

*Hyatt Place  
Reno, Nevada*

**October 18, 2012**

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## Agenda

<b>Welcome and Introductions</b> .....	8:30 am – 8:50 am
<i>Jackie Buttaccio, BSHSM, CPHQ</i> <i>Quality Improvement Manager, HealthInsight</i>	
<b>Are Readmissions Really a Problem?</b> .....	8:50 am – 9:20 am
<ul style="list-style-type: none"><li>• Why It's Important</li><li>• Upstream &amp; Downstream Data Trends</li></ul> <i>Jackie Buttaccio, BSHSM, CPHQ</i> <i>Quality Improvement Manager, HealthInsight</i>	
<b>Tools for Patient Engagement Across All Settings</b> .....	9:20 am – 10:00 am
<ul style="list-style-type: none"><li>• Teach Back</li><li>• Medication Optimization</li><li>• End of Life Planning</li></ul> <i>Alison Shipley</i> <i>Project Coordinator, HealthInsight</i>	
<b>Tools for Communication Across Settings</b> .....	10:00 am – 10:45 am
<ul style="list-style-type: none"><li>• SBAR</li><li>• POLST</li><li>• HealthIE Nevada</li></ul> <i>Donna S. Thorson, MS, CPHQ</i> <i>Project Coordinator, HealthInsight</i>	
<b>Break</b> .....	10:45 am – 11:05 am
<b>Local Success Stories of Implementation</b>	
<ul style="list-style-type: none"><li>• Office Without Walls .....</li></ul> <i>Steven L. Phillips, MD, CMD</i>	11:05am – 11:25am
<ul style="list-style-type: none"><li>• Care Transitions .....</li></ul> <i>Peggy Ewald, RN</i>	11:25am - 11:45am
<b>No Place Like Home</b> .....	11:45 am – 11:55 am
<i>Leslie C. Smith, JD, MPH</i> <i>Project Coordinator, HealthInsight</i>	
<b>Wrap-Up</b> .....	11:55am – 12:00pm
<i>Jackie Buttaccio, BSHSM, CPHQ</i> <i>Quality Improvement Manager, HealthInsight</i>	