



# Global Executive Education

Inspiring Transformational Leadership Through World Class Experiential Learning

## CLEVELAND CLINIC WAY: TECHNOLOGY AND INNOVATION INTENSIVE

July 25-27, 2018 | Cleveland, Ohio

### OVERVIEW

Healthcare delivery is a complex process requiring access to timely and appropriate information to guide clinical and operational decisions. Incorporating didactic and experiential opportunities, participants will learn about the breadth of technologic systems needed to support a complex healthcare organization. Both a strategic and a tactical understanding of the use of information technology (IT) as a clinical partner to the organization will be gained from this experience. Understanding that technology is only useful if designed to deliver a better clinical experience that is reliable and consistent, participants will also learn of the importance of human factors in successfully managing technologic endeavors. IT experts from across the enterprise will participate to provide a unique perspective to one of the world's most advanced healthcare technology enterprises.

### OBJECTIVES

- Understand how to use the electronic health record (EHR) to enable the delivery of world-class care
- Explore the business applications and operations required to successfully manage a large healthcare organization
- Understand the flow of health information in a complex healthcare delivery system
- Review the rules, regulations and requirements that govern data security
- Analyze technologic innovations and how they facilitate and improve healthcare delivery

### TARGET AUDIENCE

- IT Managers
- Directors
- Senior Directors
- Chief Information Officers
- Associate Chief Information Officers
- Chief Medical Information Officers

*Participants will experience an immersion in healthcare technology at one of the world's largest and most advanced healthcare systems. Participants will understand that IT at a health system is not just the backbone infrastructure but rather the design, delivering and partnership around strategic clinical and operational strategies.*

**JULY 25-27, 2018 | REGISTER TODAY**

Contact us at [executiveeducation@ccf.org](mailto:executiveeducation@ccf.org) or +1.216.636.2218 | Learn more at [clevelandclinic.org/execed](http://clevelandclinic.org/execed)

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## DAY 1: FOUNDATIONS OF HEALTHCARE IT AT CLEVELAND CLINIC

Welcome Remarks | *Ed Marx, Chief Information Officer*

- Vision for ITD
- Key Insights on Digital Strategy
- Lessons Learned

Business Operations in IT | *Chuck Watson, Associate Chief Information Officer*

Health IT & EHR Development | *Brent Hicks, Director, IT Clinical Solutions*

CEO Question & Answer Session | *Tomislav Mihaljevic, Chief Executive Officer & President*

Roundtable Discussions | IT Components

- Governance and Program Management | *Sarah Hatchett, Senior Advisor, ITD Division Administration*
- Analytics Foundations | *Chris Donovan, Enterprise Director, Finance Administration*
- Population Health | *Craig Martin, IT Product Director, Population Health*
- Business Relationship Management | *Frank Longley, IT Business Partner*

Cybersecurity | *Vugar Zeynalov, Chief Information Security Officer*

## DAY 2: IT TRANSFORMATION

Taste of AIM | *Beth Meese, Executive Director & Walle Ali, Program Manager, Emerging Clinical Solutions*

- Overview and benefits of Agile and why was it needed at Cleveland Clinic?

AIM Showcase and Retrospective in Action

- Participants will listen to a real-time showcase that occurs within a squad
- Understand how teams function in a new way of working

Tour of Squads and Communities Work Space

- Show how physical space plays a key role in team cohesion and collaboration
- Key recommendations around how to create collaborative space for working teams
- Role of remote employees on squads and working in an Agile way

Panel Discussion | Agile Experience

- Share Insights on Benefits and Opportunities of Working in an Agile manner

Alignment to Patient Experience | *Theresa Janszen, IT Product Director, Patient Experience*

- The Key Role IT Plays in Overall Patient Experience

## DAY 3: INNOVATION

Technology & Innovation | *William Morris, M.D., Senior Medical Director, Innovations*

- Role of Physician IT and Executive Suite
- Commercialization Potential | *Innovations at CC*
- Foundational to Translational
- Technology Partnerships

Developer's Perspective | *Mat Coolidge, IT Product Development Director*

- Dev Ops within a Hospital Environment – Structure to Provide Strength and Automation to Deliver
- Interoperability – Connect Systems and People – FHIR, APIs, HL7 – What is the future?

Advanced Applications

- Vital Scout
- Mobility | *Iris, Haiku*
- Tour of eHospital Bunker
- MyChart

Distance Health | *Matt Stanton, Senior Director, Distance Health*

Closing Remarks