HIMSS23 GLOBAL CONFERENCE

Keynotes, Views from the Top, and Concurrent Education Sessions

Updated: Dec 16, 2023

Keynotes and View from the Top

Date	Start	End	Title	Topic	Sub-Topic
Tue, Apr 18, 2023	8:30 AM	10:00 AM	Keynote: Opening Keynote Featuring Cultural Luminaries and Business Leaders	Business	Innovative Business Models
Tue, Apr 18, 2023	10:30 AM	11:30 AM	Can Technology and Innovation Advance Behavioral Health Care?	Personalized Care Models	Health and Wellness
Tue, Apr 18, 2023	12:00 PM	1:00 PM	The Impact of the Economy on Healthcare	Business	Innovative Business Models
Tue, Apr 18, 2023	3:00 PM	4:00 PM	A Fireside Chat: Innovations Redefining Care Delivery	Business	Innovative Business Models
Wed, Apr 19, 2023	8:30 AM	9:30 AM	Keynote: Healthcare Disruption: Accelerated Opportunities for Care Delivery Alternatives	Business	Innovative Business Models
Wed, Apr 19, 2023	10:00 AM	11:00 AM	Investor Perspective: The Current Landscape and Trends to Watch	Business	Innovative Business Models
Thu, Apr 20, 2023	8:30 AM	9:30 AM	Keynote: Digital Transformation and Health Equity: A Global Discussion on the Journey Ahead	Policy	Healthcare Reform
Thu, Apr 20, 2023	11:30 AM	12:30 PM	2023: Continuing the Journey to Health Equity	Data and Information	Social Determinants of Health / Health Equity
Thu, Apr 20, 2023	1:00 PM	2:00 PM	The Evolving Digitally Skilled Healthcare Workforce	Employee Engagement and Retention	Career Development or Workforce Development
Fri, Apr 21, 2023	8:30 AM	10:00 AM	Keynote: Are More Turbulent Times Ahead for Healthcare? An Economic Outlook	Business	Innovative Business Models
Fri, Apr 21, 2023	1:15 PM	2:30 PM	Keynote: Resilence in the Face of Uncertainty	Employee Engagement and Retention	Career Development or Workforce Development

Session	Date	Session Title	Topic	Sub-Topic	Description	Speaker 1	Speaker 2	Speaker 3
2	Tue, Apr 18, 2023	**Implementing AI in Radiology: From Simple Algorithms to Platform Solutions**	Process and Operations	Optimizing Clinical Workflows & Performance	The development of artificial intelligence (AI) technology for radiology has accelerated in the past decade, but its deployment in radiology practices has been slow. Existing studies have largely blamed this on the technology, while organizational aspects have been overlooked. AI technology is characterized by a lot of uncertainty in terms of functionality, behavior, and organizational consequences, which can make it difficult to predict how a specific algorithm will unfold. One important aspect complicating the implementation of AI solutions is the requirement for validation of all Medical devices in accordance to the European Unions regulation on clinical investigation and sale of medical devices for human use. AI algorithms are classified as medical devices, and the content of CE-marking includes detailed specifications of "intended use,"intended patient population" and "risk classification." Our aim is to contribute to the ongoing debate questioning whether artificial intelligence-based health technologies (AI-HTs) require specific demands on frameworks that are used to assess their value. In addition, we question if traditional HTA methods are suitable to speed up the implementation of AI in healthcare. We will also address validation and procurement of AI solutions in relation to how the Norwegian governance model in eHealth.	Line Silsand	Gro-Hilde Severinsen	Helen Lins
6	Tue, Apr 18, 2023	**Update on Standard for Clinical Internet of Things**	Data and Information	Data & Information Security; Cybersecurity	The IEEE has created a Working Group to create a standard for Clinical Internet of Things (IoT) which will create the framework with TIPSS principles (Trust, Identity, Privacy, Protection, Safety, Security) for Clinical Internet of Things (IoT) data and device validation and interoperability. This includes wearable clinical IoT and interoperability with healthcare systems including Electronic Health Records (EHR), Electronic Medical Records (EMR), other clinical IoT devices, in hospital devices, and future devices and connected healthcare systems. In this session we will cover the status of standard, what work is left to so, and what we can expect to get the proposed standard approved as an international IEEE standard.	Florence Hudson	Eliot Rich	

7	Tue, Apr 18, 2023	**Accelerating value-based care transformation with a unified data model**	Technology	Digital Health Technologies	Today, the top technology barrier to overcome in healthcare is access to centralized, shareable data to achieve interoperability. This session will highlight how Banner Health—one of the top health systems in the country—identified redundancies in its IT backbone, refined data archival strategy, and streamlined applications with intelligence layers to reduce technology costs. The session will provide an insider's perspective on the challenges Banner faced at the beginning of the ongoing global pandemic to stay on top of its operations to help patients in the communities it serves. It will highlight how the health system and its care managers struggled with a lack of a scalable clinical infrastructure to manage COVID-19 operations. Using an integrated, comprehensive, interoperable health cloud, Banner deployed a single-enterprise data lake to close care gaps and access actionable, data-driven insights aimed at improving care delivery. The network gained an enterprise data fabric within its budget and achieved a 70% reduction in IT infrastructure costs by moving to a SaaS-based model. It condensed more than 10,000 ad-hoc reports by converting them into around 800 user-friendly enterprise metrics, which resulted in easier access to actionable insights. As a result, the network saved $5.7 million on annual IT operational expenses.	Jen Brooks	Brian Silverstein MD	
8	Tue, Apr 18, 2023	**A Playbook for Connected for Health, An Overlooked Strategic Imperative**	Technology	Interoperability	While the Cures Act made connectivity between health systems table stakes, most health systems still struggle with challenges like these: Dissatisfaction: Intensifying care partner frustration from failing to receive the data necessary to care for the patient in a timely fashion. Overstaffing: Reliance on increased staffing to find data despite significant staffing shortages. Technology not optimally utilized: Uncoordinated, sometimes antiquated tools and non-standardized processes. This includes increasing fax volume. Yet, care partners are essential to a health system's success. In fact, 1 in 3 patients are referred, resulting in ~50% of outpatient volumes. And 63% of referring physicians are dissatisfied with the referral management process, citing lack of communication as the primary driver. Jefferson is on a journey to improve access and experience – for patients, consumers, and referring physicians. A first step was focusing on care partners by deploying a strategy to help better connect information within and across care venues. We've termed this Connected for Health. Via case study, we will outline why NOW is the time to develop a holistic strategy for seamlessly sharing information with care partners; share a framework for connecting care partners and improving the referring provider experience and process; and provide a playbook.	Tammy Canfield	Claudia Miller	

9	Tue, Apr 18, 2023	**Lessons Learned from Development of an Enterprise EHR Clinical Standard**	Process and Operations	Change & Project Management	Large health systems need ways to monitor practice patterns through EHR data as well as ship EHR content in a cost-effective and efficient manner. HCA Healthcare struggles with both of these activities given the individualized nature of the EHR install at each of its ~180 acute hospitals. With a planned implementation of a more modern EHR system HCA embarked on the daunting task of standardizing clinical builds and workflows to improve the enterprise's ability to extract clinical insights from EHR data as well as alleviate maintenance burden, starting with a pilot at 3 sites. The project team encountered significant challenges in determining which builds/configurations should remain controlled at the Corporate level versus those that should be managed at a local level. Change management struggles played a large factor in outcomes and speed of progress. Members of the project team will share these lessons learned from the efforts to define, build, and educate on the initial standard EHR build at the pilot sites that should serve as a framework for other health systems looking to achieve the benefits that can come from a standardized EHR environment.	Connie Saltsman	Stefanie Fine	Brad Kehler
10	Tue, Apr 18, 2023	**Semantic Interoperability: What, Why and the Technical Essentials**	Data and Information	Clinical Informatics	Careful chart review studies have shown that on average 680 people die each day from preventable medical errors. Sharing of computable data, information, and knowledge in an open interoperable healthcare ecosystem could dramatically reduce medical errors. However, there are many views of what interoperability means, and many opinions on how it can be achieved. This session will focus on how semantic interoperability (or plug-and-play interoperability) is distinct from the general meaning of interoperability, why semantic interoperability is vital to our ability to improve patient care, what social and political aspects are important for enabling interoperability, and finally, the essential technical underpinnings of interoperability.	Stanley Huff		

11	Tue, Apr 18, 2023	**Governance for Digital Transformation: A CIO Perspective**	Organizational Governance	Strategic Planning	Healthcare is in the midst of a radical transformation, driven by consumers' growing expectations for convenient access to health services. Health systems across the country are now learning to compete with consumer-native companies like Walmart, CVS, and Amazon who are opening their doors - physically and digitally - to healthcare consumers. But organizations that are accustomed to operating at healthcare's traditional pace and within a hierarchical structure may not be nimble enough to adjust to the fast pace of innovation required for successful digital transformation. Regardless of whether they're attempting to build their own digital solutions or use third-party solutions or both, health systems need to focus on reforming their organizational governance to support agile innovation. The CIO of New York State's largest integrated delivery network will detail the agile governance structure that the organization has developed as the critical foundation for its digital transformation. Presenters will review the principles used to enforce the effectiveness of an agile governance structure, the challenges faced in implementing the structure, and the results and learnings along the way.	Kristen Valdes	Sophy Lu	
12	Tue, Apr 18, 2023	**Health Equity and Innovation**	Technology	Digital Health Technologies	Innovation has the potential to advance health equity. With billions of dollars of annual investment in health startups and deep resources committed to innovation in large health care and health-focused tech companies, the health innovation sector has incredible potential to advance health equity.	Bobby Mukkamala	Aletha Maybank	

13	Tue, Apr 18, 2023	**The Evolution of Inpatient Telehealth**	Employee Engagement and Retention	User Experience, Usability, User-Centered Design	As telehealth adoption increases and consumer attitudes toward it improve, the impetus to streamline healthcare technology solutions becomes more critical. While outpatient telehealth has been the primary focus, the potential for advancement in the inpatient setting has the potential to better streamline care delivery models and improve outcomes while optimizing workflows to reduce burden for the clinicians and patients. As an academic medical center, there may be up to 20 interdisciplinary and support staff who interact with patients on a daily basis to provide holistic care. The rapid implementation of technology as a result of the pandemic, resulted in clunky workflows and an opportunity to take learnings to build a better solution. In this presentation we will share the journey of how we have successfully operationalized a telehealth solution within the inpatient hospital setting. Advances include integrating video conferencing with the EHR system and decreasing the level of effort (clicks) for clinical staff. The team will show how small incremental improvements based on clinician feedback and an agile project management approach led to a better matched user friendly solution.	Nerissa Ambers	Tina Cortez	Shelly Arthofer
18	Tue, Apr 18, 2023	**Prevention and Detection of Acute Kidney Injury with Clinical Surveillance**	Data and Information	Clinical Informatics	Acute kidney injury (AKI) occurs in up to 22% of hospitalized patients and 65% of critically ill patients. Drugs contribute to approximately 30% of AKI cases in hospitalized patient. The incidence and patient outcomes associated with drug-associated AKI (D-AKI) is concerning and diligent surveillance is needed. Hospitals with clinical surveillance systems can utilize configurable alert engines to be notified of D-AKI events in real-time, enabling clinical pharmacists to intervene and recommend adjustments to renally eliminated drugs. The use of biomarkers to predict AKI may play an exciting role in prevention, but only if addressed in real time. This session will describe one health system's use of D-AKI alerts, as well as novel use of clinical surveillance alerts to drive appropriate biomarker screening for early warning of AKI.	Sandra Gill	Patricia Iovino	

19	Tue, Apr 18, 2023	**How Care Provider Access to Regional Data Reduces Hospital Readmissions**	Technology	Interoperability	The Paso del Norte Health Information Exchange (PHIX) provides data sharing to the El Paso, Texas border region. This exchange includes connections between regional hospitals, outpatient clinics, laboratories, imaging centers, and more to provide a holistic view of patient health. When primary care physicians use PHIX's clinical viewer to access their patients' medical records from the community they greatly reduce the likelihood of that patients' use of an emergency department or readmission to the hospital. This is fueled by PHIX's historical focus on the community depth of data and the accessibility of data to local clinicians. By providing detailed clinical data to clinicians on patient visits in the community they are better prepared to provide secondary and tertiary interventions.	Juan Nanez	Emily Hartmann
22	Tue, Apr 18, 2023	**Delivering digital solutions in healthcare: A Design Thinking Approach**	Process and Operations	Change & Project Management	Clear vision of the development process is crucial for efficient deployment of new digital solutions. Design thinking methodologies help chart this course to effectively allocate limited resources. Follow along as the iHub, the center for digital innovation at a leading academic medical center, employs these practices across a portfolio of projects. These examples will lay the foundation for a repeatable take-home framework across healthcare development teams.	Jonathan Letourneau	

24	Tue, Apr 18, 2023	**Engendering Care Continuity through Proactive Data Sharing and Enhanced Cybersecurity**	Data and Information	Data & Information Security; Cybersecurity	Increasing digitalisation has improved accessibility and care quality in Singapore, particularly so during the COVID-19 pandemic. To continue reaping the benefits of digitalised healthcare, we want to better tap on health data to enhance patient care, for instance, by establishing a Health Information Bill (HIB) to enable the safe and secure collection, storage, access, and sharing of patient health data between healthcare providers, as a critical pillar for Singapore's broader agenda to focus on preventive health, the "Healthier SG" initiative. Through the HIB, we aim to better support care continuity via a multi-pronged approach, so as to foster trust with the public and healthcare professionals. This includes (i) a requirement for licensed healthcare providers to contribute summarised set of health data into a centralised national repository, (ii) facilitating proactive sharing of health data between providers within the healthcare ecosystem, and (iii) ensuring appropriate cybersecurity and data governance measures to ensure safe and secure storage and sharing of data within IT systems and connected medical devices. To do so effectively, we have started to develop a set of Healthcare Cybersecurity Essentials, support and training packages as well as Cybersecurity Labelling scheme for Medical Devices to help our healthcare providers.	Raymond Chua		
25	Tue, Apr 18, 2023	**Launching a Multi-Site ED Virtual Visit Track: Processes, Challenges, Outcomes**	Business	Digital Transformation Strategies; Digital Leadership; Ethics	In December 2020, Stanford Health Care's Emergency Medicine and Digital Health Care Integration departments operationalized a Virtual Visit Track program. The program leverages digital health technology and seeks to extend physician resources by serving more than one emergency department site, decrease overall length of stay in the Emergency Department and explore patient and physician satisfaction and quality outcomes. This presentation explores and highlights the processes the operations team underwent, the challenges that were overcome and the outcomes of the program after 10 months of data collection. Lessons learned from this program can inform other emergency medicine virtual care sites as well as programs that seek to extend physician coverage to distant patient locations.	Meagan Moyer	Ryan Ribeira	Sam Shen

26	Tue, Apr 18, 2023	**How Provider-Payer Collaboration Maximizes Value Based Performance Reporting**	Technology	Interoperability	The HL7® Da Vinci Project is a multi-stakeholder collaborative effort engaging providers, payers and partners with the goal of accelerating the adoption of HL7 FHIR® (Fast Healthcare Interoperability Resources) as the standard to support and integrate value-based care (VBC) data exchange in real time. As fee for service shifts to value-based care, value-based contracts have emerged as a mechanism that providers and payers may use to better align their contracting structures with broader changes in the healthcare system. This session provides you with front-row access to HL7 Da Vinci Project's newest use case that aims to develop an HL7 FHIR Implementation Guide to support value-based performance reporting for quality and risk contracts. Proposed by a provider, this use case seeks to solve challenges around the lack of reporting format standardizations, the resource-intensive process, lack of scalability and the complexities of data reconciliation. After a brief high-level perspective regarding the value-based performance reporting component, presenters will highlight the genesis, development, project scope and progress of the use case. The opportunities to tackle the challenges of gathering performance data will be a focus as well as how you can leverage the HL7 Da Vinci project Implementation Guides to improve your reporting.	Heather Kennedy	Semira Singh	Teresa Younkin
27	Tue, Apr 18, 2023	**Multimodal Pain Management: Reduction of Opioid Use in Surgery**	Process and Operations	Optimizing Clinical Workflows & Performance	Intermountain Healthcare recognized a significant problem within our communities. With surgery being among the top indications for opioid initiation and 6% of opioid naïve patients developing dependence and the disease of addiction, a culture shift with changes to clinical practice are needed. In response Intermountain Healthcare began a process of introducing clinical and system driven data into opioid sparing techniques to impact clinical practice. With modifications to the electronic health care record (EHR) to support these initiatives, all combined into a change of practice resulting into changes and culture to the approach of pain management. Our clinical leaders educated providers on the risk associated with opioids and developed opioid free and/or reduced opioid use in the intraoperative space. To meet this challenge, goals were set to increase the use of multimodal pain modalities, decrease in-hospital morphine milligram equivalents required for pain management, reduce pain scores and to reduce the number of opioid prescription tablets prescribed postoperatively.	Ryan Cardon	Farukh Usmani	

28	Tue, Apr 18, 2023	**Social Care Interoperability for Older Americans: Innovation with Open Standards**	Technology	Interoperability	This panel session will discuss these challenges and the associated standards being defined in various standards development organizations to improve information interoperability between healthcare and socialcare. We will also discuss various governmental and NGO challenges and pilots designed to encourage progress on implementation and demonstration of these standards. Finally we will discuss the lessons learned across a set of these challenges and pilots with special emphasis on the results for clients of the AgeSpan Area Agency on Aging during an ongoing socialcare and healthcare interoperability innovation pilot.	Matt Bishop	Jennifer Raymond	Courtney Baldridge
29	Tue, Apr 18, 2023	**Closing the Gap to Goal for Transformational Integrated Virtual Care**	Technology	Digital Health Technologies	The rise in virtual care has transformed how many hospitals and health systems operate. Yet new research suggests an opportunity for these organizations to elevate virtual care from an enabler of strategy to a strategy of its own. Hear panelists present these new findings and discuss how their health systems leaders interpret the findings as they, too, forge ahead with transformational virtual care strategies.	Judd Hollander	David Fletcher	Tony Burke

30	Tue, Apr 18, 2023	**Reinventing Street Medicine (and Expanding Reach) with Digital Technology**	Technology	Digital Health Technologies	Digital technology continues to evolve, enabling healthcare professionals to expand their reach and improve the health of their communities. This includes mental and physical wellness of the more than 580,000 people in the United States who are homeless. For this population, healthcare provided via street medicine is their only option. Thanks to improvements in digital technology, Certified Health Centers and Federally Qualified Health Centers are now equipped to provide whole-person care to this patient population. This discussion provides a glimpse into two organizations who are using an integrated, technology-rich approach to care, including remote patient monitoring, mobile health, transcription, and virtual visits. Learn how digital tools are key to providing seamless and meaningful interaction between patients and providers.	Robert Murry	Andrea Cathcart	Margarita Loeza
31	Tue, Apr 18, 2023	**The Power of Automated Care Programs in Improving Outcomes**	Technology	Digital Health Technologies	Advancements in automation are transforming care access and delivery, but the true value lies in the technology's ability to free up scarce resources and allocate those clinical resources to focus on complex cases. In this presentation, representatives for the UCSF Center for Digital Health Innovation and Nemours Children's Health System will share innovations that extend asynchronous, automated patient care across multiple conditions and enhance clinician capacity for more intensive care. These innovations address things like presurgical education and post-surgical checkups for patients undergoing lung transplants, tonsillectomies, appendectomies and prostate cancer biopsies; emergency department, inpatient stay and urgent care follow-up; consultations for inflammatory bowel disease, and more. It's an approach that results in higher rates of patient engagement, reduced no-shows, and improved patient and clinician satisfaction while decreasing costs of care.	Anobel Odisho	Carey Officer	

32	Tue, Apr 18, 2023	**Imagining Medical Facilities of the Future through Digital Twins**	Technology	Emerging Technologies	Identifying a need to improve on pre-construction processes, the VA Office of Construction and Facilities Management (CFM) and the VHA Office of Healthcare Innovation and Learning established a partnership and created Simulation-based Healthcare Design Testing (SbHDT). To expand upon innovation in healthcare facility design, the VA engaged with Booz Allen Hamilton to configure a proof of concept to show the capabilities of a Digital Twin in building hospitals of the future. A Digital Twin enables the VA to enhance best practices for the design and development of facilities and standards by optimizing layouts, digitizing scenario simulation, and fostering collaboration and feedback on designs during each stage of the standards and design process. This results in fewer downstream change orders, scope creep, and decreasing budget overrun by allowing clinical subject matter participants that includes doctors, nurses, and administrators to provide input on designs prior to construction; and expand the lifespan of facilities.	Ryan Vega	Sandra Marshall	Brigitte McAuliff
33	Tue, Apr 18, 2023	**Staffing Optimization with AI: A look back & look forward**	Business	Operations, Process Improvements, & Revenue Cycle Management	The need for Frontline Caregivers has never been greater than it is at this moment – facilities across the country are struggling to maintain, and use, the resources they have in the most efficient manner possible. To aid in this deficit, Providence taps decision optimization and machine learning to leverage the encounter data at its 40 service lines across 52 hospitals to come up with optimized schedules for front-line managers to accommodate provider preferences and at the same time meet or exceed patient care requirements. This vision gives caregivers back tens of thousands of hours annually so they can focus on top-of-license activities rather than manual schedule creation, and reduces cost without impacting patient care. We are in our third year of this major transformational initiative and will share lessons learned on how to combat pushback through change management & provide quantifiable results.	Natalie Edgeworth	Brittany Bogle	

36	Tue, Apr 18, 2023	**Natural Language Processing to Identify Unmet Needs in Military Medicine**	Technology	Emerging Technologies	The U.S. Army Telemedicine and Advanced Technology Research Center (TATRC) Advanced Medical Technology Initiative (AMTI) seeks to identify and demonstrate key emerging technologies related to military medicine. AMTI invites researchers to submit proposals for short-term funding opportunities that support this goal. The Extended Innovation Fund (EIF) is one such opportunity that provides funding for an 18-month period of performance. EIF proposals contain several prompted free-text descriptions of the research to be performed. These free-text descriptions contain insights regarding research in military medicine that could inform military leadership of unmet research needs, however manual review of all historic proposals for common research themes is labor intensive. To address this issue, we developed and applied a process to extract and summarize key proposal themes leveraging natural language processing and unsupervised machine learning. The result of this process were proposal categories for the problem proposed to be address ("problem-sets") and for the proposed technological solution ("solution-sets"). The focus of this presentation are the proposal solution-sets related to health information technology.	Holly Pavliscsak	Benjamin Knisely	
37	Tue, Apr 18, 2023	**Natural Language Understanding for VBC: Uncover Revenue and Disease Burdens.**	Data and Information	Artificial Intelligence and Machine Learning	The Villages Health (TVH) is a 75-physician multi-specialty group built at the request of The Villages® active living community (Central Florida). TVH, since its inception in 2010, has been aggressive in operating under value-based care models, including full-risk capitation. To support this model, TVH has always used an electronic medical record (EMR), invested in analytics, built a sophisticated coding team, and conducted extensive training on documentation quality. Despite these investments, clinical leadership believed key patient attributes were not fully captured as structured information but rather were buried in the EMR's text. Key among these were patient problems. This negatively affects care efficiency, clinical efficacy, and revenue capture. Using Clinical Natural Language Understanding (cNLU), TVH was able to identify previously hard-to-access clinical attributes in at least 15% of its patient population. In an initial pilot, TVH provided care teams with more complete problem lists with conditions identified for evaluation and management. The system was able to generate $2.5M in net new revenue as the clinical insights more fully captured patients' underlying disease burdens. Finally, the technology was able to be employed beyond disease registry creation and coding support to quality management.	Jeffrey Lowenkron	Kevin Agatstein	

42	Tue, Apr 18, 2023	**Cybersecurity as an Imperative to Achieve Your Organization's Strategic Goals**	Data and Information	Data & Information Security; Cybersecurity	As business priorities continue to shift, the one overwhelming constant is the increase in digital technologies to enable achievement of growth and key improvement initiatives. However, with the introduction of new digital products and services comes the addition of significant risk. While organizations continue to increase budgets for cybersecurity, unfortunately many organizational leaders don't recognize how cybersecurity maturity impacts achievement of strategic goals and key initiatives, and cybersecurity often is overlooked. Leaving cybersecurity out of the discussions to plan for and execute transformative initiatives increases operational risk by missed opportunities to support foundational operational elements such as performance, assurance, compliance and resilience. Learn from IT executives from two health systems who will share their insights into how they prioritized efforts to obtain more significant buy-in and investment to elevate cybersecurity as a strategic imperative. Attendees will leave with understanding the challenges, opportunities, key lessons learned, and recommended next steps they can make to transform thinking about cybersecurity and integrate its team as a strategic partner toward the journey of achieving organizational strategic objectives.	Sonney Sapra	Bill Hudson	Angela Rivera
43	Tue, Apr 18, 2023	**A Hospital at Home journey: 1 year later**	Personalized Care Models	Alternative Care Delivery Models	Hospital at Home care is a combination of pre-hospitalization, acute, post-acute and ambulatory services focused on a patient's individualized care needs in their own home and replaces hospital admission through a direct admit to home from the community or ED. The goals for this type of care include earlier acute care discharge, a reduction in readmission rates and improving the quality of patient care by extending hospital-level care beyond the walls of the hospital. At HIMSS22, Ballad Health shared the foundational elements for establishing a Hospital at Home pilot program. Now, one year later, Ballad is excited highlight the results of the Hospital at Home pilot and how the team used their acute-care experience to scale. Ballad Health will also share valuable insights about increasing provider adoption, incorporating patient techquity, and building a financially sustainable program.	Mark Wilkinson	Tina Burbine	

44	Tue, Apr 18, 2023	**Redesigning Provider Incentives to Influence Practice Patterns and Performance**	Business	Volume to Value	Principles of behavioral economics, including inertia, loss aversion, choice overload, and relative social ranking, have been applied to motivate personal health decisions, retirement planning, and savings behavior. However, they have more recently been studied in healthcare, specifically regarding the design of physician incentive programs to reward performance, engage physicians, and boost their success in value-based payment models, while leading to better care for patients. Systematic incorporation of the principles of behavioral economics in the design of physician incentives holds promise to incentivize high-quality, cost-conscious care. This presentation will prepare health systems and payers to redesign physician incentives to be more effective in physician engagement and practice change. The presenters will deliver a 'State of the Science' from business and scientific literature on behavioral economics applied to physicians and discuss the results of real-world applications of behavioral economics to the physician incentive model.	Amol Navathe	Keith Florance	
46	Tue, Apr 18, 2023	**The Sequoia Project: Interoperability Matters Process for Improving Data Usability**	Technology	Interoperability	The Sequoia Project's Data Usability Workgroup convened over 300 workgroup members to develop and release the first version of implementation guidance that targets improvements necessary to enable semantic interoperability of health information and will build on existing work already published by other industry organizations. Semantic interoperability will improve the usability of data received by end users within their workflows. Input from all relevant stakeholders was essential in developing credible implementation guides for a specific use cases.	Didi Davis	Adam Davis	William Gregg

47	Tue, Apr 18, 2023	**Hospital Research Data Network- Accelerating the Future of Clinical Research**	Data and Information	Clinical Informatics	Accelerating the Future of Clinical Research with a Research Data Network is a strategic initiative to redesign the technology capabilities used by the clinical research teams at Texas Children's Hospital (TCH). TCH has created turnkey solutions for the researcher community to allow them to gain faster access to data, efficient and secure data sharing and leverage the data. TCH IT team has implemented a scalable, on-premises private cloud solution that delivers fast compute with GPU locally for analysis while never allowing the data to egress the health system firewalls. This approach enables an infrastructure that is self-guided, secured and sustained with minimal maintenance and support requirements. This initiative also reinvents researcher community's end-to-end data experience using a discovery process and set the expectations and capabilities needed to leverage data. Education and Outreach efforts are implemented to educate our health system about all the tools and capabilities available in today's healthcare research world.	Ashok Kurian	Mohanbabu Vaishnav	
48	Tue, Apr 18, 2023	**4 TechQuity Tenants: A Critical Component of Healthcare's Future**	Organizational Governance	Data Governance	The COVID-19 pandemic illustrated the power of technology to provide connection and continuity amid unparalleled uncertainty. It also exposed the extent to which historical and current inequities negatively impact patient health outcomes. TechQuity, the practice of leveraging technology in pursuit of health equity, is foundational to overcoming the disparities that exist in health and healthcare. There are four Tenets of TechQuity that should be adopted by the industry to achieve a more equitable future of care.	Kyu Rhee		

49	Tue, Apr 18, 2023	**Implementing an AI NLP Tool to Address SDOH Needs**	Data and Information	Social Determinants of Health / Health Equity	NorthShore, in partnership with Linguamatics, is developing a natural language processing (NLP) system to extract important insights hidden in our vast amounts of unstructured data. The initial use case is to identify and extract social determinants of health (SDOH) data. Currently we are in the nascent stages of screening for SDOH needs in a standardized format so our SDOH data is frequently buried in the clinical note text. This data collection format makes it challenging to bring the relevant information to the forefront for care teams to act on. By leveraging NLP to store SDOH data in a structured format, we can feed this information back into our EMR for care team member review and intervention. The pilot program will focus on providing our social workers a list of patients who are in the Emergency Department (ED) with an NLP-identified SDOH need. The social workers will verify the SDOH need with the patient and provide community resources or enroll the patient in care management where applicable. Where previously the social workers may not have interacted with the patient, they will now be able to intervene on any unmet social needs.	Danielle Jungst	Emily Kwan	Urmila Ravichandran
50	Tue, Apr 18, 2023	**The Power of Real-World Data in Driving Healthcare Decision Making**	Data and Information	Clinical Informatics	Real-world data (RWD) and real-world evidence (RWE) are increasingly being utilized to provide actionable insights that improve research and clinical outcomes of patients When data is connected and standardized, it spurs healthcare innovations and helps healthcare providers, life science companies, and healthcare decision makers to provide better services and care to patients. The PINC AI™ Healthcare Database (PHD), the largest hospital discharge database in the United States, is a HIPAA-compliant, geographically diverse, all-payor database comprised of more than 20 years' worth of charge master data that includes cost, charge, diagnoses, treatment details, and outcomes data from 1,188 unique care sites, spanning the continuum of care and encompassing visits from approximately 280 million unique patients. This robust dataset is routinely used to conduct clinical, financial and outcomes-based analyses on drugs, devices, treatments, disease states, epidemiology, resource utilization and healthcare economics. For a significant subset of this data, there is access to lab and microbiology results. This session will explore how Premier has collaborated with government agencies as well as a leading academic medical center and a life sciences company to amplify the power of these RWD datasets with Premier's technology to improve clinical care and ultimately save patients' lives.	Sameer Kadri	Deborah Kilday	Ferric Fang

54	Tue, Apr 18, 2023	**Leveraging In-House Machine-Learning Innovations for a More Human Touch**	Technology	Emerging Technologies	In the past few years, Phoenix Children's Hospital has developed multiple machine-learning algorithms that are supplementing the work of our clinical and operational teams to improve care quality and efficiency. This 30-minute session will outline our approach and results, with the goal of inspiring other in-house technology and innovation teams to build and share solutions to improve patient care for everyone.	David Higginson		
55	Tue, Apr 18, 2023	**When Big Data is Too Big: Creating Succinct Clinical Summaries**	Data and Information	Clinical Informatics	Big Data presents an opportunity to integrate massive volumes of clinical history data which can provide critical information for treatment providers and has the potential to improve quality of health care. In order to be useful at the point of care, key information in clinical decision-making tools need to be rapidly scanned within a fast-paced clinical treatment environment. To address this need, the team conducted a focus group study to systematically gather feedback from users of a web-based platform for sharing Medicaid and EMR data to support clinical decision-making and quality improvement initiatives. The goal of the study was to define the design of a clinically meaningful and very brief patient treatment summary that condenses 5 years of clinical data into a single page, including mental health, substance use, and medical inpatient and outpatient data. Focus groups were conducted with super, moderate, and new "naïve" users and identified four themes related to content, labeling, sorting, and time period for querying patient data in the clinical summary for rapid comprehension and ease of use. The results of the focus groups informed the development and implementation of a meaningful brief clinical summary of Medicaid and EMR service data.	Kristen Laughlin	Nitin Gupta	

| 56 | Tue, Apr 18, 2023 | **Key Building Blocks of the Hospital Information System Strategy Charité** | Technology | Digital Health Technologies | The hospital information system is a key building block for digitalization strategy for any hospital. Acting in a highly regulated market preparing for a new EHR requires a holistic approach to prepare for a successful transformation in the context of increasing innovation. Therefore, this session will provide an introduction to the structured development of a EHR strategy at Charité Medical Center. Being Europe's largest academic medical centers, Charite´s requirements address the main trends and challenges of the industry. These include the growing pressure from competitors, new entrants and vendors, economic efficiency, increasing data complexity and stakeholder requirements (e.g., patients, clinical personal), compliance with legal requirements (e.g., data privacy, IT security), avoidance of vendor lock-in, ensuring reliability, and legally secure commissioning. | Felix Balzer | M Peuker | |
| 60 | Tue, Apr 18, 2023 | **The Defender's Advantage: Winning by Using the High Ground** | Data and Information | Data & Information Security; Cybersecurity | Hackers don't have visibility into your network, processes, systems, or people the way you do. Within your network, you control your own battle space. Use your knowledge and position to your advantage when confronted with a cyber-attack. By understanding your personnel, network, and defensive capabilities you can focus on protecting your most critical assets. This understanding needs to extend not just to your technical gaps, but to personnel weakness as well. Know where your team and their skills are strongest and focus on building in those areas to go from good to great. Focus on visibility so each can be recognized for their contributions. And be transparent, celebrate successes and own opportunities for improvement. See what is happening in your organization at both the systems and the people level to capitalize on the defender's advantage. | Aimee Cardwell | | |

61	Tue, Apr 18, 2023	**Virtual First Approach to Augment Consumer Care Delivery at Home**	Data and Information	Artificial Intelligence and Machine Learning	With the recent Pandemic, we saw significant adoption of Telehealth and other key consumer tools that provided access to healthcare and personal services in a simple, convenient and on-demand way. In fact the Pandemic seemed to accelerate trends that were already in motion (Remote Care, Food Delivery, Transportation, etc.), increasing speed of adoption and demand for similar services on an ongoing basis. Tech-Enabled services and connected platforms continue to expand and play an important role in connecting consumers, especially those in underserved and rural communities, to their appropriate healthcare providers. The Pandemic also provided a significant financial toll on Health Systems, because of lack of ability to do elective surgery, as well as staffing burn-out, employee loss and associated staffing costs. Now, with new models of care emerging, such as Value-Based and Hospital@Home initiatives, as well as Care Innovations, combined with the associated staffing issues and change in consumer demand for healthcare services, it's more important than ever to utilize key tools upfront with a Virtual First (Digital First) approach as the first line of interaction between the consumer and their care team to increase the standard and quality of care, while taking pressure off the existing healthcare teams.	John Bennett	Kent Dicks	Anthony Capone
62	Tue, Apr 18, 2023	**Automating and Optimizing Prior Authorizations the Right Way**	Business	Operations, Process Improvements, & Revenue Cycle Management	Come learn how Atlantic Health System collaborated with technology leaders to achieve more than 60% automation in its prior authorization workflow for its Radiology services. This initiative used a combination of workflow optimization, process improvement, and intelligent automation while switching to the "schedule first, then authorize" approach for its radiology services. This initiative has resulted in an average reduction of 65% in processing time for prior authorizations while also eliminating the need to spend any time on services that do not require prior authorizations. The submission of prior authorizations to various payers was automated from the EHR that saved users from entering information that was already available. In addition, the automatic verification of prior authorization and updating that information accordingly in the EHR was done through intelligent automation, which eliminated the need to check payer portals every few hours or calling the payers. While automation was at the heart of this initiative, workflow optimizations for practice operations, physicians, and pre-services team was simultaneously done to make it efficient. Identification of services that required authorizations, development of a physicians peer-to-peer review process, creation of system tools to quickly identify services that required actions, were a few key ingredients to the success.	Kumar Aditya	Danielle Pieloch	

63	Tue, Apr 18, 2023	**Operating Rules: An Essential Conduit for Administrative and Clinical Interoperability**	Technology	Interoperability	Across the healthcare industry, the time and money spent on administrative functions are significant, resulting in fewer resources for quality patient care and barriers to care coordination. Speakers will share how industry-developed operating rules, which build on existing standards, improve interoperability and reduce administrative burden across the healthcare industry. The CAQH Committee on Operating Rules for Information Exchange (CORE) is designated by the Secretary of the Department of Health and Human Services (HHS) as the author of federal operating rules for HIPAA administrative healthcare transactions. Operating rules are a critical tool for promoting interoperability throughout the industry. The CAQH Index estimates a cumulative savings of $55 billion associated with incremental improvements in automation since CAQH CORE Rules were first federally mandated. CAQH CORE Board member, Dr. Marilyn Heine from Drexel University College of Medicine and a member of the American Medical Association Board of Trustees, will provide a physician's perspective on how operating rules ensure providers receive consistent and complete data across health plans, increase security and automation, and offer a conduit to align existing and emerging standards.	Erin Weber	Marilyn Heine	
64	Tue, Apr 18, 2023	**Standardizing Cinical Data to Maximize Interoperability**	Technology	Interoperability	Healthcare IT has been striving towards a learning health system for many years with slow progress. Lack of interoperability between clinical EHRs and knowledge sources is a fundamental contributing issue. Standards have been created and implemented as an effort to increase the interoperability of systems across the care continuum. However, these standards continue to fall short due to the lack of standardization in the representation of the data at the time of sharing and or using data and/or knowledge across systems. Standardizing the clinical data is needed ultimately reach the potential power of computers applied to healthcare. This presentation describes true semantic interoperability and provides examples as to why that level of interoperability is necessary to achieve learning health systems. Fundamental principles and structure of FHIR is presented along with why and how more discrete modeling of clinical data is necessary. An overview of the clinical element model as a solution to shortcomings in FHIR is discussed and demonstrated through examples. The importance of clinical engagement in the development and curation of clinical element models will shared along with methods and tools clinicians may use to contribute and participate.	Laura Langford	Nathan Davis	Russ Leftwich

| 65 | Tue, Apr 18, 2023 | **Leveraging the Wisdom of Crowds to Measure Healthcare Quality** | Personalized Care Models | Patient Experience | Patient experience is recognized as a critical component of healthcare quality and experience is increasingly incorporated into quality assessments, reporting, and payments. However, the experience data used is typically limited to survey ratings. While this information is useful for benchmarking, it is limited in breadth and nuance. Conversely, rich patient experience data exists in online platforms like Yelp and Reddit, where patients share rich narratives on their experiences with providers and on living with chronic conditions. These narratives can be leveraged to expand our understanding of quality and our reporting of experience. This panel will present two studies that leverage patient narratives for quality measurement. The first study uses online patient ratings and reviews of home health care providers to identify opportunities for expanding current reports of patient experience by incorporating patient-generated reviews into quality reports. The second study uses patient narratives from several online sources to identify themes in patient experience and what matters to patients for patients living with Rheumatoid Arthritis (RA). Results suggest opportunities for new quality measurement domains tied to key themes in patient experience. Both studies demonstrate how rich patient narrative data can be incorporated into the existing quality measurement and reporting structure. | Jennifer Hefele | Christina Marsh | Michael Gilbert |
| 66 | Tue, Apr 18, 2023 | **Increasing Access to Care for Rural and Underserved Communities** | Technology | Digital Health Technologies | Learn how two healthcare organizations have relied on virtual health to deliver care in rural and underserved communities. Panelists will discuss challenges that rural providers face, strategies for increasing access in underserved communities, success stories and more. | Howard Rubin | Shane Fleming | Tony Burke |

67	Tue, Apr 18, 2023	**Intensive care network with Million Patients information for AI-CDSS Technology**	Data and Information	Artificial Intelligence and Machine Learning	The IMPACT (Intensive care network with Million Patients information for AI-CDSS Technology) consortium aims to build K-MIMIC (Korean Medical Information Mart for Intensive Care) with one million patients, collection/analysis platforms associated with K-MIMIC and research an intensive care unit AI-CDSS. The K-MIMIC dataset provides structured data (more than 1 million patients) such as EMR, and unstructured data (more than 0.8 million patients) including VitalDB, CXR and CT. With K-MIMIC, researchers can have broad access to ICU dataset and apply it to their own research. Our platform focuses on stability and security, as it aims to collect medical big data. So, we apply data anonymization technology and build and operate security servers according to the internally defined rules in order to maintain sensitive information. Also, the security servers prevent direct attacks targeting the internal network by avoiding direct connection between the internal network and external networks. In addition to data collection and platform development, the consortium is conducting research on the AI-CDSS using the collected data. We are conducting more than about 20 initial studies of AI-CDSS for ICU. These studies that we are working on will serve as a cornerstone for the development of the field of intensive care.	Eui Chie	Hyung-Chul Lee	Young-Gon Kim
69	Tue, Apr 18, 2023	**A Look at CMS' Engagements: ACO Experiences with Submitting eCQMs**	Data and Information	Artificial Intelligence and Machine Learning	CMS has outlined National Healthcare Quality Strategy goals that include a focus on embedding quality into the care journey, advancing health equity, promoting safety, embracing the digital age, and incentivizing innovation and technology. As part of this strategy, CMS is aiming to advance its quality measures across programs to digital, by leveraging advances in data standardization, interoperability, and technology to contribute to a learning health system that can optimize patient safety and outcomes. To serve this goal, the CMS Merit-based Incentive Payment System (MIPS) Alternative Payment Models (APMs): APM Performance Pathway (APP) is shifting to eCQM and MIPS CQM reporting for APM entities as an initial step to digital quality measurement. In this panel, CMS and Accountable Care Organizations (ACOs) will come together to discuss lessons learned from submitting eCQMs and MIPS CQMs, with a focus on experiences with patient matching, data deduplication and data aggregation. CMS will share status of ACO data aggregation work, including guidance, expectations, and things to come. ACO representatives will reflect on successes and challenges related to data aggregation for eCQM and MIPS CQM reporting, and share experiences and suggestions.	Molly Harris	Bridget Calvert	Timothy Jackson

| 71 | Tue, Apr 18, 2023 | **A Confusing Muddle: Health Policy Post-Dobbs** | Policy | Policies That Affect Providers (Payment Rates for Settings of Care, etc.) | The Supreme Court's decision in Dobbs v. Jackson Women's Health Organization threw the healthcare industry into confusion. What information will remain private? What technology solutions are creating risks to data? What care can be delivered and where? All of the healthcare system– including those of us in the digital space– is struggling with how to answer these questions in a constantly shifting landscape. Despite those challenges, identifying current policy positions and new developments can begin to shape an approach while understanding operational impacts. The operational policies include (i) protecting privacy, (ii) responding to law enforcement investigations, (iii) complying with the information blocking regulations that call for enabling connections with new solutions that may not have sufficient security, and (iv) ethical and legal decisions on what care to provide. Taking a proactive approach to setting internal policies with an eye on the broader policy landscape will better position healthcare organizations to chart a difficult course. | Matthew Fisher | Oliver Kim | |
| 72 | Tue, Apr 18, 2023 | **Implementing AI-Driven Clinical Decision Support Tools for Sepsis** | Data and Information | Clinical Informatics | Sepsis is the leading cause of mortality among hospitalized patients in our healthcare system. Understandably, sepsis has been the target of multiple major national initiatives such as Surviving Sepsis led by the SCCM and Get Ahead of Sepsis led by the CDC. Our institution strives to improve outcomes for patients with sepsis by implementing a novel suite of clinical decision support tools driven by a predictive learning algorithm. These tools were built with a focus on human centered design and multi-disciplinary care to improve usability and interaction of the tools by providers. These tools also allow the implementation of a floor and ceiling approach to managing sepsis at an institution. Virtual screening of patients at risk of sepsis by nurses helps to ensure patients are not missed and improved tools to rapidly implement complete care for the septic patient with a timer helps drive down time from alert to action. Robust analysis of outcomes and provider interaction with our tools has allowed us to improve the median time to antibiotic administration and increased the number of patients screened for sepsis at our hospitals. | Christopher Girardo | Marshall Frieden | |

| 73 | Tue, Apr 18, 2023 | **Privacy and Security of Smart Medical Devices for Older Adults** | Data and Information | Data & Information Security; Cybersecurity | Older adults are growing users of smart medical devices (SMDs) as types of "Internet of things" (IOT) that collect personal health information to provide health services. To better understand the potential risks that accompany the benefits from SMDs and related services, we conducted an exploratory study that includes interviews with 42 older Wisconsinites and laboratory tests of 19 devices used by the interviewees. Interview findings suggest a lack of understanding on how information is collected, stored, and by whom it is accessed. The laboratory tests reveal lack of clarity in privacy policies, absence of opt-out choice on services, and the man-in-the-middle attack risks in the apps for many products. The findings point to the need for better educating older adults and their health providers on the privacy risks of SMDs, and advocating for public policy regarding development and use of SMDs for better privacy protection. | Roger Yin | Jeannine Rowe | |
| 74 | Tue, Apr 18, 2023 | **AI & Data Interoperability: A Symbiotic Relationship for Healthcare** | Data and Information | Artificial Intelligence and Machine Learning | As demand for care continues to rise, healthcare providers are facing increasing staff shortages in many parts of the world, putting a heavy burden on already overstretched healthcare professionals. Patients' expectations of healthcare are also shifting. They are taking an increasingly proactive role in their health and well-being, expecting more accessible, convenient, and personalized care experiences. Artificial intelligence (AI) in healthcare has spurred a wealth of research and innovation in recent years, but barriers to clinical adoption remain. How can we reap the full potential of AI to improve patient outcomes and make healthcare more accessible, equitable, and affordable worldwide? In the session, participants will take away actionable insights regarding: • How AI is reshaping healthcare, enhancing human experience & supporting better decision making together • Barriers and challenges to AI adoption & solutions to overcome the barriers • Driving ROI & return on insights • Ethical and societal impact of AI in healthcare • How AI can enable better decision making and help deliver the quadruple aim | Tina Manoharan | Claire Bloomfield | |

76	Tue, Apr 18, 2023	**Each One Teach One: Mentoring Programs to Improve Employee Retention**	Employee Engagement and Retention	Career Development or Workforce Development	Mentoring programs have been identified as one way to improve employee engagement, retention, and promotion (Cronin). What are some key components of a good mentoring program? The Project Management Office (PMO) at Franciscan Alliance has had a mentoring program for years, and in 2022 they formalized the structure of the program. As a healthcare organization that spans two states, it is essential that the mentoring provided to new employees be consistent. It is also important to have a team of mentors ready to assist those who are new to the organization. In this presentation we will discuss the evolution of our mentoring program, including: • How we used our project methodology to develop a consistent program • Early results of the program • How to implement a similar program in your organization	Lisa Duvall	Cesilia Snyder	Kristin Richey
78	Tue, Apr 18, 2023	**Cyber Defense of the COVID Vaccine Supply Chain**	Data and Information	Data & Information Security; Cybersecurity	When COVID was discovered and identified, McKesson moved quickly to serve patients and providers globally and distribute the COVID vaccines; standing up new distribution centers, mobilizing their now remote (work from home) workforce due to COVID Restrictions, and adhering to strict supply chain and vaccine manufacturers exacting requirements. This required deploying new technology, and worksites for many - all in new, remote and secure ways as the attack surface of McKesson's perimeter expanded globally. Come learn how McKesson's "Security by Design" and "Defense in Depth" strategies were leveraged, to speed this monumental growth while still maintaining sound cybersecurity practices and defending against attacks and supply chain vulnerabilities.	Todd Christensen		

| 79 | Tue, Apr 18, 2023 | **Mitigating Cybersecurity Risk in Telehealth Smart Home Integration** | Data and Information | Data & Information Security; Cybersecurity | The NCCoE Healthcare team has been developing the project Mitigating Cybersecurity Risk in Telehealth Smart Home Integration, which will provide Health Delivery Organizations (HDOs) with practical solutions for securing an ecosystem that incorporates consumer-owned smart home devices into an HDO-managed telehealth solution. This essential conversation will provide an overview of the project initiative and then open the conversation to the audience. Participants will have the opportunity to provide comments and ask questions relating to the purpose of this project, which is to identify unique cybersecurity and privacy risks when patients use IoT devices such as smart speakers to interact with healthcare information systems. | Ronald Pulivarti | Sue Wang | |
| 80 | Tue, Apr 18, 2023 | **The Future of Digital Health Coding & Payment** | Policy | Policies That Affect Providers (Payment Rates for Settings of Care, etc.) | Across the healthcare system, changes in reimbursement and payment policies are impacting the integration of tech-based services and tools, such as remote patient monitoring and artificial intelligence, into the care continuum. As one example, the Department of Health and Human Services' (HHS) Center for Medicaid and Medicare Services (CMS) continues to update its Medicare payment policies to incrementally support the use of health technology that improve outcomes and reduce costs, while also supporting the shift of the Medicare system from a fee-for-service system to a value-based one. While breakthroughs over the last five years are important to understand and track, a great deal of work remains to be done and digital health coding/payment questions and concerns remain top of mind for providers, patients, technology developers, and others. Join this session to learn about and participate in a dialogue on: - The state of play regarding coverage and payment for services derived from the use of digital health tools in Medicare, and the impact it has on the wider healthcare system; - Opportunities to make your voice heard in related policy development processes; and - Next steps/milestones for coding and payment policies impacting the uptake of digital health technology. | Brian Scarpelli | Robert Jarrin | |

81	Tue, Apr 18, 2023	**Suicide Prevention in the Care Delivery Setting: Maximizing Reliability**	Process and Operations	Optimizing Clinical Workflows & Performance	In 2019, more than 45,000 American adults died from suicide – including 6,261 U.S. Veterans. Suicide is, however, preventable. In 2018, a U.S. Department of Veterans Affairs (VA) study found that a safety planning in the emergency department intervention for Veterans found to be at high-risk for suicide was associated with 45% fewer suicidal behaviors and more than double the odds of outpatient mental health follow up. Based on the findings of this study, in September 2018, the VA implemented its enterprise-wide Safety Planning in the Emergency Department (SPED) initiative. This panel, moderated by the former Executive Director of The President's Roadmap to Empower Veterans and End a National Tragedy of Suicide (PREVENTS), will discuss real life challenges faced in implementing this initiative at a VA medical center. Panelists, including a former VA medical center director and a physician informaticist with experience deploying hospital information system integrated solutions, will discuss the process of developing a strategic plan, evaluating the need for workflow support technologies, navigating the technology procurement and implementation process in a large healthcare facility with numerous priorities, incorporating technology into clinical and administrative workflows, managing change during go-live and after, and assessing and monitoring impact after implementation.	Barbara Dahlen	David LaBorde	David Whitmer
82	Tue, Apr 18, 2023	**eCQMs in the Maryland Model**	Technology	Interoperability	For more than a decade, the federal government has had primary domain over hospitals' electronic clinical quality measure (eCQM) data. But the job of collecting that data to advance healthcare quality and interoperability should not rest on the shoulders of the federal government alone. There can—and should be—more levels of accountability. But who else should be gathering this data and making it accessible? What people and processes do we need to have in place to get started? And what can organizations like yours do with the eCQM data that's collected? In this session, you'll see how the state of Maryland answered the call in 2022 by becoming the first state in the nation to begin collecting eCQM data from its hospitals. Learn how it used readily available tools—including its health information exchange and quality data management software—to significantly streamline the process. And discover actionable ways it's using the new data to create safer and more equitable, efficient, and effective care for the communities it serves.	Zahid Butt	Kristen Beatson	

83	Tue, Apr 18, 2023	**Providing Care and Collecting Data for LGBTQ+ Community**	Personalized Care Models	Population Health	LGBTQ+ populations have an increased risk of multiple adverse health outcomes. Capturing patient data on sexual orientation and gender identity (SOGI) in the EHR and respective Health IT systems can help organizations identify and address inequities by LGBTQ+ individuals. LGBTQ+ patients and their specific needs might not be identified without this information, potentially leading to health disparities and lack of essential services being delivered. However, many providers do not routinely discuss SOGI with patients, and many have not developed systems to collect structured SOGI data. As a result, organizations may not be familiar with developing a strategy to collect, store, use and exchange this information. Does your organization currently collect SOGI data, or does it plan to in the future? If so, what is your strategy? In this session we will explore a strategy for understanding SOGI and a roadmap for the needed soft and technical skills for collecting SOGI and SOGI adjacent data.	Gabriel Lopez		
84	Tue, Apr 18, 2023	**Data Justice: Ethical Practices for Equitable Health**	Data and Information	Social Determinants of Health / Health Equity	Inherent bias can be built in how data is collected, analyzed, interpreted, and distributed. Biased data can hinder innovating meaningful actions, strategies, and measurable progress toward more equitable outcomes. Collecting and analyzing data with a justice, equity, and ethical approach is a proven strategy for driving better decision-making toward more equitable outcomes. As stakeholders' expectations continue to evolve rapidly, the ability to advance equity as a core aspect of an organization's mission has emerged as the signature professional leadership competency to drive business sustainability in the 21st century—and data integrity will be foundational to meeting these expectations. This panel discussion will highlight evolving thought leadership in operationalizing data justice to accelerate diversity, equity and inclusion as representatives from major health systems and ecosystem providers describe their direct experiences.	Ryan Parker	Medell Briggs-Malonson	Kelly Brassil

85	Tue, Apr 18, 2023	**Powering a Data-Driven Transformation in Digital Patient Access**	Business	Digital Transformation Strategies; Digital Leadership; Ethics	With rising consumer demand for convenient online self-service, legacy SCL Health (now Intermountain Healthcare) laid out a digital transformation strategy focused on helping guide people to engage easily and confidently throughout their health journey, anywhere and anytime. Their strategy focused on improving online patient access, specifically online appointment booking for consumers, meeting consumers where they are across channels, and gaining deeper insights into consumer behavior to help continuously improve the experience. When building this part of the digital roadmap, legacy SCL Health leveraged technology to create easy-to-use online access based on powerful data infrastructure. Standardized provider and location information enterprise-wide allowed them to build out a better consumer experience by activating accurate, consistent data across digital channels. Consumers can now search by symptom or condition, location or care options, view real-time availability, and self-schedule appointments. Additionally, SCL Health can identify search patterns and trends, gain insight into drop-off points in the conversion funnel, and ensure they have the right supply of provider availability to meet demand. A data-driven approach increased online bookings by 21% in less than a year (73% of those were new patients), and provided actionable information on consumer behavior. The result is an outstanding patient access experience.	Mona Baset	Craig Richardville
87	Tue, Apr 18, 2023	**The Data Quality Index: A Machine-Learning Framework for Building Trust**	Data and Information	Artificial Intelligence and Machine Learning	Do you run a data-driven organization? If so, how do you ensure the quality of that data and the decisions, suggestions, and payments generated from them? According to Dr. Brad Ryan, Chief Product Officer at the NCQA, "Lack of trust and transparency in the data and computations that score and drive payments" is one of the largest barriers to the adoption of value-based contracts. FHIR adoption alone does not mean the data are good; data quality most go beyond schema conformance. The Data Quality Index is a novel method for measuring quality and building trust in double-blind interoperable health data in the FHIR format. The Index leans towards a machine-learning based, rather than rules-based, approach to quantify dimensions such as conformance, completeness, plausibility, and ultimately, fitness for use. This session will introduce the concept of the Index, lessons from its development, and seek feedback for future use cases. While statistical frameworks may be discussed, we lean on visualizations and explainable AI principles to make the framework as intuitive as possible, and no technical expertise is required. After all, the goal is for humans to trust the data, with some help from machines.	Parker Holcomb	

| 89 | Tue, Apr 18, 2023 | **ONC TEFCA Update from the RCE** | Policy | Regulation | In 2018, the Office of the National Coordinator for Health Information Technology (ONC) announced a vision for a single on-ramp for nationwide connectivity for heath information exchange. In 2019, ONC awarded The Sequoia Project, and sub-contractors including Carequality, a cooperative agreement to serve as the Recognized Coordinating Entity (RCE) to help achieve that vision of a "network of networks." The RCE is responsible for developing, updating, implementing, and maintaining the Common Agreement component of the Trusted Exchange Framework and Common Agreement (TEFCA). The Common Agreement will create the baseline technical and legal requirements for health information networks to share electronic health information and is part of the 21st Century Cures Act (Cures Act). The speakers will review the current scope and requirements of the TEFCA and the progress made by the RCE in collaboration with ONC, to include the Common Agreement and the Qualified Health Information Network (QHIN) Technical Framework. Opportunities for stakeholder and community input will be presented. | Mariann Yeager | Alan Swenson | |
| 90 | Tue, Apr 18, 2023 | **PHI in the Wild: A Case Study in Information Governance** | Data and Information | Data & Information Security; Cybersecurity | Healthcare organizations are finding it more difficult to manage and govern Protected Health Information ("PHI") and mitigate other Information Governance risks. HIPAA rules were not designed to address privacy issues created by the widespread personal health information collected in today's multiple digital environments. Information is often stored in multiple systems, email, and network applications that organizations have not subjected to their information governance protocols. Other Information Governance risks, such as Information Security, are not addressed comprehensively by HIPAA. With more information accessed by more people, on more systems and devices, the risks of bad actors getting to it increase dramatically.   With only HIPAA as a guide, organizations may not understand and differentiate the Information Governance risks that should be assessed, including Data Privacy, Records Retention, and Information Security. With a focus on governing EMR systems, health care information professionals may not be aware of the capabilities, and the organizational participants and engagement, necessary to mitigate those risks elsewhere. This session will be a real-life case study of how a major hospital system assessed and mitigated its Information Governance risks, including PHI and PII, by implementing the right tools and approach in multiple areas and reducing high-risk data through defensible disposal. | Matthew Bernstein | Rich Hale | |

96	Wed, Apr 19, 2023	**Implementing the Cybersecurity Framework in Support of Safe Harbor**	Data and Information	Data & Information Security; Cybersecurity	On January 5, 2021, the HIPAA Safe Harbor Bill, H.R. 7898, was signed into law amending the HITECH Act to require consideration of "certain recognized security practices … when making certain determinations, and for other purposes." This presentation explains how healthcare organizations can receive these considerations leveraging the national Framework for Improving Critical Infrastructure Cybersecurity (commonly known as the NIST Cybersecurity Framework) and HHS' new public-private sector guidance on implementing the NIST Cybersecurity Framework in the industry to avoid any additional burden of proof for compliance or heightened regulatory scrutiny, which typically results in various fines and penalties, should a breach occur.	Bryan Cline	Bob Bastani	
97	Wed, Apr 19, 2023	**Decentralized Clinical Trials Implementation Approach at Mayo Clinic**	Process and Operations	Change & Project Management	Decentralized Clinical Trials (DCT) offer a patient-centered approach to clinical trial conduct by bringing all or some aspects of the trial into the home or local clinic. Increasingly, they have become an essential part of clinical research and aim to reduce the time commitment and logistical and financial burdens for participants with an overarching goal of increasing access to underserved communities and underrepresented populations. Many organizations are considering how to implement DCTs and engage with patients remotely. DCTs have multiple facets to consider regarding digital tools for remote data collection, data management, and operational support for study and product teams. Mayo Clinic has taken a comprehensive approach to evaluate the external and internal landscape and develop a strategy for DCT implementation. A team comprised of physicians, scientists, digital product strategists, health systems engineers, and administrative leaders are now activating tactical teams to implement the processes and technology around people, operational activities, digital products, and data management.	Tufia Haddad	Rebecca Kottschade	Rebecca Heft

| 98 | Wed, Apr 19, 2023 | **Impact of RTPB and ePA on Prescriber Behavior and Workflow** | Technology | User Experience | High medication costs and the arduous prior authorization process are strong contributing factors to medication non-adherence and delays in patient care. To be able to alleviate these medication access issues, we integrated real-time prescription benefit (RTPB) and electronic prior authorization (ePA) with our electronic health record (EHR) to provide patient-specific cost information at the point of care, allowing providers to address these issues while entering a new prescription. Although both RTPB and ePA has shown some positive outcomes in our clinical workflow, there were many lessons learned that helped us identify potential opportunities to collaborate with our EHR and RTPB/ePA vendors to improve its functionality. This session will review how RTPB and ePA was implemented at two large academic health systems, discuss the results of a retrospective study assessing the impact of RTPB on prescribing behavior, patient cost-savings, and user satisfaction, and summarize the findings and challenges from our ePA pilot go-live. | Linda Dao | Quynh-Vi Trinh | |
| 99 | Wed, Apr 19, 2023 | **Opening the Black Box: Promise and Limitations of Explainable AI** | Data and Information | Artificial Intelligence and Machine Learning | Many in health care remain wary of AI because of longstanding concerns about "black box" models. "Black box" is shorthand for models that are sufficiently complex that they are not straightforwardly interpretable to humans. Lack of interpretability in AI can undermine trust, especially in health care, in which so many decisions are— literally—life and death. There has been a recent explosion of research in the field of explainable AI aimed at addressing these concerns. The promise of explainable machine learning is considerable, but it is important for practitioners who may encounter these techniques in clinical decision-support tools or novel research papers to have critical understanding of both their strengths and their limitations. This session reviews key concepts and techniques in the field of explainable machine learning as they apply to health care. Key concepts reviewed include interpretability vs explainability and global vs local explanations. Techniques demonstrated include permutation importance, surrogate decision trees, local interpretable model-agnostic explanations, and partial dependence plots. We will discuss several limitations with explainability techniques, focusing on they can omit important information about how black-box models work. We conclude with guidelines about when it is appropriate to use black- box models with explanations rather than interpretable techniques. | Jeremy Petch | | |

100	Wed, Apr 19, 2023	**Minimizing Burden in Federal Quality Measurement and Public Health Reporting**	Technology	Interoperability	The Centers for Medicare & Medicaid Services (CMS) and the Office of the National Coordinator for Health IT (ONC) 2020 interoperability rules created formal processes for advancing standards and implementation by encouraging innovation with data exchange and Fast Healthcare Interoperability Resources (FHIR®) application programming interface (API) technology. The pending progress in interoperability creates an opportunity to move to leverage standardized data and FHIR® solutions. This session will explore initiatives by the two agencies, CMS and the Centers for Disease Control and Prevention (CDC). CMS has set the goal of transitioning to full digital quality measurement. This panel will explain key CMS activities to redesign quality measures to use modular FHIR® API technology solutions to transform the CMS quality measurement enterprise. CDC is automating electronic data exchange to help reduce the burden of sending and receiving data for a variety of public health activities, including disease detection, public health emergency response, and research. To that end, the CDC-led initiative on Making Electronic Data More Available for Research and Public Health (MedMorph) has developed a robust reference architecture that can be leveraged for many uses, including quality reporting, to help streamline reporting across multiple use cases and therefore minimize burden.	Joel Andress	Bridget Calvert	Maria Michaels
101	Wed, Apr 19, 2023	**Using Real-Time Visualization of Nursing Observations to Improve Care Delivery**	Data and Information	Clinical Informatics	Patient care in the intensive care unit generates enormous volumes of complex data that is difficult to aggregate and summarize. UVA Health Medical Intensive Care Unit (MICU) providers and data scientists developed, validated, and implemented a real-time data visualization tool of observations on catheters (central venous access devices, arterial catheters, midlines, and urinary catheters) made by critical care nurses, with the goal of improving situational awareness, facilitating rapid problem-solving, and increasing bundle adherence among staff in the MICU.	Margot Bjoring	Claire DeBolt	

102	Wed, Apr 19, 2023	**Through the Looking Glass: Scaling a Hospital@Home Program**	Business	Innovative Business Models	The Hospital@Home care model interest surged during the pandemic with ~251 sites receiving CMS waiver approval to date; however, <50% have implemented a program and even fewer are successfully scaling their programs. Yet a Hospital@Home program can drive material benefits and is a pivotal step in setting one's Care@Home strategy. Organizations that have intentionally focused on Hospital@Home care model development have demonstrated tangible results in patient satisfaction, reduced healthcare-associated conditions, and preventable hospital readmissions. An effective Hospital@Home program requires sophisticated orchestration and integration of clinical, operating, administrative, financial, and technology capabilities. The transformational nature of this care and operational model requires thoughtful planning and disciplined execution, supported by intentional change management program to support the invested and scaling. Hear from a market leader on its approach to successfully scale its program in year one as a key part of their Care@Home strategy. Learn key success factors, approaches to overcome challenges, and an actionable framework to apply in your organization to advance your program into a sizeable, sustainable, safe, and integrated site of care.	Michael Capriotti	Rob Gallo	
103	Wed, Apr 19, 2023	**Digital Health Transformation along with HIMSS DHI: the 1st Step**	Organizational Governance	Center of Excellence				

| 108 | Wed, Apr 19, 2023 | **Utilization and Acceptability of Conversational (cAI) During Public Health Emergencies** | Technology | Emerging Technologies | During public health emergencies, like the COVID-19 pandemic and monkeypox outbreak, a need arose to quickly and efficiently provide the most up-to-date information to patients while not increasing burden on already overworked frontline staff at healthcare facilities. Mass General Brigham (MGB) was able to rapidly launch conversation AI (cAI) agents on phone hotlines as well as websites to provide general information to patients and the public. This allowed front line staff to prioritize higher acuity patient questions and concerns and decrease wait time for questions to be answered and addressed. While the cAI space in healthcare continues to grow and mature, new use cases will continue to be considered for their impact on increasing patient engagement and satisfaction while decreasing staff burden and allowing front-line staff an opportunity to continue to work to the top of their license. | Amanda Centi | | |
| 109 | Wed, Apr 19, 2023 | **Emergency Medicine Physician EMS Telehealth: Leveraging Partners in Virtual Care** | Technology | Emerging Technologies | Prehospital management of EMS patients is essential, as studies indicate 35% of Emergency Department visits could be treated in alternative settings versus the highest cost destination and mode of transportation. Since 2014 and more than 30,000 patients, ETHAN (Emergency Telehealth and Navigation) utilizing Emergency Medical Physicians conducting virtual visits has proven safe and successful integral component of the healthcare delivery system with managed alternate pathways of care. | Michael Gonzalez | | |

112	Wed, Apr 19, 2023	**Building and Validating a Workload Acuity Tool**	Process and Operations	Optimizing Clinical Workflows & Performance	Measuring nursing workload acuity in the acute care setting is required by law in the state of California. The Nursing Workload Acuity tool is a newly developed measurement system built within the electronic health record at our organization. The need for objective nursing workload acuity information is important to ensure equitable distribution of nursing resources, staffing and patient assignments. The nursing informatics team in partnership with clinical nurses and nursing leadership utilized information in the patient's chart such as orders, nursing documentation, medications, and patient movement events to map and build algorithms to produce individual acuity scores for each patient. The workload acuity tool produces an objective and dynamic score for each patient which is updated with each entry in the patient's chart. The tool utilizes existing documentation replacing the need for nurses to document a separate acuity assessment each shift. Each inpatient unit has a specific range of scores to help determine low, moderate and high acuity scores for patients. The tool is now utilized across three academic hospitals for all inpatient patient populations.	stesha selsky	Meg Furukawa	Lynn Mayer
114	Wed, Apr 19, 2023	**Code Dark: Finding Force Multipliers in Hospital Cybersecurity**	Data and Information	Data & Information Security; Cybersecurity	With the increasing volume, sophistication, and intensity of cyber-attacks, hospitals need a paradigm shift to keep from being overwhelmed. Information security teams are constantly being asked to master these challenges while simultaneously reducing costs. Even without factoring in budget constraints, hiring enough staff qualified cybersecurity defenders is nearly impossible. This talk will present code dark – a novel approach to expanding the ranks of cybersecurity first responders and the other force-multipliers implemented by Children's National Hospital.	Nate Lesser		

| 115 | Wed, Apr 19, 2023 | **Developing a Workforce Who Thrive in a Technology Rich Environment** | Employee Engagement and Retention | Career Development or Workforce Development | The lives of healthcare providers, patients, caregivers, and populations are all intertwined with information technology used, the data collected, and the information formed. This is true in our personal lives as well as our interactions with medical and health care. Unfortunately, the full use of health information technology (HIT) with the possibilities of information and knowledge to truly enhance quality, safety, and efficiency has not been realized due to poor workforce health information technology competency and capability and health information literacy. Every level of healthcare service to provide the maximum benefit to the patients, consumers, and populations served with the technologies and informatics processes available, a digitally literate workforce is necessary. Scoping reviews conducted have synthesized domains of competency weakness among the workforce. The domains requiring competency development include: optimized EHR/HIT use, patient centered applications, clinical care, medication management, telecommunications and data exchange, digital health literacy, remote care and monitoring, data analysis, ethics, legal, regulatory impacts, privacy and security, big data, artificial intelligence, real time data analytics. Often, healthcare providers are not getting this in their preparatory education. Therefore, what is the best practice for delivering this professional development to the current workforce? This conversation will open this dialogue. | Marisa Wilson | Dorcas Kunkel | Rebecca Freeman |
| 116 | Wed, Apr 19, 2023 | **How the Human Genome is Changing Precision Medicine** | Data and Information | Artificial Intelligence and Machine Learning | While the capabilities for genetic testing, pharmacogenomics, genome manipulation and disease understanding through genetics have increased rapidly in the last few years and explosively during the COVID epidemic, there are still significant gaps in integration of the findings of genetic research into everyday care episodes. There are several reasons for this gap, and these include the clinical genetic training gaps in primary care physicians, the focus of clinical genetic researchers on the research aspect of their work rather than the clinical side and the lag in opening of the EMR API ecosystem to external data integration needed for genetic testing results. The session explores the process of specimen to genetic findings, the structure of those findings and data standards to communicate the findings and go over example scenarios of the technical integration of these results that can be used to get clinical genetics data into the hands of the primary care physician at the point of care. | Cecil Lynch | | |

| 117 | Wed, Apr 19, 2023 | **Smart technology workflow integration for falls prevention** | Technology | Digital Health Technologies | Inpatient falls are the most reported adverse event in hospitals. A fall can prolong the length of stay, increase healthcare expenditures, negatively impact patient experience, cause severe injury, or result in mortality. Mackenzie Health is comprised of Mackenzie Richmond Hill Hospital (MRHH) built in 1963 and Cortellucci Vaughan Hospital (CVH) built in 2021. CVH is the first smart hospital in Canada with technology fully integrated into clinical workflows. The integration links falls information from the electronic medical record to bed management protocols to smartphones carried by staff. Intelligent escalation logic sends bed safety alerts to the primary nurse and additional staff through these devices. For high falls risk patients (Morse Fall Score ≥45) over a one-year period, CVH had a lower fall rate of 4.50 per 1,000 patient-days compared to 4.85 at MRHH. CVH had a lower fall with injury rate of 0.55 per 1,000 patient-days compared to 0.82 at MRHH. CVH also had higher rate of near misses/good catch at 0.51 per 1,000 patient-days compared to 0.41 at MRHH. Instant smartphone bed exit alert notification to designated recipients was associated with more favourable results at CVH and supports the organization's High Reliability Organization framework and goal of Zero Harm. | Felix Zhang | | |
| 118 | Wed, Apr 19, 2023 | **A Health System's Rapid Shift to Digital Peer Review** | Business | Digital Transformation Strategies; Digital Leadership; Ethics | Peer review processes can make or break providers and their healthcare organizations. Well-designed programs safeguard quality initiatives, ensure compliance, and affect patient outcomes and reimbursement under value-based payment systems. The best peer review programs also foster constructive performance improvement within a fair, efficient, and reliable process that aids providers' professional growth. Technology reinforces these goals, creating electronic workflows to streamline tasks and eliminate circumvention of policies and procedures. Embracing a digital peer review process gives providers and reviewers the ability to participate from anywhere at any time, giving much-needed time back as compared with in-person meetings using manual processes. Action plans resulting from reviews identify positive contributions or improvement opportunities, enabling providers to own the process and engage in new ways. Fournier, Jobin, Lapointe, and Bahl (2021) emphasize that physicians can be significant change agents when they share ownership. A key driver of such change is innovation. In this spirit, North Carolina-based Cone Health embarked on a Lean project to rapidly adopt electronic peer review. The goal was threefold: eliminate waste, engage reviewers, and improve quality. Fournier, P.L., Jobin, M.H., Lapointe, L., & Bahl, L. Lean implementation in healthcare: offsetting physicians' resistance to change. Production Planning & Control, DOI: 10.1080/09537287.2021.1938730. | Elisa Haynes | Mary Watkins | Michelle Reece |

119	Wed, Apr 19, 2023	**Automation Improves Maternity Digital Education App Performance**	Personalized Care Models	Population Health	Digital health, including tools delivering patient education and remote patient monitoring, help fill a necessary role in extending care options for patients, and integration into clinician workflow is essential for success. During pregnancy, mothers-to-be are typically more interested in frequent health updates, with digital providing a way to deliver education and remote monitoring. By incorporating a scalable digital health platform to prescribe and automate these resources, clinicians with Scripps Health engage patients throughout their pregnancy and between visits. This encourages higher engagement between doctors and patients. Tight integration into clinician workflows and automation are driving a spike in utilization. To date, there has been a 460% increase in enrollment and a 270% increase in patients who access the app monthly. These connections are leading to strengthened ties between doctors and patients, creating a better overall experience.	Cindy Gipson	Mike McSherry	
120	Wed, Apr 19, 2023	**RPM for Oncology: Bringing the Hospital Home to Improve Lives**	Personalized Care Models	Alternative Care Delivery Models	Is the home ready to be the hospital for oncology? Peer-reviewed studies show that RPM in oncology can prolong survival, increase the quality of life, and decrease hospital system costs. The healthcare industry has taken note, and this presentation is a meta-analysis of the current research and industry knowledge state. Hear from a practicing oncologist, a former CMIO, and a former head of customer success at a leading EMR on the existing technologies, workflows, outcomes, and reimbursement models seen in the industry to support this area. The presenters will also highlight the future need for this field and some upcoming technologies to help meet it. Decision makers can use this knowledge to identify evidence-based trends in the new frontier of RPM and create the best value proposition for their health system's RPM strategy.	James Mitchell	Matthias Kochmann	Ankit Prasad

121	Wed, Apr 19, 2023	**Accelerating Your Medical Device Security Program**	Data and Information	Data & Information Security; Cybersecurity	The healthcare industry is continuously on the bleeding edge of innovation, deploying connected healthcare devices that enhance operations and improve the quality of care. With 10-15 connected devices per bed, the need for visibility and security of these devices is critical for patient safety. In fact, the urgency for this is increasing as healthcare organizations face an surge in cyberattacks such as ransomware. However, unlike conventional IT assets like laptops, many of these devices are un-agentable and cannot be secured using traditional security solutions. In this session, the speakers discuss the importance and considerations for securing medical devices in healthcare. How do you start a medical device security program? What are the fundamental requirements before you begin? What are the important use cases to address? The speakers will share a connected device security maturity model that evolves to protect all connected devices as an ongoing operational discipline. Hear best practices on the Mayo Clinic journey from asset inventory, and vulnerability management to Zero Trust segmentation. Gain practical insights from Mayo Clinic that will not only accelerate your medical security program, but also enhance patient safety and optimize HTM operations.	Keith Whitby	Greg Murphy	
123	Wed, Apr 19, 2023	**Accelerating Machine Learning in Healthcare with Quantum Computing**	Data and Information	Artificial Intelligence and Machine Learning	Last year marked a milestone in computing: A cloud-accessible quantum computer with 100+ qubits was released. Until recently, expert opinion was split on the feasibility of making a 100-qubit system. The focus has now shifted from when to how quantum computing will accelerate applications in science and industry; there are also security implications. One of the leading near-term applications of quantum computing is machine learning. Just in the past year, the quantum community has discovered example problems intractable with classical machine learning yet efficiently solvable by machine learning on quantum computers. As a result, the race is on to extend quantum machine learning techniques to problems with real-world value. In this session, we will present various approaches taken by leading organizations such as Elevance Health, IBM, and Amgen to accelerate machine learning applications in the healthcare space with quantum computing. Most notably, we report on the first case studies of applying quantum machine learning to real-world healthcare data ranging from electronic health records to claims. Join our session to learn about the state of quantum computing technology, exciting applications of quantum machine learning in healthcare, and steps to get quantum ready and prepare for quantum-enhanced healthcare applications.	Frederik Floether	Numan Laanait	

126	Wed, Apr 19, 2023	**Using Wellbeing Valuation to Maintain Health Equity within Strategic Planning**	Organizational Governance	Strategic Planning	Join us for an introduction to delivering projects, programs, and interventions that maintain health equity through wellbeing analysis as a component of strategic planning. Consideration of wellbeing can provide a more holistic picture of the impact of policies or projects and assist in improving project appraisal. As a global health community, we are learning from international guidelines, allowing for a rigorous capture of broader societal outcomes.	Toyin Ogunfolaju		
127	Wed, Apr 19, 2023	**Collaborative and Technology Enabled Approaches to Urgent Implementations**	Business	Digital Transformation Strategies; Digital Leadership; Ethics	When Michigan Medicine's legacy telecommunications vendor suddenly announced they would be discontinuing technical support, the organization had to quickly develop a transition plan. With an accelerated 3-month timeline, Michigan Medicine decided to transition to a new, innovative telecommunications platform. To accomplish the migration, Michigan Medicine had to gather operational and technical requirements and coordinate end-user training. A successful transition was critical to patient safety, patient satisfaction and operational efficiency. Further, patients would have reached a disconnected phone line if the transition was unsuccessful. Due to the urgent nature of the situation and organizational constraints, Michigan Medicine had to strategically leverage resources, including requesting support from FTI Consulting and University of Michigan students. Furthermore, transparent communication was critical as this implementation spanned inpatient, ambulatory, and revenue cycle operations. Through the use of strategies such as data visualization and robust prioritization processes, Michigan Medicine was able to successfully train and transition all users to the new telecommunication system by the set deadline.	Mark Sugrue	Amy Cohn	

| 128 | Wed, Apr 19, 2023 | **Artificial Intelligence (AI) model to predict COVID-19 ICU Mortality Risk** | Technology | Digital Health Technologies | An important measure of the severity of an infectious disease is its ability to cause death. In the current pandemic situation, countries have witnessed a series of covid-19 waves, and surges in cases with huge threats in supplies, hospital operations, and surgeries, therefore there is a need for timely prediction of covid-19 mortality risks in the UAE population. It was imperative to identify the patients at the most risk of mortality and prioritize the needs for critical care. As mortality risk remains substantially high in patients under critical care, a retrospective cohort study was conducted in one of the Emirates Health Services (EHS) facilities, collecting 4 months of data with 71 features. Correlation and causation analytics were conducted using exploratory data analysis; a statistical risk scoring mechanism was built and combined with the other data attributes to build the AI model. From 783 positive PCR cases, less than one-fourth of patients deceased after being admitted to ICU. The of the model were 94% and 91%. A highly interpretable AI model (training accuracy – 94% and validation accuracy-91%) was developed and the top mortality risk factors were identified as increased Ferritin levels, patients on ventilator usage, high MCHC, and Hypotension. | Sara AlShaya | Sheik Abdullah Jamal Mohideen | |
| 132 | Wed, Apr 19, 2023 | **Denials of Service: Recoding Healthcare Technology for Innovation and Outcomes** | Organizational Governance | Leadership and Management | For many years now different industries have made significant advances in the management of technology and the principals utilized in governing sophisticated and complex systems. Traditional top-down structures have failed to adapt to the increasing problem complexity and technological rate of advance. General Stanley McChrystal recognized this failure while serving in the military and decided to create a "team of teams" model which proved successful on the battlefield and in the private sector. This model has proven successful from small businesses to large corporations with established hierarchies in various industries. Today we see the healthcare technology space trailing behind industry in innovation and process. Healthcare technology is mired in common challenges across the entire industry. Most people encounter these obstinately persistent challenges daily: How long does it take to request a complex ad-hoc report? How long does it take to gain basic access to a system? How long does it take to perform research analysis on disparate data sets? These inefficiencies and challenges can be mitigated through techniques that have been around for some time even in complex organizational systems. We will walk the audience through the challenges and solutions that have worked in healthcare and beyond. | Eric Snyder | Kent Stein | |

| 133 | Wed, Apr 19, 2023 | **Patient-centric Intelligence for Enhancing Patient Experience in Tertiary Care** | Personalized Care Models | Patient Experience | Ensuring a positive and satisfactory patient experience is among the priority goals of any healthcare organization. In many cases, this is overlooked due to the rapidly increasing pressure on healthcare services and continuously changing healthcare challenges (e.g. COVID-19 pandemic). This is particularly true for tertiary care hospitals, which are highly viewed as the go-to hospitals for handling complicated patient cases. Most patient satisfaction assessment systems adopt a reactive approach by evaluating the patient experience after the patient encounter, doing regular analysis of collected patient feedback surveys, and finally trying to make general recommendations on how patient experience can be enhanced. In this session, we put patients first by closing the experience loop to keep the patients happy and connected for future appointments using a proactive patient-centric intelligence approach for predicting factors that will most likely impact future patient encounters. The approach, which is used by the care delivery team, also links predictions to specific value-driven actions, at the patient level, for addressing concerns that are most relevant to every patient. Third party patient satisfaction measurement systems were used to illustrate the positive impact of this approach. | Mohammed Alhamid | | |
| 134 | Wed, Apr 19, 2023 | **Leveraging Your De-Identified Data for Improved Care and New Revenue** | Data and Information | Artificial Intelligence and Machine Learning | The COVID-19 global pandemic made it clear the world needed better data, faster answers and a new way for healthcare to work together to improve patient care and advance health equity. Today, more than 20 leading U.S. health systems have joined forces to form Truveta and work toward a shared vision of saving lives with data. Leading CIOs and CTOs of Providence, Advocate Aurora Health, Truveta and others will share the challenges they've overcome deploying advanced AI and machine learning to combine their de-identified data for research and unlock new revenue sources for reinvesting in the communities they serve. They'll share details about how they are normalizing and de-identifying data to create the most complete, timely and highest quality data set on U.S. health for ethical research. And discover how they are finding new ways to collaborate, cut costs and improve patient care by working together. Attendees will come away with a better understanding of the technical and industry challenges CIOs at leading health systems have overcome to combine their data for the good of humanity and the viability of their organization. | BJ Moore | Bobbie Byrne | Jay Nanduri |

135	Wed, Apr 19, 2023	**Advancing an Interdisciplinary Lens in Reducing Electronic Health Record Burden**	Employee Engagement and Retention	Employee Retention, Burnout and Wellbeing (Clinician, Nurses, PT, etc.)	Mitigating clinician burnout related to use of the electronic health record (EHR) systems has become a priority across North America. While the causes and challenges of this issue has been well articulated, there remains limited discussion around ways to address this issue in an effective and practical manner, especially for nurses and allied health staff (e.g., pharmacists, dietitians, social workers). This presentation will highlight the opportunities and importance of bringing an interdisciplinary lens towards reducing EHR related burden at a large, academic teaching mental health care organization in Toronto, Ontario. In particular, we share our approach and journey for expanding existing initiatives to build a Clinician Engagement Strategy that aims to reduce EHR burden across health care disciplines in a synergistic manner. The recommendations and lessons learned from this presentation will help inform other health care leaders to develop interdisciplinary strategies to reduce EHR-related burden.	Tania Tajirian	Gillian Strudwick	Brian Lo
136	Wed, Apr 19, 2023	**Developing Scalable Infrastructure for Clinical Data Interoperability and Patient Access**	Technology	Interoperability	The CMS Interoperability and Patient Access final rule established the requirement for healthcare providers to provide direct access to patients' electronic medical records via APIs. Many providers and health plans turned to interoperability solutions to support compliance by July 1, 2021 and prepare to exchange data in the new FHIR standard. Health Care Services Corp., (HCSC) lacked the infrastructure to manage, standardize, and convert massive amounts of legacy data streams into FHIR resources to support patient access. To ensure CMS compliance by the original deadline, HCSC designed a scalable, enterprise-level clinical data infrastructure that standardized, enriched, and converted >420 million historical data records, including CCDs HL7v2 messages, and FHIR resources, into >6 billion analytics-ready FHIR resources in <3 months. This infrastructure is the foundation of their Clinical Data Accelerator program, which is at the center of HCSC's data-driven approach to innovation and interoperability. As a result, HCSC was awarded by ONC for being among just 5% of plans nationally to successfully meet the Patient Access rule by the original deadline. This presentation will discuss the data and technology strategy underpinning HCSC's innovative Clinical Data Accelerator program and describe challenges and successes related to patient data sharing use cases.	Ashley Basile	Rob Low	

137	Wed, Apr 19, 2023	**ML-AI-Driven Community Coalition, Digital Outreach Improves Asthma Among Low-Income Children**	Personalized Care Models	Population Health	PCCI partnered with Parkland Health to develop a Machine Learning/Artificial Intelligence asthma risk prediction model, using diverse social and clinical data sources to identify rising risk for asthma-related ED visits/hospitalizations among low-income children with asthma. Monthly risk-reports were leveraged to develop a multidisciplinary coalition across six high-asthma-morbidity Dallas County zip codes, for communitywide interventions: 1) Risk-driven clinical interventions by health-systems providers (Parkland, two Federally Qualified Health Centers), including office/telehealth-based visits, medication prescription; Point-of-care Best Practice Alerts (BPAs) in Parkland's EHR for Very-High/High-Risk children. 2) Home-based visits by Public Health providers (Dallas County) for environmental risk assessment (indoor allergens, housing condition) and social referrals, 3) Community outreach by community-based organizations for asthma screening/referrals, 4) Risk-driven text messaging program by PCCI for remote patient engagement/education, monitoring, and referrals. From June 2020-to-June 2021, 4,696 patients were risk-stratified. 1,793 were Very-High- or High-Risk, 2,496 were enrolled in the text messaging program, 3,777 BPAs were triggered and 98% of children with persistent-asthma seen in clinic were prescribed asthma controller medications. Text Messaging engagement was associated with 36% lower asthma-related ED visits and home-based visits with 26% higher asthma symptoms control. The program actively adapted to pandemic disruptions to achieve a positive impact across key outcomes.	Yolande Pengetnze	Teresita Oaks	
138	Wed, Apr 19, 2023	**Is Home the New Hospital?**	Personalized Care Models	Alternative Care Delivery Models	Thanks to digital tools, the patient can be diagnosed and managed remotely, particularly in the case of cardiac and chronic diseases. Remote Care is changing the patient pathway by enabling access to care from the hospital and office setting to the home. As part of this digital transition, new roles are emerging amongst healthcare professionals and patient empowerment is growing. Further, we are now entering the era of predictive medicine, expanding on the role of traditional curative medicine. Thanks to wearables, powered by AI algorithms and purchased directly by consumers, disease states can now start to be managed at the preventative, pre-diagnostic level.	Manish Wadhwa	Suneet Mittal	

139	Wed, Apr 19, 2023	**Creating Virtual Space: Shared Virtual Medical Appointments**	Technology	Digital Health Technologies	The onset of COVID changed healthcare delivery. Nationwide, solutions resulted from necessity, including the expansion of virtual care. Virtual healthcare prior to March 2020 was limited in use and many organizations, like ours, had minimal experience. Organizations were already balancing patient volume, quality of care, and payer-based metrics. Now we were facing social distancing restrictions, the potential for delayed care and its impact on patients. We needed to pivot and adapt, but we also needed to create a solution that addressed the needs caused by COVID. We chose to leverage a current delivery model, Shared Medical Appointments (SMAs), where multiple patients are seen at one time. This in-person model was being used to address the existing challenges healthcare systems were facing and would serve as a basis for developing a Virtual Shared Medical Appointment (VSMA) model. We will share our lessons learned, including best practices and training materials. In addition, we share how to implement a sustainable option that embeds adaptability from and in-person to virtual format, maintaining our access gains and delivering unique high quality patient care. Our data will provide validation for the model use and future use cases.	Marianne Sumego		
140	Wed, Apr 19, 2023	**Workforce Development for Digital Health Innovations in LMICs**	Technology	Digital Health Technologies	The World Health Organization (WHO) before and during the pandemic has identified many gaps in Digital Health tools and solutions for Low-Middle-Income countries (LMICs). One branch of global healthcare technology leaders have implemented several approaches in response: (1) addressing capacity building and workforce development; (2) providing relevant education and training; (3) helping create digital infrastructure; (4) strengthening supply chains; and (5) exploring the promise of emerging digital technologies. For example, the global healthcare leaders at WHO's World Health Assembly in 2020 and 2021 focused on the need for intensive care ventilators and medical oxygen. WHO has specifically recognized clinical engineers (CE) for optimally managing these assets and Digital Health tools, particularly in LMICs. With WHO, the global Clinical Engineering community has connected to colleagues in 200 countries, implementing the five approaches noted, at both point of care and population health levels, and developing policies that improve technology-related outcomes. The USA National Academies May 2022 publication titled "The Growing Role of Clinical Engineering: Merging Technology at the Point of Care" outlines how clinical technologies - and particularly Digital Health tools - are impacting global healthcare delivery and importance of systems expertise to manage and partner to innovate how technologies are deployed.	Thomas Judd	Elliot Sloane	Manish Kohli

| 141 | Wed, Apr 19, 2023 | **Equity on Chicago's South Side: Connected Care Technology** | Data and Information | Social Determinants of Health / Health Equity | The American healthcare system struggles to ensure timely and equitable access for all patients. New models, many enabled by state funding, are emerging which have the potential to transform healthcare delivery in historically underserved communities. An opportunity arose to address these systemic challenges when the Illinois legislature authorized more than $450 million to fund transformative efforts targeting the state's most underserved communities. Thirteen provider organizations on Chicago's South Side, including federally qualified health centers (FQHCs), safety net hospitals, and health systems formed an unprecedented coalition to fundamentally advance access and health outcomes for South Side residents. The coalition's Healthy Community Model focuses on dramatically improving access and outcomes by addressing critical primary care shortages, targeting chronic disease and behavioral health needs, improving coordinated delivery of clinical and social services, and enhancing connectivity and communication across patients, providers, and community partners. In this presentation, we will explore how a broad-based coalition combines innovative care model design with digital overlays to create change in its community. We'll discuss how primary care, community-based specialty care, community health workers, and digital tools can be combined into a powerful and sustainable engine for improving outcomes and health through more equitable access to care. | Russ Hinz | Stephanie Chia | Susan Tolin |
| 144 | Wed, Apr 19, 2023 | **Surgical Implant Bill-Only Challenges and Opportunities** | Technology | Digital Health Technologies | In the aftermath of COVID, you've had to look critically at spend and your supply chain. An area notorious for opportunities is surgical implants, both critical for the quality of patient care and clinician satisfaction. If you're like most hospitals, you may assume there are limited ways to improve your bill-only processes. Join Alisha Beringer, of Northwestern Medicine, on how she continues to challenge conventional wisdom to improve their bill-only process visibility and efficiencies. | Alisha Beringer | | |

145	Wed, Apr 19, 2023	**The Impact of Hospital Price Transparency on Commercially Negotiated Rates**	Business	Price Transparency	A long running limitation for healthcare industry research has been a lack of transparency in contract pricing, particularly with hospitals, leaving patients to discover the cost of care only after they are discharged. This lack of available data on average market prices has similarly left both provider and payer stakeholders uninformed in their commercial rate negotiations. Now, following major changes to CMS rules in 2021 and 2022, hospitals and health insurers are required to disclose the negotiated contracted prices for in-network services and for self-pay patients. Due to this change, industry analysts now have an unprecedented view into hospital pricing, one of the largest drivers of healthcare costs in the US. To assess hospitals' and payers' response, the Clarify Health Institute is completing an analysis of negotiated prices across hospital markets documenting the substantial variation in negotiated rates both within and across local healthcare markets throughout the United States. We found that variation is not distributed evenly; there are certain types of services which experience more dramatic variation in pricing and market competitiveness plays an important role. In addition, we highlight how hospitals and payers are increasingly impacted by and leveraging publicly available rate data in their commercial price negotiations.	Niall Brennan		
146	Wed, Apr 19, 2023	**Patient Clustering to Know thy Patient**	Data and Information	Artificial Intelligence and Machine Learning	Know Thy Patient is a novel approach and method for patient segmentation and clustering. Using machine learning, patient-centered programs and treatment plans are implemented due to the holistic patient analysis. By integrating and analyzing metrics associated with barriers to healthcare access such as social vulnerabilities, transportation barriers, lack of insurance coverage, and clinical data from the electronic medical record, Parkland Health leaders better understand the community and patient population they serve in the Dallas–Fort Worth area.	Brett Moran	Albert Karam	Yusuf Tamer

150	Wed, Apr 19, 2023	**How PCI 4.0 will Impact Healthcare Payment Processing**	Data and Information	Data & Information Security; Cybersecurity	Healthcare organizations process a lot of credit card payments in many different ways. A major revision of the Payment Card Industry Data Security Standard (PCI DSS 4.0) has just been released. Learn about timelines for rollout and how this will impact your payment methods. Optimize your efforts to get and remain compliant to this new standard.	Jen Stone	Gary Glover	
151	Wed, Apr 19, 2023	**Nurses' Evolving Role in Informatics during the Digital Transformation Era**	Employee Engagement and Retention	Employee Retention, Burnout and Wellbeing (Clinician, Nurses, PT, etc.)	There have been major technological shifts taking place in healthcare requiring tremendous amount of resource allocations towards technology, staffing and regulatory compliance. One of the ongoing and most costly investments is human resources which has been especially challenging post COVID-19 pandemic. We will discuss strategies to empower nurses as they navigate through the rapid changes of high-tech healthcare in the 21st century. This session will address the current workforce crisis around employee retention and wellbeing, clinician burnout, career and workforce development, equity, inclusion among other pertinent topics with user-centered design in mind. We will examine the role of the informaticist which offers value to the healthcare industry (education, practice, industry), discuss mentoring opportunities through role transitions, and offer resources applicable to facilitate professional development in informatics (in education, in practice, in industry).	Olga Kagan	MaryAnn Connor	Kathleen McGrow

| 152 | Wed, Apr 19, 2023 | **Creating Technology to Empower Patients and- the Home Dialysis Experience** | Technology | User Experience | End stage renal disease (ESRD) leading to the need for dialysis is a global problem. There is good evidence that Home dialysis, or dialysis outside of a hospital or a dialysis facility, is an excellent treatment option for many patients. In the United States CMS has stated that they would like 80% of ESRD patients to be treated with a transplant or home dialysis. But teaching and training patients to perform dialysis can seem daunting. Many patients are frightened of the process and worry that it will be too complex for them and their families. To address these concerns we created a new technology platform and application. This was done in conjunction with patients, clinicians, and our internal technology team. We provide a device to access the platform to every patient being trained, but they can access it on their personal device as well. Since deployment we have over 14,000 users on the platform and the number grows each month. In addition to adding features and customizing content, we have done a pilot using Virtual Reality to train patients on Home Dialysis. This has been well received and we hope to expand and use this technology for even more patients. | shelly nash | Claudia Amato | Emel Hamilton |
| 153 | Wed, Apr 19, 2023 | **Responsible AI in Healthcare - Application to Development Governance** | Data and Information | Artificial Intelligence and Machine Learning | Artificial Intelligence will be transformational to healthcare, however there are unique challenges to development and deployment in this sector that differ greatly from others - notably the extreme sensitivity of personal health information and risks associated with algorithmic decision technologies applied in the clinical care setting. Governance of development and deployment for AI in healthcare therefore requires a responsible AI approach that is appropriately tailored. This educational session will comprise an expert panel discussion on the nuances to developing responsible AI practices for the healthcare environment and examples and learnings from establishing a governance system in a multinational healthcare organisation. | Ashley Casovan | Mike Bales | Mona Flores |

154	Wed, Apr 19, 2023	**Bulk FHIR: Measuring Global Organizational Performance**	Business	Volume to Value	FHIR is changing the way we can think and compute about healthcare and the SMART/HL7 Bulk FHIR Access programming interface formally extends these insights to populations of patients. The 21st Century Cures Act requires support for it and CMS has been using Bulk FHIR since its earliest release. Quality measurement is moving to use FHIR data sets. Bulk FHIR will bring the AI and machine learning tools from the "Big Data" world to healthcare. Ken Mandl and Don Rucker who spearheaded development and standardization of Bulk FHIR explain what Bulk FHIR is and the tools that can be used to take advantage of this data. The ability to do robust comparisons of provider performance with Bulk FHIR suggests policy and payment considerations and these will be discussed.	Ken Mandl	Donald Rucker	
155	Wed, Apr 19, 2023	**Risk-Targeting COVID-19 Patients to Optimize Monoclonal Antibody Allocation**	Personalized Care Models	Population Health	Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), the cause of coronavirus disease 2019 (COVID-19), may result in severe disease associated with high rates of hospitalization and death. To date, several neutralizing monoclonal antibody (nMAb) therapeutics have been granted emergency use authorization by the U.S. Food and Drug Administration. The real-world benefit of nMAb therapy is likely influenced by the neutralizing specificity of an nMAb product to the infecting variant causing disease and the baseline risk of a poor outcome in the host. In this session, findings of nMAb treatment effectiveness from a consortium study of four diverse health systems will be presented, which utilized individual health records (>167,000 patients) and SARS-CoV-2 genome sequence information from a subset of patients (>13,000). Individual risk factors (e.g., vaccination status, immunocompromised status) were studied, as well as the use of a machine learning predictive model to stratify patients by a priori risk of severe COVID-19. Variant sequence data elucidated important differences in nMAb treatment effectiveness as the dominant variant circulating the U.S. changed. The session will conclude with health system recommendations on strategies to allocate COVID-19 therapeutics to optimize outcomes, as well as approaches for continued monitoring of COVID-19 therapeutic outcomes.	Brandon Webb	John O'Horo	Fraser Gaspar

156	Wed, Apr 19, 2023	**Data for Health Equity: Improving Maternal Health Outcomes Through Interoperability**	Data and Information	Social Determinants of Health / Health Equity	Health IT solutions designed through the lens of health equity are increasingly recognized as an integral part of addressing the maternal health crisis in the U.S. These solutions have implications for payment reform programs, federal and state-based policies, and research. However, many of these initiatives require the ability to collect and exchange data at the point of care in a standardized manner. This session will define the high-level data use cases for maternal health outcomes and summarize the findings from an environmental scan and analysis of the specifications available for maternal health. Based on these findings, the speakers will propose recommendations that address gaps in data standards to support care provision, care coordination, and care transitions in the context of improving maternal health outcomes.	Evelyn Gallego	Asha Immanuelle	Karen Bertodatti
157	Wed, Apr 19, 2023	**Implementing a Fully Integrated Patient Education Platform**	Technology	Digital Health Technologies	Every healthcare institution or provider that delivers patient education in some way, shape, or form must ask one question. When delivering patient education, are we providing an optimal digital experience that promotes provider adoption and patient utilization in such a way that ultimately leads to better outcomes? We have answered this question by implementing effective strategies and technologies to create a comprehensive digital solution to improve musculoskeletal health for each patient throughout their continuum of care. As we share the core principles of this novel initiative, we will take you on a tour of the provider's workflow and the patient's digital journey and highlight key takeaways around design, integration, optimization and implementation. Examining our pursuit to implement digital solutions that improve care delivery and health management will inform and inspire you to start or continue yours.	Mary Murray-Weir	Derrick Johnson	

162	Wed, Apr 19, 2023	**A Rural Health System's Tech-Enabled Journey to Early Hospital-at-Home Success**	Personalized Care Models	Alternative Care Delivery Models	For Blessing Health System, a two-hospital, integrated delivery network in rural Quincy, Ill., creating a hospital-at-home program was a high-priority goal to maximize capacity at their hospitals and lower costs--but they were not sure where to start. Fortunately, Ariadne Labs, a joint center for health system innovation created by Harvard T. J. Chan School of Public Health and Brigham and Women's Hospital in Massachusetts, selected Blessing as one of only two U.S. hospitals to participate in its Rural Home Hospital project, a three-year research study that to help build, launch and evaluate a nationwide home-based healthcare program to serve rural residents. One of the most important elements that Ariadne Labs assisted Blessing with was leveraging technology to protect patients' safety and optimize hospital-level care at home. Blessing implemented a comprehensive remote patient monitoring and virtual care platform that includes real-time patient biomarker collection and an FDA-cleared analytics engine that uses artificial intelligence to predict patient decompensation. Although early in the program, Blessing has already learned several lessons about delivering safe and effective hospital-level care within a patient's home, as well as the important elements of remote monitoring technology for protecting patients and easing the burden on clinicians.	Mary Barthel		
163	Wed, Apr 19, 2023	**Turning the Great Resignation into the Great Retention**	Employee Engagement and Retention	Employee Retention, Burnout and Wellbeing (Clinician, Nurses, PT, etc.)	In a post-pandemic world, when most organizations were facing the Great Resignation and Quiet Quitting, Edward-Elmhurst Health kept their IT department turnover under 5 percent. The department often exceeded customer expectations and routinely delivered projects on-time and on-budget. They were able to do this largely due to their passionate and solution-oriented staff. IT leaders cultivated an environment where employees could have a voice, be recognized, and thrive. In a remote/hybrid world, EEH leadership intentionally implemented strategies to enhance their employees' experiences and to keep them connected to their teams, end-users, and the patients they served. By using these tactics, the IT department saw increased communication among teammates, implemented feedback mechanisms that worked, and increased employee enthusiasm and commitment. This session will arm you with a variety of practical suggestions on tools, routines, and processes that you can implement to increase your employees' connection and engagement.	Tejal Desai	Jonathan Goldberg	

164	Wed, Apr 19, 2023	**Improving Nurse Staffing Schedules Using Responsible and Ethical Machine Learning**	Business	Operations, Process Improvements, & Revenue Cycle Management	In our presentation, Indiana University Health (IUH), the largest hospital system in Indiana, has endeavored to partner with an Artificial Intelligence (AI) first, digital engineering company to develop responsible and ethical machine learning models that combine algorithms to predict the number and type of patients that will be admitted on a daily basis and combine that understanding with associated work drivers post admission that will be used to accurately estimate nursing staffing needs with no compromise in patient care. We will demonstrate how we leveraged organizational change management best practices to drive ownership and buy-in from nursing and how the partnership between nursing and the IUH Digital Transformation Leadership was critical in gaining adoption and commitment to improving the models over time. Lastly, we will share our approach, feature sets, results, and lessons learned as we tune the models and optimize nurse demand staffing and how this was coupled with nursing supply models to optimize results in near real-time.	Brian Norris	Keith Kilgore	Tim Elwell
168	Wed, Apr 19, 2023	**A Proactive People-Centric Journey to Secure Critical Data**	Data and Information	Data & Information Security; Cybersecurity	Keeping sensitive information secure has never been more complex – or more critical. Healthcare organizations like you must safeguard protected health information (PHI), personal identifiable information (PII), payment account data, and intellectual property. Information, however, does not lose itself. People allow data loss to happen. They can do so accidentally or maliciously. With cybersecurity, visibility is key. You must understand the personas that are more likely to bring risk and protect your organization and patients by protecting the people that work with your sensitive data. We'll provide a deep dive analysis into information protection strategies to address data security and compliance challenges. Find out how a people-centric approach can better protect patient confidentiality and position you against future data loss.	Dan Anderson	Brian Reed	

169	Wed, Apr 19, 2023	**Quantum Leap in Healthcare with Accelerated Discovery**	Technology	Emerging Technologies	Despite the pervasiveness of technology, we still face complex and pressing problems in healthcare. The convergence of classical computing, quantum computing and artificial intelligence (AI), honing the combined power of bits, qubits, and neurons would accelerate scientific discoveries and provide solutions to some of the challenges. In parallel, innovation in healthcare delivery aligning clinical care with research is now enabling a seamless transition between basic, clinical, and translational research. With this vision, Cleveland Clinic and IBM entered a strategic partnership to establish the Discovery Accelerator, a joint center leveraging Cleveland Clinic's research and clinical expertise and IBM's global leadership in computing technologies to advance patient care and life sciences. This session gives an overview of accelerated discovery technologies. Use cases and proof-of-concept applications will be explored. Examples include • optimizing available health informatics tools and applying innovative AI and natural language processing (NLP) techniques to create EHR-based interventions to improve diversity in clinical trials. • utilizing quantum computing and AI tools in a hybrid quantum/classical workflow to investigate protein-drug interactions. • defining disease trajectories through real world data linked to bio samples Come to this session to gain an understanding what's possible with accelerated discovery technologies and join our journey.	Lara Jehi	Ruoyi Zhou	Matthew Kull
170	Wed, Apr 19, 2023	**Long COVID: Using Private Healthcare Claims to Study Post-COVID Conditions**	Data and Information	Clinical Informatics	Post-COVID conditions make up a wide range of health problems that may occur four weeks or more after infection with the virus that causes COVID-19. Post-COVID conditions are known by various terms, including long COVID and post-acute sequelae of COVID-19 (PASC). Post-COVID conditions have become an issue of growing national concern, with one expert calling them the "pandemic after the pandemic." Two recent studies from a national, independent nonprofit organization dedicated to bringing transparency to healthcare costs and health insurance information have used private healthcare claims data to study large numbers of COVID-19 patients for the prevalence and characteristics of post-COVID conditions. The first study identified patients who had a post-COVID condition commonly reported on in the literature 30 days or more after their index date of first diagnosis with COVID-19. At that time, researchers were limited by the lack of a specific ICD-10 diagnosis code for post-COVID conditions. Afterward, such a code (ICD-10 code U09.9) became effective. In the second study, that code was used to bring even greater clarity to the long COVID population. This session will present results and conclusions from both studies and point to next steps in the organization's research on post-COVID conditions.	Robin Gelburd		

171	Wed, Apr 19, 2023	**Overcoming Obstacles in SDOH Data and Equity through Harmonization**	Data and Information	Social Determinants of Health / Health Equity	There is significant enthusiasm in the healthare and value based care space for the opportunity posed by using SDOH (social determinants or drivers of health) and health equity related data elements to reduce barriers to positive health outcomes, risk adjust for appropriate value-based care arrangements and identify opportunities to address health inequity through community-based and individual-based social and population health interventions. Yet, organizations doing large-scale data collection of SDOH frequently encounter significant challenges to SDOH and equity data element capture, normalization and reuse. Here we discuss the experience of 3 organizations (a regional HIE, a national community health association and a terminology vendor) working across market supplier products and healthcare organizations to bring together SDOH data at scale and discover the challenges most often encountered, gaps that still exist in the field and approaches which may be successful on a local or national level to achieve a system that can be responsive to the needs of patients and populations. The scope of the discussion will primarily focus on workflow and data standards but will also review some policy, standards and measurement approaches that may have the potential for significant innovation or disruption.	JULIA SKAPIK	Carol Macumber	Joy Doll
172	Wed, Apr 19, 2023	**Advancing Interoperability through Open-Source Simulation Environments**	Technology	Interoperability	Highly realistic digital simulation platforms using synthetic data to implement relevant standards (e.g., HL7® FHIR®) are critical to health informatics research and innovation. By simulating a highly realistic healthcare ecosystem—they can expedite early software development without the risk of exposing protected health information. Moreover, these platforms are essential in training current and next-generation professionals to ensure they understand the structure and content of various healthcare data (e.g., USCDI, clinical, claims, social determinants of health) as well as the infrastructure needed to share interoperable data across disparate systems. Lack of interoperability across individual simulation environments inhibits collaboration across government, academic, and industry partners. While researchers can leverage large-scale clinical and administrative data, it takes significant institutional resources (human and capital) to address the challenges associated with de-identifying electronic medical records, integrating publicly available data sets before they can be used in research, and negotiating data use agreements. To address these challenges, and safely and reliably foster broader collaboration, the Interop.Community brought together leaders from across the field (academic, nonprofit, government, and industry) to develop a common open-source simulation platform—Meld—that can safely and reliably foster broader collaboration, optimize valuable organizational resources, and advance health informatics research and education.	Mary Kratz	Amit Trivedi	

| 173 | Wed, Apr 19, 2023 | **Multi-Center Collaborations to Monitor Chronic Disease Burden Using EHR Networks** | Personalized Care Models | Population Health | Chronic disease burden in a community cannot be effectively addressed by just one health system. In this presentation, we describe national initiatives focused on sharing data to advance measurement of burden for diabetes, cardiovascular disease, and other chronic illnesses using electronic health record data. Speakers will provide examples of multiple health systems in communities across the U.S. that are working together to share data in an effort to estimate incidence and prevalence of chronic conditions of high public health importance. These networks are further providing data on chronic disease management at a community level. Together researchers in these networks are generating information on important population health challenges through the application of interoperability and shared governance principles that could be used in other communities to support the critical work to measure and improve chronic disease. Providers and public health authorities in the communities served by these networks will have actionable information they can use to target interventions and community-based programs to better diagnose and manage chronic disease burden. | Brian Dixon | Lorna Thorpe | |
| 174 | Wed, Apr 19, 2023 | **Closing Health Equity Disparity Gaps with AI-Enhanced Health Technology** | Data and Information | Social Determinants of Health / Health Equity | ChristianaCare in Wilmington, Delaware, recognized that its current data collection processes produced inconsistent data and created a barrier to identifying health equity disparities for different communities. To understand where disparities existed and effectuate greater health equity, the organization implemented standardized data collection and leveraged a robust data analytics platform to quantify health equity outcomes and identify which equity factors contributed to health gaps.   Join this session to explore race and ethnicity data standardization; how to incorporate the Gini index as a predictive measure of health disparity across SDOH factors and quantify, track, and measure disparities over time; how user-centered visualization facilitates understanding results and identifying key predictors of health outcome disparities. | Wei Liu | Yuchen Zhang | |

177	Wed, Apr 19, 2023	**Using Protected Health Information to Improve AI**	Data and Information	Artificial Intelligence and Machine Learning	Artificial intelligence offers substantial opportunities to improve the health care system. But large volumes of protected health information (PHI) are required to develop and improve AI algorithms. This session will explore how health care providers, health plans, and technology companies can navigate complex privacy laws to permissibly use PHI to improve AI, and will identify some of the high risk areas where the law is unclear or prohibits such use.	Adam Greene		
179	Wed, Apr 19, 2023	**Ayushman Bharat Digital Mission**	Policy	Healthcare Reform	The Ayushman Bharat Digital Mission (ABDM) has been launched by the Government of India for promoting digitization of healthcare and creating an open interoperable digital health ecosystem for the country. The nationwide rollout of this pilot project was announced by Hon'ble Prime Minister Shri. Narendra Modi on 27th September 2021 with the name "Ayushman Bharat Digital Mission" (ABDM). It helps in prescribing common health data standards, developing core modules such as registry of health facilities, healthcare professionals etc. required for interoperability; so that various digital health systems can interact with each other by enabling seamless sharing of data across various healthcare providers who may be using different digital health systems. Digitization of processes in the healthcare institutions shall be taken up by dovetailing various resources. Thus, ABDM seeks to bridge the gap among multiple stakeholders that are the part of the healthcare ecosystem. Its vision is to create a National Digital Health Eco-system that supports Universal Health Coverage in an efficient, accessible, inclusive, affordable, timely and safe manner, through provision of a wide range of data, information and infrastructure services, duly leveraging open, interoperable, standards-based digital systems, and ensuring the security, confidentiality and privacy of health-related personal information.	Dr. Sushil Meher	Dr. Tejinder Singh	Dr. Amit Gahlot

180	Wed, Apr 19, 2023	**Advancing Widespread Implementation of SMBP**	Data and Information	Patient Generated Health Data	Hypertension is a modifiable risk factor with lifestyle changes and medication, yet only 24% of adults have their condition under control. Self-measured blood pressure monitoring (SMBP) is an evidence-based strategy to improve the control of hypertension, yet there is a lack of infrastructure to facilitate movement of data between home devices and the clinician. The Public Health Informatics Institute (PHII) conducted a landscape analysis and identified recommendations to advance widespread implementation of SMBP, falling into the categories of interoperability and standards, regulatory and policy, and SMBP in practice. Since the analysis has been published, PHII has worked with numerous partners and federal agencies to address some of the larger gaps identified in the analysis. During this presentation, PHII will review the recommendations identified in the analysis and the work completed since its publication to improve the adoption of SMBP.	Danielle Sill	Lina Saintus	
181	Wed, Apr 19, 2023	**Using Data-Driven Insights to Prioritize Programs Addressing Social Vulnerabilities**	Data and Information	Social Determinants of Health / Health Equity	Despite the increasing awareness of the importance of social determinants of health (SDoH) and their influence on health outcomes, few organizations have adequate, contextualized insights to better address interrelated, social needs across a community. This information is crucial in transforming available data into actionable insights to improve clinical care and inform and prioritize programs, investments and policies. This session will demonstrate how the Parkland Community Health Plan leveraged a three-tiered strategic analysis of SDoH and patient-level data to identify and prioritize programs to meet their members' social needs.	Justin Skerbetz	Natasha Goburdhun	

183	Thu, Apr 20, 2023	**Reducing Healthcare Waste Through AI-Enabled Care Management**	Business	Volume to Value	U.S. healthcare spending reached $4.1 trillion in 2020, compelling payers and providers to look for more opportunities to reduce costs. UnityPoint Accountable Care is one of the longest-standing Centers for Medicare & Medicaid Services ACO Model participants in the country and has received an average of $31 million annually in shared savings from its value-based contracting efforts since 2012. The organization will share how carefully tracking high-risk patients, targeting unnecessary costs, implementing innovative care delivery models, and leveraging population health analytics have enabled it to trim unnecessary spending and improve quality in key areas. During this session the speakers will explore how to grow the scope and sophistication of value-based care analytics and interventions; describe how data and advanced analytics are used to identify the patients most likely to benefit from additional support programs and resource; identify how a common set of measures and tools can be used across the organization to drive patient care and improve performance; and articulate the importance of clear success measures and celebration of high-performance.	Mandy Abbas	Megan Romine	
185	Thu, Apr 20, 2023	**Reinventing CDI: UC Davis is using data to move mountains**	Business	Operations, Process Improvements, & Revenue Cycle Management	Clinical documentation integrity programs have undergone a fundamental transformation in recent years. Once primarily used for billing and physician communication, clinical documentation has become a cornerstone for quality and even operational initiatives. At the boardroom level, large, far-reaching decisions on these issues are made based on rolled-up data that originates in individual patient records. This has created new opportunities for CDI teams, but also significant new pressures. Traditional CDI work such as improving documentation integrity for Medicare cases is worlds apart from complex quality work such as quantifying the risk of mortality across populations and payers. Likewise, for physicians, documenting the patient condition and disease state to enable reimbursement and effective continuity of care is fundamentally different from documenting patient encounters to enable calculations such as population-level risk adjustment. CDI programs are working to adapt and innovate in line with these system-critical demands. In this session, hear UC Davis's groundbreaking approach to these challenges, and explore how they transformed their program from traditional CDI work primarily focused on appropriate reimbursement, to an analytics powerhouse that serves as a trusted source of data for the C-Suite to drive quality and performance improvement across the health system.	Tami McMasters-Gomez		

187	Thu, Apr 20, 2023	**Global Advancements in the International Patient Summary**	Technology	Interoperability	The International Patient Summary (IPS) is a standard for sharing essential health information developed through a cross standards development organizations (SDOs) initiative and supported by global programs for digital health, such as the Global Digital Health Partnership (GDHP). The IPS is one of the first Fast Healthcare Interoperability Resources (FHIR) document standards and establishes how structured data can be shared worldwide using controlled vocabularies and terminologies. This session will review progress globally on the adoption and implementation of the IPS. This will include IPS examples, open-source tools to visualize IPS documents and initial demonstrations of patient-mediated exchange. In addition, this session will review the recently updated IPS FHIR standard and how it relates to other national and international standards for health information.	John D'Amore		
188	Thu, Apr 20, 2023	**Patient Education Partnerships with IT Are Crucial For Success**	Organizational Governance	Leadership and Management	With the rise of telehealth and other digital health innovations, patient education is on the forefront of having a broader impact on patient outcomes. In this session, we examine the ways a clinician can impact patient experience and clinical outcomes using education beyond the confines of a traditional 15-minute face-to-face visit. We will discuss both the innovations and challenges related to providing and measuring patient education programs within digital integrations, and share national best practices being implemented to improve patient education programs. Throughout the discussion, we will evaluate the ways in which IT can act as a thought partner and implementation leader in this space.	Greg O'Neill	Connie Feiler	Jillian Shotwell

| 189 | Thu, Apr 20, 2023 | **How and Why to Launch a Precision Medicine Program** | Personalized Care Models | Personalized Medicine Using Genomics | Until recently, only the largest, best-funded research and teaching institutions had access to the technology and capital necessary to develop precision medicine programs — and even they only applied it to a small subset of specialties. In this session you'll hear from the CIO and CMIO at Frederick Health, an independent mid-sized healthcare network that has launched an advanced precision medicine program that places it among the very first organizations to enable any physician to order, result, and display discrete patient genetic information, along with interpretation and guidance, within the patient record, at the point of care. The program even includes pharmacogenomic decision support to help providers to select the right medication at the right dose the first time, based on their patient's unique genetic profile. You'll learn about use cases for genomics that span specialties and hear directly from the physician developing their latest application of genomics for personalized medicine: Nutrigenomics for nutrition and weight management. Attendees will leave with tangible takeaways for: beginning to plan for the development of their own precision medicine programs, how to make programs both profitable for the organization and impactful to patients, and how to win over physicians already burdened by data overload. | Jackie Rice | | |
| 190 | Thu, Apr 20, 2023 | **Organizational Learning and Knowledge Management on Innovation Performance, Technology Parks** | Business | Innovative Business Models | The main purpose of this study is to find out whether there is a relationship between organizational learning, knowledge management and innovation in the Science and Technology Parks in Turkey by also presenting theoretical information about these very concepts as well as revealingthe reflection of practices in these fields on innovation performance. In the research part of the study, therefore, the effects and existing relationships of organizational learning and knowledge management on innovation performance in companies located in technology parks were studied. The reason for choosing technology parks is undoubtedly that technology parks play an important role in the development, innovation, advanced technology and increase in the per capita income of the countries in the world. It is thought that the organizational learning, knowledge management and innovation performances of the companies in the technology parks should undoubtedly be different from other industries and clusters. In this context, an empirical quantitative survey was conducted with 319 companies in 5 different technology parks in Turkey. The findings of the study support the positive effect of organizational learning and knowledge management on innovation performance. | KEMAL SAHIN | | |

| 191 | Thu, Apr 20, 2023 | **An Infrastructure for Secure Sharing of Clinical Data** | Data and Information | Clinical Trials | The ability to share database resources among collaborating organizations is highly desirable. This is especially true in the performance of clinical research and operations. However, challenges persist regarding interoperability in the exchange of resources among organizations that each need to preserve distinct local protection policies. Today's approaches comprise varying techniques that fail in meeting these challenges. Secure Federated Data Sharing System (SFDS) was designed to generically solve these problems. While supportive of numerous use cases, focus is on applying SFDS in promoting collaboration in discovery of new therapeutics, improved patient care, and lowering medical costs through better access to clinical data. Applying leading edge access control technologies, SFDS allows policy preserving access to the data where it resides, rather than its exchange or central storage. Our objective is to make it easier to facilitate broad, but well controlled secondary access to medical data by the experts. An important virtue is that the data sharing infrastructure is non-intrusive and completely transparent to the otherwise normal business operations of participating organizations. Ease of deployment and efficiency make SFDS practical for meeting the data sharing and protection objectives of the clinical research and operations community. | David Ferraiolo | D. Chris Compton | Joshua Roberts |
| 192 | Thu, Apr 20, 2023 | **A journey towards Mental Wellness Self-care in Singapore with mindline.sg** | Personalized Care Models | Population Health | Ministry of Health Office for Healthcare Transformation (MOHT) launched mindline.sg, an anonymous digital mental health and wellness platform in June 2020. It was birthed during the early days of the pandemic and circuit breaker. Moving beyond the pandemic, mindline.sg has evolved to support the general mental health needs of the population and to strengthen Singapore's population mental health resilience.   Our vision is to provide Singaporeans with an array of digital tools and channels of support which cater to their life stage, needs, preferences and state of wellbeing. Individuals who use the platform are directed to appropriate channels of support and therapeutic self-care resources, by completing the depression and anxiety self-assessment questionnaire, or via conversations with an emotionally intelligent AI chatbot. A new version, mindline at work, was subsequently added to offer resources and support to specifically address workplace challenges and stressors.   We will share the journey Singapore took to set up a nationwide mental health platform. Topics shared are 'ecosystem level strategic thinking', 'design principles', 'digital marketing' and 'analytics process'. The journey will provide insights when developing platforms in communities with similar challenges to mental health promotion as seen in Asia. | Clarence Tan | Ye Sheng Phang | |

| 193 | Thu, Apr 20, 2023 | **Data Science: Explaining the Unexplainable!** | Data and Information | Artificial Intelligence and Machine Learning | The health sector generates more than 19 terabytes of data yearly – and that's just the clinical data! Buried in that data is critical information that can help us guide our wellness, inform our healthcare professionals, and lower the cost of care. But we must be better at digesting and interpreting this data. Enter Machine Learning. The models have proven themselves to offer higher levels of accuracy compared to their traditional statistical counterparts. Nevertheless, the latter options have remained the default choice for many. This is likely due to a lingering fear that we won't be able to understand how and why machine learning models are so effective at enabling more accurate forecasts. This presentation will explore two current methods used to explain machine learning models: LIME (local interpretable model-agnostic explanations) and SHAP (SHapley Additive exPlanations). Participants will "see" and understand the basics of the functional forecasting of these models, and gain the same levels of confidence and ease they previously experienced with the models' statistical counterparts. The session will be enhanced with discussion and walk-through of real-world examples to demonstrate how using these tools can yield such highly accurate predictions – and explain the unexplainable! | Joshua Jorgensen | Sarita Mantravadi | |
| 194 | Thu, Apr 20, 2023 | **Optimizing Care Transitions at Time of Discharge** | Technology | Interoperability | Information exchange is critical to high-quality transitions of care. Real-time patient event notifications and timely follow-up actions taken by providers can improve health outcomes, mitigate risk, and improve the overall patient experience. Communication tools supporting health information exchange between health care providers have historically been insufficient, especially between inpatient and ambulatory clinicians, as much of the information is being faxed. We focused on automating patient event notifications that include relevant clinical information for a smooth transition of care for patients discharged from the hospital and those discharged home on parenteral antibiotics. | Sandee White | Christine Chedwick | Kristian Feterik |

195	Thu, Apr 20, 2023	**Sharing Bulk Immunization Data Using HL7 V2 and FHIR**	Data and Information	Clinical Informatics	Immunization information systems (IIS) across the United States allow authorized health IT users to obtain individual patient immunization records through a single-message query and response process. However, if information is needed on an entire patient group or set of health plan members, this method of single query may be inefficient and adversely affect IIS performance if queries are sent in large volumes. Bulk query is an asynchronous technical approach for efficiently requesting multiple patients' records to a pre-authorized client. The Immunization Integration Program (IIP) identified bulk query as a high-priority topic and developed a bulk query toolkit that includes approaches to group data exchange, business and technical requirements for sharing data, strategies for mitigating potential conflicts, identified use cases and specific recommendations. The HL7 Helios FHIR Accelerator for Public Health also selected bulk query as a priority area and is developing implementation guidance for using the Bulk Data FHIR protocol to allow authorized users to access patient immunization information in bulk to address gaps in care for providers and lowering burden for public health agencies.	Stuart Weinberg	Michael Berry	Jeffrey Goggin
199	Thu, Apr 20, 2023	**Customers or Patients? Effective Strategies for Building Brand Loyalty**	Organizational Governance	Strategic Planning	The focus on patient and customer experience in healthcare is not a new concept, but one that has been catapulted to the forefront of many healthcare organizations given the recent focus on healthcare efforts over the past few years. Although the patient and customer experiences are distinct, when it comes to these experience type programs, there is no clear delineation between the two. Healthcare systems combining the two experiences and not considering the individual outputs are missing the mark on an experience and what that truly means. Being strategic in defining programs for each individual experience and orchestrating them together creates an overall positive experience. Whether you are a large healthcare system or private practice, serving an urban or rural population, a payer, a pharmaceutical company or a medical technology firm, the healthcare customer experience is a key focus for industry leaders looking to compete in today's market.	Amy Goad		

| 200 | Thu, Apr 20, 2023 | **Transforming Continuing Medical Education with Patients' Perspectives** | Personalized Care Models | Patient Experience | In their daily practice, clinicians focus on a patient's symptoms and how they progress in order to make a diagnosis and treatment plan. However, an aspect of care equally as important as understanding how to manage a condition and its symptoms, is understanding the affect those symptoms may have on a patient's quality of life. While it is touched upon in medical training, there is a belief that the patient perspective needs more focus. Today, clinicians have robust decision support tools that help them quickly verify diagnosis, identify the latest medical findings, and locate appropriate medications all from within the workflow. How can the industry work to keep the patient perspective equally top of mind? During this session, Drs. Jennifer Tirnauer and Kelvin Chou will speak on the importance of incorporating patient voices in diagnosis, decision support tools, continuing education, and clinician training. Additionally, they will engage in a discussion on methods of maintaining the patient perspective within the workflow. | Jennifer Tirnauer | Kelvin Chou | |
| 201 | Thu, Apr 20, 2023 | **Business Continuity in a SaaS based world** | Technology | User Experience | Time is always of the essence in healthcare, whether you are a clinician taking care of patients or an IT professional taking care of clinicians. So, when struck by an outage that knocked our timekeeping system offline, we were in a race against time to ensure our caregivers were compensated at the right time and with the right amount of compensation. As more applications are Software as a Service (SaaS) and vendor-supported, traditional operational practices no longer keep the organization safe from attacks, outages, and disaster situations. Strategies and tactics must shift from exclusively patch management and backup recovery testing to forward-thinking business continuity practices to assess vendors' security and architecture capabilities while creating composable architectures that adapt to changing situations. Composable architectures allow business-focused capabilities to be split into modular components to plug into an overall system framework, allowing for quick replacements in failure events for a component. This talk will address the scale of the outage, solutions of other organizations published in the news, and how we leveraged a composable architecture to create a temporary solution in six days, allowing for relatively seamless continuity of operations. | Matt Sauer | | |

| 203 | Thu, Apr 20, 2023 | **Nursing Informatics Workforce: Looking to the Future** | Employee Engagement and Retention | Career Development or Workforce Development | To support a healthy clinical workforce, healthcare efficiencies are a necessity. Through the use of technology, informaticists are skilled at integrating processes into workflows and leveraging data to support clinical decision-making. In particular, nursing informatics has evolved into an integral part of health care delivery and a differentiating factor in the selection, implementation, and evaluation of health IT that supports safe, high-quality, patient-centric care. Given their expertise in using technology at the point of care, nurse informaticists may be the key to healthcare transformation.   In this session, we will present the current state of the nursing informatics workforce and report on the latest trends from the 2023 HIMSS Nursing Informatics Workforce survey. We will discuss the value that nursing informatics bring to the healthcare setting and potential strategies to increase the number of nurse informaticists. (NI). We will also describe the role that NIs play in innovation efforts and the connection to innovation resources. With efforts underway by the HIMSS Nursing Informatics community, we will outline focus areas to advance the future of nursing informatics over the next decade. Lastly, we will conclude with a call to action for the Health IT community that promotes the nursing informatics profession. | Tammy Kwiatkoski | Nelita Iuppa | Victoria Tiase |
| 205 | Thu, Apr 20, 2023 | **Compliance With Cloud, Hybrid, Multi-Cloud - Making Shared Responsibilities Work** | Data and Information | Data & Information Security; Cybersecurity | Improving the patient experience requires protecting patient data with strong privacy, security, and compliance, and avoiding breaches, ransomware and other security incidents that erode patient trust. Achieving compliance in a cloud environment is challenging, compounded by the reality many healthcare organizations face with their use of hybrid cloud, and multi-cloud environments. This is exacerbated by constantly changing regulations, data protection laws, and privacy & security standards. Further complicating this challenge is the fact that compliance with cloud is a shared responsibility between healthcare organizations and cloud providers, and the line separating responsibilities depends on the type of cloud use, whether Infrastructure, Platform, or Software as a Service. This practical educational session focuses on real concerns, experiences, challenges, strategies, workarounds, and best practices that enable use of cloud computing by healthcare organizations and realization of the associated benefits, while enabling ongoing compliance, even with shared responsibilities, across complex hybrid and multi-cloud environments, and with changing regulations, data protection laws, and privacy & security standards. Join us to hear first-hand from the frontlines of healthcare how to make cloud computing work for healthcare, and how to make shared responsibilities for privacy, security, and compliance work in practice. | David Houlding | Matthew Chambers | |

206	Thu, Apr 20, 2023	**Fast Following is Not Enough: Becoming a SMART Health System**	Organizational Governance	Leadership and Management	Healthcare continues to lag behind the digital transformation of other industries. Over the last year, new entrants from these industries - retail stores, e-commerce, and big tech - continue to invest heavily in the healthcare market space, while traditional health system incumbents have encountered unprecedented diminishing financial returns and workforce recession pressure. There is no question that the future of healthcare is one that is SMART—i.e., care delivery in which the right patient receives the right level of care, in the right place, at the right time. In 2020, the University of Rochester Medical Center (URMC) started our journey down the road to becoming a SMART Health System. What we have learned is that "fast following" is no longer enough to stay competitive. During a year of increased use of ambulatory care, lower revenue, and rising labor expenses, URMC has had to become nimble to quickly pivot when encountering bumps in the road. Learn how to navigate the implementation an enterprise-wide digital transformation strategy during a time where most health systems are experiencing their worst margins in history.	Michael Hasselberg	Gregg Nicandri	
207	Thu, Apr 20, 2023	**HIE and State Medicaid Partnerships: New Sustainability for Technology Funding**	Business	Innovative Business Models	The Medicaid Enterprise System (MES) funding and Streamlined Modular Certification (SMC) process replaced expiring HITECH funding on September 30, 2022. This shift impacts health IT funding and long-term financial sustainability for every HIE serving Medicaid programs. In the wake of this funding change, HIEs and their Medicaid program counterparts seek strategies to address new budget constraints while continually advancing IT capabilities and building financial sustainability. Unfortunately, the shift to MES funding comes at a time when HIEs are also evolving into health data utilities (HDUs) to better support state Medicaid programs, public health, at-risk entities, and health equity initiatives. There are new rules. HIEs and state Medicaid programs are both trying to figure them out as they go. This session provides attendees a valuable opportunity to learn from other HIEs how to navigate the new rules of MES funding and SMC process without cutting back on key HIE services. Two leading HIEs demonstrate how they worked collaboratively with Medicaid programs and technology partners to march health IT forward and ensure future financial support in a post-HITECH environment.	Christie Burris	Jennifer Searls	Beth Schwartz

| 208 | Thu, Apr 20, 2023 | **Industry collaboration to advance safe, equitable, and patient-empowered data exchange** | Data and Information | Social Determinants of Health / Health Equity | The ability to granularly segment sensitive data to protect individual privacy while advancing interoperability in an equitable manner has one of the most complex health IT challenges to date. In the absence of scalable technological solutions, policy drivers, and consensus-driven implementation guidance to address real world issues of how to balance patient safety with privacy considerations, previous DS4P pilots have been limited and adoption of consent management tools has lagged. As a result, the growing interoperable ecosystem with all of its advancement in care coordination and quality has also brought with it inadvertent disparities; patients with sensitive data are forced to choose to share their information in an "all or none" manner (or this may be done for them algorithmically), whereas those without such conditions are afforded all of the benefits of interoperability. Shift, the independent health care task force for interoperability, governed by EHRA, IHE USA, the AMA, AAP, Drummond Group and ONC (ex-officio), and including >200 representatives from across the industry, is working collaboratively on new solutions, including standards development work, addressing controversial implementation challenges, and future policy implications. Come hear what we have done and where we are going, and lend your voice to this important work. | Hannah Galvin | Susan Kressly | Dan Wilson |
| 209 | Thu, Apr 20, 2023 | **Securing TEFCA: Security Practices Promoting Nationwide Health Information Exchange** | Technology | Interoperability | This session describes security considerations for the Trusted Exchange Framework and Common Agreement (TEFCA). TEFCA security includes the governance of the TEFCA network, security requirements for Qualified Health Information Networks (QHINs), and flow-down requirements from the Common Agreement which affect Participants, Subparticipants, and Individual Access Service providers. Additionally, the QHIN Technical Framework (QTF) includes important technical security provisions for enabling secure and trusted connectivity services between QHINs. | Johnathan Coleman | | |

| 210 | Thu, Apr 20, 2023 | **Expanding Behavioral Healthcare Access Through Targeted Patient Triage and Telehealth** | Personalized Care Models | Health and Wellness | Demand for behavioral healthcare exploded during the COVID-19 pandemic. Restrictions on in-person care and clinician shortages made access to care difficult, leading to long wait times for appointments and potentially worse patient outcomes. To reduce care delays and expand access to needed care, Geisinger Health, a 10-hospital integrated health network in Northeast Pennsylvania, developed a data-driven care navigation workflow that included a standardized intake and triage process managed by licensed clinical social workers to ensure patients were referred to the appropriate provider based on their complaint and level of acuity. Additional clinicians from inside and outside the state were also added to staff and available in-person and through telehealth encounters. As a result, the wait list for behavioral healthcare was reduced from 18,000 patients to 3,000 in less than a year. | Dawn Zieger | Benjamin Gonzales | |
| 211 | Thu, Apr 20, 2023 | **Modernized Care: Data Science and the Improvement of Maternal Morbidity** | Data and Information | Patient Generated Health Data | The Memorial Hermann Health System has utilized different methods to gather data in the past, which was manual, time consuming, costly, and proven to have significant variation and poor interrater reliability. This limited the ability to identify improvement opportunities for patient care. The Women's and Children's Service Line found the opportunity to partner with Data Science Team to develop an OB SMM Dashboard for the system. A governance committee was established and worked with multidisciplinary team to define data definitions, concept, and visualization. The dashboard design followed a set of guiding principles of human factor design, narrative storytelling, and user focus design. Dashboard provides SMM specific electronic tracking and monitoring, supports system's Equity, Diversity, and Inclusion Initiative. The dashboard supports system and facility level clinical quality assurance and performance improvement projects by standardizing data definitions, while promoting accountabilities and collaboration. The implementation of the dashboard has saved the Maternal Program clinical team's a significant time from manual data mining and validation, allowing them to focus on clinical care improvement. The Dashboard will continue to integrate and include more data elements and serve as foundation for the development of future AI and predictive analytics. | Kate Drone | Yan Shi | Nhan Tran |

212	Thu, Apr 20, 2023	**OEDOC: A Novel, EHR-based ED Overcrowding Score**	Data and Information	Clinical Informatics	Emergency Department overcrowding is a significant health-care delivery problem that has been linked with increased patient mortality, increased patient length of stay, increased cost, and adverse experiences for patients. As this is a growing issue, there have been various studies conducted to define and measure overcrowding. There are several developed scales for overcrowding, such as NEDOCS, CEDOCS, and EDWIN that act as a good basis for measuring overcrowding but are not universally generalizable across various ED settings. As there have been many updates to modern ED care with increased use of vertical patient care areas, an updated score is needed to accurately represent overcrowding. The score will be used for system patient flow center decisions regarding patient flow and transfer as well as on a facility level with customized EHR based dashboards for surge planning and response.	Lisa Fort		
214	Thu, Apr 20, 2023	**Reducing Emergency Department Utilization by Targeting Care Interventions With AI/ML**	Data and Information	Artificial Intelligence and Machine Learning	Unnecessary emergency department use is a major source of preventable healthcare costs. As value-based care models such as ACO REACH push providers to full risk-sharing arrangements, more organizations are attempting to educate members and promote utilization of primary care resources, as greater primary care utilization is linked to lower costs and better outcomes. These outreach efforts are necessarily resource- and personnel-intensive, and healthcare providers are turning to AI/ML to better identify members at highest risk of these and other costly, preventable events. In this session, Dr. Jason Fish, Chief Medical Officer at Southwestern Health Resources, will discuss how targeting a multidisciplinary, complex care team to intervene with highest risk members using AI/ML led to a reduction in emergency department utilization that exceeded expectations.	Jason Fish		

217	Thu, Apr 20, 2023	**Artificial Intelligence – A New Hope for Rare Diseases**	Personalized Care Models	Precision Health and Medicine	People living with a rare disease tend to have a clinical journey that spans years before an accurate diagnosis is given. Other rare disease patients, suffer needless crisis events that may have been prevented given appropriate medical intervention. The limited amount of patient data meant that artificial intelligence – a valuable tool to find patterns that aid clinical decisions in more common conditions – was previously unavailable to assist with shortening a diagnostic odyssey or to provide early warnings prior to a health crisis. Using new neural networks and a vast archive of healthcare data, a high precision predictor of rare disease outcomes is showing opportunity to improve care coordination and to shorten diagnostic odysseys.	Danita Kiser		
218	Thu, Apr 20, 2023	**Physician-led EHR Trainings to Improve Visit Efficiency for New Providers**	Employee Engagement and Retention	Employee Retention, Burnout and Wellbeing (Clinician, Nurses, PT, etc.)	Provider burnout existed prior to the pandemic, yet the staggering degree of burnout reported in the years of the pandemic has forced organizations to look for ways to mitigate this. A large physician survey revealed that in 2022, the highest burnout work setting was the outpatient clinic (Medscape). However, Eschenroeder et al found that "physicians who agree that their organization has done a great job with EHR implementation, training, and support were also twice as likely to report lower scores on the burnout survey question compared to those who disagree." As such, designing EHR courses to target areas of the clinic visit to improve efficiency can lead to increase in EHR satisfaction and ultimately decrease provider burnout. We share how we focused on new providers and identified areas of high EHR utilization during the workday to design a 4-hour efficiency course, and describe the process for tracking efficiency and assess the efficacy and satisfaction with these trainings. We interpret significant results from over 60 participants spanning the last two years comparing pre and post-training efficiency metrics, survey NPS scores and responses, and illustrate how to use this data to make recommendations on future and ongoing provider trainings.	Viviana Huang-Chen		

219	Thu, Apr 20, 2023	**Health Tech Is Enabling Personalized Care. Or Is It?**	Personalized Care Models	Precision Health and Medicine	Tech innovations have been promising to make healthcare more personalized. But is it helping everyone? Who is actually benefiting from the boom in health tech? Which patient populations are missing out? What needs to change in personalized care models to ensure that all people have access to quality care? In this panel discussion, the speakers will discuss the current and future state of personalized care models. We will explore the barriers and opportunities for populations left out of personalized healthcare through a data science and behavioral science perspective. We will discuss the three major obstacles to equitable personalized care: 1) tech is built on the model body and that's not female but is instead based on "the reference man," 2) there are no real financial incentives to address the gaps with underrepresented populations and 3) the challenge of caregiver and patient populations who are willing and non-willing to change their behaviors. Attendees will learn how to identify weaknesses in their personalized care models, bridge the gaps in female and other population representation and better enable caregivers to keep patients and populations healthy.	Dr Roxie Mooney	Danika Kelly	Dr. Talya Miron-Shatz
221	Thu, Apr 20, 2023	**Protection, Productivity, Perseverance: Key Outcomes of a Safer Workforce**	Employee Engagement and Retention	Employee Retention, Burnout and Wellbeing (Clinician, Nurses, PT, etc.)	As we begin to navigate our "next normal" in the wake of the coronavirus pandemic, healthcare is now facing a new epidemic — workplace violence against clinicians and staff — that is reaching crisis levels. And with burnout and turnover reaching unsustainable levels, it's clear that a reactive approach is no longer a feasible option. Health organizations must take swift and proactive action now. Today, preventing workplace violence requires a proven and strategic combination of early intervention and conflict de-escalation approaches, simple-to-use and widely effective safety programs and technologies, and cross-functional collaboration and leadership buy-in from the top down. When health organizations are able to check off all of these boxes, they are poised to not just improve the physical and psychological wellbeing of employees, but directly and positively impact their key business imperatives — including financial efficiency, patient outcomes, and employee retention. Join these seasoned clinical executives — who have all experienced the emotional, physical, and organizational toll of workplace violence and understand deeply the importance of investing in workforce safety — for a can't-miss conversation on the unsustainable costs of workplace violence in healthcare and the opportunities that health organizations have today to protect their people tomorrow.	Howard Grant	Ronald Paulus	

| 223 | Thu, Apr 20, 2023 | **Using Data to Increase Efficiency and Optimize Your Emergency Department** | Data and Information | Data & Information Security; Cybersecurity | All healthcare organizations are striving to make data more useful and meaningful, especially in the emergency department where having immediate access to the right data is critical. Using strategies that align with your organization's structure can help give your clinicians a personalized view of ED data, empowering them to work quickly and efficiently. In his presentation, "Using Data to Increase Efficiency and Optimize Your Emergency Department ," Omer Moin, Chief of Emergency Medicine, MD, Lawrence General Hospital, will share how his organization has used analytics to increase efficiency and provide better, more efficient care. He'll focus on positive outcomes such as creating a customized ED Throughput dashboard, enabling Lawrence General to leverage the data most helpful to them as a busy ED in an urban environment. | Omer Moin | | |
| 224 | Thu, Apr 20, 2023 | **Is IT Governance your Achilles Heel or Transformation Enabler?** | Organizational Governance | Leadership and Management | For years, IT governance's been a tough nut to crack. Article after article's talked about the need for operationally-led governance … yet most are still struggling to make this theory a reality. While it may have been only a smoldering issue, it's now a burning platform given unprecedented staffing shortages; some health systems have 40% IT role vacancy. While IT spend typically accounts for <5% of operating expense, it's not unusual for 75%+ of strategic initiatives to have direct IT requirements. Without well-oiled IT governance, IT resources can easily be mis-allocated and progress on strategic initiatives sidelined. With too much demand and limited resources—amidst one of the most challenging labor markets in recent history—how does an organization ensure that IT is maximizing value and resources are working on the enterprise's highest priorities? Or will IT governance be the Achilles heel, stalling progress on the enterprise's strategic imperatives? HonorHealth's Chief Transformation Officer will share an approach to create a culture of discipline and make IT governance a strategic enabler of enterprise transformation priorities. Presenters will share hard dollars IT is delivering on value, how they're doing more with less given staffing shortages, and increases in executive and end-user satisfaction. | James Whitfill | Beth Lupien | Jeff Heidbreder |

225	Thu, Apr 20, 2023	**Digital Bridges: Bringing Hope and Healing to those Hurting Most**	Technology	Digital Health Technologies	This presentation will describe the work of Wings of Hope, an aviation based NGO that has been changing and saving lives throughout the world for nearly 60 years. Despite the impactful work, the recent pandemic exposed gaps when flights to some of the most vulnerable communities Wings of Hope serves, were stopped. Moreover, as a result of the pandemic, Wings of Hope recognized that newer technologies, like telemedicine, remote patient monitoring, artificial intelligence and drones, would deepen, broaden and strengthen the organization's impact even when the planes are not on the ground in vulnerable communities. Thus, began a journey in, defining the future of digitally enabled humanitarianism and the creation of the Global Humanitarian Network. With pilots underway or planned to be underway in Latin America, Africa and Asia, the Global Humanitarian Network is built around 5 core values: sustainability, scalability, stewardship, simplicity and empowerment. Our work is aligned with UN sustainable development goals and focuses on food and water security, health and education. Through partnerships, democratized access to technology, knowledge, workforce and resources we believe that the future of humanitarianism will be defined by innovative models that leverage digital bridges. Thus, bringing hope and healing to those hurting most.	Manish Kohli	Brett Heinrich	Melissa Owens
226	Thu, Apr 20, 2023	**Reducing Clinician Burnout Through Clinical Decision Support That Actually Helps**	Technology	User Experience	Clinical decision support (CDS) alerts help protect patient safety, but continue to cause frustration for clinicians at hospitals and health systems. Community Health Network, a nine-hospital health system based in Indianapolis began remedying this problem in 2017 and was able to immediately reduce 12 million unnecessary alerts per year by retiring 6 and modifying 13. Yet CHN's clinicians still faced 18 million alerts every year with only single-digit percentage levels of acceptance. CHN's governance committee that was leading this optimization effort began a deeper analysis of its CDS rules using an analytics tool that more granularly depicted clinicians' interactions with notifications and guidelines across numerous parameters. The health system used that information to tailor alerts to be more patient-specific based on clinical scenarios. As a result, CHN has reduced annual alert volume by more than 20 million since 2017 despite adding new hospitals and clinics. At the same time, CHN increased clinician acceptance of alerts by 33%. By delivering meaningful and actionable alerts at the appropriate time in the workflow, CHN clinicians can be more patient-focused to protect patient safety and improve outcomes while also decreasing alert fatigue and improving clinician experience.	Patrick McGill	Kate Rothenberg	

227	Thu, Apr 20, 2023	**Demystifying the Cloud: You're Just Renting Someone Else's Servers**	Technology	Digital Health Technologies	The cloud: a magical place where all your computing workflows need to move to, and if you don't you will be left behind as your competitors move towards the future of IT. Most executives and IT personnel have heard a variation of this either from internal staff or cloud service provider representatives. The main problem with this emerging FOMO mindset when it comes to the cloud is many people are asking to move workflows to the cloud to solve perceived IT issues without understanding what the cloud is, or what that shift means to their organization. Just because you can move a workflow to the cloud doesn't mean you should, and many times you would be better off using resources in your own datacenter. At its core the cloud is a collection of datacenters that you can rent server space from. In reality, it's much more complex than that and most healthcare IT departments are ill-equipped to properly work in the cloud. We will discuss proper use cases for utilization of the cloud, how you can evaluate how the cloud fits into your IT infrastructure, and what resources you will need to properly implement cloud solutions.	Eric Snyder	Scott Isaacs	
228	Thu, Apr 20, 2023	**Transforming Care with an HIE in the Behavioral Health Setting**	Personalized Care Models	Alternative Care Delivery Models	Avera Health in partnership with the South Dakota Health Link (South Dakota's Health Information Exchange) have developed a collaboration with strategies to transform care delivery in the behavioral health care setting. The collaboration has allowed the region's leader in behavioral health to effectively obtain critical patient information with a unique care delivery model to assess and treat mental health and substance use disorders. This care delivery model is a partnership between the county, city, and another healthcare system in the region, to provide 24/7 access to patients experiencing a mental health crisis or in need of substance abuse intervention. The collaboration has also allowed the healthcare system to retrospectively review data in the state of South Dakota to better understand how to stop suicides and opioid related deaths. Too often healthcare systems provide or implement intervention without the opportunity to evaluate outcomes. This collaboration has allowed the healthcare system to evaluate differences in demographics, risk factors versus protective factors, assessment, and treatment strategies to positively impact the fight against suicide and opioid related deaths.	Amber Reints	Matthew Stanley	Kevin DeWald

229	Thu, Apr 20, 2023	**Crisis Mitigation of the Iodinated Contrast Shortage through Data-driven Decisions**	Technology	Emerging Technologies	UVA Health was one of many hospitals affected by the iodinated contrast shortage in 2022. Iodinated contrast is a commonly used contrast agent for diagnostic imaging and is an integral component in modern healthcare. To ensure our ability to treat patients equitably and minimize risk to patients, UVA Health immediately employed aggressive strategies to mitigate the impact of the shortage on patient care, beginning with rationing contrast agents. The Data Science team then swiftly investigated and built solutions to aid in deciding the next strategies to weather the shortage. Due to the crisis nature of the situation, data was delivered in stages, as soon as it became available, to support daily data-driven decisions. We identified and calculated the burn rates, current inventory in the hospital, and projected days on hand. This culminated in insightful and understandable dashboards detailing up-to-date and accurate results. With these data products, the leadership could understand the effect of rationing and mitigation strategies on iodinated contrast usage and how long the inventory would last. With the iodinated contrast shortage seemingly assuaged as of August, 2022, our detailed contrast agent dashboards still serve as a critical watchdog to the hopeful end of the iodinated contrast shortage.	Kimberly Sokal	Margot Bjoring	Jonathan Michel
230	Thu, Apr 20, 2023	**Legacy Data: A Blueprint for Archival Success— the First Time!**	Organizational Governance	Data Governance	A transition to a new EHR can displace tens to hundreds of legacy systems at the time of implementation. Benefits of migrating and archiving the data stored within those legacy systems—with integration points to the new EHR—include significant reductions in cost and risk. Without proper planning and the right resources, barriers to on-time, on-budget data archival success are likely to arise—especially during times of merger and acquisition (M&A). Hear about one integrated delivery network's transition to a new EHR and the turbulent-turned-topnotch legacy data management journey that ensued. Learn best practices for effectively managing an archive project and working with a vendor partner. Find out when a vendor pivot may be necessary to gain efficiencies and save the project's return on investment. Walk away with a blueprint for a successful legacy data archival strategy, including how to document a legacy data plan, assemble the right team, select a vendor, prioritize legacy applications, identify red flags during implementation, and create a standard repeatable archive process.	Sidney Dixon		

231	Thu, Apr 20, 2023	**MedMorph: FHIRing Up Automated Data Exchange**	Data and Information	Clinical Informatics	Making Electronic Data More Available for Research and Public Health (MedMorph) provides a common technical infrastructure that can be used for multiple use cases and empowers health data interoperability through the use of the FHIR® R4 and Bulk FHIR® APIs and a focus on the common needs across use cases. With input from diverse technical and subject matter expertise, a MedMorph reference architecture (RA) implementation guide (IG) was developed to provide a robust infrastructure for automated data exchange. Representative use cases (viral hepatitis C surveillance, central cancer registry reporting, health care surveys, and research data exchange) were modeled and developed content IGs based on the MedMorph RA. A pilot with the viral hepatitis C surveillance use case provides insights into the real-world application of the RA. Additional pilots (cancer registry reporting and health care surveys) and additional use cases within and beyond public health and research (e.g., hospital influenza surveillance, birth reporting, Centers for Medicare and Medicaid Services [CMS] FHIR-based quality reporting, Health Resources and Services Administration [HRSA] Uniform Data System [UDS]+) have begun or are planned to begin within the next year.	Maria Michaels	Nathan Botts	Bill Lober
232	Thu, Apr 20, 2023	**Using AI to Predict Lung Cancer**	Data and Information	Artificial Intelligence and Machine Learning	Learn about a community patient engagement model powered by AI designed to predict lung cancer. The AI model effectiveness has proven successful in saving patient lives with more than 811 patients who have been identified, communicated with, screened, and are now under treatment. Mon Health Medical Center has lived their mission of serving the health of the community through this program, in partnership with Huron. A unique partnership between provider, patient, and technology has worked together to programmatically use advanced analytical techniques to serve patients throughout West Virginia in a thoughtful manner.	J Tod Fetherling	Romeo Tan	

| 235 | Thu, Apr 20, 2023 | **EHR Consolidation Empowers Clinicians with Robust Patient Data** | Process and Operations | Optimizing Clinical Workflows & Performance | Baptist Health is a wide-reaching healthcare network consisting of five hospitals and over 200 specialty physician and primary care practices. Like many other health systems, we were using one electronic health record (EHR) system for our five hospitals and outpatient oncology practice, and several other EHRs in our ambulatory clinics and other care settings. Unfortunately, these disparate systems didn't communicate with each other. This required manual entry of patient information every time a patient presented at a different Baptist Health facility. Over the past 2 ½ years, we have successfully consolidated multiple outpatient and inpatient practice venues onto a single EHR platform. Our primary goals for the EHR migration project focused on improving data persistence, empowering patients to access their own health information, and using the data generated across our health system to make evidence-based clinical decisions. Now we are able to provide better care for our patients while providing our clinicians with robust data in a much more efficient manner. | Stacey Johnston | | |
| 236 | Thu, Apr 20, 2023 | **EHR Migration Acts as a Catalyst to Optimize Medication Reconciliation** | Process and Operations | Optimizing Clinical Workflows & Performance | The transition of two hospitals and dozens of care locations to a new electronic health record (EHR) system created opportunities to improve operational efficiencies and prioritize patient care initiatives. One initiative involved a sharpened focus on medication management—and specifically medication reconciliation—to inform clinical decisions without the tedious tasks historically involved in gathering medication history and manually entering details into the patient record. Our vision for medication reconciliation included assessing staff responsibilities, leveraging technology to gather the best possible medication history, enhancing training and support to apply consistent patient care workflows, and analyzing metrics to identify best practices and areas for improvement. Over the past year, we faced several challenges such as inconsistent processes; an overwhelming volume of information in which to make clinical decisions; inefficiency in the documentation of medications; and managing disparate information during transitions of care between ambulatory and acute care settings. While many results are pending, we have seen a 30% improvement in how often newly acquired medication history information was consulted during admission and other transitions of care. Medication history is now being consulted for 97% of high-risk patients, and 89% of patients have new home meds added within 24 hours of admission. | Kimberly Thorp | | |

| 237 | Thu, Apr 20, 2023 | **Using machine learning to reduce discharge medication errors** | Technology | Digital Health Technologies | Medications are integral to preventing and curing illness, yet medication errors can also be a cause of harm. As more medications become available for use, the simultaneous use of multiple medications by a single patient is more likely. It's important that everyone involved in a patient's care, especially the patient, be aware of the medications that the patient should be taking. This becomes difficult when multiple clinicians are prescribing medications to the patient, and thus curating the home medication list accuracy is key. This occurs via the process of medication reconciliation, where the aim is to identify the most accurate list of medications that a patient is taking and prevent discrepancies. Quantitatively measuring the performance of medication reconciliation has become easier in the age of electronic health records. Determining the patient-facing quality of that process remains difficult as it requires significant time and effort to complete manual chart audits. We will present a discharge medication error quality improvement project, which includes the transition from manual data audits to the development of machine learning algorithms aimed at improving efficiency of error detection. | Rod Tarrago | Kyle Longhurst | Wendy Paul |
| 241 | Thu, Apr 20, 2023 | **Social care semantic consistency: learnings from Gravity and ACL Projects** | Data and Information | Social Determinants of Health / Health Equity | As awareness and dissemination of social care data standards expands there is an opportunity to streamline adoption across multiple social care sectors such as housing agencies and community action agencies. A multi-faceted approach is warranted. First, we need to expand terminology and coding systems to effectively capture social care related data elements. Second, because of diverse settings and perspectives, it is imperative to ensure semantic consistency across health and social care organizations. And third, we must establish and promote a robust technical infrastructure to exchange social care data between health and multiple social care sectors.   This session will cover (1) Building patient specific social care semantics via the Gravity Project's efforts to strengthen existing terminology and coding systems for capturing social care data elements while maintaining their semantics in close collaboration with San Diego 211 LA social care referral taxonomy, (2) An overview of collaborative efforts to enhance scalable approaches for secure sharing of standardized individual level social care data and person-centered plans as demonstrated by the U.S. Administration of Community Living (ACL) Social Care Referral Challenge Program; and (3) Evaluation of approaches used and lessons learned across these two projects. | Sarah DeSilvey | Himali Saitwal | |

242	Thu, Apr 20, 2023	**Collaborative Design for Recovery & Health**	Organizational Governance	Strategic Planning	Mobile health is a promising approach to advance recovery. Yet, some groups may fail to benefit from mHealth. In the development of recovery innovations, commonly technologies are developed by "professionals" and do not include the voices of people with a lived experience. Not surprisingly, people with a lived experience disengage from technologies before intervention effects occur. Evidence indicates partnering with service users and peer support specialists–beyond subjects– produces the highest level of engagement and better outcomes. The Collaborative Design for Recovery and Health was established as a hub for people with a lived experience to partner with engineers, scientists, caregivers, policymakers and payer systems to develop and test groundbreaking technologies, including (1) PeerTECH (i.e., a smartphone/tablet application that is designed to support certified peer support specialists in delivering peer support by peer-led evidence-based practices that support whole health) and, (2) MayaMind (i.e., a smartphone/tablet application that includes artificial intelligence designed to identify schizophrenia up to ten years before the onset of symptoms, thus, allowing for early intervention to offset progression). The Collaborative is volunteer-driven, community-based virtual collaborative that includes people from around the world interested in advancing recovery innovation through collaboration, engagement, shared decision-making, co-learning, partnership, trust, transparency, and honesty.	Karen Fortuna		
243	Thu, Apr 20, 2023	**Post-Acute Data Transparency Improves Patient Outcomes and Reduces Cost**	Personalized Care Models	Population Health	As post-acute care (PAC) spend continues to rise and CMS continues to move forward with value-based, risk bearing models of care, it is essential for ACOs, payers and hospital providers to take proactive measures in finding innovative and cost-effective data-driven solutions/strategies to meet the future demands of healthcare. Yet, disparate EHR systems between acute and post-acute providers continue to pose challenges in the ability to access live patient data across care settings to improve both clinical and financial outcomes. Utilization of an EHR-agnostic platform, which mitigates interoperability issues, can foster seamless implementation of standardized care pathways, improve care transitions, better manage patient outcomes, and ultimately reduce total costs within post-acute networks by reducing readmissions and length of stay. St. Joseph's Health System (SJHS) implemented such a platform and instituted a PAC nurse navigator (NN) role to manage their value-based patients in PAC. As a result, their MSSP ACO, Mission Health Coordinated Care (MHCC), realized a significant reduction in readmissions from 24 to 15.9 percent and achieved a total cost of care savings of $3.277M in its first two years of implementation. Due to their successful post-acute strategy and programming, the project was scaled to include all patients in value-based contracts.	James Giordano	Phyllis Wojtusik	

| 244 | Thu, Apr 20, 2023 | **Powering Better Health and Healthcare Outcomes Using Data For Good** | Data and Information | Social Determinants of Health / Health Equity | Healthcare is at the precipice of a new era, where clinical insights can be enhanced by a deeper understanding of how social, physical, and behavioral determinants of health impact individual lives. For the first time, decision-making can confidently access and effectively use nonclinical factors that influence up to 80% of health outcomes. Frictionless access to appropriately permissioned SDoH and clinical data (with constant adherence to modern data governance principles) creates the opportunity for dramatic improvements in cycle time and insight. This presentation will provide three things: First, an overview of a case study of how Duke University School of Medicine researchers sought to explore the efficacy of various COVID-19 treatment regimens during the pandemic, secondly a broader view of potential uses and impact of combining Clinical Data, Social Determinants of Health, and AI, in achieving healthcare breakthroughs, and third, practical steps for improving the effectiveness of SDoH initiatives. | Tim Suther | Michael Pencina | |
| 245 | Thu, Apr 20, 2023 | **Virtual Quality Innovation Program** | Technology | Interoperability | Sepsis represents a major healthcare burden accounting for high morbidity and mortality. Despite research, investment, and innovation, sepsis remains a challenge in hospital settings. Electronic surveillance and clinical decision support systems have mixed reviews, but may offer improvement opportunities through detection, expedited interventions, automated feedback, and reduction of alarm fatigue. This presentation will demonstrate the development, implementation, and outcomes of a virtual quality innovation program with a focus on sepsis care. | Fiona Winterbottom | | |

| 246 | Thu, Apr 20, 2023 | **Digital intervention reduces disparities in well-child visits and immunizations** | Personalized Care Models | Health and Wellness | AllianceChicago implemented a six-month pilot project in 2021 to reduce disparities in well-child and immunization completions among vulnerable communities. The Child Health Engagement and Coaching Using Patient-centered Innovation (CHEC-UP) project intervention involved using text and an email-based communication system to launch an AI-enabled chatbot to deliver proactive, personalize messages and facilitate appointment scheduling via a parent's mobile device, tablet or computer. The chatbot assisted families in the network by: forwarding reminders of upcoming visits in their preferred language; initiating dissemination of CDC anticipatory guidance before the visit to enrich dialogue; and facilitating easy appointment scheduling. Twenty-eight percent of families in the intervention group engaged with the chatbot; moreover, this group was 27% more likely to complete a well-child visit and immunization when compared with the control group. | Nivedita Mohanty | | |
| 247 | Thu, Apr 20, 2023 | **Making Payment Part of Your Digital Front Door: 4 Insights** | Business | Digital Transformation Strategies; Digital Leadership; Ethics | In the rush to open healthcare's digital front door, some organizations forgot to include a crucial component: digital options for healthcare payment—the last step in the patient experience. When this piece is missing or incomplete, the result is a disjointed patient financial encounter that not only slows down collections, but also threatens patient satisfaction and loyalty. In this session, Chris Johnson, Vice President, Revenue Cycle Management for Atrium Health, will share why digital payment is a necessary component for healthcare digital success. He will discuss Atrium's journey and approach to digital payment, financing and account management and the lessons learned along the way. | Christopher Johnson | | |

248	Thu, Apr 20, 2023	**Implementation of an HIE-wide Image Exchange Solution**	Technology	Digital Health Technologies	Malaffi is the first HIE in the Middle East and North Africa, established as a private-public partnership and a strategic priority of the Department of Health-Abu Dhabi in the UAE, and a key component of the digital transformation of Abu Dhabi's healthcare system. Launched in 2019, Malaffi now connected almost the entire sector, including more than 2000 private and public healthcare facilities, providing access to records for 7 million patients to more than 45,000 users, noted as one of the fastest implemented HIEs globally. As part of the continuous efforts to improve the platform, Malaffi has implemented an Image Exchange Solution, that will ultimately connect more than 60 sites, providing clinical users with access to more than two million medical imaging studies, in addition to the already available radiology reports and a rich set of clinical data. Providing a unified viewing environment for all imaging studies in the community will further improve the efficiency and quality of care by reducing the duplication of costly and invasive radiology investigations, reducing operational costs and improving patients' experience. This presentation will focus on the implementation journey, discussing challenges and mitigation strategies, along with expected benefits and results.	Sanjeevana De Sylva	Hamed Al Hashemi	
250	Thu, Apr 20, 2023	**Glimpses from a Cancer Research Hospital's AI/ML Journey**	Data and Information	Artificial Intelligence and Machine Learning	Artificial intelligence and machine learning provide unprecedented opportunities to turn data into actionable insights, and accelerate digital transformations toward intelligent hospital operations, precision health, and personalized care across the health continuum. In 2020, Memorial Sloan Kettering Cancer Center formed the AI/ML Solutions group to accelerate our academic medical center's digital transformation. AI/ML supports our quadruple aim goals of bettering patient experience, improving health outcomes, enhancing staff experience and lowering cost of care. We leverage AI/ML to unbound our traditional model into a digitally-enabled one that drives higher growth, creates more value and impacts more lives. Applying AI/ML to the fight against cancer has been immensely promising and gratifying for our technologists. Our discussion provides glimpses of MSK's journey in a practical way. We will focus on three use cases that are in active development: 1) Machine labeling of data to scale clinical prediction models, 2) Virtual multiplex re-staining of clinical pathology slides to enable cutting-edge cancer diagnosis, and 3) next-generation employee experience for question answering. Our session will include details on each use case, as well as demonstrations of our technical work.	Jan Choy	Subrata Chatterjee	Alexander Petrov

| 251 | Thu, Apr 20, 2023 | **Connected Learning Networks: The Next Frontier in Clinical Algorithm Validation?** | Data and Information | Artificial Intelligence and Machine Learning | In this panel, health informatics experts discuss the applications of distributed networks for validation of digital clinical algorithm decision support (CaDS) solutions to address previously unsolvable healthcare problems.   Focused on future artificial intelligence (AI) and maturing machine learning (ML) algorithms, such technology is being confronted by a dynamic medical, technical, and business environment. Continuously shaping standards and best practices for algorithm deployment in a healthcare setting ensures decision-makers trust insights of these novel AI-driven CaDS solutions. However, current validation models to ensure CaDS generalizability are slow and fail to systematically address bias at scale.   Connected learning networks - extending federated data models to formal networks to addressing interpretability of emerging analytics - are a potential solution. This panel reviews healthcare applications where networks are in use today and opportunities for the near future, to deliver innovative, safe, and more personalized care. Example applications include: agile validation of pre-launch algorithms, safety and performance monitoring, clinical product development, and rapid access to new technology. Effective change must start with provocative solutions.   By attending this session, participants will appreciate how connected learning networks can ensure higher quality and equity of care, and how it will be part of your future decision support solutions. | John Halamka | Suresh Balu | Tyler O'Neill |
| 252 | Thu, Apr 20, 2023 | **HHS 405(d) HICP 2 – Updated Threats & Mitigations 2023** | Policy | Regulation | Within the last year, organizations like Congress, FDA, CMS, OCR, Joint Commission, HSCC, CISA, and HIMSS have been proactive in efforts to align the health industry's cybersecurity.   One publication stands out, the 2019 HHS 405(d) Health Industry Cybersecurity Practices: Managing Threats and Protecting Patients (HICP).   HICP is the centerpiece for a NEW 2021 HITECH Amendment providing healthcare organizations protection against penalties from fines, fees and post-breach oversight. A group of over 150 industry experts collaborated to create this 2019 publication listing healthcare-specific threats and mitigations. But, threats evolve, tactics change and technology advances.   Join us and be the first to hear about the 2023 Updated HICP. The 405(d) Co-Chair and the 405(d) Ambassador of the Year will share the changes and additions that bring the recommendations current. In addition to the updates to HICP, a new 405(d) publication has been in development for over 2 years. It too will be subject to the HITECH Amendment and has been developed under HHS by a team of healthcare industry experts. It offers an iterative framework for leadership to integrate cybersecurity risk into enterprise risk. During this session, we provide a glimpse of this upcoming publication, implications and its value for healthcare organizations. | Ty Greenhalgh | Erik Decker | |

253	Thu, Apr 20, 2023	**Targeted Reduction of Interruptive Clinical Alerts**	Process and Operations	Optimizing Clinical Workflows & Performance	Clinical decision support in the EHR is intended to highlight pertinent, actionable information about the patient to the clinical team. Over time, our reliance on decision support tools, particularly interruptive pop-up alerts, has increased to cover not only highly important information but also reminders and tasks to be completed. This shift slowly makes these alerts counterproductive and contributes to alert fatigue. To combat this and make these alerts relevant and purposeful again, the informatics team at Lurie Children's took on an effort to refine the approach around interruptive alerts. Anchored in the five rights of decision support, the team developed a plan to review top firing interruptive pop-ups and turned them into clear, actionable alerts. By the end of the fiscal year, an overall reduction of 54% of firing was achieved when compared to the same time in the previous year. With guiding principles and a sustainment plan in place, the team continues to monitor existing alerts and applies these new principles to incoming requests to keep alerts appropriate and actionable.	Agata Nytko	Patrick Lyons	
254	Thu, Apr 20, 2023	**Doctor vs. AI: Clinical Natural Language Processing for Preoperative Care**	Process and Operations	Optimizing Clinical Workflows & Performance	Natural Language Processing (NLP) can identify critical medical conditions relevant to preanesthetic evaluation. Revealed in peer-reviewed research, "doctor vs. AI," Rodney A. Gabriel, MD, MA, helped lead the study at UCSD's Department of Anesthesiology, Division of Perioperative Informatics. At HIMSS, Dr. Gabriel can detail how the NLP engine greatly aligned with the clinician reviewers in completing a pre-operative checklist. NLP also identified 16.6% of instances where the presence or absence of a specific condition was not found by the anesthesiologist. For the study, researchers collected all pertinent free-text notes from the EMR, which were then processed by a Named Entity Recognition pipeline that incorporated an NLP machine learning model. The model recognizes and labels spans of text that correspond to medical concepts. Medical concepts were then mapped to a list of conditions that were of interest for a preanesthesia evaluation. The most common conditions that the NLP pipeline captured that the anesthesiologist did not include cardiac arrhythmias, angina, anticoagulation, and neuromuscular disease. Published in the August 2022 International Anesthesia Research Society's journal, Anesthesia & Analgesia, additional manuscript authors include Harrison S. Suh, BS, Jeffrey L. Tully, MD, Minhthy N. Meineke, MD, and Ruth S. Waterman, MD, MS.	Rodney Gabriel	Kevin Agatstein	

| 255 | Thu, Apr 20, 2023 | **A Year-In-Review: Operationalizing Hospital-at-Home At Scale** | Business | Innovative Business Models | Healthcare is at a breaking point. Staffing shortages and burnout have reached such severe levels that nearly half of clinicians expect to leave by 2025. At the same time, patient demand for care also continues to increase, putting pressure on hospital ICUs and emergency rooms across the U.S. From Washington to Massachusetts, health system leaders are sounding the alarm that hospitals are overflowing due to difficulties discharging patients into appropriate care settings. Over the past 24 months, the CMS Acute Hospital-at-Home waiver has provided a critical relief valve for overflowing hospital ICUs. In this session, Candra Szymanski, Associate Vice President of Hospital-at-Home at UMass Memorial, and Christopher McCann, CEO of Current Health, will present a case study of UMass Memorial's Hospital-at-Home deployment and how it increased care access, offset bed capacity issues and improved the patient/provider care experience with the CMS Acute Hospital-at-Home waiver. | Candra Szymanski | Christopher McCann | |
| 256 | Thu, Apr 20, 2023 | **Predictive Health Framework: Delivering effective AI powered clinical workflows** | Data and Information | Clinical Informatics | While AI shows an increasing level of promise and prevalence in our daily lives, health systems have been slow to reap those benefits. Hospital systems are adept at delivering specific diagnostic and treatment services but have struggled with executing well-engineered, results-focused solutions that are hallmarks of usable AI. All too often, individual AI products are deployed without the engineering rigor to make sure the technology is usable, testable, and resilient within the complex socio-technological context in which they are deployed. The result is that potentially useful AI insights are either ignored, marginally helpful, quickly outdated, or worse, harmful. We've developed a systematic Predictive Health Framework (PHF) that demystifies the process of attaining measurable benefits from AI in healthcare. This framework replaces ad-hoc, technology-focused deployments with user-centered, end-to-end, results-focused solutions with measurable impacts: (1) trusted systems, (2) end-user adoption, (3) measurable and repeatable workflows, (4) reduced ethical bias, (5) expected clinical outcomes, and (6) sustained value. The good news is that we have found that AI's promise in healthcare is real, and that this promise, even with its extreme complexity, can serve as a catalyst to drive the engineering rigor required for a broader culture and organizational shift. | Michael Draugelis | | |

257	Thu, Apr 20, 2023	**Navigating the Complexities of Implementing Digital Solutions in the Clinic**	Technology	Digital Health Technologies	What makes an app medical-grade? What's a digital therapeutic? It's 2022, but why aren't providers prescribing apps yet? At the University of Miami and Moffitt Cancer Center, digital therapeutic integration is starting to take hold. Join us as we discuss what it takes to successfully launch and scale DTx solutions within Oncology, based on our experience using examples like integrating smartphone-based apps in cancer patients to quantify patient value, identify health system inefficiencies and capture digital biomarkers. In addition, we reveal real-world experience identifying barriers to widespread implementation, medical regulation of digital therapeutics and future directions.	William Jin	Santosh Mohan	Brandon Mahal
258	Thu, Apr 20, 2023	**Utilizing transitional care management protocols to reduce 30-day readmissions**	Process and Operations	Optimizing Clinical Workflows & Performance	Florida-based Orlando Health Network (OHN), a leading Clinically Integrated Network (CIN) with over 300,000 patients and more than 5,500 physicians needed to reduce its readmission rate. The organization is the largest clinically integrated network in the broader Orlando market. This session will highlight how Orlando Health Network (OHN)—a leading clinically integrated network—deployed a comprehensive, data-driven transitional care management solution. The solution provides access to patient data that empowers care teams to automate workflows and personalize care. OHN also streamlined its value-based initiatives using actionable analytics and used a unified data platform to create a 360-degree view of patients to find gaps in care, build patient registries, identify coding opportunities, and track quality measures. The result? OHN care managers built personalized care plans, executed 11,500 care management protocols, reduced the 30-day readmission rate by 4.3%, and saved more than $4 million.	Brandon Burket		

259	Thu, Apr 20, 2023	**Data and Information: Social Determinants of Health/Health Equity**	Organizational Governance	Data Governance	Alameda County's whole person care pilot—Alameda County Care Connect, a 6-year, $177 million effort authorized under California's Medi-Cal 2020 Medicaid waiver—sought to improve the way health is delivered in local safety net by investing resources in new services, systems, and critically, the people who engage in the painstaking work of implementing change. Alameda County Care Connect focused on the small steps with a designated backbone structure, and ultimately closed many gaps in the safety net and improved care for the most vulnerable residents who previously endured episodic, fragmented cycles of health care service. Recognizing the importance of shared data systems, a significant portion of the whole person care pilot resources were dedicated to developing a countywide Social Health Information Exchange (SHIE), an interoperable platform nationally recognized for integrating client data from dozens of sources. The SHIE has proven to be extremely valuable for closing gaps in the safety net and accelerating care by connecting information across silos to better serve consumers. The SHIE identifies trends, develop reports, and respond quickly to partner queries, using County resources and dollars toward a system that benefits many organizations including Medicaid managed care plans, hospitals, jails, housing/homelessness providers, and behavioral health service providers.	Kathleen Clanon		
260	Thu, Apr 20, 2023	**Digital Biosurveillance Preparedness**	Organizational Governance	Strategic Planning	The COVID-19 pandemic has shown that access to data in the Department of Defense (DoD) is a major roadblock to current and future ability to react in a timely fashion to public health emergencies. Future pandemic preparedness will be enhanced by a comprehensive enterprise data platform with advanced analytics capabilities that can be leveraged for biosurveillance. To accomplish this, authoritative data sources and unified business logic need to be identified and agreed upon across the enterprise in the earliest stages. There must be a shared understanding of when and how PHI and PII can be leveraged under HIPAA to enable public health activities and essential government functions, while respecting individual privacy and legal privacy protections. Finally, preparedness for future pandemics will require a combination of traditional epidemiology skills and the application of predictive analytics and machine learning techniques to lead towards an AI-enabled public health future.	Scott McKeithen		

261	Thu, Apr 20, 2023	**Standardizing Perioperative Management and the Patient Procedural Experience**	Technology	User Experience	NYU Langone Health has recently transformed the patient procedural journey beginning from the initial surgical consult through the postoperative period. Learn how the health system has leveraged perioperative and patient engagement tools to risk stratify patients and ensure that they receive the appropriate pre-procedure testing all while creating a patient centric digital experience.	Katie Mullaly	Adam Szerencsy	William DePasquale
262	Thu, Apr 20, 2023	**Combatting Burnout with Virtual Care Team Support: Lessons from Hospitals**	Technology	Digital Health Technologies	The U.S. healthcare system lost nearly half a million workers during the pandemic, the majority due to rising rates of burnout caused by unrelenting stress and lack of resources. It's a situation that is projected to get worse as more than one-third of nurses and one out of five physicians plan to leave their jobs—and the current pipeline of new nurses and physicians will not be enough to replace them. Leading organizations are leaning into innovative models for virtual care team support—from remote behavioral health support in the ED and ICU to virtual discharge teams for high-volume specialties like orthopedics and urology—to take pressure off clinicians and ensure high-quality care and a highly resilient workforce. In this session, John MacKenzie, DNP, MAOL, RN, Clinical Program Manager and Behavioral Health Specialist, CommonSpirit Health, and Jeffrey Gala, Sr. Digital Product Manager, UPMC, will share how their systems launched virtual care models that ease stress for physicians and healthcare teams and drive better outcomes for patients. They will also discuss the lessons learned in leveraging virtual care to close gaps in one-to-one support for patients, physicians, clinicians and staff.	John MacKenzie	Jeffrey Gala	

263	Thu, Apr 20, 2023	**Standardizing Anatomy Nomenclature for Enterprise Imaging Globally**	Technology	Interoperability	Despite the availability of mature data language and communication standards, a standard anatomy nomenclature applied across healthcare provider organizations and medical imaging specialties does not exist. For enterprise imaging and medical image exchange to be successful, a standard to categorize and classify image metadata is essential. In response to this need, the HIMSS-SIIM Enterprise Imaging Community established the Data Standards Evaluation Working Group, with the primary goal of analyzing existing standards for anatomy nomenclature to support multi-disciplinary relativity and semantic interoperability across internal and external systems. Over the past three years, the workgroup has conducted surveys and interviews with stakeholders from a variety of specialties to identify key clinical and system requirements. Using the results from the survey and interviews, the working group to developed an assessment criterion, including structured use cases that would be leveraged to collect and evaluate responses from ontologies providing an anatomy nomenclature. During this session will review the actions involved in capturing requirements from key stakeholders, analyze the results of the anatomy nomenclature assessments to include key gaps noted, and discuss the workgroup's recommendations including key elements required to support adoption and implementation of a single, standard anatomy nomenclature across enterprise imaging globally.	Dawn Cram		
264	Thu, Apr 20, 2023	**Effective Enterprise Risk Management in Healthcare**	Organizational Governance	Leadership and Management	Risk management and identification is one of those tasks that makes many folks cringe and run for the hills. It's a concept that is often time hard to explain to those not working in security, privacy, or compliance. Risk identification (through risk assessments or other avenues), risk scoring, risk tracking and remediation for many organizations can seem like an insurmountable task. Many organizations don't even know where to begin, much less how to operationalize and communicate risks holistically. A successful risk management program requires a strong foundation with these five pillars: cohesive strategy, selection of framework(s), cross-department collaboration, effective communication, and ownership and accountability. Once these pillars are in place operationalization comes down to effective execution and project management skills. Once these pillars are built, you can continue to build more complex structures on top of your robust risk management program. This presentation outlines these pillars and how healthcare organizations can effectively build an enterprise risk management program.	Donald Lodge	Elissa McKinley	

265	Thu, Apr 20, 2023	**Achieving Health Equity Through Data**	Data and Information	Social Determinants of Health / Health Equity	HealthEfficient, a Health Center Controlled Network supporting 36 safety net clinics, rolled out a program to capture, address, and perform analytics on Social Determinants of Health (SDoH) for their patient population. In this presentation, the speakers will explain how the program was implemented. This discussion will include the methods used to change clinic workflow and introduce new staff responsibilities to enable SDoH assessment and closing of the referral loop for a diverse population. They will also talk about how this program has changed clinic culture, challenging assumptions about the patient population, uncovering implicit bias, and allowing clinics to make better use of limited resources. They will show how the SDoH analytics tools and dashboards HealthEfficient has created work, including what the significant results have been to date, the potential impact on the existing definition of evidence-based care, and the planned next steps to expand the program's depth to reach to more of the 1.2 million patients served by HealthEfficient's clinics.	Alan Mitchell	Jeanette Ball	
266	Thu, Apr 20, 2023	**Improved Patient Care Enabled by Real-time Interoperable Clinical Decision Support**	Technology	Emerging Technologies	Intermountain Healthcare, a HIMSS Triple Stage 7 Organization, has developed and implemented a real-time interoperability platform to deliver Clinical Decision Support applications. It is expected to change the model of care, allow for better clinical decisions, and reduce costs while saving lives. An OMG BPM+ environment is built into the FHIR-based interoperability platform allowing clinicians and developers to work together to define and modify care models; we anticipate an enhanced ability to deploy and maintain healthcare applications. Realizing that data latency issues in traditional FHIR servers rendered them unsuitable for the routine delivery of clinical decisions, the platform uses a Publication/Subscription messaging service to trigger data collection and decision support behaviors; reads from and writes to the Cerner EHR through FHIR wrappers; and accesses machine learning-derived tools to compute disease likelihoods. It consumes a variety of clinical data including radiographic interpretations generated by a convolutional neural network developed at Stanford University, reducing the wait for image interpretation to 3 seconds. The use of FHIR for data access makes the model and clinician experience portable regardless of the EHR; the use of BPM+ accelerates the delivery of novel decision support systems. The presenters designed and built the interoperability platform.	Peter Haug	Kathryn Kuttler	Darren Mann

267	Thu, Apr 20, 2023	**Driving Value with Interoperability: Building a Digital Quality Ecosystem**	Technology	Interoperability	Standardization of data and evolution of digital quality measures (dQM) help drive value by making data more accessible, and measurement more accurate and relevant closer to point of care. This panel brings together experts in quality measurement to explore how improved standardization in interoperability of healthcare data and digital quality can significantly improve the quality ecosystem and enable a learning health system. Panelists will discuss CMS' and NCQA's visions for how standardized and interoperable digital data can be exchanged to support quality measurement, improvement, and other use cases. The CMS and ONC 2020 interoperability rules created processes for advancing standards and implementation by encouraging innovation with data exchange and FHIR® API technology. The pending progress in interoperability creates an opportunity to leverage standardized data and FHIR® solutions. CMS uses quality measures in initiatives including but not limited to pay for reporting, public reporting, and quality improvement. CMS aims to achieve a quality measurement system fully based on digital measures. NCQA, the steward of the HEDIS®, is aligned with CMS' vision and is working to digitize HEDIS® measures and enable their configurability and scalability, while also building resources and tools to validate data accuracy and increase trust in the healthcare system.	Faseeha Altaf	Joel Andress	Brad Ryan
268	Thu, Apr 20, 2023	**Salvaging Value from Failed Health Technology Pilots: A Recovery-Oriented Approach**	Technology	Digital Health Technologies	Evidence indicates that health information technology (HIT) pilots suffer from high rates of failure. While the best-case-scenario is for healthcare providers to proactively identify and mitigate risks to avoid predictable and preventable failures, a variety of factors ranging from conflicting leadership priorities and perspectives, lack of clarity about the problem being solved, and differing opinions about requirements, often result in new health information technologies being piloted in the clinical practice environment under less-than-ideal circumstances. When pilot failure appears imminent, we argue for healthcare providers adopting a pilot 'recovery' mindset focused on salvaging latent value from the pilot before abandonment and re-allocation of resources to other projects and priorities occurs. In this presentation, we present technical and workflow case examples based on our lived experience with SHC's Inpatient Ecosystem pilot project to illustrate how providers can salvage concrete empirical evidence from failed HIT pilots to drive clarity and consensus around functional, workflow, and technical requirements when introducing new HIT into the inpatient practice environment.	Monique Lambert	Nerissa Ambers	

| 270 | Thu, Apr 20, 2023 | **Update on Health Information Privacy, Security, and Information Blocking** | Policy | Regulation | Rarely has there been so many changes to track in the world of health information privacy and security. This session will provide a comprehensive update, including: - HIPAA final rule on right of access and coordinated care - HIPAA changes to provide credit for implementation of recognized security practices - Final rule to better reconcile the substance use disorder patient record confidentiality rule at 42 CFR part 2 and HIPAA - Status, guidance on, and enforcement of the 21st Century Cures Information Blocking Rule - FTC's policy statement expanding the scope of its breach notification rule to health and wellness apps - HHS Office for Civil Rights HIPAA enforcement trends - Guidance on protection of reproductive health information following the Dobbs decision - New state privacy laws and how they interact with HIPAA and impact health care organizations - Risks related to disclosures of information from health care provider websites The session will examine these policy changes and their implications for health information technology and the health care industry. | Adam Greene | | |
| 271 | Thu, Apr 20, 2023 | **Integrating universal suicide screening in EMR improving detection of risk** | Process and Operations | Optimizing Clinical Workflows & Performance | Suicide rates in the US increased by 27.6% over the past 15 years and according to the CDC's National Center for Health Statistics (NCHS) and the United Health Foundation. Suicide is now the 10th leading cause of death in the US. There is broad variability in adoption of and consistent adherence to suicide prevention practices, leading to continuing increases in suicide rates. This is likely related to the fact that technology enabled clinical platforms and industry-wide adoption of best practices has lagged while the development of evidence-based practices has dramatically increased over the past 20 years. Most recently, COVID-19 has also contributed to worsening mental health outcomes and elevated suicidal ideation. As the first important step in the process of understanding suicide prevention from a population health perspective, in 2015 a universal suicide screening program was implemented at Parkland Health (a large safety-net hospital in Dallas) in which all patients 10 and older are screened for suicide risk during every provider encounter .Analysis was completed on over 3 million unique patients to understand the distribution of levels of risk in the population, as well as insights around the impact of the pandemic on patients identified with suicidal ideation. | Jacqueline Naeem | Kimberly Roaten | |

272	Thu, Apr 20, 2023	**"First Do No Harm" meets "Fail Fast": Healthcare Cultures Collide**	Process and Operations	Integration concepts, components, and myths	The COVID-19 pandemic thrust both patient/employee safety and rapid digital innovation into the national spotlight. It also surfaced a growing tension between traditional healthcare ethos and the "tech start-up" culture of many information technology (IT) developers in the health market. How does the healthcare workforce navigate this changing landscape? A focus on High Reliability Organization (HRO) and Scaled Agile Framework (SAFe) principles provides benefits to both the people who do the work and the information systems that support them. In this session, we'll examine findings from research and practical experience about efforts to shape behaviors, practices and processes to help healthcare and technology professionals work safe, work smart and learn together.	Amy Dalmas		
274	Fri, Apr 21, 2023	**See, Do, Innovate: Starting a Career in Digital Health Innovation**	Employee Engagement and Retention	Career Development or Workforce Development	Can you work in digital health without medical or coding expertise? Yes, you can! As young professionals at a hospital's digital innovation center without a healthcare background, it is easy to feel out of place. Yet, within academic medical centers, there is a place for cross-disciplinary backgrounds to shine. Innovation teams with a diverse skillset are more impactful because they can see problems from multiple angles. In this panel discussion, innovation and operation analysts at Brigham and Women's Hospital will share how they have launched careers in digital health innovation. From their educational background to the "see, do, innovate" job onboarding process at the Brigham Digital Innovation Hub (iHub), their experiences have empowered a small team to make a large impact.	Gabrielle Choo-Kang	Jonathan Letourneau	Mimi Dunn

275	Fri, Apr 21, 2023	**Leaning into Technology to Prevent Falls**	Personalized Care Models	Health and Wellness	Baylor Scott & White Health (BSWH) is the largest not-for-profit healthcare system in Texas and is on a journey to achieve zero instances of preventable harm and improving patient safety. One of the most critical focus areas to prevent harm is preventing patient falls. According to research, nearly 1 out of 3 patient falls is preventable. In fact, falls with serious injury are consistently among the Top 10 sentinel events reported to The Joint Commission's Sentinel Event database. It is also our organization's #1 Sentinel event. Current fall prevention interventions have only moved the needle slightly and there is still opportunity to leverage technology to have comprehensive fall prevention program. This presentation will show BSWH's approach to vetting technology vendors in a proof-of-concept method and the processes for implementing and adopting such technology. We will share workflow diagrams, metrics including NDNQI data, customer satisfaction survey, and utilization of propensity score to compare successes & failures between vendors, and our plans to scale it to the rest of the organization.	Joy Huang		
276	Fri, Apr 21, 2023	**Clinical Decision Support Standards to Facilitate Quality Health Care**	Technology	Interoperability	Health Level Seven International's Fast Healthcare Interoperability Resources standard (HL7 FHIR®) is rapidly becoming the new standard for the exchange of healthcare information. While interoperability is a very important goal, another key objective is leveraging investments in Healthcare IT to improve quality and safety. This latter goal requires effective clinical decision support (CDS). Therefore, there is a need to explore how CDS can be delivered within an evolving ecosystem that is centered on HL7 FHIR®. The role of specific HL7 CDS standards will be reviewed to facilitate uptake by vendors and use by health care organizations in order to achieve quality goals using CDS. These include Clinical Quality Language, CDS Hooks, Arden Syntax, and the Infobutton standard. The speakers will provide illustrations that demonstrate how these standards can be used to implement CDS to promote health care quality improvement.	Robert Jenders	Howard Strasberg, MD, MS	

277	Fri, Apr 21, 2023	**Connecting Kentucky Technology Systems to Address Social Determinants of Health**	Data and Information	Social Determinants of Health / Health Equity	The Commonwealth of Kentucky connected two state-wide technology systems to enable information flow bidirectionally to help citizens of the Commonwealth overcome social barriers impeding their health. This presentation will discuss the deployment of a resource engine utilized to help citizens gain access to needed social services, the use of a state-based health information exchange to aid healthcare delivery, and how a technology connection between the two allows data to flow bidirectionally. Case studies will showcase the opportunities for utilization, statistics on current usage and advances made in helping serve Kentucky citizens.	Andrew Bledsoe		
278	Fri, Apr 21, 2023	**The 5G Advantage: Advanced Connectivity for Life Sciences & Healthcare**	Technology	Emerging Technologies	Data gathering, sharing, analytics, and insights are playing an increasingly-important role for the healthcare industry. These activities are critical to Life Sciences and Healthcare organizations as they strive to efficiently and effectively manage their operations, offer leading patient experiences, and discover and deliver breakthrough treatments. Effectively managing data flows, compute, and storage will require advanced networks with leading technologies, such as 5G, WiFi-6, and Edge Computing. These emerging technologies (collectively referred to as "Advanced Connectivity") serve as the backbone for high-bandwidth, low-latency, reliable connectivity that Life Sciences and Healthcare organizations need to offer convenient, personalized, on-demand health experiences for patients while streamlining operations for clinicians and administrators. Advanced Connectivity provides a versatile and reusable platform to layer multiple applications as needed and serves as a force multiplier for innovation when thoughtfully paired with other emerging technologies (advanced analytics, automation, etc). This panel discussion will feature experienced leaders from both the Life Sciences and Healthcare and Telecommunications industries. Discussion topics will include the industry conditions driving towards a digital, connected health model, benefits of Advanced Connectivity for Life Sciences and Healthcare enterprises, and how organizations can get started on their Advanced Connectivity transformation journey.	Joe Drygas	Jack Fritz	Randy Bush

279	Fri, Apr 21, 2023	**State Health Information Exchange Partnerships with Pharmacy Organizations and Educators**	Employee Engagement and Retention	User Experience, Usability, User-Centered Design	Community pharmacies have not traditionally been represented in Health Information Exchanges (HIEs) both as members submitting relevant patient information as well as accessing this information to improve care provided. Likewise, although there are requirements in accreditation standards on graduates' abilities to utilize electronic forms of patient information, health professions academic programs have not traditionally incorporated HIEs into their curricula. South Dakota's HIE, South Dakota Health Link (SDHL), was conceived in 2006 and has grown its network to include most hospitals and clinics in the state. SDHL partnered with a regional community pharmacy chain, Lewis Drug, and a health profession academic program, South Dakota State University College of Pharmacy and Allied Health Professions, in order to pilot integration of HIEs into community pharmacy and Doctor of Pharmacy curricula, respectively. The community pharmacy pilot integrated the HIE in clinical service workflow and demonstrated increases in pharmacist confidence providing services, productivity, and financial reimbursement. The academic pilot replaced 'paper cases' with use of a simulated electronic health record supported by a 'sandbox' version of the HIE for a simulated medication history interview activity. Assessment of documentation following the interview demonstrated similar student performance as previous years despite increased technological complexity.	Alex Middendorf	Lisa Fox	
280	Fri, Apr 21, 2023	**Advancing Health Equity into Practice for Improved Outcomes**	Data and Information	Social Determinants of Health / Health Equity	Disparities in healthcare continue to be an issue across the world. Hear how one organization addresses disparities as a part of our mission to serve our community with the goal of improving health and decreasing the burden of disease. At Penn Medicine, we aim to provide high quality, family-centered care for all of our patients, regardless of personal characteristics while delivering such equitable care within an inclusive clinical learning environment that support all members of a diverse workforce. In this presentation, we will share key strategies, system build, and active initiatives that pursue health equity using the EHR and other tools. As part of this discussion, Penn Medicine will share how we leverage technical solutions to serve patient populations in our diverse communities.	Anna Schoenbaum	Jon Pomeroy	Dave Masi

281	Fri, Apr 21, 2023	**Patient Empowerment and Health Data Interoperability through SMART Health Cards**	Technology	Interoperability	SMART Health Cards have enabled more than 225 million people in the United States and millions of people worldwide to have access to their vaccination records. The Verifiable Clinical Information coalition (VCI) is a voluntary coalition of more than 1,100 public and private organizations committed to empowering individuals with access to a trustworthy and verifiable copy of their vaccination records and other clinical information. SNOMED International is a not-for-profit standards development organization that maintains and produces SNOMED CT. The collaboration between VCI and SNOMED International will help to lower the barrier for verifiers and help improve international adoption of SMART Health Cards by making the SNOMED International terminology standards for COVID-19 vaccines available from the SMART Health Cards. The VCI and SNOMED International organizations are committed to the use of unambiguous clinical information for safe, efficient, and effective patient care and this partnership serves as a model for future pandemics and ongoing digital health information sharing. This presentation will show the work from VCI in creating the SMART Health Card standard, the SNOMED CT terminology used in the embedded FHIR Resources, and how this use case of SMART Health Cards and structured terminology impact/support/enable patient care health and outcomes.	Suzy Roy	Max Masnick	
282	Fri, Apr 21, 2023	**Knocking Down Silos: Developing Cost Effective Digital Health Governance Post-COVID**	Organizational Governance	Leadership and Management	Use of digital health technologies has exploded since the onset of COVID-19. Initial necessity and subsequent excitement in digital health has fueled the adoption of an array of tools including apps, devices and software. But, without a well-defined procurement process there is risk of inefficient adoption of redundant technologies disconnected from central strategy. The end result is a disjointed patient experience and waste of precious resources for health systems. University Hospitals identified this problem and proposed a multidisciplinary, system-wide governance committee to help guide the acquisition of digital health technologies. This committee was surrounded an enabling infrastructure of people and tools to allow for efficient evaluation, prompt decision, and optimization of prospective technologies. Join to discover the scope of the problem, how this governance body was created, and initial results. Find out how in four weeks the Digital Health Programmatic Guidance Committee was conceived, setup and embedded across a large, integrated health care organization. Gain insight on how over $700K in cost savings was achieved in the initial 16 months with improved resource utilization. Learn how your organization can create a similar structure and knock down silos in a healthcare environment where cost containment has become an existential need.	Brian D'Anza	Stacy Porter	

283	Fri, Apr 21, 2023	**Eights Ways to Make Your Digital Health Partnership Successful**	Process and Operations	Integration concepts, components, and myths	With over 2,200 digital health startups in the U.S., there are no givens in a partnership between a health system and early stage company. We will discuss eight foundational elements to make the partnership more successful at all stages. We do not intend to be apologists of 18-month health system sell cycles, or critics of startup stereotypes of "vaporware" presentations with no proven care models or clinical efficacy. The panelists have worked in the health system setting for a collective 40+ years and seen hundreds of digital health startup pitches, as well as founded their own successful digital health companies now valued over two billion dollars. We hope our experience from successful partnerships (and failed ones) will provide a unique perspective on attributes that most commonly lead to fruitful collaborations, and help health systems and startups avoid common pitfalls.	Chris O'Dell	Leah Rosengaus	Lawrence Hofmann
284	Fri, Apr 21, 2023	**Robotic assistants: ChristianaCare's experience integrating cobots with the EMR**	Technology	Emerging Technologies	ChristianaCare has stepped out of traditional ways of working to integrate collaborative robots called "cobots" into their healthcare team. The autonomous cobots will pick up the lower-level tasks and do the hunting and gathering previously done by nursing staff and pharmacy techs. ChristianaCare has been awarded 1.5M dollars from the American Nurses Foundation to study this as part of their Reimagining Nursing Initiative. The team has built widespread adoption due to the efficiencies the cobots bring to the clinical areas. Integration of actions within the EMR which are sent to the cobot to complete are the focus of the team who will share with you not just their progress but how you may consider implementing in your own organization.	Katherine Collard	Jim McAdams	

285	Fri, Apr 21, 2023	**Moving From Standards To Implementation: Building HL7's New FHIR Ecosystem**	Technology	Interoperability	Fast Healthcare Interoperability Resources (FHIR), created by HL7 more than a decade ago, has grown to become a global standard for exchanging data in nearly 50 countries. Its broad adoption has taken many forms, as the opportunities for implementation have been met with innovative solutions. At the same time, the FHIR Accelerator Program has developed implementations and applications for patient care, health payment systems, public health, patient engagement, clinical and basic research and social determinants of health. Despite efforts to coordinate the creation of applications in increasingly diverse use cases, there have been challenges to ensure semantic interoperability, security and privacy, and consistent reliability. HL7's new Standards Implementation Division addresses many of these issues and creates a unique ecosystem that allows continuous testing and certification, supports a global education program and serves to harmonize the diverse FHIR implementation community.	Viet Nguyen		
286	Fri, Apr 21, 2023	**Social Determinants of Monoclonal Antibody Treatment and Effectiveness for COVID-19**	Data and Information	Social Determinants of Health / Health Equity	Over the course of the COVID-19 pandemic in the United States, the risks of infection, hospitalization, and death have been higher in non-white racial and Hispanic ethnic groups. Race and ethnicity often serve as proxies for complex social determinants of health (SDOH) such as healthcare access and occupational exposure to severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). Prevalence of chronic conditions associated with severe COVID-19 is also higher in racial and ethnic minority groups. Because of these observations, there has been heightened interest in understanding the distribution and effectiveness of COVID-19 treatments in these groups. In this session, findings of neutralizing monoclonal antibody (nMAb) treatment distribution and effectiveness in historically disadvantaged populations from a consortium study of four diverse health system will be presented, which utilized individual health records of COVID-19 patients (>167,000 patients). We found significant differences in the composition of treated vs. non-treated patients according to SDOH factors. However, medical factors were more predictive of severe COVID-19 than SDOH characteristics and nMAb treatment benefited all racial subgroups with lower rates of hospitalization and death. This session will conclude with health system learnings about increasing outreach and uptake of COVID-19 interventions in historically disadvantaged populations to promote equitable distribution.	Francis Campion	Alpesh Amin	Brandon Webb

287	Fri, Apr 21, 2023	**Dedicated to Discovery. Committed to Care.**	Process and Operations	Optimizing Clinical Workflows & Performance	The growth of ambulatory care has a dramatic impact on healthcare delivery. Better management of conditions, treating people without hospital admission, and continuing to enhance primary care has the potential to decrease costs and demand on inpatient services. Please join Community Health Systems as they discuss how their Lutheran Health Network (LHN) locations worked toward quality improvement to maintain best practices in their ambulatory clinics and how they are delivering safer, more efficient, and effective care. Focused discussion will include consumer framework uplift that included vaccination verification, enhanced self-enrollment, and addition of address map views and phone number of appointment location to enhance the experience. This session will also discuss the identification in gaps of care promoting community health and well-being and how tracking, management, and adoption of standard referral processes resulting in operational efficiency and insight. Finally, attendees will learn how the addition of external clinical data to the local record can impact case mix index (CMI) and Health Information Management (HIM) queries.	Sashikanth Kodali	Carlo Hallak	
288	Fri, Apr 21, 2023	**When Every Drop Counts - The Value of Blood Utilization**	Process and Operations	Optimizing Clinical Workflows & Performance	Studies have shown that up to 60% of transfusions are inappropriate, suggesting no benefits and potential harm to patients, as well as the length of stay in the hospital and intensive care units is significantly longer for transfused versus non-transfused patients. With a national blood shortage and in support of the vision to create a healthier future for their patients through innovation, St. Joseph's Health initiated an analysis of their patient blood management practices and supporting technology. Leveraging a Lean Six Sigma performance improvement methodology, St. Joseph's Health collaborated with their EHR partner to focus on aligning clinical policy, practices, and workflow with the latest evidence reducing avoidable red blood cell and platelet transfusions. The primary objective focused on providing clinical decision support to providers at the point of the Red Blood Cell and Platelet transfusion orders, along with a sustainment plan to maintain and expand on gains realized. The efforts were a success with transfusion number and cost targets exceeded within the first quarter of results with continuous monitoring.	Linda Reed	Beth Kushner	

289	Fri, Apr 21, 2023	**Data-Informed Patient Access Improvements Drove System-Wide Transformation**	Process and Operations	Optimizing Clinical Workflows & Performance	WakeMed Health & Hospitals (WakeMed), a leading provider of health services in North Carolina, identified a need to improve the consistency and ease of patient access but lacked the actionable data to achieve the desired improvements. WakeMed elected to use its data and analytics platform to visualize patient access key performance indicators, including internal and external conversions rates, schedule utilization, new patient visits, cancellations, no-shows, visit type, and patient portal activation rates. After learning from its data, the organization created a new patient contact center, upgraded and improved the patient scheduling process, optimized the patient referral process, and increased the number of outpatient visits by 15 percent. These patient-centered access improvements led to a $25.4 million increase in revenue within a year. Join this session to identify barriers to improving the patient access experience, tactics for transitioning to a data-driven culture, and ways to standardize a change management process.	Heather Monackey	Charles Bissette	
290	Fri, Apr 21, 2023	**Navigating the SHIEcosystem: Colorado's community-driven approach to social-health information exchange**	Technology	Interoperability	While the technology to exchange and manage information about social needs, referrals, and resources in support of whole-person care has long existed, these systems have often been implemented in silos, creating a national patchwork of social care platforms with varying levels of interoperability. Colorado is a geographically and demographically diverse state. The structure of our social care system, and Coloradans' social needs themselves, vary significantly from the the Eastern Plans to the Front Range, to the Western Slope. As a result, Colorado's landscape of social care networks comprises a variety of platforms and structures. To better facilitate statewide data sharing and care coordination, the Colorado Office of eHealth Innovation (OeHI) has developed an approach to social-health information exchange (SHIE) that focuses on interoperability and harnesses the power of community-driven infrastructure development. The objective of our work is to leverage existing partnerships and infrastructure across Colorado to build a "network of networks" or SHIEcosystem - an interoperated network of technology platforms and the care providers who use them. Through the SHIEcosystem, we hope to improve our state's ability to "prescribe programs, not pills," meet communities where they are to build momentum and buy-in, and to improve health equity for all Coloradans.	Gabrielle Elzinga-Marshall	Melissa Hensley	

| 291 | Fri, Apr 21, 2023 | **Network Airplane Mode: Creative yet Draconian Approach to Incident Response** | Data and Information | Data & Information Security; Cybersecurity | With the ever-evolving malware activity in healthcare, it is more important than ever that enterprise IT departments have a mechanism to completely isolate its organization from the internet should the organization be impacted by a large-scale malware attack. The purpose of the capability, referred to at Hackensack Meridian Health (HMH) as "Network Airplane Mode", is simple: to block all egress or ingress traffic at the network perimeter in the event of a large-scale malware attack. This allows organizations to immediately halt two key impacts of a cybersecurity attack, data exfiltration and command and control communications between the malicious actors and the compromised systems internal to an organization.   Enabling Network Airplane Mode is a draconian measure that is not to be taken lightly and is only used for malware containment in the direst of situations. HMH's Cybersecurity team, in partnership with HMH Digital Technology Services (DTS) and Clinical Leadership, continually tests and evaluates the business impact and technical effectiveness of this capability so that the impact to clinical care is balanced in alignment with the benefit that Network Airplane Mode brings to an organization. | Melissa Lawlor | Matthew Sadler | |