

Agenda

March 12-13, 2015

Hilton Toronto, Toronto Ballroom III  
145 Richmond Street West, Toronto, ON

**DAY 1: Thursday, March 12, 2015 (8:30am – 5:00pm ET)**

- 7:30 – 8:30 AM**      **Registration**  
**Continental Breakfast**
- 8:30 – 8:45 AM**      **Welcome**  
*Stephen Samis, Vice-President, CFHI*  
*Lee Fairclough, Vice-President, HQO*
- Why Triple Aim? Why now?
  - Set context for Triple Aim in Canada
- 8:45 – 8:55 AM**      **IHI Welcome and Seminar Orientation**  
*Cory Sevin, Director, IHI*
- Understand learning design and objectives for the seminar
  - Introduce Triple Aim faculty
  - Establish organizational, regional, and shared learning objectives among participants
- 8:55 – 9:15 AM**      **Using the IHI Triple Aim to Manage Populations**  
*John Whittington, Lead Faculty, IHI Triple Aim Initiatives*
- Overview of the Triple Aim framework, including design concepts and measurement
  - Overview of where to start: key elements of infrastructure, including population identification (e.g., working-age adults)
  - Review steps to activate the population
- 9:15 – 10:00 AM**      **Pueblo, Colorado: Achieving Triple Aim Results in a Community**  
*Matt Guy, Pueblo IHI Triple Aim Faculty*
- Review population, measures, portfolio and governance of example working-age population
  - Describe unique elements of the work of Pueblo Triple Aim
- 10:00 – 10:15 AM**      **Break**
- 10:15 – 10:45 AM**      **Understanding and Addressing Populations**  
*John Whittington, Lead Faculty, IHI Triple Aim Initiatives*
- Discuss population examples
  - Explore population segmentation concepts and strategies
  - Distinguish between entire populations, sub-populations and initial project populations
  - Understand accountability for a population



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- 10:45 – 11:15 AM Identify and Describe Your Population**  
*Cory Sevin, Director, IHI*
- Identify your population for exploration of purpose, measures and portfolio design
  - Describe your population (working-age adults or other), including size, age segments, SES, and major health issues
- 11:15 – 12:00 PM Measuring What Matters for the Triple Aim Part I**  
*Geetha Mukerji, Clinician in Quality and Innovation, Women's College Hospital; Assistant Professor, University of Toronto*
- Review potential Triple Aim population outcome measures
  - Explore ideas and inspiration for measuring the Triple Aim in an organization or region
  - Select/develop practical population-level measures across the three dimensions
- 12:00 – 1:00 PM Lunch**
- 1:00 – 1:45 PM Measuring What Matters for the Triple Aim Part II**  
*Cory Sevin, Director, IHI*
- Identify appropriate measures for the total population
- 1:45 – 2:00 PM Purpose: Strategic Direction for the Triple Aim**  
*Cory Sevin, Director, IHI*
- Discover how the Triple Aim can be strategic within organizations
  - Review applicable purpose statements from other organizations
- 2:00 – 2:30 PM Articulating Your Purpose Statement**  
*Cory Sevin Director, IHI*
- Explore and establish a purpose to guide the work of a Triple Aim endeavour
  - Reflect on alignment of purpose and stakeholders
- 2:30 – 2:45 PM Break**



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- 2:45 – 3:15 PM**      **Developing A Portfolio of Projects and Investments**  
*John Whittington, Lead Faculty, IHI Triple Aim Initiatives*
- Introduction to the concept of portfolios
  - Principles of a strong collection of projects
  - Methods to identify/balance projects in a portfolio
  - Practice portfolio thinking
- 3:15 – 4:00 PM**      **Portfolio Action Planning**  
*Cory Sevin, Director, IHI*
- Draft a portfolio along with project measures, adding activity in gap areas
  - Consider projects where other stakeholders can participate or take the lead
- 4:00 – 4:45 PM**      **Understanding Your Governance and Leadership**  
*Matt Guy, Pueblo Triple Aim, IHI Triple Aim Faculty*
- Understand principles of coalition governance
  - Identify key stakeholders
  - Design communications and outreach plan
- 4:45 – 5:00 PM**      **End of Day Debrief**  
*Cory Sevin, Director, IHI*
- Ask questions and hear reflections from participants and faculty
- 5:00 – 6:00 PM**      **Reception**



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**DAY 2: Friday, March 13, 2015 (8:30am – 3:30pm ET)**

**7:30 – 8:30 AM**

**Breakfast**

**8:30 – 8:45 AM**

**Welcome Back and Faculty Q&A**

*Cory Sevin, Director, IHI*

- Review Agenda
- Review output from Day One, including review purpose, measures, portfolio and governance
- Take questions from Day One

**8:45 – 9:30 AM**

**Activating Organizational and Community Assets in Support of Triple Aim Strategy**

*Matt Guy, Pueblo Triple Aim, IHI Triple Aim Faculty*

*Leslie Moreau, Supervisor, Ontario Works, Peel Public Health*

*Jennifer Verma, Senior Director, CFHI (facilitator)*

- Explore the different levels of activation to support Triple Aim execution
- Define the basic principles of Asset-Based Community Development and how it differs from a needs-based approach

**9:30 - 10:00 AM**

**Map Your Community Assets**

*Jennifer Verma, Senior Director, CFHI*

- Explore techniques for mapping assets within your organization or community

**10:00 – 10:30 AM**

**Break**

**10:30 – 11:45 AM**

**Triple Aim Strategies for High-Risk, High-Cost Populations**

*John Whittington, Lead Faculty, IHI Triple Aim Initiatives*

*Crispin Kontz, Manager, Support and Clinical Systems, Primary Care and Chronic Disease Management, Alberta Health Services (AHS)*

*Kristy Walters, System Case Manager, North East Home Care, Edmonton AHS*

*Jeffrey Turnbull, O.C., Medical Director, Inner City Health Project; Chief of Staff, The Ottawa Hospital; Chief, Clinical Quality, Health Quality Ontario*

*Jennifer Verma, Senior Director, CFHI (facilitator)*

- Apply segmentation strategies to the identification of high-risk, high-cost patients
- Develop action plans to better understand the needs of these patients from a person-centered viewpoint



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- 11:45 - 12:15 PM**     **Testing Strategies for Particular Populations**  
*John Whittington, Lead Faculty, IHI Triple Aim Initiatives*
- Use a set of change concepts for high-risk, high-cost patients to design the first set of tests to be implemented in a care redesign process
  - Share learning so that participants' understanding and capabilities are strengthened in the areas of identifying, segmenting and activating high-risk, high-cost populations
- 12:15 – 1:00 PM**     **Lunch**
- 1:00 – 1:45 PM**     **Learning System**  
*Matt Guy, Pueblo Triple Aim, IHI Triple Aim Faculty*
- Explore methods to connect population measures, projects and project measures
- 1:45 – 2:00 PM**     **Break**
- 2:00 – 2:30 PM**     **Moving to Scale/Scale-up**  
*Cory Sevin, Director, IHI*
- Identifying operational and financial considerations when moving to scale
- 2:30 – 3:15 PM**     **Applying Your Learning to Broader Populations: Ontario's Journey to Triple Aim**  
*Lee Fairclough, Vice-President, HQO (facilitator)*  
*Mark Fam, Program Lead, North York Central Health Link*  
*Jillian Paul, Acting Director, Health Quality Branch, Ministry of Health and Long-Term Care, Ontario*
- Explore how better care and population health can drive toward reductions in healthcare costs
  - Review payment methods to support cost control
- 3:15 – 3:30 PM**     **Wrap Up & Next Steps**  
*Stephen Samis, Vice-President, CFHI*  
*Lee Fairclough, Vice-President, HQO*  
*John Whittington, Lead Faculty, IHI Triple Aim Initiatives*  
*Cory Sevin, Director, IHI*
- Review action plan and identify next steps
  - What can you do by next Tuesday?