

## 2008 Quality Symposium: Changing Behavior: Sustainable Delivery of Quality Care November 6, 2008

Welcome: Expectations & Introduction  
Herbert Pardes, MD, President & CEO, NYPH & NYPHS

### [Changing Behavior & Improvements in Care](#)

Mark Chassin, MD, MPP, MPH, President, The Joint Commission

### [Current Trends & Data Drivers](#)

Steve Meurer, PhD, MBA, MHS, VP, Clinical Data & Informatics, UHC

### [Embedding Change in the Process of Care](#)

Steven J. Corwin, MD, EVP & COO, New York-Presbyterian Hospital  
Wilhelmina M. Manzano, MA, RN, SVP & CNO, NYPH & NYPHS; COO, NYP/Allen

### [The Patient Revolution in a Post-EBM World](#)

Victor M. Montori, MD, MS, Knowledge & Encounter Research Lab, Mayo Clinic

### [How Electronic Health Records Influence Behavior](#)

George Hripcsak, MD, MS, Professor & Chair, Biomedical Informatics, Columbia University

Predictably Irrational: Behavioral Economics in Healthcare

Dan Ariely, PhD, MIT, Sloane School of Management & Duke University

### [Publishing Data to Promote Change](#)

Elizabeth Mort, MD, MPH, VP, Quality & Patient Safety, Massachusetts General Hospital

### **CEO Panel – Quality Drivers & “Getting it Done”**

Moderator: Eliot J. Lazar, MD, MBA VP & CQO, VP, CMO, NYPHS

--Paul Kronenberg, MD, President & CEO, Crouse Hospital, Syracuse

--Alan D. Aviles, President & CEO, NYC Health & Hospitals Corporation, New York

--Joel Seligman, President & CEO, Northern Westchester Hospital, Mount Kisco

Adjournment

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