



User Forums

Management Forum: Using Technology to Manage Your Spend

Tuesday, Sept. 19 | 8:00 a.m.-12:00 p.m.
Encore Ballroom

Audience: Supply chain leaders, category managers, data management professionals

Overview: This interactive forum will collaborate on key strategies using data and technology to manage spend. Through interactive sharing and voice of customer sessions, learn and help shape strategies around data management, conquering big spend in purchased services, and using metrics to measure what matters in environmental sustainability, supplier diversity and supply assurance.

KnowledgeConnect: Data and Insights Executive Forum

Tuesday, Sept. 19 | 1:00-5:00 p.m.
Bandol 1 and 2

Audience: Executive-level participants in one or more Vizient data solutions: Clinical Data Base, Operational Data Base, Clinical Practice Solutions Center, Operational Vision, Procedural Analytics, Vizient Supply Analytics

Overview: Members and experts share success stories about transforming data and insights into action. Learn how to leverage Vizient data and analytics to achieve cost efficiencies and clinical improvements. Topics include health equity, data ecosystems, and linking data and analytics to business outcomes.

The Vizient PSO: Accelerating Improvement Through Collaboration

Tuesday, Sept. 19 | 1:00-5:00 p.m.
Meursault 1 and 2

Audience: Clinical and administrative leaders responsible for improving risk, quality and safety in all healthcare settings

Overview: This meeting will provide an overview of the Patient Safety and Quality Improvement Act of 2005 and the benefits of working with a patient safety organization (PSO). This includes privilege and confidentiality protections under the act and ways that the Vizient PSO and members collaborate to accelerate the pace of patient safety improvements.



Management Forum: Using Technology to Manage Your Spend

September 19, 2023 | 8:00 a.m. – 12:00 p.m. | Encore Ballroom

Overview

This interactive forum will focus on collaborative key strategies using data and technology to manage spend. Through interactive sharing and voice of customer sessions, learn and help shape current and future strategies around data management, conquering big spend in purchased services, and using metrics to measure what matters in environmental sustainability, supplier diversity, and supply assurance.

Audience: Open to all Vizient members including Supply Chain Leaders, Category Managers and Data Management Professionals.

Agenda

Time	Topic	Speaker
8:00 a.m.	Welcome	<p>Jessica Neveling VP, Product Strategy, Spend Management Vizient, Inc.</p> <p>Beth Godsey SVP, Data Science & Methodology Vizient, Inc.</p>
8:10 a.m.	<p>Measure What Matters: Environmental Sustainability, Supplier Diversity, and Supply Assurance Metrics</p> <p>In today's dynamic business landscape, organizations must align key value drivers with strategic goals to drive transformation and achieve long-term success. This session offers invaluable insights on aligning your organization with key value drivers for maximum impact and efficiency. Learn how Vizient's comprehensive spend management services leverage data, technology, and expertise to deliver value through core programmatic tenets of the GPO featuring Supplier Diversity, Environmental Sustainability, and Supply Assurance.</p>	<p>Shaleta Dunn VP, Member Diversity & Community Initiatives Vizient, Inc.</p> <p>Eric Hixson VP, Data Science & Methodology Vizient, Inc.</p> <p>Cristina Indiveri AVP, Strategic Programs & Contract Services Vizient, Inc.</p> <p>Kevin Johns Senior Director, Supply Assurance Vizient, Inc.</p> <p>Molly Zmuda VP, Spend Management Services & Delivery Vizient, Inc.</p>
9:10 a.m.	Break	



9:25 a.m.	Conquering Big Spend: Tackling Purchased Services and Indirect Spend Categories	Keith Gregory Senior Principal, Indirect Spend Vizient, Inc.
	Indirect spend and purchased services represent a substantial unmanaged expense for healthcare organizations. Discover efficient ways to manage spend, unlock new savings and amplify existing value. Join this session for expert strategies on evaluating and managing purchased services, indirect spend categories and harnessing the power of data and technology. Don't miss out on this opportunity to unleash the potential of your healthcare organization!	Andrew Novotny Vice President, Managing Partner, Applied Solutions Group DSSI Tom Swapp Vice President, Market Development DSSI
10:25 a.m.	Break	
10:40 a.m.	Data Management Services: Unlock the Power of Vizient Product Master Data	Kirt Leyda, MBA System Director of Supply Chain Stormont Vail Health
	Join us to shape Vizient's data integration strategy for ERP conversions! Share your challenges, guide your peers, voice your opinions and gain valuable insights in this opportunity for organizations planning or undergoing an ERP conversion. Hear firsthand from Stormont Vail Health as they share their experience and lessons learned during their recent ERP conversion.	Chris Stiles, BA, CRCST Value Analyst Stormont Vail Health Justine Coleman Product Director Vizient, Inc. DJ Semersky AVP, Data Management Services Vizient, Inc.
11:50 a.m.	Closing Remarks	
		Jessica Neveling VP, Product Strategy, Spend Management Vizient, Inc.



KnowledgeConnect: Data and Insights Executive Forum

(formerly known as the CDB and PI Collaboratives User Group)

September 19, 2023 | 1:00 – 5:00 p.m. | Bandol 1 and 2

Overview

Members and experts share success stories about transforming data and insights into action. Learn how to leverage Vizient data and analytics to achieve cost efficiencies and clinical improvements. Topics include health equity, data ecosystems, and linking data and analytics to business outcomes.

Audience: Open to all Vizient members, including executive-level participants in one or more Vizient data solutions: Clinical Data Base, Operational Data Base, Clinical Practice Solutions Center, Operational Vision, Procedural Analytics, Vizient Supply Analytics.

Agenda

Time	Topic	Speaker
1:00 p.m.	Welcome	
1:05 p.m.	<p>Using Vizient Vulnerability Index to Improve Patient Outcomes and Employee Engagement</p> <p>The Vizient Vulnerability Index quantifies a wide range of social needs at the neighborhood level and provides context to understand inequitable health outcomes, such as chronic disease incidence and complications. Beyond broadly characterizing a neighborhood as vulnerable, the index provides data on the specific obstacles to care that interfere with a person’s ability to maintain their health. These obstacles can also interfere with our own workforce and employee engagement. Considering neighborhood vulnerabilities can broaden our ability to address patient outcomes and workforce needs with a more comprehensive, data-driven approach.</p>	<p>Heather Blonsky, MAS Lead Data Scientist Vizient, Inc.</p>
1:50 p.m.	<p>Strengthen Analytics Integration with APIs & Technical Services</p> <p>The Vizient application programming interface (API) platform and new Informatics and Technical Services team enable providers to strengthen the level of integration between their technology systems and Vizient analytics.</p>	<p>Tyler Peterson, MHA, MS AVP Data Operations Vizient, Inc.</p> <p>Alex Eades, MS Executive Director-Clinical Effectiveness Indiana University Health</p>

Learn about enhancements to the Vizient Clinical Data Base Report Builder API collection and discover newly released API collections. Beyond the technology, discover how Indiana University Health incorporated API-based data extraction workflows into their processes to drive efficiencies and eliminate manual work.

You will hear how the Informatics and Technical Services team focuses on understanding and addressing our providers' priorities across informatics, technology and analytics by offering customized technical solutions that enhance our existing technology solutions suite.

Megan Lambert, MS
Senior Data Analyst
Indiana University Health

Sikai Xiao, MS
Data Analyst
Indiana University Health

Kevin Lamovec
VP, Technical Services & Informatics
Vizient, Inc.

2:35 p.m. Break

2:50 p.m. **Shooting for the Stars: Achieving Excellence in Hospital Quality Improvement**

There are dozens of organizations monitoring hospital performance across hundreds of metrics and deciding how the world sees you. There's more at stake than just reputation. There are also tens of millions of your dollars at risk. During this session, you will hear about how two hospitals performed miraculous turnarounds: Going from poor-performing organizations, unsure of how or where to start to fix their ratings, to an energized healthcare system, with clear direction, organized work groups, and sustained month-over-month improvements across dozens of mission critical national scorecard metrics.

H.F. Mason, MD
Chief Medical Officer
Baptist Memorial Hospital - Memphis

Rick May, MD
Senior Principal
Vizient, Inc.

Luke Mathews, MBA
Senior Director, Data Applications & Insights, Clinical and Operations
Vizient, Inc.

3:20 p.m. **Consumer Innovation: Unlocking Consumer Growth Levers to Build Loyalty and Create Impact**

Novel disrupters are winning over high-value consumers through consumer-focused strategies. Organizations that reframe their influence on today's health consumer and advance strategies to activate consumers in their markets through an elevated care journey experience paired with personalized engagement for core service preferences will be better positioned to secure growth in the short term, as well as overall customer lifetime value. Vizient is committed to supporting health system leaders as they expand their impact to better meet consumers in their markets and accelerate the attraction and retention of their patient base.

Jon Barlow
VP, Consumer Innovation
Sg2, a Vizient Company

3:50 p.m. Break

4:00 p.m. **Optimizing Service Mix to Drive Strategic Growth**

Healthcare organizations are faced with a systemic capacity problem and growing financial pressures. Increased patient complexity and higher acuity cases are leading to increased lengths-of-stay, putting additional stress on inpatient capacity and an already strained workforce. Determining the appropriate inpatient mix that aligns with enterprise objectives and sets the foundation for long-term distribution and capacity optimization has never been more important.

Eric Lam
Principal Sg2 Intelligence
Sg2, a Vizient Company

Nicole Spatafora, MS-HSM
AVP, PI Programs
Vizient, Inc.

4:30 p.m. **Connecting CPSC and CDB Data to Provide Insights Across the Care Continuum**

Healthcare organizations are seeking metrics/analytics in the continuum of care space to identify gaps in care to improve the health of their patients. This session provides a pilot analysis overview in which patient level data from the Clinical Practice Solutions Center (CPSC) and Clinical Data Base (CDB) are combined to offer providers with key clinical insights for patients presenting to the Emergency Department (ED) with select chronic conditions, along with ambulatory visit history prior to and as a follow-up to the ED visit. Attendees will also gain an understanding of how cross continuum patient level detail can arm organizations with the information to make more targeted interventions to improve patient care.

Sandhya Mathew
Senior Director, Data Applications &
Insight, Clinical and Operations
Vizient, Inc.

Ben Chacon, MBA
Product Director
Vizient, Inc.

The Vizient PSO: Accelerating Improvement Through Collaboration

September 19, 2023 | 1:00 – 5:00 p.m. | Meursault 1 and 2

Overview

Collaborate with Vizient Patient Safety Organization (PSO) members and Vizient members on leading practices for accelerating improvements in patient safety, healthcare quality and outcomes.

Morning session learning objectives

1. Discuss strategies for improving patient safety, healthcare quality, and healthcare outcomes.
2. Identify key components of a strong workplace culture and high reliability organization.
3. Discuss recent case law updates related to the Patient Safety Work Product privilege.

Time	Session title	Speaker / Facilitator
1:00 p.m.	Opening remarks	Ellen Flynn, RN, MBA, JD Principal Vizient, Inc.
1:15 p.m.	Culture is Everyone's Responsibility A healthy culture is the underpinning for high reliability and exceptional outcomes. Everyone from frontline workers to senior leadership is accountable for upholding the mission and values of the organization and creating a culture in which everyone feels valued and engaged in continuous learning and improvement. Allan Frankel from Vizient, Inc., Safe and Reliable Healthcare will share the key components of a healthy culture and why these are critical for achieving high reliability from the local unit to organizational level.	Allan Frankel, MD Executive Principal Vizient, Inc., Safe and Reliable Healthcare
1:45 p.m.	Missed Opportunities in Diagnosis: Mitigating Error With Diagnostic Performance Feedback Diagnostic error, the failure to establish or communicate an accurate and timely assessment of the patient's health problem, affects an estimated 12 million Americans each year, leading to 40,000 - 80,000 potentially avoidable deaths. ¹ Mis-calibration (the difference between	Ben Rosner, MD, PhD Associate Professor, Division of Clinical Informatics and Digital Transformation & Division of Hospital Medicine University of California, San Francisco

perceived and actual diagnostic performance) is one root cause that may be improved through performance feedback. In this presentation, we will examine examples of missed opportunities in diagnosis, and introduce resources that can help clinicians re-calibrate and improve diagnostic performance for the benefit of patients under their care.

1. Singh H, Meyer AN, Thomas EJ. The frequency of diagnostic errors in outpatient care: estimations from three large observational studies involving US adult populations. *BMJ Qual Saf.* 2014;23(9):727-731. doi:10.1136/bmjqs-2013-002627. <https://gooddx.org/GoodDx-1-Pager.pdf>

2:15 p.m.

Using a High Reliability and Health Systems Management Approach to Improve Patient Outcomes

High reliability organizations achieve exceptional outcomes by anticipating and managing risks that threaten performance and lead to harm. Leaders in quality and safety will share strategies, challenges, successes and lessons learned on the journey to implementing and sustaining a health systems management approach and achieving high reliability.

Allan Frankel, MD

Executive Principal
Vizient, Inc., Safe and Reliable
Healthcare

Maxine Simon, MS, FACHE, CHC, CHCP

Chief Regulatory Officer
NYU Langone Health

Sumita Markan-Aurora, MD

System Director for Patient Safety and
Clinical Outcomes
SSM Health

Jenny Anderson, MAS, RN, CPHQ

Patient Quality & Safety Officer
Norman Regional Health System

3 p.m.

Break

3:15 p.m.

Empowering Efficient Care Through Transparent Discharge Planning

To effectively allocate resources and facilitate efficient patient care and progression to discharge, hospitals must establish systems that transparently communicate information about pending actions for the patient's post-acute care. Learn how NYU Langone developed and implemented real-time visibility into post-acute referral statuses, acceptances and insurance authorizations within the electronic medical record, making it viewable to all members of the care team. This intervention reduced the average length of stay and observed-to-expected length of stay for patients discharged home with services and to skilled nursing facilities.

Brian Bosworth, MD

Chief Medical Officer
NYU Langone Health

Julia Gardner, MBA, RN

Director, Clinical Operations and
Resourcing
NYU Langone Health

3:35 p.m.

Creating a Thriving Workplace Culture

Michael Leonard, MD

Executive Principal

Creating a workplace culture where people are engaged and feel supported in doing their best work requires prioritization of continuous learning, inclusion and teamwork, psychological safety, empathy, and wellbeing. Hear insights and lessons learned on the journey to creating a positive and thriving workplace culture from leaders in quality and safety who live this work every day.

- Michael Leonard from Vizient Safe and Reliable Healthcare will share insights on key components of a strong workplace culture.
- Learn from Dr. Arun Patel and Dr. Allison Luu from Los Angeles County Department of Health Services about implementing forums where senior leaders speak candidly about personal experiences making medical errors and the impact these conversations have on promoting psychological safety and continuous learning.
- Hear Chris Buesing and Kate Burns discuss Stormont Vail Health's use of restorative practices to build a supportive, empathetic, and psychologically safe community amid the challenges of workplace violence.

Vizient, Inc., Safe and Reliable Healthcare

Arun Patel, MD, JD, MBE

Director of Patient Safety
LA County Department of Health Services

Allison Luu, MD, MS, CPPS

Patient Safety Officer
LA County - LA General Medical Center

Chris Buesing, MBA

Director, Worker's Compensation and Workforce Safety
Stormont Vail Health

Kathryn Burns, MFS

Organizational Development Consultant
Stormont Vail Health

4:05 p.m.

Case Law Update

Wes Butler will present on litigation involving the Patient Safety and Quality Improvement Act of 2005, addressing the legal analysis courts have used in determining whether patient safety activities qualify for privilege as Patient Safety Work Product. After examining recent case opinions, Butler will provide practical suggestions to guide hospitals and health systems in planning a persuasive defense of the Patient Safety Work Product privilege. The session will conclude with an opportunity for questions and responses.

Wes Butler, Esq.

Member Attorney
Barnett, Benvenuti, & Butler PLLC

4:50

Closing remarks

Ellen Flynn, RN, MBA, JD

Principal
Vizient, Inc.