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The Center for Business Innovation
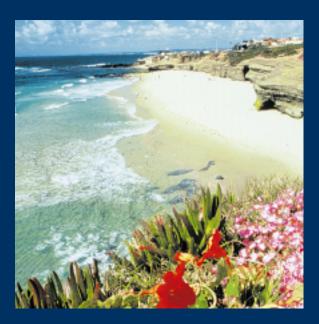
Featuring Interactive Workshop On CPOE Implementation

Presents

THE SUMMIT ON PATIENT SAFETY & INFORMATION TECHNOLOGY

CPOE & Other Innovative Approaches For Medical Error Reduction

September 26 – 27, 2002
Hilton San Diego / Del Mar
San Diego, California

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The Premier Conference and Exhibition For IT, Clinical and Administrative Staff From Hospitals, Healthcare Systems, Managed Care Organizations and Physician Groups

KEYNOTE SPEAKERS

- **David W. Bates, M.D., M.Sc.,** BRIGHAM & WOMEN'S HOSPITAL & HARVARD MEDICAL SCHOOL
- **Robert A. Greenes, M.D., Ph.D.,** BRIGHAM & WOMEN'S HOSPITAL & HARVARD MEDICAL SCHOOL
- **Scott Weingarten, M.D., M.P.H,** CEDARS-SINAI HEALTH SYSTEM, UCLA SCHOOL OF MEDICINE & ZYNX HEALTH, a subsidiary of CERNER CORPORATION
- **Marion J. Ball, Ed.D.,** HEALTHLINK INC. & JOHNS HOPKINS UNIVERSITY

SPECIAL U.S. DEPARTMENT OF DEFENSE PRESENTATION ON CPOE

SUPPORTING ORGANIZATIONS

AAHP Solutions

CALIFORNIA HEALTHCARE ASSOCIATION

CIHSP — California Institute for Health Systems Performance

HIMSS
Central Florida, Hawaii, New England, Northern California, Southern California, Southeast Texas & South Florida Chapters

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SUPPORTING PUBLICATIONS

healthcare INFORMATICS
The Business of Healthcare Information Technology

Health Data MANAGEMENT
THE HEALTH CARE I.T. AUTHORITY

Health Management Technology
The Source for Information Systems Solutions

HIPAA Patient Privacy Compliance Guide

Jenks Healthcare BUSINESS REPORT

MANAGED CARE WEEK

Report on **PATIENT PRIVACY**

ABOUT THE SUMMIT ON PATIENT SAFETY & INFORMATION TECHNOLOGY

The Summit on Patient Safety & Information Technology is the premier conference and exhibition that focuses exclusively on effective use of information technology to reduce medical errors and promote patient safety. The Summit will provide balanced, unbiased information and analysis combined with the opportunity to network with leading executives and clinicians from across the U.S., as well as prominent and highly-regarded consultants and vendors. Potential customers of patient safety products and services will have the opportunity to hear diverse perspectives from nationally known experts and practitioners and to develop the foundation of knowledge necessary to make informed IT decisions.

The goal of the Summit is to bring together innovative healthcare organizations to discuss, debate, analyze and formulate practical and cost-effective patient safety IT solutions that can be implemented not only at large academic institutions, but also at community hospitals. A significant amount of time will be devoted to detailed case study presentations by leading healthcare providers.

Presenters Include Representatives From These Leading Healthcare Organizations:

> **Aurora Medical Group, Brigham and Women's Hospital, Catholic Healthcare West, Concord Hospital, Cedars-Sinai Health System, Deborah Heart & Lung Center, East Jefferson General Hospital, Humility of Mary Health Partners, Partners Healthcare System, Rush Copley Medical Center, Sharp HealthCare, Tenet HealthSystem, University of Illinois Medical Center At Chicago, University of Utah and Vanderbilt University Medical Center**

Special Healthcare IT Vendor CEO Panel Featuring:

> **James E. Hall, Vice Chairman, Eclipsys Corporation**
> **Larry Krasner, President, IDX Carecast, a subsidiary of IDX Systems Corporation**
> **Stephen S. Thomas, President, Pyxis Corporation & Group President, Cardinal Health**

Learn

- The relative merits (as well as limitations) of various IT options currently available for medical error reduction, including computerized physician order entry (CPOE), smart IV pumps and other drug dispensing systems, bar coding and systems to detect the frequency of adverse events
- Key considerations in deciding whether or not CPOE is appropriate for your organization
- The current alternatives to CPOE
- Key considerations in purchasing from a CPOE vendor, including how to facilitate "apples to apples" comparisons and how to negotiate effectively
- Strategies for effectively implementing CPOE, including strategies for securing physician buy-in (we are offering a three and one-half hour post-summit workshop that focuses exclusively on CPOE implementation issues)
- Integrating CPOE technology into your organization's existing clinical decision support / clinical computing system
- How smaller organizations can implement CPOE in light of budgetary constraints
- The evolving role of clinical decision support and knowledge management in promoting patient safety
- Knowledge sharing and standards development initiatives, and their impact on medical error reduction
- How to use communication technology to reduce errors
- Strategies for using mobile/wireless technology to enhance patient safety
- How information technology can be used to reduce errors at the point of care (including the ICU and ER)
- How to collect relevant data, implementing an outcomes-focused strategy and ways to benchmark your patient safety outcomes
- How to improve the use of data available within your organization
- How to find relevant patient safety websites on the Internet and how to assess the validity of information posted on these sites
- Which 20% of clinical information systems components deliver 80% of the value to caregivers and patients, and how to use this information to set priorities
- How to integrate the best of multiple vendor products for an effective computerized patient record (CPR)
- The patient safety and productivity benefits of context management and single sign-on in presenting the patient record across multiple legacy systems
- The functions of a CPR that will be most helpful in reducing medical errors
- The emerging role of controlled medical vocabulary in reducing errors
- The types of medical errors that are most likely to be solved through automation and those that are least likely to be solved using automation

WHO SHOULD ATTEND

CIOs, CMOs, Presidents, CEOs, COOs and CFOs, As Well As Pharmacy, Nursing, Case Management And Quality Improvement Staff From Hospitals, Healthcare Systems, Health Plans And Physician Groups;
IT and Other Patient Safety Vendors, Pharmaceutical, Medical Device And Diagnostics Companies, As Well As Contract Research Organizations, Medical Transcription Companies, Security Companies, Wireless Companies, Pharmacy Chains, Health Information Portals, Group Purchasing Organizations And Employers.

THE SUMMIT ON PATIENT SAFETY & INFORMATION TECHNOLOGY ADVISORY BOARD

Mark R. Anderson, FHIMSS, CEO, AC GROUP, INC. & President, Southeast Texas Chapter, HIMSS

Eric Weber, Executive Director, Business Advancement, AMERICAN ASSOCIATION OF HEALTH PLANS

David W. Bates, M.D., M.Sc., Chief, Division of General Medicine, BRIGHAM & WOMEN'S HOSPITAL, Medical Director, Clinical & Quality Analysis, PARTNERS HEALTHCARE SYSTEM & Associate Professor of Medicine, HARVARD MEDICAL SCHOOL

Robert A. Greenes, M.D., Ph.D., Director, Decision Systems Group, BRIGHAM & WOMEN'S HOSPITAL, Professor of Radiology, HARVARD MEDICAL SCHOOL & Professor of Health Informatics, Health Science and Technology Division (HST), A Joint Division of HARVARD MEDICAL SCHOOL and MASSACHUSETTS INSTITUTE OF TECHNOLOGY

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Barry Hieb, M.D., Research Director, GARTNER GROUP

Marion J. Ball, Ed.D.,Vice President, HEALTHLINK INC. & Adjunct Professor of Nursing, JOHNS HOPKINS UNIVERSITY

Zan Calhoun, Director, Healthcare Consulting, Western U.S., KPMG CONSULTING, INC.

Mitch Work, President & CEO, THE WORK GROUP

Scott Weingarten, M.D., M.P.H., President & CEO, ZYNX HEALTH, a subsidiary of CERNER CORPORATION, Director of Health Services Research, CEDARS-SINAI HEALTH SYSTEM, Professor of Medicine, UCLA SCHOOL OF MEDICINE

ABOUT THE SUMMIT ORGANIZER

The Center for Business Innovation (TCBI) develops and markets conferences and other educational programs in the U.S. and internationally. TCBI is an independent company and is not part of any consulting firm, investment bank, information technology firm or any other corporate entity. The company is well-positioned to provide objective, balanced information and analysis on a wide range of topics.

TCBI currently focuses on the U.S. healthcare market, with a strong commitment to organizing programs that offer detailed insights on clinical, technological, financial, strategic and regulatory aspects of healthcare. These programs are carefully designed to meet the information needs of executives, scientists and clinicians from hospitals, managed care organizations, physician groups, pharmaceutical / biotechnology companies, medical device companies, information technology vendors and a host of other players in the rapidly evolving healthcare industry.

If you are interested in speaking / sponsorship / exhibition opportunities, or have any questions about our events, please contact Satish Kavirajan, Managing Director, TCBI.

Phone: 310-265-2570 • Fax : 310-265-2963 • Email: sk@tcbi.org
For additional information, please visit www.tcbi.org

THE SUMMIT ON PATIENT SAFETY & INFORMATION TECHNOLOGY
A G E N D A

DAY ONE: Thursday, September 26, 2002

7:30 **Registration / Continental Breakfast Sponsored By: MISYS ⓜ / Exhibitor Showcase**

8:15 **CHAIRPERSONS' OPENING REMARKS**
Mark R. Anderson, FHIMSS, CEO, AC GROUP, INC.
Robert A. Greenes, M.D., Ph.D., Director, Decision Systems Group, BRIGHAM & WOMEN'S HOSPITAL, Professor of Radiology, HARVARD MEDICAL SCHOOL & Professor of Health Informatics, Health Science and Technology Division (HST), A Joint Division of HARVARD MEDICAL SCHOOL and MASSACHUSETTS INSTITUTE OF TECHNOLOGY

8:30 **KEYNOTE ADDRESS: PATIENT SAFETY! WHERE ARE WE AND WHERE ARE WE GOING?**
We are all aware of the fact that "Healthcare! We have a problem"
The keynote will address key safety issues and will focus on the role of the Technology Enablers as we move from a generalization of information collection to knowledge management and use of the computerized personalized clinical decision support patient records as a mentor to both the caregiver and receiver.
Dr. Marion Ball is an international innovator, educator, author, and leader with over twenty-five years of experience in the healthcare IT community. She is a founding board member of the Health on the Net (HON) and an elected member of the Institute of Medicine (IOM) where she earlier served as a member of the IOM Committee to improve the patient record.
Dr. Ball has received numerous academic, national and international awards for her contribution to the medical and information technology industry. She is the recipient of such coveted awards as the Distinguished Service Award from the American Health Information Management Association (AHIMA), the Pioneer Award for Computer in Healthcare and is a two-time recipient of the President's Award from the American Medical Informatics Association (AMIA).
Dr. Ball recently served on the board of the College of Health Information Management Executives (CHIME). She also acts as a consultant to the Board of Regents of the National Library of Medicine, and was a member of the National Long Range Planning Committee for the Office of Informatics at the National Cancer Institute (NCI). Dr. Ball is an Adjunct Professor at Johns Hopkins University, School of Nursing and an affiliate faculty of Information Systems at the University of Maryland Baltimore County and the Uniformed Services University of the Health Sciences in the department of Biomedical Informatics.
As Vice President of Healthlink's Clinical Solutions Division, Dr. Ball helps healthcare companies with their integrated computing services from planning, developing, selecting, and implementing to optimizing their clinical systems.
Marion J. Ball, Ed.D.,Vice President, HEALTHLINK INC. & Adjunct Professor of Nursing, JOHNS HOPKINS UNIVERSITY

9:15 **KEYNOTE ADDRESS: USING INFORMATION TECHNOLOGY TO IMPROVE PATIENT SAFETY**
*CPOE for improving medication safety
*Other technologies for improving medication safety
*Using communication technology to reduce delays with critical laboratory results
Dr. Bates is the Chief of the Division of General Medicine at Brigham and Women's Hospital and Medical Director of Clinical and Quality Analysis for Partners Healthcare System, which includes Brigham and Women's Hospital, Massachusetts General Hospital and Faulkner Hospital. He is an Associate Professor of Medicine at Harvard Medical School and works in the Division of General Medicine at Brigham and Women's Hospital, where he is a member of the Center for Applied Medical Information Systems Research (CAMIS) and a practicing general internist. He is also the former Medical Director of the Brigham and Women's Hospital Physician Hospital Organization. Trained as a clinical epidemiologist, his primary interest has been the use of computer systems to improve patient care. The overall focus of that work has been on improving the systems by which drugs are given. Dr. Bates' special research interests include clinical decision-making and affecting physician-decision-making, particularly using computerized interventions; quality of care and cost-effectiveness in medical practice; and outcomes assessment. In addition to the above work, he has published on improving efficiency and quality using information systems by giving physicians information about clinical laboratory and radiology tests. Taken together, the results of these studies have demonstrated that providing computerized decision support can substantially reduce the costs of care, while at the same time improving safety. Dr. Bates is a graduate of Stanford University and the Johns Hopkins School of Medicine. He began his fellowship in general internal medicine at Brigham and Women's Hospital in 1988, and he received a Master of Science in health policy and management from the Harvard School of Public Health in 1990.

David W. Bates, M.D., M.Sc., Chief, Division of General Medicine, BRIGHAM & WOMEN'S HOSPITAL, Medical Director, Clinical & Quality Analysis, PARTNERS HEALTHCARE SYSTEM & Associate Professor of Medicine, HARVARD MEDICAL SCHOOL

KEYNOTE ADDRESS SPONSORED BY: **ALARIS** MEDICAL SYSTEMS

10:00 Refreshment Break Sponsored By: **MISYS** (M) / Exhibitor Showcase

10:30 **KEYNOTE ADDRESS: BUILDING ON AND REPLICATING SUCCESSES IN CLINICAL DECISION SUPPORT SYSTEMS**
Moving Safety and Best Practice Into the Mainstream
Why does it take so long for proven approaches to find their way into products? Issues in generalization, dissemination and transfer to the marketplace. The role of standards. Importance of knowledge-based approaches both for update and maintenance of the system as well as for adaptation to other settings.
Robert A. Greenes has an M.D. degree and Ph.D. in applied mathematics/computer science, both from Harvard, and is Board Certified in Diagnostic Radiology. His radiology residency was at Massachusetts General Hospital. He is Professor of Radiology at Harvard Medical School, and Radiologist, Brigham and Women's Hospital. He is also Professor of Health Policy and Management, Harvard School of Public Health; and Professor in the Health Science and Technology Division (HST), a joint division of Harvard Medical School and Massachusetts Institute of Technology.

In 1978, Dr. Greenes established the Decision Systems Group (DSG) a Harvard-based medical informatics research and development laboratory at Brigham and Women's Hospital which he directs, to pursue methodologies for biomedical and health education and decision support. He is the Program Director of the HST-based Boston Research Training Program in Biomedical Informatics, with support by the National Library of Medicine.

Dr. Greenes is a Fellow of the American College of Medical Informatics as well as its past President, Fellow of the American College of Radiology, Fellow of the Society of Computer Applications in Radiology, a member of the Institute of Medicine of the National Academy of Sciences, and serves on a number of editorial boards.
Robert A. Greenes, M.D., Ph.D., Director, Decision Systems Group, BRIGHAM & WOMEN'S HOSPITAL, Professor of Radiology, HARVARD MEDICAL SCHOOL & Professor of Health Informatics, Health Science and Technology Division (HST), A Joint Division of HARVARD MEDICAL SCHOOL and MASSACHUSETTS INSTITUTE OF TECHNOLOGY

11:15 **HEALTHCARE IT VENDOR CEO PANEL DISCUSSION**
*CEOs of major healthcare IT firms will participate
*An overview of developments in patient safety, with a discussion of the relative merits of each companies' approach to patient safety
*Perspectives on standards development and knowledge sharing by information technology vendors
Co-Moderators:
Mark R. Anderson, FHIMSS, CEO, AC GROUP, INC.
Seth A. Frank, Vice President, A.G. EDWARDS & SONS, INC.
Panelists:
James E. Hall, Vice Chairman, ECLIPSYS CORPORATION
Larry Krasner, President IDX Carecast, a subsidiary of IDX SYSTEMS CORPORATION
Stephen S. Thomas, President, PYXIS CORPORATION & Group President, CARDINAL HEALTH

12:15 **Luncheon / Exhibitor Showcase**

1:30 **USING MOBILE TECHNOLOGY TO PROMOTE PATIENT SAFETY**
Featuring case studies from wireless and handheld vendors and their clients
*What is the definition of mobile technology?
*What are the advantages of mobile technology in improving patient safety? The pitfalls?
*What are the key considerations in using mobile technology to improve patient safety?
Moderator:
Mitch Work, President & CEO, THE WORK GROUP
Panelists:
Dan Michelson, Vice President Marketing, ALLSCRIPTS HEALTHCARE SOLUTIONS
John Schwab, M.D., AURORA MEDICAL GROUP
Mike Seiser, Director of IS, HUMILITY OF MARY HEALTH PARTNERS
Bruce Kantelis, Vice President Mobile Computing, MCKESSON CORPORATION
Alan Barbell, Clinical Marketing Manager, SIEMENS HEALTH SERVICES

2:30   **KEYNOTE ADDRESS:USING EVIDENCE-BASED DECISION SUPPORT TO IMPROVE PATIENT SAFETY**

Showing the application of evidence-based clinical decision support to improve quality, safety and cost of patient care
Will evidence-based clinical decision support translate into improvements in care?
CPOE and evidence-based alerts and order sets

Dr. Weingarten has been implementing programs to improve the quality of patient care since the mid-1980s, and is considered one of the early participants in this field. Dr. Weingarten is President and Chief Executive Officer of Zynx Health, Inc., a subsidiary of the Cerner Corporation, Director of Health Services Research at Cedars-Sinai Health System, and Professor of Medicine at the UCLA School of Medicine. He has published almost 100 articles, book chapters, and editorials, many describing efforts to measurably improve the quality, safety, and cost of care.. He has given approximately 200 presentations on this topic to diverse groups including US Congress, the AMA, the Health Minister of New South Wales, the American Association of Medical Colleges, and the American College of Physicians. Dr. Weingarten has received grants and contracts from many leading healthcare organizations including: The Leapfrog Group, Centers for Disease Control, Center for Medicare and Medicaid Services (CMS), Premier, Inc., VHA, Inc,, National Kidney Foundation, and the American Heart Association. Dr. Weingarten is a member of NCQA's Disease Management Advisory Committee. He holds M.D. and M.P.H. degrees from the University of California, Los Angeles.
Scott Weingarten, M.D., M.P.H, President & CEO, ZYNX HEALTH, a subsidiary of CERNER CORPORATION, Director of Health Services Research, CEDARS-SINAI HEALTH SYSTEM, Professor of Medicine, UCLA SCHOOL OF MEDICINE

3:15   Refreshment Break Sponsored By: **MISYS (M)** / Exhibitor Showcase

TRACK A

Track A will focus exclusively on medication error reduction in both acute and non-acute settings. Special emphasis on computerized physician order entry (CPOE).

3:30A   **THE PROS AND CONS OF ADOPTING COMPUTERIZED PHYSICIAN ORDER ENTRY (CPOE)**

* Is CPOE really necessary?
* What are the alternatives?
* CPOE: a technology or a process?
* Is CPOE practical for healthcare organizations with significant budgetary constraints? If so, how can a CPOE system be implemented in the most cost-effective manner?

Moderator:
Karen Knecht, Vice President, Clinical Solutions, HEALTHLINK INC.
Panelists:
Eric Paul, Vice President / General Manager, Autros Point of Care System, BAXTER HEALTHCARE CORPORATION
Don Holmquest, M.D., Ph.D., Practice Leader, MCKESSON CORPORATION
Willa Fields, R.N., D.N.Sc., Vice President, Patient Care Information Systems, SHARP HEALTHCARE
Joel M. Kunin, M.D., Director, Medical Informatics, SHARP HEALTHCARE
John Stone, B.S.N., R.N., Computer Systems Analyst, Informatics Center, VANDERBILT UNIVERSITY MEDICAL CENTER

TRACK B

Track B will focus on applications of information technology to promote patient safety (with much less emphasis on medication error reduction and CPOE, which are covered in Track A).

3:30B   **REDUCING MEDICAL ERRORS AT THE POINT OF CARE**

Focus on ICU, ER, Perioperative Suite and other key inpatient care delivery areas for error reduction.
*What are the most prevalent types of errors at the point of care and why?
*What technologies and/or systems have not demonstrated improved performance?
*What technologies and/or systems are available today (or on the near horizon) that offer the greatest potential to improve operating performance?
*What are the cost and productivity implications of implementing these technologies?
*What are the lessons learned from efforts made so far and what are the key challenges for the future?

Moderator:
Robert J. Durej, National Director, Business Development, Healthcare Practice, CONCIO CORPORATION
Panelists:
Diane W. Allen, R.N., M.S., C.N.O.R, Chief Nursing Officer & Vice President-Operations, CONCORD HOSPITAL
Teresa Bovia, Administrative Director, Woman/Child Services Unit, EAST JEFFERSON GENERAL HOSPITAL
Ann Presley, R.Ph., Director of Medication Safety, MCKESSON CORPORATION
Barbara White, R.Ph., FAHSP, Business Technology Analyst, MISSOURI REHABILITATION CENTER

4:30A INNOVATIVE APPROACHES FOR REDUCING MEDICATION ERRORS

*Are there unique approaches to mitigating medication errors such as drugs not taken/given, the wrong medication being given, the wrong dosage being given?
*How can the number and impact of medication errors best be measured, tracked, evaluated and mitigated?
*What technology will have the greatest impact on reducing medication errors in the next three to five years?
*What major procedural/policy changes will be required for hospitals to significantly reduce medication errors?
*How can the clinical documentation associated with meds administration be simplified to reduce the risk of incorrect charting?
*Includes a discussion of innovative approaches including: smart IV pumps and other drug dispensing systems (including dispensing robots), systems to detect frequency of adverse events and bar coding

Moderator:
Zan F. Calhoun, Director, Healthcare Consulting, Western U.S., KPMG CONSULTING, INC.

Panelists:
Tim Vanderveen, Pharm.D., M.S., Director, Clinical Affairs, ALARIS MEDICAL SYSTEMS
Debra K. Bello, R.N., M.S. (doctoral candidate), Director, Medical and Professional Affairs, BAXTER HEALTHCARE CORPORATION
Yale Graves, Director of Infusion Systems, B. BRAUN MEDICAL, INC.
Mary Michael Brown, R.N., M.S., Senior Clinical Consultant, BRIDGE MEDICAL
Ann Presley, R.Ph., Director of Medication Safety, MCKESSON CORPORATION
Hoda Sayed-Friel, Director Physician & Clinical Systems, MEDITECH
Scott Mattingly, Product Line Director-Enterprise Solutions, MISYS HEALTHCARE SYSTEMS
Janis Opperman, R.N., B.S.N, M.B.A , Area Director of Professional Services, PYXIS CORPORATION
Liz Johnson, Vice President, Clinical Informatics, TENET HEALTHSYSTEM

5:30A INNOVATIVE APPROACHES FOR REDUCING MEDICATION ERRORS (CONTINUED)

Scott Mattingly, Product Line Director-Enterprise Solutions, MISYS HEALTHCARE SYSTEMS
Janet Harris, R.N., M.S.N C.N.A.A. Professional Associate, PYXIS CORPORATION
Karen Jennings, R.N., M.S., Nurse Informatics Specialist, UNIVERSITY OF UTAH

4:30B MEASURING OUTCOMES & BENCHMARKING PATIENT SAFETY EFFORTS

Tracking and reporting patient safety problems is not what best-practice organizations rely on for making safety an achieved objective. The key to genuine improvements in patient safety is real and useful data. Not solely news about things that went wrong, but timely, actionable information, data for understanding problems, prioritizing solutions, and assessing the impact of change. This presentation will provide participants with:
*Results of actual and ongoing studies, projects and initiatives for improving patient safety and reducing untoward outcomes.
*Background for maximizing the usefulness and actionability of good data and minimizing pitfalls through appropriate analytic and reporting techniques, and the correct use of statistics.
*Real-world understanding of outcomes, and how an outcomes-focused strategy minimizes problems and optimizes the favorable use of data for improving organizations and the results they enable for patients, physicians and those they serve.
*Pragmatic recommendations for improving the use of current data available within most organizations, and prioritizing improvements in data and related systems.
Steven H. Shaha, Ph.D., D.B.A, CEO, INSTITUTE FOR INTEGRATED OUTCOMES
(Formerly Research Director, Healthcare and Life Sciences Section, GARTNER GROUP)

5:30B BEYOND PATIENT SAFETY - REQUISITE STRUCTURES FOR KNOWLEDGE MANAGEMENT

*Physician workflow-pull and push, but don't shove (much more than just ordering)
*Decision support is much more than "rules"
*Attributes of a 21st century data model
Joseph Bormel, M.D., M.P.H., Vice President & Chief Medical Officer, QUADRAMED CORPORATION
Linda Creps, M.B.A., Director, Clinical Product Management, QUADRAMED CORPORATION

6:00 Day One Concludes;
Networking Cocktail Reception Sponsored by: MCKESSON Empowering Healthcare **/ Exhibitor Showcase**

7:15 Continental Breakfast / Exhibitor Showcase

8:00 **CHAIRPERSONS' OPENING REMARKS**
Karen Knecht, Vice President, Clinical Solutions, HEALTHLINK INC.
Mitch Work, President & CEO, THE WORK GROUP

TRACK A	TRACK B

8:15A CPOE CASE STUDY
*Using Technology to Promote Quality Care
*Strategies for Successful Implementation
*Achieving Physician Acceptance and Satisfaction
Frank J. Lumia, M.D., Assistant Chair, Cardiology and
Co-Director, Nuclear Medicine, DEBORAH HEART
& LUNG CENTER
Hoda Sayed-Friel, Director Physician & Clinical
Systems, MEDITECH

**9:00A CPOE CASE STUDY: POLITICAL &
CULTURAL CHALLENGES**
For over 30 years, the healthcare industry has toyed
with computerized physician order entry. Some
organizations have embraced it and achieved
impressive utilization and resulting benefits, while
others have moved slowly to the table due to the sea
change it represents. In this session, a representative of
a healthcare organization will join his vendor
colleagues in discussing the challenges, opportunities
and benefits of CPOE and how to maximize value
from its implementation.
Samuel R. Bierstock, M.D. B.S.E.E., Physician Clinical
Strategist, ECLIPSYS CORPORATION
Howard "Drex" Dobson, M.D., RUSH COPLEY
MEDICAL CENTER

**8:15B CASE STUDY: OPTIMIZING PATIENT
SAFETY AND VALUE WHILE
IMPLEMENTING CLINICAL
INFORMATION SYSTEMS**
The promise of clinical information systems is to
assist caregivers and optimize the safety and care
of patients. Success comes from knowing which
system components have the most value and how
to realize that value. Vendor-independent methods
which have been developed to respond to the care
requirements of decompensating and special-needs
patients and to optimize the utility of clinical
information to caregivers are presented. These
methods have been implemented in four different
hospitals using products from four different
vendors.

Because the many components of a clinical
information system provide unequal value, it can
be difficult to know where to start. Experience
from a 43-hospital system describes how to
identify which 20% of components delivers 80%
of the value to hands-on caregivers and their
patients. The prioritization process is described in
detail as well as the findings and their rationale.
Richard Tayrien, M.D., Vice President, Clinical
Information Systems, CATHOLIC HEALTHCARE
WEST
Richard Kremsdorf, M.D., President, FIVE
RIGHTS CONSULTING INC.

**9:00B CASE STUDY: INTEGRATING THE BEST
OF MULTIPLE VENDOR PRODUCTS FOR
AN EFFECTIVE CPR**
Sharp HealthCare is implementing Physician Order
Entry as its key patient safety initiative. A core
vendor CPR and order entry product will be
integrated with multiple documentation systems
which are already contributing significantly to the
safety of Sharp's patients.
*Learn how Sharp HealthCare is utilizing the best
features of its multiple clinical systems to address
patient safety.
*Understand the patient safety and productivity
benefits of context management (CCOW) and
single sign-on in presenting the patient record
across multiple legacy systems.
*Identify how visual integration through context
management can replace traditional data

TRACK A

9:45   Refreshments / Exhibitor Showcase

10:00A COLLECTED RESULTS FOR CPOE IMPLEMENTATION
*Strategies for implementation, including how to secure organizational buy-in
*Integrating CPOE vendor technology into your organization's existing clinical decision support / clinical computing system
*Other patient safety-related issues
Alan Portela, Senior Vice President of Client Relations, CLINICOMP INTL., INC

10:30A POE CASE STUDY
*POE- It is not just about medication errors
*Process reengineering with POE- measuring success with cycle times
*Implementing end-to-end POE
Don Rucker, M.D., Chief Medical Officer, SIEMENS HEALTH SERVICES

11:00A SOLD ON CPOE: A CASE STUDY IN CLINICIAN BUY-IN
*Many hospitals have already invested in what they believe are best-of-breed applications. But because these systems don't connect the relevant parties, they make nurses' task more difficult and fail to improve the quality of care. Learn how the University of Illinois Medical Center is benefiting from a CPOE System with a single common data model, connecting all parties and easing the orders process.
*Physicians at the University of Illinois Medical Center enter approximately 50% of all orders and more than 95% of all medication orders. Learn how executives at the University of Illinois have impacted and increased physician use and satisfaction of the system..
*Upon implementation of CPOE, the University of Illinois is saving approximately $3 million annually, and satisfaction levels of its 1,600 physicians and other clinicians are at 99%. Use lessons learned at the University of Illinois to realize benefits at your organization.
Jeff Rose, M.D., Vice President & Chief Medical Officer, CERNER CORPORATION
Joy Keeler, Chief Information Officer, UNIVERSITY OF ILLINOIS MEDICAL CENTER AT CHICAGO

TRACK B

integration.
Bill Spooner, Senior Vice President & Chief Information Officer, SHARP HEALTHCARE

9:45   Refreshments / Exhibitor Showcase

10:00B THE IMPACT OF COMPUTER-BASED PATIENT RECORD SYSTEMS ON MEDICAL ERROR REDUCTION
*What functions of a CPR will be most helpful in eliminating errors (decision support, workflow, electronic communication, automated alerts)?
*What demonstrated error reductions have current CPRs achieved?
*What is the role of a controlled medical vocabulary in reducing errors?
*What are the major deficiencies in current CPR systems that need to be corrected to achieve better error reduction?
*What types of medical errors will be most readily solved using automation?
*What types of medical errors will be least susceptible to automation solutions?
*How can the sharing of medical knowledge to limit medical errors be facilitated?
Moderator:
Barry Hieb, M.D., Research Director, GARTNER GROUP
Panelists:
Jack Bowie, Vice President, Sales and Marketing, APELON
Nick Beard, M.D., Vice President, Health Informatics, IDX SYSTEMS CORPORATION
Dan Wasserstrom, Vice President Sales Healthcare IT North America, LANGUAGE AND COMPUTING

11:00B PATIENT SAFETY AND MEDICAL ERRORS: STOCKING YOUR INTERNET TREASURE CHEST
Healthcare executives interested in patient safety and medical errors case studies need not invest in costly resources to find inspiration and guidance on patient safety issues. The Internet is full of Web sites from relevant publishers, associations, vendors, and provider organizations. This session will show you how to:
*Find the latest news on patient safety and medical errors.
*Access the top associations in patient safety and medical errors.
*Retrieve the strongest case studies, surveys and reports.
*Experience online patient safety tools.
*Tap into patient safety trends.

A list of URLs will be provided in this live Internet presentation.
Joyce Flory, Ph.D., Principal, COMMUNICATIONS

11:45A KEY CONSIDERATIONS IN PURCHASING FROM A CPOE VENDOR
*Critical Success Factors for a rational/successful buying process
>How to organize
>How to identify the appropriate group of vendors to bid
>Other major steps in the process
*How to keep a level playing field and facilitate an "apples to apples" comparison
*Managing vendors and tips to avoid succumbing to vendor hyperbole
*A few tips for successful contract negotiation
Michael R. Cohen, M.M., President, MRC CONSULTING GROUP

FOR BUSINESS AND HEALTH, Editor, MEDICINE ON THE NET

11:45B EVALUATION OF A SERVER -BASED "SMART" INFUSION PUMP
*Overview of medication errors nationally and at Children's Medical Center of Dallas
*Review cause of medication errors associated with infusion devices
*Development and testing of IV Pumps using bar code assisted programming
*Development and testing of radio frequency linked central server infusion pump system
John F. Tourville, Pharm. D., Department Director, Pharmacy, CHILDREN'S MEDICAL CENTER OF DALLAS

12:15 CONCLUDING PLENARY SESSION: COMPUTERIZED PHYSICIAN ORDER ENTRY IN THE DEPARTMENT OF DEFENSE (DOD): EXPERIENCE AND BENEFITS
Presentation Summary
The Military Health System (MHS) admits 10,000 patients, supports 898,000 outpatient visits and issues 1,870,000 prescriptions each week. The MHS implemented computerized physician order entry (CPOE) 12 years ago in over 500 hospitals and clinics. Approximately 98% of all prescriptions issued within MHS clinics and hospitals are electronically submitted. Military physicians also electronically issue laboratory and radiology orders and other selected services. The MHS recently enhanced its electronic prescription system for drug alert checking to include the retail market. Computerized physician order entry is a fundamental component to the military's comprehensive computerized patient record.

This presentation will include:
*Cultural Change of Computerized Physician Order Entry
*Current Order Entry Capabilities
*Patient Safety Benefits
*Future Directions
Dr. Wyatt Smith, CAPT (sel), MC, USNR
Director, Information Management
TRICARE MANAGEMENT ACTIVITY
OFFICE OF ASSISTANT SECRETARY OF DEFENSE (HEALTH AFFAIRS)

1:00 The Summit on Patient Safety & Information Technology Concludes; Luncheon for Attendees of Afternoon Workshop and Focus Groups

OPTIONAL POST-SUMMIT WORKSHOP: OVERCOMING THE BARRIERS TO CPOE IMPLEMENTATION

Workshop Hours: Friday, September 27, 2002, 2:00 to 5:30 pm

TARGET AUDIENCE

CMO, CIO, PSO, Chief of Pharmacy and other hospital staff responsible for CPOE implementation. Also of interest to vendors and consultants, as well as managed care executives and clinicians.

OBJECTIVES

*To understand the major challenges to deploying CPOE

*To learn successful strategies keeping the CPOE rollout on track

*To provide a forum for discussing an institution's current problems with CPOE deployment

IMPORTANT TOPICS TO BE COVERED

*Overview

*Generating physician support

*How to deal with the delays and moving past the pilot phase; satisfying the CFO

*IT perspective: It's more than just connecting the dots

*How much clinical decision support is enough?

TIME FORMAT - 3 1/2 Hours

15 minute overview

25 minute presentations by instructors from leading hospitals and healthcare systems, with facilitated Q & A (2 hours)

20 minute table exercise/discussion swapping stories/fears/solutions with an instructor facilitator at each table

10-20 group discussion of table solutions

15 minute break

LAYOUT - 8-10 person rounds with an instructor assigned to each table

WORKSHOP INSTRUCTORS:

Bruce W. Spurlock, M.D., President, CONVERGENCE HEALTH CONSULTING (Formerly Executive Vice President, CALIFORNIA HEALTHCARE ASSOCIATION)

Harris R. Stutman, M.D., Executive Director, Research Administration, MEMORIAL HEALTH SERVICES

Willa Fields, R.N., D.N.Sc., Vice President, Patient Care Information Systems, SHARP HEALTHCARE

OPTIONAL FOCUS GROUPS (SEPARATE FROM OPTIONAL WORKSHOP)

Three focus groups, each 90 minutes in duration, are currently planned. Focus groups will be held simultaneously between 2:00 and 3:30 pm on September 27th. Please note that one focus group has already been sold. Two additional focus groups are currently available .

Format: A vendor can obtain exclusive feedback on current and future product and service offerings from potential customers (5-6 customers per session). We are currently considering focus groups for CIOs of hospitals, CMOs of hospitals, and Directors of Pharmacy of hospitals. Each focus group session will be 90 minutes in duration. Please note that the focus groups are not part of any sponsorship package, and therefore must be purchased separately. TCBI will create a focus group customized to meet your company's needs, recruiting focus group members that meet the specifications of the vendor. We are seeking executives, clinicians, and IT staff from hospitals to participate in the focus groups (participants will receive financial compensation. For additional information, including prices for vendors, and compensation for participants, please contact TCBI: Phone: 310-265-2570 Email: sk@tcbi.org

Sentillion, Inc. is a leading provider of technology solutions that enable health care information systems to work together consistently, intuitively and securely. Built upon a scalable application integration platform, the company's innovative Vergence" product suite provides solutions for authentication, single sign-on, context management, and privacy management. Vergence emphasizes standards-based vendor neutrality, simplifies application access and use, bolsters systems utilization, promotes operational efficiencies, and enhances workflow. A privately held company, Sentillion is headquartered in Andover, Mass., and located on the Web at www.sentillion.com.

Phone: 877-736-8455 Email: info@sentillion.com

AC Group, Inc. (ACG), formed in 1996, is an information technology advisory and research service dedicated to healthcare. Since 1972, ACG advisors have been helping IT professionals make better strategic and tactical decisions. For our healthcare vendor clients, ACG provides independent advisory and consultative services designed to assist vendors in their Business Strategies, Market and Customer Strategies, Competitive Analysis, and Product Profiling.

Phone: 281-374-0394   www.acgroup.org

In addition to the health care worker safety initiatives being pursued by the company designed to reduce the incidence of sharps injuries, BD is taking a systems approach to two key and highly interrelated processes that directly impact patient safety. The BD Rx and Dx Systems attack medication and specimen errors at the patient's bedside when the only safety net remaining is the awareness of the patients themselves. Using a systems approach that includes a detailed process analysis and re-design, the BD Rx and Dx Systems use hand-held and bar code enabled computer technology to positively identify the system user, the patient, and the drug or specimen container ensuring compliance to the clinician's order and safe medical practice.

www.bd.com

Eclipsys is The Outcomes Company, founded with a mission of better healthcare through knowledge. More than 1,500 healthcare organizations use Eclipsys solutions to reduce errors, enhance workflow, and balance and improve clinical, financial and satisfaction outcomes. SunriseXA includes integrated software, architecture and services that support all members of the healthcare team with the knowledge they need to support and improve the organization's four core processes: care delivery, patient flow, revenue and administrative management, and customer relations. SunriseXA is built on a single, open, component-based Web architecture based on the Microsoft .NET Framework and other industry standards. For more information, see www.eclipsys.com or email info@eclipsys.com.

Corporate Headquarters:
1750 Clint Moore Road, Boca Raton, FL 33487
561-322-4321 main phone   /   561-322-4320 main fax
www.eclipsys.com   /   info@eclipsys.com

Healthlink Incorporated is the nation's largest management consulting firm focused exclusively on the healthcare industry. Healthlink provides a range of services designed to help hospitals, health systems and other provider organizations maximize operating efficiencies and improve the quality of care. Healthlink's primary areas of expertise include the planning, selection, integration and management of enterprise information systems used to automate clinical, financial and logistical operations. The company combines the highest level of technical knowledge with an intimate understanding of clinical and business processes to create real-world solutions that meet or exceed client objectives. Healthlink pursues intelligent, practical solutions that generate measurable economic value and clinical or operational excellence.

Phone: 800-223-8956   www.healthlinkinc.com

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Founded in 1969, IDX Systems Corporation uses information technology to maximize value in the delivery of healthcare, improve the quality of patient service, enhance medical outcomes, and reduce the costs of care. IDX supports these objectives with a broad range of complementary, functionally rich, and highly integrated products installed at 3,200 client sites. Clients span the full care continuum including academic hospitals and medical centers, integrated delivery networks, and physician group practices in North America and the United Kingdom. Customers include 134,000 physicians who utilize practice management systems to improve patient care and other workflow processes. The IDX Web Strategy includes browser technology, e-commerce and Web-based tools – built using Internet architecture – that facilitate access for patients, physicians and care providers to vital health information and data managed by the IDX clinical, administrative, financial and managed care products. EDiX Corporation, an IDX subsidiary, offers medical transcription and clinical documentation services to physicians groups and hospital customers.

Phone: 888-439-6584   www.idx.com

ISH is a Business Operations Improvement Company. In 1989, ISH was established as a hands-on Professional Services firm with a unique business proposition: to deliver exponentially greater value and measurable return on IT investments and software applications implementation.

ISH was founded on the premise that most businesses waste significant funds, executive time and effort reengineering new software packages to conform to their current business processes, rather than redesigning new processes and work flows to fully capitalize on the power of their technologies and the abilities of their people.

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Phone: (800) 284-8018   www.ishinc.com

MEDITECH
Medical Information Technology, Inc.
MEDITECH has been a leading developer of Health Care Information Systems for 33 years. The company installs and services integrated information systems with products, which ensure an organization's policies and care processes flow seamlessly throughout the continuum of care. More than 1800 large health care enterprises, multi-hospital alliances, teaching hospitals, community hospitals, rehabilitation and psychiatric facilities, long term care organizations, along with physicians' offices, and home health care agencies, use MEDITECH information systems. MEDITECH's CPOE product is a comprehensive order management process, encompassing not only physicians, but also all departments, staff and facilities involved, increasing patient safety and care delivery efficiency.

Phone: 781-821-3000   www.meditech.com

QuadraMed is dedicated to developing information technology and providing consulting services that help healthcare professionals deliver outstanding patient care with optimum efficiency. Offering real-world solutions for every aspect of acute care information management, QuadraMed has four main product lines: Affinity® Healthcare Information System, Quantim® Health Information Management Software and Services, Complysource® Compliance Solutions, and Chancellor' Financial Products and Services. Behind all our products and services are approximately 1,000 professionals with direct healthcare delivery experience. To find out more about QuadraMed, its products and services, and why it has a loyal installed base of over 1,500 customers, visit www.quadramed.com.

SIEMENS medical

Siemens Medical Solutions Health Services Corporation offers a broad range of clinical, financial, and management applications, and outsourcing and professional services to support health providers across the continuum of care. The company operates the health industry's largest Information Services Center (ISC) and Health Information Network for application hosting, e-commerce, enterprise systems management, and managed Internet and infrastructure services. As the premier Application Service Provider (ASP) in healthcare, the company operates health applications for over 1,000 health providers with connections to over 500,000 customer workstations, and processes 116 million transactions each day. More information can be found at www.smed.com.

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A Subsidiary Of The Cerner Corporation
Primary mission is to develop and implement systematic approaches to patient care to improve health outcomes in a measurable manner.
The Safety Optimizer™ is an Internet-based tool for diagnosing and assessing gaps in safety practices and for implementing focused risk-reduction strategies consistent with recommendations from JCAHO and other organizations. This comprehensive safety-improvement tool uses an evidence-based approach to assist clinicians in the process of safety improvement at both the organizational or systems level and at the patient level.

Phone: 310-247-7700   www.zynx.com

Tcbi

The Center for Business Innovation

Presents

The Second Annual
HEALTHCARE OUTSOURCING CONGRESS

The Premier Conference & Exhibition On Outsourcing IT & Business Processes

April 2003

For information on speaking, sponsorship or registration, please contact TCBI:
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Healthcare Informatics magazine provides timely, high-quality intelligence about information technology for the executives and managers on the decision-making team in every type of healthcare facility and organization. Healthcare Informatics presents news, features and resource lists, analyzes and interprets major trends influencing the healthcare market, and covers both domestic and global issues. Healthcare Informatics is consistently chosen as the number one healthcare IT publication in independent studies.

Health Data Management is the nation's No. 1 magazine covering all aspects of health care information technology for an audience of senior executives at hospitals, delivery systems, clinics and managed care plans. Its Web site, www.healthdatamanagement.com, features twice-daily news updates. Its electronic news service, HDM Week, offers a summary of the top stories of the week.

Health Management Technology magazine delivers solutions to information technology decision makers across the spectrum of healthcare provider organizations, including hospitals, integrated delivery networks, physician group practice, and managed care organizations. Our editorial coverage emphasizes case histories and real world problem-solution and implementation articles. We provide information that healthcare professionals can use to evaluate technologies, software and services that improve their organizations' cost efficiency and ability to deliver high quality patient care. Readers include executive and officers, clinical department managers, physicians, nurses, staff administrators - all who play a role in selecting and using information technology. Visit our website www.healthmgttech.com to apply for your FREE subscription.

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AAHP is the largest national trade organization representing more than 1,000 health maintenance organizations (HMOs), preferred provider organizations (PPOs), and other similar health plans that provide health care coverage to more than 170 million Americans.

The California Healthcare Association (CHA) is the statewide leader representing the interests of hospitals, health systems and other health care providers in California. Operating in conjunction with three corporate members — Hospital Council of Northern and Central California, Healthcare Association of Southern California, and Healthcare Association of San Diego and Imperial Counties — CHA is one of the largest health care trade associations in the nation with nearly 500 hospital and health system members.

CHA provides members with state and federal representation and advocacy in the legislative and regulatory arenas through an agenda designed to protect and enhance access to health care; increase payments and improve private-payer practices; and provide high-quality, cost-effective health care services.

The California Institute for Health Systems Performance (CIHSP) is a nonprofit, public benefit corporation charged with expanding the field of performance measurement through the establishment of comprehensive, standardized, California health care measurement systems. CIHSP is dedicated to the improvement of all Californians by establishing measurement systems that are reliable, consensus driven, collaborative, quality-focused and cost-efficient, and increase the accountability of the provider community.

Healthcare Information and Management Systems Society (HIMSS) has more than 36 chapters and 12,000 members working in healthcare organizations throughout the world. Chapters provide valuable links between healthcare professionals in close proximity.

HIMSS chapters regularly meet to learn from expert speakers, share knowledge, and network. To keep members posted on industry and HIMSS events, chapters publish newsletters and maintain websites. Chapters may also offer educational sessions designed to help you in your workplace. They are one of the best resources you can have for keeping abreast of local issues - right in your own backyard.

The South Florida Chapter of the Healthcare Information and Management Systems Society (SFLHIMSS) was organized to promote the professional development of members, to improve the reputation of the profession and to encourage advancement in the field of health care management systems. Our objectives are to hold meetings and offer publications to chapter members in an effort to promote the sharing of ideas and experiences, work on joint projects at the local level and to provide a forum for meeting and networking of local professionals in the field of healthcare computing and telecommunications.

PATIENT SAFETY SUMMIT REGISTRATION INFORMATION

You may register by	Phone : 310-265-2570
	Fax : 310-265-2963
	Email : mail@tcbi.org
	Website : www.tcbi.org

TUITION :

Standard Registration (Summit Only) **$1295**
Standard Registration (Summit Plus Optional Post-Summit CPOE Workshop) **$1695**

The standard rate applies to all vendors, consultants and other non-customers of patient safety products and services.

Patient Safety Customer Registration (Summit Only) **$ 895**

Patient Safety Customer Registration (Summit Plus Optional Post-Summit CPOE Workshop) **$1195**

The customer rate applies only to full-time employees of hospitals, healthcare systems, health plans and physician groups. TCBI reserves the right to determine whether or not a registrant qualifies for this special rate.

TCBI is offering a discount of $200 off the applicable registration fee above for all members of American Association of Health Plans (AAHP), California Healthcare Association (CHA), and Healthcare Information and Management Systems Society (HIMSS) Central Florida, Hawaii, New England, Northern California, Southern California, Southeast Texas and South Florida Chapters. Those who are members of more than one of these associations cannot combine discounts-- the full discount available is $200. Proof of membership required

> *To register, please use the registration form on the back cover of this brochure. For optimal service, TCBI recommends that you register by phone, fax or through our website. If you plan to mail a check to TCBI, please register in advance by phone, fax or through our website, then mail the check with a copy of the registration form or printout of the registration confirmation from our website.*

GROUP DISCOUNTS:

If your Company sends two delegates to the Summit, the third and subsequent delegates from your Organization receive $200 off the applicable registration fee. We recommend that you register by phone or fax if you qualify for this discount. Organizations sending three or more delegates may find sponsorship an economical alternative (please see bottom of page). For discounts on groups of five or more, or for additional information, please contact TCBI: Ph: 310-265-2570   Email: mail@tcbi.org

PAYMENTS:

Payments must be made in U.S. dollars by Visa, Mastercard, Discover or American Express, company check (drawn on a U.S. bank), or by wire transfer. Please make checks payable to The Center for Business Innovation and send to: **TCBI, 655 Deep Valley Drive, Suite 255, Rolling Hills Estates, CA 90274**. In the memo area of the check please write the name of the registrant and the conference code C102. For information about wire transfers, please call 310-265-2570 or email mail@tcbi.org

HOTEL INFORMATION:

Hilton San Diego / Del Mar, 15575 Jimmy Durante Boulevard, Del Mar, California 92014
Telephone: (858) 792-5200 / (800) 833-7904 / Facsimile: (858) 792-9538
Attendees must make their reservations directly with the hotel. To obtain a discounted rate, please mention that you are attending the TCBI Summit. As space is limited, we recommend that you contact the hotel as soon as possible to reserve your room (on or before September 10, 2002). Any individual cancellation within 72 hours of the date of arrival will be billed for one night room and tax.

GOLF INFORMATION:

Golf Tournament & BBQ Dinner: $300 per person, Meadows Del Mar Golf Club, Wednesday, September 25th, 2002 @ 1:30 pm. Tournament on a Tom Fazio designed PGA course. Included: transportation to and from event, use of facility's golf clubs, box lunch, range balls, two bottled waters on cart, golf cap, towel & sleeve of balls & BBQ dinner.
For more information contact Mary Pooler at (310) 265-2573 or mp@tcbi.org Please note: Space is limited and subject to availability

CANCELLATION POLICY:

For cancellations received in writing:

Four weeks or more prior to the event	Full Refund or Credit Voucher
Between two weeks and four weeks prior to the event	$200 Cancellation Fee or Full Credit Voucher
Two weeks or less prior to the event	No Refund; Full Credit Voucher Will Be Issued

Credit vouchers may be applied toward any future TCBI event within one calendar year.

If TCBI decides to cancel any portion of this event, the organizers are not responsible for covering airfare, hotel or any other costs. Speakers, networking events and the agenda are subject to change without notice.

SUBSTITUTIONS:

Registrant substitutions may be made up to the day of the event.

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Sponsorship / exhibition is an effective means of promoting your products and services to key decision makers at hospitals, healthcare systems, health plans and physician groups. Key benefits of sponsorship include space to exhibit at the Summit, an advance listing of attendees, passes for staff members and clients/potential clients and exposure on TCBI's website and other promotional media.

For additional information, please contact TCBI: Ph: 310-265-2570   Email: sk@tcbi.org

PATIENT SAFETY SUMMIT REGISTRATION FORM
September 26-27, 2002, Hilton San Diego / Del Mar, San Diego, CA

Please choose one of the following options:

TUITION :

❑ **Standard Registration (Summit Only)**   **$1295**

❑ **Standard Registration (Summit Plus Optional Post-Summit CPOE Workshop)**   **$1695**

The standard rate applies to all vendors, consultants and other non-customers of patient safety products and services.

❑ **Patient Safety Customer Registration (Summit Only)**   **$ 895**

❑ **Patient Safety Customer Registration (Summit Plus Optional Post-Summit CPOE Workshop)**   **$1195**

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❑ *I am a member of AAHP, CHA and/or the HIMSS Chapters listed above and am entitled to a $200 discount on the registration fees above.*

❑ *I am interested in receiving more information on the Pre-Summit Golf Tournament & Barbecue Dinner on Wednesday, September 25th, 2002 (begins at 1:30pm).*

Send Completed Registration Form With Payment (If Applicable) To:
The Center for Business Innovation Inc.
655 Deep Valley Drive, Suite 255
Rolling Hills Estates, CA 90274
Phone: 310-265-2570   Fax: 310-265-2963   Email: mail@tcbi.org

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Job Title:_____

Company:_____

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State:_____ Zip:_____

Telephone:_____Fax:_____

Email Address:_____

I accept the Cancellation policy as stated on page 19.

(*signature required to process registration*):_____

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