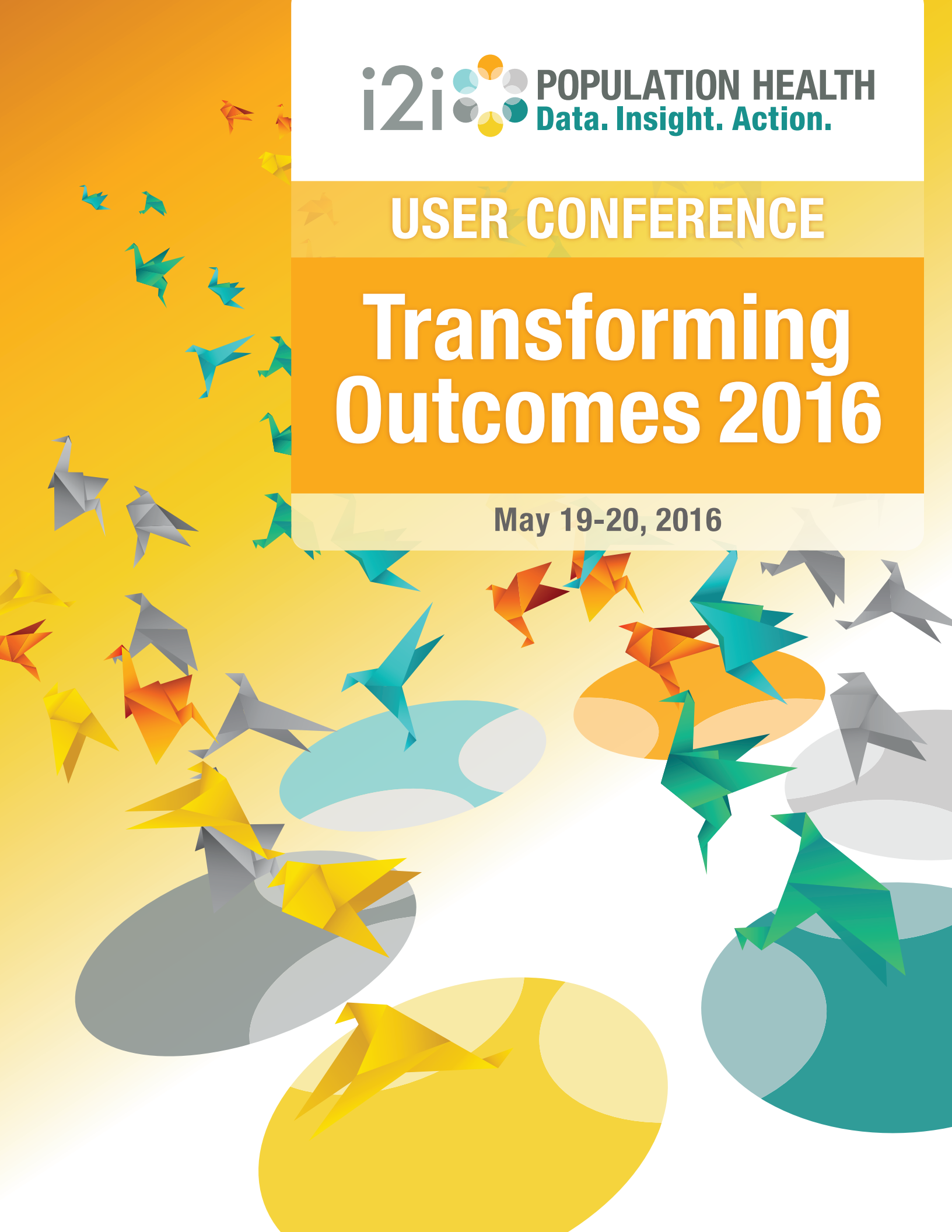
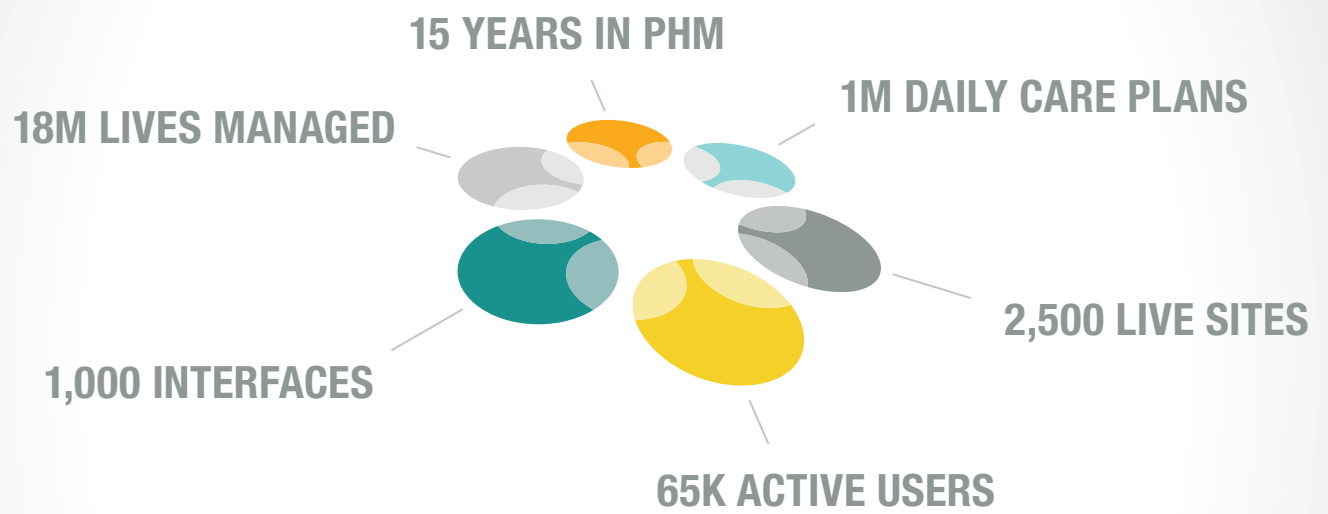


USER CONFERENCE

Transforming Outcomes 2016

May 19-20, 2016







Welcome to Transforming Outcomes 2016

We hope you are as excited about this year's i2i User Conference as we are!

Together we've created actionable population health management, a term that has become commonplace built on the hard work we've been doing collaboratively for years. In 2016 we are ready to take it up a notch, focusing on exciting opportunities related to topics such as social determinants, patient engagement and the new view of healthcare data as currency.

Our theme this year is "Transformation"—moving from where we are today to leveraging the full capabilities of the i2i platform. You'll be gaining access to some tremendous experiences and content including

- **Hands-on Training:** You've told us you love it, and we've created some high-value sessions.
- **Dynamic Keynote Speaker:** We've got an amazing physician joining us this year, a surgeon who is at the high end of the curve in terms of collaborative team care.
- **Best Practices:** And even more sharing with your peers in regard to how they are leveraging the i2i platform to take things further to enhance operational performance, improve financial performance and, most importantly, create healthier patients.

This is my favorite time of the year! I hope each of you knows that we are your partner, and we care about your organization, your team and your patients. This is our opportunity to have fun, share learnings and celebrate our mutual success.

Thank you for your patronage and your heart to improve the health and the lives of patients, who certainly view you as a lifeline and source of healing.

Janice Nicholson,
Co-Founder & CEO



i2i User Conference
Event Keynote Speaker:

Transformational Care Delivery: Moving from “I” to “We”

My Personal Journey from Surgeon to Care Team Member

Individual expertise and technology provide a platform for successful outcomes in healthcare, but neither produce exceptional care in the absence of a high performing team which places the patient relationship front and center. Dr Tomaino will share his journey over 22 years as a practicing Orthopedic sub-specialist, and reveal how he transformed himself into a collaborative team member.



About Matthew M. Tomaino, MD, MBA

- Matthew M. Tomaino, MD, MBA founded Tomaino Orthopaedic Care for Shoulder, Hand and Elbow LLC in Rochester, New York in July 2008. His practice is dedicated to surgical and nonsurgical care of the Shoulder, Hand and Elbow.
- He was Professor of Orthopaedics at the University of Rochester Medical Center until June 2008, and Chief of the Division of Hand, Shoulder and Elbow Surgery and Director of the Hand and Upper Extremity Fellowship until April 2007.
- From January 1994 until September 2002 he was a member of the faculty in the Department of Orthopaedic Surgery at the University of Pittsburgh Medical Center and Chief of Microsurgery.
- He received his MD degree from the University of Rochester Medical School, and his MBA from the Katz Graduate School of Business
- While at the University of Pittsburgh, he was elected into the Beta Gamma Sigma Honor Society.
- He completed his Orthopaedic training and Hand Fellowship at the University of Rochester, and a Fellowship in Reconstructive Microsurgery at the University of Toronto.
- He is an active member of the American Society for Surgery of the Hand, the American Orthopaedic Association, and the American Academy of Orthopaedic Surgeons.
- Dr. Tomaino has contributed more than 100 journal articles and 50 book chapters, and is a member of the Editorial Boards of the Journal of Shoulder and Elbow Surgery, and the American Journal of Orthopaedics.
- He is certified as a Team Stepps Master Instructor.

i2i UNIVERSITY:
Building PHM Leaders One Community at a Time
Join Us for One of Two High-Value, Hands On, Learning Labs

Includes breakfast and lunch.

Ironwood 5

8:00 - 4:00

Session A: A How-To: Creating Custom, Meaningful Reports and Dashboards

Ironwood 2

Speakers:

Anne Enright, Regional Director, i2i; and
Will Jackson, Regional Director, i2i

This "how to" learning lab features step-by-step instructions for creating information that drives change.

Session B: Getting Proactive About Care for the Care Team

Ironwood 1

Speakers:

Josh Glueck, Regional Director, i2i; and
Lauren Harvey, Regional Director, i2i

Don't miss the opportunity to learn strategies to help care teams improve quality and lower costs.

4:30 - 6:00

Registration and Welcome Reception with Exhibitors

Sponsored by:



Ironwood 5

6:00 - 7:30

Opening Ceremonies

Ironwood 5

Speaker:

Nancy Thompson, Director of Education, i2i

Keynote Address: Transforming Outcomes

Ironwood 5

Keynote Speakers:

Janice Nicholson, CEO, i2i; and
Justin Neece, President/COO, i2i

7:30 - 8:30

Registration and Breakfast with Exhibitors

8:30 - 9:30

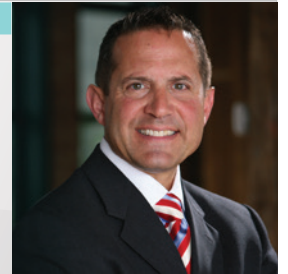
Keynote Speaker:

Matthew M. Tomaino, MD, MBA

"Transformational Care Delivery: Moving from the 'I' to 'We' My Personal Journey from Surgeon to Care Team Member"

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Ironwood 5



9:30 - 9:45

Break with Exhibitors

9:45 - 10:45

Practicing Population Health Management: Data and Information Driven Transformation

Ironwood 5

Speaker:

Shannon Nielson, Vice President of Consulting Services, Centerprise, Inc.

The use of data in your PCMH transformation should go beyond meeting the application requirements. Learn how data should be used to drive your project plan, implement and measure changes and create a sustainable PCMH environment that will drive success in your overall population health strategy.

10:45 - 11:00

Break with Exhibitors

11:00 - 12:00

Planning for Success in 2016

Ironwood 5

Speakers: **Justin Neece**, President/COO, i2i;
Christy Casey, Director of Client Services, i2i; and
Jerry Lassa, QI/Performance Statistician

Moving your organization from A to Z takes building a plan. And that requires thinking strategically and proactively about population health. i2i offers every client a customized plan to ensure that your goals are met, let's get your plan underway!

12:00 - 1:30

Lunch

Ironwood 5



DATA INSIGHTS

A Healthcare Inflection Point: It's Official—Data is the New Currency!

Ironwood 5

Speakers:
Janice Nicholson, Co-founder/CEO, i2i; **Suzanne Cohen**, MPH, PCMH-CCE, Public Affairs/Member Services Director, The Health Federation of Philadelphia; and **Terry Wilcox**, Manager of Special Projects, Health Quality Partners

Never in the history of healthcare have we had access to such rich, clinical data. The potential for positive benefit is tremendous as evidenced by other industries that have cracked the code on delivering personalized service experiences. Data really is the new currency, and your organization needs to cash in. The time is now to understand the power and value of structured and unstructured data at the strategic and operational level. This session will present a strategy harnessing the power of Big Data through PopIQ for comparative analytics and to successfully meet the requirements of funding sources.

VALUE-BASED

The Value of Peace and Harmony In Your Organization? Achieving the Perfect Planned Visit

Ironwood 2

Speakers:
Christy Casey, Director of Client Services, i2i; **Wendi Jennings**, Director of Quality and Care Management, Central Virginia Family Physicians; **Matt Rafalski, M.D.**, Physician/Clinical IT Director, Dayspring Family Health Care; and **Sonia Tucker**, Quality Improvement Director, LaMastra Community Health Centers

The path to better care and lower costs is directly related to rebuilding the trust and relationship between provider and patient. When physicians know that everything has been taken care of, they are free to focus on the reason they went to medical school—interacting with patients. In this session, attendees will learn how to leverage i2iTracks best practices to better prepare care teams for patient interactions and get organizations on the right track for PCMH certification.

PATIENT ENGAGEMENT

Empowering Patient Engagement

Ironwood 1

Speakers:
Justin Neece, President/COO, i2i; **Loretta Khangura**, Director, Population Health, Chase Brexton Health Care

Engaging patients is a critical component of Meaningful Use requirements. Beyond government mandates, what can providers do to actively engage patients and achieve greater levels of care plan compliance? In this session, attendees will receive strategies to bolster engagement before, during and after care with i2iTracks and Partner Solutions.

Transforming into a Data-Driven Organization: Leveraging the "Now" to Reach a High Level of Clinical Performance

Ironwood 5

Speakers:
Nancy Thompson, Director of Education, i2i; **Antonio Beltran**, Executive Director, Lake County Health Department & Community Health Center; **Matt Rafalski, M.D.**, Physician/Clinical IT Director, Dayspring Family Health Care; and **Michelle Rubin**, Program Manager, Population Health, Chase Brexton Community Health Center

Performance is no longer about measuring what happened in the past. This session will prepare healthcare organizations to become data driven by leveraging the Integrated Team Intelligence feature of i2iTracks. Through a sophisticated dashboard, care teams are able to leverage data to make informed decisions directly in the flow of care delivery. By taking real-time action, care teams can change course quickly and take action when opportunities arise.

Staying PC(MH): How to Maintain Your PCMH

Ironwood 2

Speakers:
Shannon Nielson, Vice President Consulting Services, Centerprise, Inc.; and **Mary Lu Bowman**, Care Coordinator, Fairfield Community Health Center

A panel discussion sharing insights and experience from leading PCMH organizations on how to push even further down the Population Health Management journey. Attendees will learn how to create, embrace and manage a care management registry; use data to drive improvement; and implement Evidence Based Guidelines, from chart prep to effective huddles.

Proactive versus Reactive: Leveraging Analytics to Create More Effective, Real-Time Patient Engagements

Ironwood 1

Speakers:
Jorge Gaspar, MD, Clinical Strategy and Performance Improvement Analyst, i2i; **Loretta Khangura**, Director, Population Health, Chase Brexton Community Health Center; **Matt Mauldin**, Project Manager, i2i; and **Sonia Tucker**, Quality Improvement Director, LaMaestra Community Health Center

Instead of retrospectively measuring what was missed, gain the insight necessary to get proactive and avoid missed opportunities. In this session, you can stop measuring missed opportunities and start addressing them directly in the flow of care delivery. With i2iTracks, you have more than you think in terms of actionable analytics. i2iTracks delivers the details on what is necessary for each patient interaction and then provides feedback on the effectiveness of those interactions.

Break with Exhibitors

Payers: Your New BFF

Ironwood 5

Speakers:
Erhardt HL Preitauer, President, Horizon NJ Health; **Rhonda Metzke**, Sr. Vice President Sales, i2i; **Angela Duffey**, Assistant Director, Population Health, Chase Brexton Community Health Center; and **Loretta Khangura**, Director, Population Health, Chase Brexton Community Health Center

In the transition from fee-for-service (volume) to at-risk payment models to true value-based care, healthcare organizations must close the gap between themselves and the payers. Bridging this gap requires learning the value of collaboration. Attendees will learn how to build a positive and beneficial payer relationship based on leveraging your data. Getting prepared requires more than core quality measures, and i2iTracks provide everything necessary to get ahead of the game.

Closing Ceremonies / Raffle

Ironwood 5



We are pleased to partner and recommend this tremendous group of sponsors.





**Thank you from all of us at i2i for
attending this year's conference.**

We sincerely hope to see you next year!



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