



# INSTITUTE OF MEDICINE

OF THE NATIONAL ACADEMIES

## IOM ROUNDTABLE ON VALUE & SCIENCE-DRIVEN HEALTH CARE



### CARE CULTURE AND DECISION-MAKING INNOVATION COLLABORATIVE



JUNE 5, 2015

NATIONAL ACADEMY OF SCIENCES BUILDING

ROOM 120

2101 CONSTITUTION AVENUE, NW

WASHINGTON, DC 20418

#### Focus

*Understanding how culture shapes health care decisions and outcomes*

#### Meeting goals

1. **Culture supporting decision-making:** Identify cultural factors and decision tools that inform and facilitate patient and family involvement in decision-making.
2. **Measurement as a driver of culture change:** Review experience with the use of measurement to facilitate improved and shared decision-making.
3. **CCDmIC action and opportunities:** Identify possible collaborative activities for participating organizations.

8:30 am **Coffee and light breakfast available**

9:00 am **Welcome, introductions, and meeting overview**

#### Welcome from the IOM

*Michael McGinnis, Institute of Medicine*

#### Opening remarks and meeting overview by Collaborative Chairs

*Mary Naylor, University of Pennsylvania*

*William D. Novelli, Georgetown University*

9:15 am **What is culture in health care?**

This session will review the nature and role of culture in shaping health care decisions and outcomes.

*Peter Pronovost, Johns Hopkins*

*Anita Chandra, RAND Corporation*

*Winston F. Wong, Kaiser Permanente*

*Charles L. Bosk, Perelman School of Medicine*

*Q&A and Open Discussion*

10:45 am	<b>Break</b>
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11:00 am	<b>How can measurement help to enhance care culture and outcomes?</b>
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Diverse stakeholders will reflect on the impact of refined metrics on patient safety and health-related quality of life.

*Lee Partridge*, National Partnership for Women & Families

*Arnie Milstein*, Stanford University

*Sally Okun*, PatientsLikeMe

*Q&A and Open Discussion*

12:00 pm	<b>Luncheon discussion: How can health leaders trigger culture change?</b>
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During this working lunch session, Georgia Regents' Peter F. Buckley will discuss how health care leaders can create an atmosphere conducive to cultural change. Beverley H. Johnson, CEO of the Institute for Patient- and Family-Centered Care, will facilitate the open discussion that follows.

*Peter F. Buckley*, Georgia Regents Medical Center & Medical Associates

*Q&A and Open Discussion*

1:00 pm	<b>How can health care institutions sustain organizational culture change?</b>
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This session will explore the strategies needed to ensure that shifts in organizational culture endure as years pass and leadership changes.

*Susan B. Frampton*, Planetree

*Carol Fancott*, University of Toronto

*Tiffany Christensen*, North Carolina Hospital Association

*Linda McShane*, Baystate Medical Center

*Q&A and Open Discussion*

2:15 pm	<b>CCDmIC action: Issues and opportunities for collaborative action</b>
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During this session, meeting participants will reflect on issues and opportunities for projects of the Care Culture and Decision-making Innovation Collaborative.

3:00 pm	<b>Summary and next steps</b>
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**Comments from the Chairs**

**Comments and thanks from the IOM**

3:30 pm **Adjourn**