



## THE COMMONWEALTH FUND AND THE CHANGE FOUNDATION International Meeting on Quality of Health Care: Innovations in Primary Care

The Commonwealth Fund  
One East 75th Street ■ New York, NY 10021

March 11-12, 2010

### A G E N D A

THURSDAY, MARCH 11

1:00 pm – 2:00 pm

The Commonwealth Fund

Lunch

**Welcome and Opening Remarks**

*Karen Davis* (President, The Commonwealth Fund)

*Cathy Fooks* (President & CEO, The Change Foundation)

**Cross-National Comparisons on Primary Care: Findings from the Commonwealth Fund 2008 and 2009 International Health Policy Surveys of Chronically Ill Patients and Primary Care Doctors**

*Robin Osborn* (Vice President & Director, International Program in Health Policy, The Commonwealth Fund)

1:00 pm – 2:00 pm

**Opening Panel Discussion: What are We Trying to Achieve in Primary Care? What are the Short and Long-Term Goals of Primary Care Innovation?**

Panel Speakers:

*Brian Hutchison* (Professor Emeritus, Departments of Family Medicine and Clinical Epidemiology and Biostatistics and the Centre for Health Economics and Policy Analysis, McMaster University & Senior Advisor, Quality Improvement and Innovation Partnership, (QIIP))

*Thomas Bodenheimer* (Professor of Family and Community Medicine, University of California, San Francisco)

Commissioned overview papers on primary care in US and Canada will be available in advance of meeting.

2:00 pm – 2:15 pm

Coffee Break

2:15 pm – 4:30 pm

**Aiming Higher in Primary Care—What is Best Practice?: Three Case Studies**

Themes: primary care medical homes, 24/7 and after-hours care, multidisciplinary teams, care coordination, networks and integration, shared infrastructure, financial incentives and alignment, investments in IT, education and training

Panel Speakers:

*James J. Mongan* (President & CEO, Partners HealthCare, US)

*Karl Ulrich* (President, Marshfield Clinic, Wisconsin)

*Heather Manson* (Senior Medical Advisor, Ontario Agency for Health Protection and Promotion)

Discussion

Commissioned case studies on exemplary health systems will be available in advance of meeting.

6:30 pm – 7:15 pm

Cocktail Reception

7:15 pm – 9:00 pm

Dinner

**US Health Reform and the Prospects for Achieving a Higher Performing Health Care System**

*Sherry Glied* (Assistant Secretary for Planning and Evaluation, US Department of Health and Human Services)

FRIDAY, MARCH 12

8:00 am – 8:30 am

Continental Breakfast

The Commonwealth Fund

8:30 am – 10:30 am

**Innovations in Practice-Based Organizations—Quality Measurement in Primary Care**

Themes: What are meaningful measures? How are they used? Should they be made public? What is the evidence that use of quality measures results in improved outcomes in primary care?

Panel Speakers:

*Bonnie Brossart* (CEO, Health Quality Council of Saskatchewan)

*William Hogg* (Director of Research & Professor, Department of Family Medicine, University of Ottawa, Ontario)

*Dana Gelb Safran* (Senior VP, Performance Measurement & Improvement, Blue Cross Blue Shield of Massachusetts)

10:30 am – 10:45 am

Coffee Break

10:45 am – 12:00 pm

**Roundtable Discussion on Primary Care Workforce and an Aging Population**

Themes: primary care workforce shortage; changes in roles and scope of practice; multidisciplinary teams; geriatric specialty expertise; provider satisfaction and burnout; payment reform and incentives; training improvements

Panel Speakers:

*Carol Raphael* (President & CEO, Visiting Nurse Service of New York)

*Ruth Wilson* (Professor of Family Medicine, Queen's University & Chair of Canadian Medical Forum)

12:00 pm – 1:00 pm

Lunch

FRIDAY, MARCH 12

1:00 pm – 3:00 pm

**Roundtable Discussion on Leadership and Culture Change in Primary Care: How to Get From Here to There?**

Panel Speakers:

*Glenn Steele* (President & CEO, Geisinger Health System, US)

*Jonathan B. Perlin* (CEO & President, Clinical Services, Hospital Corporation of America, Nashville, Tennessee)

*Garey Mazowita* (Head, Family & Community Medicine, Providence Health Care Co-Chair, Vancouver Primary Care Council, Clinical Professor, Department of Family Practice, University of British Columbia)

3:00 pm – 3:30 pm

Closing Remarks

Cathy Fooks (President & CEO, The Change Foundation)

Robin Osborn (Vice President & Director, International Program in Health Policy, The Commonwealth Fund)