quality	In this session attendees will learn what factors drive clinician adoption of clinical systems. Key initiatives of the Leapfrog Group are explored. The role of information technology in enhancing patient safety is reviewed. This session is one part of the Wharton Healthcare Quality Means Business conference.	Wharton Health Care Management Alumni Association, October 11, 2002, Wyndham Franklin Plaza Hotel, Philadelphia, PA
Evidence Based Cost Reduction Strategies	In two recent Institute of Medicine reports, information technology solutions, access to clinical guidelines at the point of care, and support and redesign of clinical workflows are identified as key factors that can improve patient safety. In this presentation attendees learn how process re-engineering, computerized physician order entry with clinical decision support and workflow redesign impacts both clinical and financial outcomes.	Healthcare Financial Management Association, June 18, 2002, Seattle Convention Center, Seattle, WA
Patient Safety	Medical errors are the result of system and process failures that directly lead to errors or contribute to human mistakes that directly or indirectly deliver poor outcomes. During this session attendees learn about processes and how they can be modified to reduce errors. Computerized physician order entry, clinical decision support, robotics and bar-coding techniques are reviewed.	College of Health Information Management Executives, On-Line Webinar, June 12, 2002.
Enhancing Patient Safety: CPOE and Clinical Decision Support	In two recent Institute of Medicine reports, information technology solutions (specifically computerized physician order entry, CPOE), access to clinical guidelines at the point of care, and support and redesign of clinical workflows are identified as key factors that can improve patient safety. In this presentation attendees learn how CPOE with clinical decision support impacts clinical and financial outcomes in an acute care setting.	Medical Records Institute, TEPR 2002, May 14, 2002, Seattle Convention Center, Seattle, WA

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Presentation Title	Summary	Presentation Date/Location
Clinical ROI: Lessons from Health Care's Most Wired	Harris Interactive, supported by the McKesson Corporation, completed a study on issues associated with clinician adoption of clinical information technology tools. During this session attendees will learn about the results of this study and what key factors are necessary to increase clinician adoption of clinical information technology.	<p>National Managed Health Care Congress, April 17, 2002, Baltimore Convention Center, Baltimore, MD</p> <p>Emerging Technologies and Healthcare Innovations Congress, June 19, 2002, Hilton Hotel and Towers, Washington, DC</p> <p>Health Information Management System Society, February 10, 2003, San Diego Convention Center, San Diego, CA</p>
Patient Safety: Modifying Processes to Eliminate Errors	Medical errors are the result of system and process failures that directly lead to errors or contribute to human mistakes that directly or indirectly deliver poor outcomes. During this session attendees learn about processes and how they can be modified to reduce errors. Computerized physician order entry, clinical decision support, robotics and bar-coding techniques are reviewed.	<p>Health Information and Management Systems Society, January 29, 2002, Atlanta Convention Center, Atlanta, GA</p> <p>Health Information System Society, June 10, 2002, Monte Carlo Hotel, Las Vegas, NV</p>
Patient Safety: Taking Steps Forward	Review of the impact processes have on quality and patient safety. Principles of CQI/TQM/Six Sigma are explored. Various information technology solutions, particularly medication management, computerized physician order entry and clinical decision support are reviewed.	American College of Healthcare Executives, August 28, 2001, Memphis, TN and October 16, 2001, New Orleans, LA
Healthcare Internet Portals: Benefiting from the Easy Exchange of Information	Review of the integration approach that consolidates and allows manipulation of information from both existing and Web-based systems through portals and other Web technologies. The rapid realization of ROI through quick time to launch, leveraging existing applications and web investments, and ease of customization and personalization is explored.	Medical Records Institute, TEPR 2001, May 11, 2001, Hynes Convention Center, Boston, MA
Health Care Delivery Systems and Managed Care	Review of traditional health care delivery systems including Blue Cross/Blue Shield, indemnity plans, third party administrators, ERISA, and government. Learn about the many types of managed care systems including HMO, PPO, IPA, EPO, PHO, IDS. Learn about the broad definition of managed care that includes health care delivery, sales, marketing, economics, outcomes, customer relations, and administration. Preparation for the ABQAURP certification exam.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, 1997 to 2000 - Multiple sites

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Presentation Title	Summary	Presentation Date/Location
Profiling, Outcomes and Informatics	Review the use of quality, utilization and access data in developing provider profiles. Learn about the limitations of transactional databases, applying basic epidemiology principles to designing reports, and employing simple statistics for risk adjustment. Understand the basics about informatics and the Internet. Preparation for the ABQAURP certification exam.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, 1997 to 2000 - Multiple sites
Care Management: An Integrated Approach for Managing Risk	Review of the supporting concepts of case and disease management. Attendees learn about ways to use technology to improve processes of care. Techniques to change physician behavior are explored.	The IPA Association of America, March 12, 2000 – Venetian Hotel, Las Vegas, NV
Disease Management	Review of disease and case management as practiced today. Exploration of the metrics that make disease management so financially attractive. Attendees are exposed to some of the advantages of using information technology to deliver disease management programs.	National Managed Health Care Congress, April 17, 2000 – Washington Convention Center, Washington, DC.
Internet and World Wide Web Technologies for Physicians	Attendees learn how to use the Internet and the available search engines to access medical literature. Understand how the world wide web, cyberspace and informatics can be used to enhance health care delivery and outcomes. Review some of the most valuable web sites to gather medical information on clinical guidelines and managed care.	Washington County Hospital Association, May 6, 1999 – Washington County Hospital, Hagerstown, MD
Aligning Technology Strategies with Business Goals	The proper choice and implementation of technology tools is essential to obtaining value from such new innovative technology. Managers who are evaluating these tools must plan both strategically and tactically, and then execute their plans efficiently. New technology tools must include both prospective (transactional) and retrospective systems that work synergistically. In this session attendees will review the results of an HMO that used a retrospective profiling tool in impact physician behavior. In addition, other strategies and the integration of technology products will be presented.	American Association of Health Plans, November 7, 1998 – Orlando Marriott, Orlando, FL
Linking Informatics and Medical Management	This presentation reviews the use of informatics to manage the degree of variation in medical practice. Both retrospective analytical software tools and transactional case management software tools are reviewed. Case studies are presented to illustrate the effectiveness of these tools in managing care. The link between retrospective data marts and transactional system databases is explored.	Louisiana Managed Healthcare Association, September 18, 1998 – Radisson Hotel, Kenner, LA

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Presentation Title	Summary	Presentation Date/Location
Disease Management: Using IT to Deliver the Goods	Disease management, a knowledge based process intended to continuously improve the value of healthcare delivery, requires tools that allow for the management and monitoring of the care delivery process. In this session, we will review the core concepts of disease management and explore how information technology is a critical factor in the successful implementation of any disease management initiative.	McKesson Corporation, Payor Solutions Group 1998 User Conference, April 29, 1998 – Washington Marriott, Washington, DC
Connect the Docs: Put Internet and World Wide Web Technologies to Work for You!	This session reviews the changes in health care information systems due to web technology. Advantages of employing web technology (e.g., streaming video, “smart forms,” and interactive web pages) are explored. Attendees learn how such technology fits into patient care and what benefits can be obtained.	National Managed Health Care Congress Annual Conference, April 22, 1998 – Georgia World Congress Center, Atlanta, GA
Using Computer and Web Technology in Education and Proficiency Testing	This session describes the latest available Internet technology (e.g., streaming video, “smart” forms, interactive web pages), and ways to utilize that technology to enhance the continuing education experience. In addition, potential advantages of using computer technology to educate and test candidates for board or discipline specific certification is explored. The underpinnings of ABQAURP’s Core Body of Knowledge course is presented.	Alliance for CME, January 29, 1998 – Hotel del Coronado, San Diego, CA
Integrating CME/CE in Decision Support and Point-of-Care Systems	New technologies bring about opportunities to enhance the quality of care by delivering CME/CE at the point-of-care. Learn how to position such CME/CE and use available technologies to deliver information quickly in multimedia formats. Find out how Internet technology can be used to collect primary clinical data, construct data repositories, and link outcomes data to processes. Available Internet CME web sites are presented.	Alliance for CME, January 29, 1998 – Hotel del Coronado, San Diego, CA
Managed Care: Added Risks?	Review the latest trends in risk contracting among managed care companies and providers. Learn what incentives are most prevalent and explore alternative methods of reimbursement that can help to align the incentives of cost and quality.	American Board of Quality Assurance and Utilization Review Physicians, October 24, 1997 – Four Seasons Hotel, Philadelphia, PA
Mining the Internet: Capturing Information On-Line	Learn how to use the Internet and the available search engines to research risk management issues. Useful web addresses are presented and live access to those sites is demonstrated. A case study is utilized to illustrate the research power of the Internet.	American Board of Quality Assurance and Utilization Review Physicians, October 24, 1997 – Four Seasons Hotel, Philadelphia, PA
Improving Process Quality: Applying Workflow Automation to Patient Care Plans	Learn how workflow can be applied to healthcare through both case and disease management. Review the principles of continuous quality improvement. Explore how the use of Internet technology, when combined with workflow, can improve the efficiency and effectiveness of case management efforts and provider profiling.	Medical Case Management Conference, September 27, 1997 – Opryland Hotel, Nashville, TN

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Presentation Title	Summary	Presentation Date/Location
Outcomes Measures and Reporting	Learn to measure and monitor outcomes and profile providers using computerized information tools. Explore the issues of data sources, coding, risk adjustment, HEDIS and changing physician behavior. Review Internet technology, E-mail, smart forms and workflow in health care settings.	National Managed Home Health Care Congress, June 11, 1997 - Loews Vanderbilt Hotel, Nashville, TN
Putting it Together: Linking Structure, Process and Outcomes and QA/UR/RM Activities	Learn how structure, process and outcome can be combined with processes and technology to measure and report on quality of care. Explore data sources, coding and risk adjustment. Review Internet technology, E-mail, smart forms and workflow in health care settings. Understand JCAHO and NCQA initiatives to measure and foster quality health care.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, June 6, 1997 - Atlanta Airport Marriott
NCQA Standards for Physicians Organization Certification Programs	Review proposed NCQA standards for physician organization accreditation. Learn the several primary areas for accreditation and the processes planned for application, data collection and reporting.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, June 7, 1997 - Atlanta Airport Marriott
QI/UM Informatics: Outcomes, Profiling, Internet	Learn how to measure and monitor outcomes and profile providers using computerized information tools. Review basic principles of CQI in outcomes research, health care workflow, and risk adjustment methodologies. Experience searching on the World Wide Web and using the Web as a medical research tool.	American Board of Quality Assurance and Utilization Review Physicians, March 22, 1997 - Mesa Pavilion Hilton, Mesa, AZ
Using an Internet/Intranet Enabled Software System to Enhance Outcomes	Review of the changing health care marketplace and its impact on subacute care. Exploration of the fields of outcomes and continuous quality improvement. Presentation of the use of the principles of workflow to improve health care delivery. Exploration of the application of Internet/Intranet technology to manage the process of care while building clinical data repositories.	American Subacute Care Association, January 23-24, 1997, San Francisco Airport Marriott, Burlingame, CA
Informatics for Profiling Physicians	Review of the multiple ways of profiling physicians' practice habits, and their patients' outcomes of care. Exploration of data sources, coding, risk adjustment, HEDIS and changing physician behavior. Presentation of several commercially available profiling systems.	Informatics Institute, Bethesda, MD, 1996-present - Multiple sites
Physician Profiling and Informatics	Review of the multiple ways of profiling physicians' practice habits, and their patients' outcomes of care. Exploration of data sources, coding, risk adjustment, and HEDIS. Understand the opportunities to obtain useful information through use of the Internet.	Florida Medical Directors Association, October 13, 1996, Holiday Inn, Orlando, FL
The Araxsys Solution and Healthcare Workflow	Review of the basic principles of continuous quality improvement, healthcare workflow and workflow automation. Exploration of employing workflow techniques to modify behavior, deliver practice guidelines and care plans, and document processes.	International Institute for Research - October 5, 1996 - Toronto Marriott, Toronto, Canada

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Presentation Title	Summary	Presentation Date/Location
Alternative Care Delivery	Exploration of the use of alternative medicine by Americans. Review of the initiatives of the Office of Alternative Medicine, NIH. Presentation of the use of the Internet to do research on medical topics.	American Board of Quality Assurance and Utilization Review Physicians, September 6, 1996 - Holiday Inn Crowne Plaza, Burlingame, CA
Provider Profiling, Changing Physician Behavior and Fundamentals of Continuous Quality Improvement	Review the use of quality, utilization, patient satisfaction, and access data to profile physicians. Learn about the multiple methods of risk adjustment. Understand how to effectively change physician practice patterns. Explanation of the fundamentals of total quality management and continuous quality improvement.	First Physicians Care, June 5, 1996 - First Physicians Care, Atlanta, GA
The Core Body of Knowledge	Review of the key educational components of a training program in quality improvement, utilization management, and risk management that leads to Board certification. Explanation of the course development process and the steps to develop a broad based training program.	International Society for Quality in Health Care Annual Conference, May 29, 1996 - Renaissance Hotel, Jerusalem, Israel
Physician Profiling and Changing Physician Behavior	Review the use of quality, utilization and access data in developing a provider profile. Learn about the limitations of transactional databases, and the challenges presented by developing customized data sets. Understand the difficulties in changing physician behavior. Learn about the role of continuous quality improvement in provider profiling.	American Board of Quality Assurance and Utilization Review Physicians, June 14, 1996 - Dallas Doubletree Hotel, Dallas, TX
Provider Profiling	Review the use of quality, utilization and access data in developing a provider profile. Learn about the limitations of transactional databases, applying basic epidemiology principles to designing reports, and employing simple statistics for case mix adjustment. Understand the limitations of provider profiling and areas of potential opportunity.	American College of Physician Executives Annual Conference, May 10, 1996 - Peachtree Plaza Hotel, Atlanta, GA; National Managed Health Care Congress, April 29, 1996 - Washington Convention Center, Washington, DC
Managed Care: Opportunities for Quality Improvement?	Review the history of managed care and the financial mechanisms and various incentives that support it. Explain the numerous structural arrangements and relationships that form delivery systems. Review the basics of provider profiling and the use of continuous quality improvement in a managed care setting. Explain the potential uses of managed care under the Swiss health care delivery system.	Swiss Institute of Public Health, January 25, 1996 - Swiss Institute of Public Health, Lausanne, Switzerland
Managed Care: Do You Hear Hoof Beats?	Review the economic changes in the health care marketplace that led to the growth of managed care. Understand how physicians can position themselves to take advantage of these changes and generate professional opportunities that deliver quality work environments, protect patient interests, and provide adequate financial security.	Westchester Prepaid Health Services Plan, Inc., November 16, 1995 - Holiday Inn Crowne Plaza, White Plains, NY

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Presentation Title	Summary	Presentation Date/Location
Innovative Programs for Physicians in Managed Care	Explore the economic changes in the health care marketplace that delivered the expansion of managed care. Learn about a multi-disciplinary educational program that gives physicians the fundamental knowledge to practice successfully under managed care. Review the approach of fellowship/residency programs currently available in managed care settings.	The Managed Health Care Congress Northeast, November 13, 1995 - Sheraton New York, New York, NY
Physician / Provider Profiling	Review the use of quality, utilization and access data in developing a provider profile. Learn about the limitations of transactional databases, applying basic epidemiology principles to designing reports, and employing simple statistics for case mix adjustment. Understand how to do it yourself.	American Board of Quality Assurance and Utilization Review Physicians, Legal, Economic and Ethical Issues in Managed Care, September 22, 1995 - Dallas Doubletree, Dallas, TX
Practice Guidelines for Disease State Management	The expansion of managed care places increased emphasis on controlling utilization and costs. In addition, the changes in provider financial incentives shifts provider focus on only delivery of care that is clearly necessary. Unfortunately, it is not always clear what is appropriate care. Although originally developed to control utilization, criteria, guidelines, and protocols are now being used to ensure efficient and effective health care delivery. Disease management is an evolving field that employs guidelines to deliver disease-specific comprehensive care services in an efficient and effective manner. Can useful disease management guidelines truly be developed? How will they be efficiently distributed? What is the probability that they will affect outcomes? Will they generate cost savings?	Clinical Economics Conference '95, September 12, 1995 - Hynes Convention Center, Boston, MA
Health Care Delivery Systems	Review of traditional health care delivery systems including Blue Cross/Blue Shield, indemnity plans, third party administrators, ERISA, and government. Learn about alternative care and state health care initiatives. Overview of risk adjustment systems. Preparation for the ABQAURP certification exam.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, 1993-1996 - Multiple sites
Managed Care	Learn about the many types of managed care systems including HMO, PPO, IPA, EPO, and PHO. Learn about the broad definition of managed care that includes health care delivery, sales, marketing, outcomes, customer relations, informatics, and administration. Preparation for the ABQAURP certification exam.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, 1994-1996 - Multiple sites
Peer Review Organizations(PROs): An Overview	Learn about the development of the PSROs and PROs. Review the third and fourth scopes of work that HCFA has initiated. Preparation for the ABQAURP certification exam.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, 1995-1996 - Multiple sites

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Presentation Title	Summary	Presentation Date/Location
Health Care Systems and Popular Organizational Models	Learn about traditional health care delivery systems and the basis for health care insurance. Understand the reasons for the growth in managed care plans. Review government's broad role in health care. Explore some of the ethical issues presented by our changing health care marketplace and the growth in computerized medical systems.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course Level II, 1994-1995 - Multiple sites
The HCFA Initiatives	Learn about the development of the PSROs and PROs. Review the third and fourth scopes of work that HCFA has initiated. Understand the new quality initiative from HCFA and several state quality initiatives.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course Level II, 1995 - Multiple sites
Economic Credentialing and Provider Profiling: Implications for Practitioners	Learn the definition of economic credentialing and the use of profiling tools in the credentialing process. Understand your rights in the credentialing process. Learn about the strengths and weaknesses of profiling systems.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course Level II, 1995 - Multiple sites
Physicians and Managed Care	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Usefulness and problems with outcomes are explored. The basics of constructing a provider profiling tool is explained.	Self Insurance Institute of America, UR Managed Care Forum , August 24, 1995 - Hyatt Hotel, San Antonio, TX
Evaluating Appropriateness of Care	Learn how appropriateness protocols can be used to monitor and improve quality, and effectively apply resources. Learn about the evolution of utilization management from simple criteria to protocols.	<p>Medicaid Managed Care Conference, April 11, 1995 - Radisson Resort Hotel, Scottsdale, AZ</p> <p>May 9, 1995 - Lowes New York Hotel, New York, NY</p> <p>July 11, 1995 - Mayflower Park Hotel, Seattle, WA</p> <p>Arkansas Medical Society, April, 1995 - Hot Springs, AR</p>
Data to Information	Learn the fundamental steps to convert data to useful information for managers to apply to health care management situations. Review the importance of developing an action plan before proceeding. Learn to use epidemiology and statistics to help you with your tasks.	National Association of Managed Care Physicians Managed Care University, June 9, 1995 - Hyatt Regency Hotel, Dallas-Fort Worth Airport, TX
UM for the Year 2000	Learn how utilization management techniques are changing. Understand the role appropriateness protocols and provider profiling tools will play in the future. Learn how to influence provider behavior.	GMIS, Inc. Annual Users Conference, May 18, 1995 - Hotel Vinoy, St. Petersburg, FL
Provider Profiling Part I: Tools and Strategies	Review the use of quality, utilization and access data in developing a provider profile. Learn about the limitations of transactional data bases, applying basic epidemiology principles to designing reports, and employing simple statistics for case mix adjustment. Understand how to do it yourself.	Global Business Research Seminar Capturing and Use Data to Measure, Monitor, and Manage the Total Delivery of Care, May 17, 1995 - Hotel Atop the Bellevue, Philadelphia, PA



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Presentation Title	Summary	Presentation Date/Location
How Physicians Play a Part in the Informatics World	Learn about the impact informatics has on physician practice. This session will help you understand the conversion of data to information and the use of epidemiology and statistics in making that conversion. Provider profiling tools are also reviewed.	National Association of Managed Care Physicians Spring Forum, May 12, 1995 - Hyatt Grand Champions, Indian Wells, CA
Clinical Profiles: Cornerstones on Managed Care	Learn about some of the key building blocks for the development of physician report cards. Understand how information from a claims based provider profiling tool can be used to construct a report card.	American College of Physician Executives Annual Conference, May 4, 1995 - Marriott Hotel, Chicago, IL
Capitation, Contract Negotiation and Managed Care	Understand the pros and cons of capitation arrangements. Assess the impact of capitated plans on your practice. Shift your practice to a "cost center" strategy. Improve your understanding of managed care contracts. Negotiated tips for capitated contracts. Update on recent trends and issues in managed care contracts.	April 29, 1995, Beverly Hills Hilton, Los Angeles, CA
Monitoring Physician Quality: State and Private Sector Initiatives	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Usefulness and problems with outcomes are explored. The basics of constructing a provider profiling tool is explained. Current state initiatives in profiling and guideline use are reviewed.	American Board of Quality Assurance and Utilization Review Physicians CME Program Quality Health Care for an Aging America, March 23, 1995 - Walt Disney Contemporary Resort, Orlando, FL
Provider Report Cards: Fire the Outliers?	What are protocols, profiling tools, outcomes measures and patient satisfaction surveys? What do these tools really tell us? How should report cards be used? Do report cards have limitations? What obligations to due process and fairness do users of report cards have? Are there legal implications to using report cards? What role do providers, payers, industry and consumers have in report card use?	Global Business Research Seminar Managed Care Report Cards, January 19, 1995 - Le Meridien Hotel, San Diego, CA
Considerations on Quality in Major Health Care Reform Proposals	Learn about the goal of quality as an aspect of the Clinton health care plan and other congressional plans. Learn about the importance of quality in fundamental health care plans from organized medicine, AMA, ACP, ASIM, and AAFP.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course Level II, 1994 - Multiple sites
What Do Employers and Other Payers do to Influence/Encourage the Use of Generics?	With the advancement in information technology, guidelines, outcomes, and profiling are more widely used by physicians and managed care organizations. Opportunities exist for generics to be included in guidelines employed by physicians. In addition, outcomes can evaluate generics and physician profiling can monitor utilization of generics. What are guidelines, standards and protocols? What opportunities exist for guideline development? How are outcomes useful? Do outcomes measurements present specific problems? What can profiling tell us? Are standard treatment protocols a way to retrospectively monitor physicians on disease specific utilization of generics?	Global Business Research Seminar marketing Generics, December 14, 1994 - The Hilton at Walt Disney World Village, Orlando, FL

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Presentation Title	Summary	Presentation Date/Location
Practice Guidelines and Physician Profiling: Developing the Tools, Collecting the data and Using the Information	Development strategies for practice guidelines. How to decrease development time for practice guidelines. The synergy between practice guidelines and physician profiling tools. Limitations of physician profiling tools. The importance of partnerships in maintaining quality while managing utilization.	International Business Communications Seminar Building and Promoting Profitable Primary Care Networks, November 14, 1994, Chicago, IL
Guidelines, Outcomes and Profiling: Fire the Outliers	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Usefulness and problems with outcomes are explored. The basics of constructing a provider profiling tool is explained.	Self Insurance Institute of America Annual Meeting, October 27, 1994 - Hilton Hotel, Chicago, IL
Medical Delivery: Information Superhighway	This presentation will outline some of the opportunities available on the information superhighway. An overview of technological developments in their relationship to physician's ability to practice medicine as well as take care of the business side of medicine.	National Association of Managed Care Physicians Fall Forum, September 30, 1994 - Westin Biltmore Hotel, Phoenix, AZ
Profiling Providers	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Usefulness and problems with outcomes are explored. Physicians will learn how to interpret and apply the results of provider profiling tools.	American Board of Quality Assurance and Utilization Review Physicians CME Program on Peer Review and Credentialing: The Quality Connections Seminar, July 28, 1994 - Orlando Airport Hyatt Regency, Orlando, FL
QA/UR Through Computer Literacy	Provides students with the skills to design, execute, analyze and report on studies in health care quality assurance and utilization review using microcomputer tools to support their work. The educational objectives of this conference include an understanding of converting data to information, using data to profile providers, and mastering computers as a QA/UR tool.	American Board of Quality Assurance and Utilization Review Physicians CME Workshop Quality Assurance and Utilization review Through Computer Literacy, July 25-27, 1994 - Orlando Airport Hyatt Regency, Orlando, FL
Guidelines, Outcomes and Profiling: What Will It Do?	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Usefulness and problems with outcomes are explored. Physicians will learn how to interpret the apply the results of provider profiling tools.	National Association of Managed Care Physicians Spring Forum, May 20, 1994 - Sheraton New Orleans Hotel, New Orleans, LA
Guidelines, Outcomes and Profiling: Now What Do We Do?	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Usefulness and problems with outcomes are explored. The basics of constructing a provider profiling tool is explained.	Institute for International Research Seminar Capture, Navigate and Use Data to build a Health Information Strategy, May 2, 1994 - Le Meridien Hotel, New Orleans, LA
The Impact of Information Technology on Health Care	Testimony on health care quality improvement and new information technologies.	Senate Finance Committee, Subcommittee for Health for Families and the Uninsured, April 29, 1994 - Senate Office Building, Washington, DC

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Presentation Title	Summary	Presentation Date/Location
Using Technology to Effectively Collect and Utilize Data - An Integrated Approach	This presentation will review the following subjects: appropriateness review, physician management and the use of information, clinical outcomes, provider profiling and quality improvement.	Institute for International Research Seminar Measure and Ensure patient Satisfaction in Managed Care, March 23, 1994 - The Watergate Hotel, Washington, DC
Ramifications of Standards of Practice in the Managed Care Environment: Fire all the Outliers?	Learn about the overall changes in the health care marketplace and the growth in managed care. Learn about appropriateness, criteria, guidelines and protocols and what their differences are. Learn about the strengths and weaknesses of outcomes measurements. Understand the basics of provider profiling. How should all this data be used?	Pharmaceutical Advertising Council Monthly Seminar, March 16, 1994 - Union League Club, New York, NY
The Evolution of managed Care: Guidelines and Care Management	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Learn how to evaluate guidelines and choose those that are right for your organization.	Self Insurance Institute of America Annual Meeting, October 28, 1993 - Marriott Hotel, Boston, MA
Evolution of Criteria: Protocols for Medical Appropriateness	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. The history of criteria development is explored. Agency for Health Care Policy Research guideline development methodology is reviewed.	Blue Cross / Blue Shield Association Annual Utilization Management Meeting, October 19, 1993 - Sheraton Fisherman's Wharf, San Francisco, CA
Design and Implementation of Practice Guidelines	Learn how firms in the United States are using computerized guidelines to manage utilization while impacting positively on quality. Learn how practice guidelines are developed and maintained. Learn about the similarities and differences between Agency for Health Care Policy Research guidelines and commercially developed guidelines.	Agence Nationale pour le Développement de l'Evaluation Médicale, ANDEM (National Agency for Development of Medical Evaluation), April 24, 1993 - ANDEM, Paris, France
Practice Guidelines as a Tool for Quality Assurance	Learn how firms in the United States are using computerized guidelines to manage utilization while impacting positively on quality. Learn how practice guidelines are developed and maintained.	Swiss Institute for Public Health Seminar on "L'Assurance de Qualité" (The Assurance of Quality), April 22, 1993 - Bern Hospital, Bern, Switzerland
Clinical Practice Guidelines	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. The history of criteria development is explored.	National Association of Managed Care Physicians Spring Forum, April 16, 1993 - Hilton Hotel, Tampa, FL
Resource Based Relative Value Scales	Learn about the Resource Based Relative Value Scales used by HCFA for physician reimbursement. Learn how the scales were developed, and what mathematical formula is used to calculate reimbursement. Preparation for the ABQAURP certification exam.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, 1993 - Multiple sites

## Presentation Summary, Barry P. Chaiken, MD, MPH

<b>Presentation Title</b>	<b>Summary</b>	<b>Presentation Date/Location</b>
Statistics, Epidemiology and Computers in Quality Assurance	Learn about the simple statistics that can assist in doing quality studies. Discover the several software packages available to assist in completing the statistical analysis. Learn some simple epidemiological techniques that can be applied when doing studies. Learn basic computer terminology. Preparation for the ABQAURP certification exam.	American Board of Quality Assurance and Utilization Review Physicians Core Body of Knowledge Course, 1992-1993 - Multiple sites
Practice Guidelines and Quality Assurance	This presentation reviews the essentials of appropriateness, criteria, guidelines and protocols, and their development and application. Learn how to evaluate guidelines and choose those that are right for your organization. Learn about the role guidelines play in quality assurance.	Iowa Farm Bureau, September 15, 1992 - Marriott Hotel, Des Moines, IA

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