

Male Speaker:

I think that after this session's over you'll agree that we indeed in fact save the best session for last. One of the joys of having a hand in planning a conference like this is the ability to plan a session that you really believe may be the most meaningful session of the conference. And I think you may see that's what we have here today. We have six experts representing four different perspectives on putting the data to use in real world applications. That is, when the boots are on the ground, how are these data being used to improve care in everyday life?

We have Jennifer Clark who's a nurse from Atlanta regional office of CMS, who's going to discuss a quality improvement project and perspective from the regional office view.

We have Dr. Eliot Fishman and Suzanne Tamang from the Metropolitan Jewish Health Care System, whose research focuses on health care systems for people with disabilities and chronic illness who will discuss how they use health outcome survey data in their plan to look at quality improvement activities.

We have Richard Hector [spelled phonetically] from the Health Services Advisory Group, who is health care researcher and will present an overview on how to undertake a quality improvement project using quality improvement data from the QIO perspective.

And finally we will hear from Janice Accar [unintelligible] and Laura Stewart. Janice is the senior director in IPROS Managed Care Department. And Laura is a consultant in the health care process improvement department at Lumetra, which is the QIO for the state of California.

MAQROS provide technical assistance and review to Medicare Advantage organizations related to their quality improvement project and chronic care improvement program.

So now I'd like to turn this over to Jennifer Clark.

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