

# Reducing Costs and Improving Quality by Redesigning Hospital and Physician Care

Wednesday, December 7, 2011

1:00p.m. – 2:30p.m. ET / Noon – 1:30p.m. CT / 11:00a.m. – 12:30 MT / 10:00a.m. – 11:30a.m. PT

## Voice Dial-in Information:

1.888.844.9902

Access Code: 5906469

## URL for the Webinar:

<http://event.on24.com/r.htm?e=379367&s=1&k=2070E72AC397D0D595D9973E4A91B026>

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## Objectives:

- Learn about how leading hospitals around the country have redesigned care to reduce costs and improve quality for patients.
- Hear how primary care practices, specialty physician practices, and hospitalist and urgent care departments can be redesigned to make care more patient-centered, to reduce preventable hospitalizations, and to increase both physician and patient satisfaction.
- Learn how CVEs can help providers in their own communities use similar quality improvement and cost reduction techniques.

## Agenda

1:00 p.m. – 1:05 p.m.	<b>Welcome and Opening Remarks</b> Harold Miller President and CEO, Network for Regional Healthcare Improvement Consultant, The Lewin Group  Peggy McNamara Project Officer, AHRQ CVE Learning Network
1:05 p.m. – 1:10 p.m.	<b>What's Driving Healthcare Costs, and Where Will Savings Come From?</b> Harold Miller
1:10 p.m. – 1:35 p.m.	<b>Redesigning Hospital Care to Reduce Costs and Improve Quality</b> John Toussaint, MD ThedaCare Center for Healthcare Value
1:35 p.m. – 1:45 p.m.	<b>CVE Discussion: Share Your Questions and Comments</b> Open Forum All
1:45 p.m. – 2:10 p.m.	<b>Redesigning Primary Care Practices, Specialty Physician Practices, and Hospitalist and Urgent Care Departments</b> Michael Soman, MD, MPH Group Health
2:10 p.m. – 2:30 p.m.	<b>CVE Discussion: Share Your Questions and Comments</b> Open Forum All
2:30 p.m.	<b>Participants to Complete 2-minute Online Survey/Close</b>

## Speaker Biographies

### **John Toussaint, MD**

John Toussaint M.D. is the CEO emeritus of ThedaCare and the CEO of the ThedaCare Center for Healthcare Value. The Center's mission is to create a healthcare market place that rewards value. We are accomplishing this by working with leaders in the provider, employer, insurer, and government communities to create transparency of healthcare performance, redesigned care which is measurably less wasteful with fewer errors, and payment systems that reward patient value creation. Dr. Toussaint served as president and Chief Executive Officer of ThedaCare Inc. from March 2000 until April 2008. During his tenure at ThedaCare, he introduced the ThedaCare Improvement System which is the Toyota production system applied to healthcare and is also known as lean. The continuous improvement journey at ThedaCare has led to such results as zero medication reconciliation errors for more than three years in a row (Health Affairs Sept 2009) in addition to dramatically improved staff productivity and satisfaction. Millions of dollars of waste reduction have resulted in ThedaCare consistently being one of the lowest priced health care organizations in Wisconsin ([www.wisconsinhealthreports.org](http://www.wisconsinhealthreports.org)) at the same time more than doubling operating income over 5 years. Presently Dr. Toussaint is the leader of the Healthcare Value Leaders Network ([www.healthcarevalueleaders.org](http://www.healthcarevalueleaders.org)). A partnership between the Lean Enterprise Institute in Cambridge Massachusetts and the ThedaCare Center for Healthcare Value. This partnership is helping to facilitate collaborative learning between organizations committed to transforming themselves using the lean methodology. Presently there are 27 members in the network.

### **Michael Soman, MD, MPH**

In July 2008, Michael Soman, MD, became the president and chief medical executive of Group Health Permanente, a professional corporation of almost 1,300 physicians and clinicians who provide and manage medical services for Group Health Cooperative. He continues to serve as the executive medical director of Group Health Cooperative's Group Practice Division, overseeing the care of over 425,000 patients in Group Health-operated medical facilities. Dr. Soman has been with Group Health since 1984 in a variety of roles. He previously served as the executive medical director for the Puget Sound Region, and before that as the medical director for primary care at Group Health, overseeing 20 primary care facilities. In addition, he practiced as a family physician in Group Health medical centers for 17 years, beginning his Group Health career at the Burien Medical Center. He was a clinic chief for 14 of those 17 years. Dr. Soman earned his medical degree from University of California, Davis in 1978. He has been a volunteer teacher for Bainbridge Island schools, a soccer coach, and was a long-time member of Physicians for Social Responsibility.