Calling from the UK?
Please dial: **0844 335 1197**
Enter participant pass code: **532 417 25#**

Calling from outside the UK?
Please check the email sent with your log in details to access our global dial in codes and enter: **532 417 25 #**

Don’t see your country on the global list?
Please dial: **+44 1296 480 180**.
Enter the participant passcode: **532 417 25 #**

Please check with your provider to confirm call charges.

***Press *0 to speak to an operator if you are having any technical difficulties***
TIPS FOR A SUCCESSFUL WEBEX

Use the **chat box** to ask questions and get involved in discussions.

If you’re having technical difficulties message the BT Call Manager via the WebEx chat function, or press *0 on your telephone.
If you want to get involved in the conversation, please click on the Chat icon circled in red.

Select **all participants** from the drop down menu, type your message then click send!
WHERE ARE YOU JOINING US FROM?

Please click on the pen icon, circled in red above....
WHERE ARE YOU JOINING US FROM?

Please click on the arrow icon, circled in red above....
QI Connect: our reach

794 organisations

May 2018

@HISQIConnect
COMPETITION TIME…
CONGRATULATIONS!

@HISQIConnect
All territorial NHS Boards across Scotland are now linking in!
FOR THE FIRST TIME....
UNIVERSITIES

Queen's University Belfast

University of Birmingham

Victoria University of Wellington

Trinity College Dublin

Nordic School of Public Health NHV

De Montfort University

The University of Dublin

The University of Edinburgh

University of Glasgow

University of Bradford

Lancaster University

University of Strathclyde

University of Otago New Zealand

University of the Highlands and Islands Oilthigh na Gaidhealtachd agus nan Eilean

University of Leeds

University of Abertay Dundee

University of Manchester

University of Surrey

Swansea University Prifysgol Abertawe

National Institute for Health Research
A very special welcome to...
LEARNING TOGETHER..... AGAIN ... AND AGAIN...

View recordings of previous QI Connect sessions
You can find information on our previous speakers and view recordings of sessions at the links below.

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The QI Connect series now features as an approved resource within ISQua’s Fellowship Programme
QI CONNECT

Series Chair: Dr Brian Robson
Medical Director

Series Manager: Jennifer Graham
Programme Manager

Registration: Michelle De Felice

Project Officer: Jessica Yuill

Admin/Certification: Carmen Forrest

Twitter analytics: Alex Stirling
Mairi Macpherson
Head of Person-Centred & Quality Unit
Healthcare Quality & Strategy Directorate,
The Scottish Government

@MairiMacp
REMEMBER TO TWEET AS YOU LEARN!

#HISQIConnect

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Toby Cosgrove
Former CEO & President, The Cleveland Clinic
Cleveland Clinic Overview
Founders

Dr. Frank E. Bunts
Dr. George W. Crile
Dr. William E. Lower
Dr. John Phillips
Care for the Sick
Investigate their Problems
Educate those who Serve
• Not for Profit
• Group Practice
• Salaried
• Physician Leadership
• Annual Professional Review
• 1 Year Contracts
52,000 caregivers
3,700 professional staff
2,000 advanced practice providers
Cleveland Clinic Locations

- Cleveland & Northeast Ohio
- Toronto, Canada
- Las Vegas, Nevada
- West Palm Beach, Florida
- Weston, Florida
- London
- Abu Dhabi
Main Campus Severity

- Cleveland Clinic: 2.52
- Stanford: 2.50
- UCLA: 2.30
- Mayo: 2.20
- Duke: 2.10
- UCSF: 2.10
- Barnes Jewish: 2.10
7.6M outpatient visits

229K admissions & observations

209K surgical cases
Clinical Institutes
Heart & Vascular Institute

- Cardiac Surgery
- Cardiology
- Vascular Surgery
- Vascular Medicine
U.S. News & World Report

1  Mayo Clinic
2  Cleveland Clinic
3  Johns Hopkins
4  Mass General
5  UCSF
62nd %ile
Patient Satisfaction
Hand Hygiene

2013
2014
2015
2016
2017

93%
All Cause Readmissions

2012: 15.0%
2013: 15.0%
2014: 15.0%
2015: 12.3%
2016: 12.3%
2017: 12.3%
2,300 Students
Health Education Campus
1,965 Residents & Fellows
130,000
2012-2016
Research Citations
3,600 Patents Filed
1,200 Granted
“No one cares how much you know, until they know how much you care.”

- Theodore Roosevelt
Empathy Video
Cleveland Clinic

Every life deserves world class care.
Mairi Macpherson
Head of Person-Centred & Quality Unit
Healthcare Quality & Strategy Directorate,
The Scottish Government

@MairiMacp

@HISQIConnect
Danielle Martin
Associate Professor
University of Toronto

21 June 2018
4-5 pm UK time
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