

**Professional Journey- The Excellence Program of  
Tel Aviv Sourasky Medical Center**

**Sunday Sep. 10<sup>th</sup> – Kick Off Boston Program**

- 09:00 Landing in Boston
- 10:00- 11:00 Drive to Boston Hotel Buckminster
- 11:00- 12:30 Check in and refresh
- 12:30- 14:00 Opening session with lunch (in the hotel)
- 14:00- 17:00 City tour- getting to know Boston
- 17:30-19:00 Retsef Levy- Opening lecture in Hebrew- The American Healthcare system, the changes in the hospitals, the processes he was involved with and more
- 19:30-21:00 Opening dinner with The Israeli Consulate

**Monday Sep 11<sup>th</sup>- The Big Picture- An Overview of the American System**

- 05:00-05:30 Very early wake up
- 05:30-06:00 Drive to the Seafood factory
- 06:00- 07:30 Early morning at the seafood factory- production floor process and how it related to the hospital production floor- With Paul Levy.
- 07:30-08:00 Back to the hotel
- 08:00-08:45 Refresh and quick breakfast
- 08:45-09:30 Drive to MACIPA
- 09:30-10:30 Overview on the American System; Service excellence- how to improve the patient experience- David Shein (MD)
- 10:30- 11:30 Drive to HMS
- 11:30-12:30 The interplay between clinical care and academics in the USA system- Jeff Filer- Former dean of Harvard Medical School.
- 12:30-13:00 Drive to Oficio
- 13:00- 13:30 Lunch
- 13:30- 14:30 Paradigm shifts in Medicine-Tamara R. Tilleman MD, PhD, MPA
- 14:45-17:30 Back to the hotel- rest and refresh
- 17:30- 18:00 Walk to Dinner
- 18:00- 20:00 Intimate dinner with Paul Levy- former President of BIDMC- made huge changes in the production floor and innovative operations

**Tuesday Sep 12<sup>th</sup> – Touching the Field- Innovation/Technology and Creative Ways of Thinking in Order to Solve Complex Situations**

07:00-08:00 Breakfast

08:00-08:30 Drive to BIDMC

08:30-10:00 BIDMC E.R. explanation and tour in one of the most developed emergency rooms in the world- Grossman Shamai- HMFP - Emergency Medicine (special recommendation of Prof. Boaz Ronen)

10:00- Split to small groups for digging deeply into different departments

|             | E.R.   |                                      |                  |                |   |
|-------------|--|--------------------------------------|------------------|----------------|---|
| 10:00-11:00 | With Grossman Shamai                           | Boston Children's Hospital           | Driving to Tufts |                | Walking to Fenway community health center   |
| 11:00-12:00 | emergency department quality assurance meeting | Huddle with Lab Medicine             | Nursing          | cardiovascular | Tour in the center and over view<br>12:30-13:30- Focus on the long term illness processes at your center. |
| 12:00-13:00 |  | Visit with Phlebotomy and Blood Bank |                  |                | Focus on the long term illness processes at your center.  |
| 13:00-13:45 |  | Visit with Transplant Center         |                  |                |   |

13:45- 14:00 Lunch (box lunch)

14:00-14:30- Drive / walk to Brigham & Woman's Hospital

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| <p>14:30-15:00 <b>Ronen Rozenblum, PHD., MPH</b></p> <p>Assistant Professor of Medicine, Harvard Medical School</p> <p>Founding Director, Unit for Innovative Healthcare</p> <p>Practice &amp; Technology at BWH</p> <p>Business Development Director, Center for Patient Safety Research and Practice at BWH</p> | <p><b>Topics:</b> Opening remarks &amp; Introductions</p> <p>Innovation in the hospital settings</p>               |
| <p>15:00-15:30 <b>David Bates, MD., MSc</b></p> <p>Professor of Medicine at Harvard Medical School</p> <p>Professor of Health Policy and Management at Harvard School of Public Health</p> <p>Chief of the Division of General Internal Medicine and Primary Care at BWH</p>                                      | <p><b>Topics:</b> Innovation in Quality of Care and Patient Safety</p>   |
| <p>15:30–16:30 <b>Jeffrey Schnipper, M.D., MPH.</b></p> <p>Associate Professor at Harvard Medical School</p> <p>Director, Clinical Research at BWH</p> <p>Hospitalist at BWH</p>  | <p><b>Topics:</b> BWH Tour / Innovative approaches in hospital settings</p>  |
| <p>16:45–17:30 <b>David Levine, MD, MPH, MA</b></p> <p>Instructor in Medicine, Harvard Medical School</p> <p>Director, Home Hospital Program at BWH</p> <p>Attending Physician, BWH</p>   | <p><b>Topics:</b> The Home Hospital – A Strategic Move for Smart Hospitals</p>                                     |
| <p>17:30-17:45 <b>Break</b></p>   |  |
| <p>17:45-18:30 <b>Ronen Rozenblum, PHD., MPH</b></p>  | <p><b>Topics:</b> Innovation in Patient-centered care, patient experience &amp; engagement in hospital setting</p> |
| <p>18:30-19:00 Group reflection</p>   |  |

19:30- 21:00 Dinner

**Wednesday Sep. 13<sup>th</sup> – Improving Process in Practice- Think and Act Out of the Box...**

07:00-07:30 Breakfast  
08:00-08:30 Drive to MGH  
08:45-08:50 Meet at MGH Main Entrance Lobby (Mark)  
08:50-09:00 Welcome (Peter or Bethany)  
09:00-10:00 Emergency Department (Bob Seger and Tour)  
10:15-11:30 Operating Rooms (Bethany Daily/Joanne Ferguson)  
11:30-12:00 Interventional Radiology (Rob Sheridan)  
12:00-12:30 Healthcare Transformation Lab (Julia Jackson/ Maulik Majmudar)  
12:30-13:00 Lunch (Judy)  
13:00-14:30 MGH-MIT Collaboration – Retsef Levi/Cecilia Zenteno Langle/Peter Dunn)  
14:30-15:00 Admitting (Ben Orcutt)  
15:00-16:00 Cardiac Catheterization Lab (Sharon McKenna)  
16:00-16:30 Organizational Effectiveness and Patient Experience (Mary Cramer)  
16:30-17:00 Service Excellence and Practice Improvement (Inga Lennes)  
17:00-18:00 Closing (Retsef Levi)  
18:00- Free evening

**Thursday Sep. 14<sup>th</sup> – What Do We Take From This Week- What Can We Do Back Home?**

07:00-08:00 Breakfast and check out  
08:00-08:30 Drive to Boston Children's Hospital  
08:30-10:30 Boston Children's Hospital- Amir Kimia  
11:00-12:30 Ending the week and reflection- in the hotel  
12:30-13:30 Lunch (in the same room)  
13:30-14:30 Drive to the airport  
14:30- 17:00 Airport  
17:00 Flying back home

