**25th Annual Mayo Clinic-Karolinska Institutet Scientific Research Meeting**  
Stockholm, Sweden

**Health Care Management and Innovation**  
*(Please note that minor changes might occur)*

*Please see the main agenda for the morning and evening schedule*

**Monday, September 23, 2019**  
**Venue:** Kerstin Hagenfeldt, J3:14, Bioclinicum, Karolinska University Hospital

**Program chairs and moderators:**  
Sean Clark (MC), Dr. Nneka Comfere (MC), Anna Göjeryd Ulander (KI), Carmen Kane (MC), Diane Klein (MC), Allison Matthews (MC), and Dr. Pamela Mazzocato (KI)

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Patient perspective/patient first/patient co-creation</th>
</tr>
</thead>
</table>
| 12.30-12.50 | Framing: setting the stage for the conference: Dr. Nneka Comfere / Dr. Pamela Mazzocato / Anna Göjeryd Ulander  
- What are we good at (in relation to the Quadruple Aim)?  
- What can we get better at (in relation to the Quadruple Aim)?  
- How can the K-KI-Mayo collaboration help our institutions moving forward? |
| 12.50 – 14.05 | **How can we leverage the experience of patients and their loved ones to enhance the care that is provided in our multidisciplinary clinical settings?**  
**Moderator** - Anna Göjeryd Ulander and Dr. Pamela Mazzocato (KI)  
20 Min. *Developing Service Lines for Excellent Patient Experience:* Dr. Yi Lin, Allison Matthews, Diane Klein (MC)  
20 Min. *Time to redirect the scope of the hospital? New insights when young adults with cancer are part of the innovation team:* Ph. Lic. Anna Thies, Christoffer Malmström (registered nurse) and Siri Kautsky (patient) (K)  
20 min *Joint combination of talent. A practical example of how patient, informal care givers and care professionals, can be used to co-create care for patients with brain tumor:* MD Sofia Hylin MD, Eskil Degaell (Swedish Brain Tumor Association (KI, K)  
15 Min. *Opportunity for questions and summary:* / Dr. Pamela Mazzocato (K) |
| 14.05 – 14.25 | **Break** |
| 14.25 - 15.50 | **How can we leverage the experience of patients and their loved ones to enhance the care that is provided in our multidisciplinary clinical settings? (cont.)**  
**Moderators** – Diane Klein and Allison Matthews (MC)  
20 Min. *Integrating the patient voice into the Mission and Vision:* Dr. Jenn Horn (MC)  
20 min. *Patient in the management team. Oval table approach from the Karolinska University Hospital:* Tomas Brofelth (K)  
45 Min. Table Discussions (Each presenter will give a brief 30 second introduction to
their table topic then the group will split off to join the discussions of their choice lead by the table presenter): *How to integrate the patient voice into large institutional changes:* Dr. Elizabeth Haberman, Dr. Mustaqueem Siddiqui. (MC)

| 15.50-16.30 | Summary of today’s discussions moderated by: Dr. Nneka Comfere / Dr. Pamela Mazzocato / Anna Göjeryd Ulander  
| | • What are we good at (in relation to the Quadruple Aim)?  
| | • What can we get better at (in relation to the Quadruple Aim)?  
| | • How can the K-KI-Mayo collaboration help our institutions moving forward? |

**Health Care Management and Innovation**

*(Please note that minor changes might occur)*

**Tuesday, September 24, 2019**

*Please see the main agenda for the afternoon and evening schedule*

**Venue: Kerstin Hagenfeldt, J3:14, Bioclinicum, Karolinska University Hospital**

<table>
<thead>
<tr>
<th>Day 2</th>
<th>Staff perspective</th>
</tr>
</thead>
</table>
| 08.30-08.40 | Worked well and Do Differently from day 1. Framing staff perspective for Day 2: Anna Göjeryd Ulander / Dr. Nneka Comfere  
| | • What are we good at (in relation to the Quadruple Aim)?  
| | • What can we get better at (in relation to the Quadruple Aim)?  
| | • How can the K-KI-Mayo collaboration help our institutions moving forward |
| 08.40-09.50 | **How can we bring joy to the working environment and support staff as they provide excellent and innovative care to patients?**  
| | Moderators – Sean Clark and Carmen Kane (MC)  
| | 40 Min. *Table Discussions on the aspects of Joy* (Each presenter will give a brief 30 second introduction to their table topic then the group will split off to join the discussions of their choice lead by the table presenter): Dr. Renaldo Blocker, Dr. Jenn Horn, Dr. Robert Peck, Dr. Will Sanchez, Dr. Cynthia Stonnington (MC)  
| | 15 Min. *Using personas as a tool:* John Schultz, Sumathi Jayakumar (MC)  
| | 15 Min. *Embracing complexity: from leadership research to medical practice,* Karin Nordlund, Mairi Savage, Stefan Mielke (KI/K) |
| 09.50-10.00 | Break |
| 10.00-11.00 | **How can we bring joy to the working environment and support staff as they provide excellent and innovative care to patients?**  
| | Moderators – Anna Göjeryd Ulander and Dr Pamela Mazzocato  
| | 20 Min. *Leadership and nursing* – Katarina Göransson (KI/K)  
| | 15 Min. *Human Centered Design integrated with Quality Improvement:* Sean Clark, Dr Nneka Comfere, Carmen Kane, Diane Klein (MC)  
<p>| | 25 Min. <em>Joy at work and easier implementation – Innovation Management leveraging hospital development</em> Dr Pamela Mazzocato, Stefan Vlachos, MBA, Caroline Kevin, RN (KI, K) |
| 11.00-11.15 | <em>Taking research to practice – Mayo Clinic Kern Center Health Care Delivery Scholars Program</em> Dr Lois Krahn (MC) |</p>
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
</table>
| 11.15-11.30  | Summary of today's discussions moderated by Anna Göjeryd Ulander / Dr. Pamela Mazzocato / Dr. Nneka Comfere  
• What are we good at (in relation to the Quadruple Aim)?  
• What can we get better at (in relation to the Quadruple Aim)?  
• How can the K-KI-Mayo collaboration help our institutions moving |
| 11:30 am     | Lunch distributed                                                        |


**Posters**

Ryan Cardarella, Diane Klein, Innovation and design embedded within the practice (MC)

Sean Clark, Nneka Comfere, MD, Carmen Kane, Using collaborative improvement methodology to improve Clostridioides difficile standardized infection rates across Mayo Clinic

Sean Clark, Nneka Comfere, MD, Carmen Kane, Using collaborative improvement methodology to address physician well-being (MC)

Sean Clark, Nneka Comfere, MD, Carmen Kane, Human centered design within quality improvement (MC)

Sean Clark, Nneka Comfere, MD, Carmen Kane, Mayo Clinic’s Quality Academy structure, deliverables and impact (MC)

Elizabeth Habermann, PhD, The intersection of tumor location and combined bowel preparation: Utilization differs but anastomotic leak risk reduction does not (MC)
Elizabeth Habermann, PhD, Tradition Versus Value: Is there Utility in Protocolized Postoperative Laboratory Testing After Elective Colorectal Surgery? (MC)

Elizabeth Habermann, PhD, Optimizing Opioid Prescribing After Surgery At Mayo Clinic

Timothy Habermann, Medication management services at Mayo Clinic

Jennifer Horn, MD, Family Medicine vision and incorporating the patient voice into a refreshed mission statement (MC)

Jennifer Horn, MD, Understanding perceptions of joy in work among Family Medicine physicians (MC)

Caroline Kevin, Innovation at the Emergency Department effecting the entire hospital – and beyond (K)

Yi Lin, MD, PhD, Allison Matthews, Creating an Ideal CAR-T Cell patient experience: Improving outcomes through innovative design practice (MC)

Maren Mader, Information technology as a partner to accelerate innovation (MC)

Pedro Ramos; Carl Savage; Karin Carlsson; Rifat Atun; Johan Thor; Pamela Mazzocato, Value-based health care as a complex innovation A multiple case study of the adoption of value-creation strategies in Sweden and Brazil (KI)

John Schultz, Clinical intranet standards (MC)

John Schultz, Employee personas (MC)

Laura Staškutė, Carl Savage, Ingrid Kihlander, Gunilla Ölundh Sandström, Pamela Mazzocato, Innovating health care from within: A qualitative study at a highly specialized university hospital in Sweden (KI)

Björn af Ugglas, Association between hospital bed occupancy and outcomes in emergency care (KI)

Maria Bergqvist et al, Reducing risk of fall in a ward unit (K)