



Measuring What Matters Virtual Workshop

Sample Agenda

Day 1:

Session I. Driving Health Transformation Through Outcome Measurement

Learning Objectives

- Explain the reasons why it is imperative to measure outcomes to achieve high-value health care.
- Discuss how outcome measurement enables health transformation.
- Describe how measurement enables and supports change in strategy and culture.

8:30 - 10:00 **Program Introduction and Case Discussion**
Texas Children's Hospital: Congenital Heart Disease Care
Elizabeth Teisberg and Alice Andrews
Guest Speaker: Carlos Mery, MD, MPH

10:00 - 10:45 **Creating Value by Improving Outcomes**
Kathy Carberry and Scott Wallace

10:45 - 11:00 **Break**

Session II. Measuring Outcomes that Matter

Learning Objectives

- Identify the outcomes that matter most to patients using the Capability, Comfort, and Calm framework.
- Compare and contrast the current measurement landscape with measuring the results of care.
- Select outcome measures that matter for patient health.

11:00 - 12:00 **From the Field – “Is what we are doing working?”**
Cincinnati Children's Hospital
Elizabeth Teisberg and Kathy Carberry

12:00 - 12:30 **Measuring to Improve Health and the Results of Care**
Elizabeth Teisberg and Kathy Carberry

Day 2:

Session III. Improving Outcomes Through Relationship-Centered Care

Learning Objectives

- Describe how empathy and trust enable outcome improvement
- Reflect on possible biases when trying to measure and improve outcomes

8:30 - 9:30 **The Comprehensive Care Center at Baton Rouge Medical Center**
Ochsner Health System/Ochsner Health Network
Kathy Carberry and Amy Madore

9:30 - 10:15 **Outcomes, Equity, and Relationship-Centered Care**
Kathy Carberry and Amy Madore

10:15 - 10:30 Break

Session IV. Using Outcomes to Drive Learning and Improvement

Learning Objectives

- Consider how measuring outcomes can enable teams to learn and continuously improve care.

10:30 - 11:00 **Implementing Outcome Measurement: Global Exemplars**
Christina Åkerman and Scott Wallace

11:00 - 12:00 **Case Discussion**
Martini Klinik: Prostate Cancer Care
Elizabeth Teisberg and Scott Wallace

12:00 - 12:30 **How to Start your Measurement Journey**
Kathy Carberry and Christina Åkerman