



Expert Meeting Agenda
Institute for Healthcare Improvement
Breakthrough Series Collaborative on
Improving Service in Health Care

Hyatt Regency Hotel, Cambridge, MA

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|----------|---|---------------------------|
| 10:00 AM | Welcome and Introduction
Objective: Provide attendees with overview of IHI and the Breakthrough Series | Donald M. Berwick, MD |
| 10:45 AM | Improving Service: a conceptual framework
Outcomes
Features
Personal Dimensions
Recovery from Problems
Objective: For each element above, attendees discuss examples from their work | Donald M. Berwick, MD |
| 12:30 PM | Lunch | |
| 1:00 PM | Continuation of 10:45 AM session | |
| 1:30 PM | Consider issues not addressed thus far | Andrea Kabcenell, RN, MPH |
| 2:00 PM | Improvement goals for the Collaborative
Objective: Given the current state of knowledge, discuss realistic goals and standard measures that collaborative participants can use | Susan Edgman-Levitan, PA |
| 3:00 PM | Issues and Obstacles
Objective: Discuss specific obstacles that will make achieving these goals difficult
Identify potential solutions | Andrea Kabcenell, RN, MPH |