

Evidence- and Value-based Solutions for Health Care 
 Clinical Improvement Consults, Content Development, Training & Seminars, Tools

Delfini Group is a public service entrepreneurship founded to advance applied evidence- and value-based clinical quality improvements and methods through practice, training and facilitation. Much of Delfini's work is dedicated to help solve the little known societal problem of medical misinformation. We provide—

- Training and facilitation for evidence- and value-based clinical quality improvements
- Critical appraisal of the medical literature, including training, evidence reviews and clinical content
- Special help for health systems and evidence-based work efforts such as guideline development and implementation and committee work such as pharmacy & therapeutics and medical technology assessment committee work
- Health care communications training

Examples of Clients and Others Served

- **Healthcare systems and providers:** Kaiser Permanente, MD Anderson Cancer Center, Providence Health Systems, Health Alliance Plan of the Henry Ford System, St John Health Care System, Salem Hospital, Pacificare, Virginia Mason Medical Center and thousands of individual physicians, clinical pharmacists, nurses, other allied health care professionals and others
- **Government:** Centers for Medicare and Medicaid, Department of Defense including DoD Pharmacoeconomic Center, States of Washington, Oregon and California, King County Health Care Task Force in Seattle WA, Veterans Affairs including Medical Advisory Panel and Pharmacy Benefit Managers, California State Office of Administrative Hearings for their Administrative Law Judges
- **Groups:** American Medical Association (AMA), American Academy of Family Physicians (AAFP), American Pharmacists Association (APhA), American Drug Utilization Society (ADURS), Academy of Managed Care Pharmacy (AMCP), California Association of Physician Groups (CAPG)
- **Healthplans, PBMs and pharmacy providers:** Aetna, Blue Cross/Blue Shield Associations, Humana, MedMetrics, Omnicare, Regence Group, WellPoint Rx
- **Content providers:** McKesson (InterQual), DynaMed, HealthWise
- **Academia:** Universities of California (San Diego), Washington, Texas, Massachusetts
- **Manufacturers and Marketing Companies:** Amgen, CommonHealth, Novartis, Sanofi-Aventis, Abbott Laboratories, Medtronic
- **Others:** NJJB architects, human resources representatives, consumers

www.Delfini.org

- An internationally recognized source of freely available, high quality practical clinical improvement resources
- For greater information about Delfini including more testimonials

Testimonials



Delfini program scores average 4.8 out of 5.0.

"Hello Sheri and Mike, thanks for shouting out to the Washington State Health Technology Clinical Committee. Along with the help of organizations like Delfini providing us with superb evidence reviews, we are showing a way that the US should follow, in my opinion. I appreciate your linking your contacts to our work. Best Wishes, Brian"
 Brian R. Budenholzer, MD, FAAFP
 Health Technology Clinical Committee Chair
 Health Care Authority
 State of Washington

"I have been meaning to thank you and Mike for all of the training and insight that you have given me. It really has made a huge difference in my professional life. For example, this summer I tackled an important safety debate. It took me many hours, but at the end of the day, I concluded that we, as a company, needed to make new recommendations. Without my Delfini training, I would have never had the confidence, nor been able to develop a convincing case. I know sometimes the jaded medical world may feel that evidence-based medicine and critical evaluations are nice academic exercises that rarely, if ever, influence member safety. We know that this is not the case. Keep carrying the banner of enlightenment in 2011! Your workshops help reignite for many the real reason they got involved in pharmacy and medicine in the first place. We definitely can make a difference..." Name Held in Confidence

"Mike and Sheri, thanks for presenting this valuable information in a fun and memorable way.

Chosen By—

- The Cochrane Collaboration as a quality evidence-based resource site
- Qualis Health to assist in evaluating and recommending performance measures for Centers for Medicare and Medicaid Services (CMS)
- State of Washington Department of Health and Human Services (DSHS) to train staff and clinicians conducting evidence-based reviews
- McKesson for evidence-based training, launching their Evidence-based Medicine Initiative and providing intensive training in critical appraisal
- Health plans such as WellPoint Rx and The Regence Group as trainers of pharmacy & therapeutics committee members and staffers
- American Academy of Family Physicians (AAFP) to conduct their first ever national performance measures training which achieved a 5.0 out of 5.0 score
- MD Anderson Cancer Center and Salem Hospital as internal faculty for their clinical effectiveness, safety and physician leadership institutes
- Kaiser Permanente groups for training in evidence-based medicine and for facilitating guideline development and quality improvement projects
- American College of Physician Executives for a 3-part series on "The Evidence-based Organization" for The Physician Executive, Journal of Medical Management

You made hard stuff easier to understand." Joyce Gilbert, KP EBM Expert

"Hi Mike...I thought the subject was going to be boring and not much use...I was very wrong. The conference was excellent and I learned a great deal of new information that will help me in assessing the literature in my job...I cannot thank you and Sheri enough." Harold Wittcoff, MD, Chief, Quality & Risk Management, KP Atlanta, Georgia

"Sheri & Mike, thanks again for your wonderful conference. Your clear presentations, great examples & practical tools make a sometimes difficult process seem so transparent. I know a couple hundred people...who have got to hear your message!" Wiley V. Chan, MD, Director, Guidelines & Evidence-based Medicine, Northwest Permanente

"Just wanted to send you both my personal thanks for some of the best education I've received in my 25 years in medicine!" Alison Lauber, MD, Associate Program Director, Columbus Regional Health System, Family Practice Residency Program

"Thanks. Steep learning curve, but well-conducted and valuable. You're a great speaker, and I've been around the block many times." Frank Dornfest, MB,ChB, M.F.G.P. (S.A.), FAFAP, Associate Professor, Oregon Health and Sciences University, Medical Director and Associate Residency Director OHSU Gabriel Park Family Health Center, Oregon Health & Science University

"...I wanted to tell you that your presentation was one of the best I heard...it was clear, dynamic, clinically relevant and with good examples...Often, I worry that epidemiologists and biostats people give very dry, convoluted presentations losing the audience with complex concepts and math analysis, which are boring to us, the clinicians...Once again, thank you so much for an outstanding presentation..." Cecilia Gutierrez, MD, Assistant Clinical Professor and Associate Director, Family Medicine Residency Program, USCD

"Not only an accomplished speaker who kept her audience interested and attentive, Sheri's a first-rate teacher, who knows how to explain complex concepts in comprehensible terms....The course was "hands-on" and practical, highly relevant to a clinician or pharmacist..." Wayne M. Flicker, MD, PhD, Chair, Pharmacy and Therapeutics, Committee, HealthCare Partners Medical Group

"Thank you very much. Your presentation is most succinct and clear — one of the most clear I have experienced. It has excellent content and offers amazingly practical and useful tools." Carolyn Day, MD, Director of Quality, UCSD Family Medicine

More Testimonials

- "...impressive.... terrific conference... impressive tools...made hard stuff easy to understand..."
- ".....already using tools in real life...helped us change... real success...helped us use resources optimally... invaluable..."
- "... gifted facilitators and passionate educators... have rarely encountered presenters so well-prepared and well-versed in their subject matter... extremely generous with their knowledge and expertise..."

The Best

- "Best one-day educational program I've experienced in 25 years!" Intermountain Health Care attendee, Salt Lake City, UT
- "Best program I've attended since I got a BS in '65." Omnicare attendee, Orlando, FL
- "Great program. One of the best I've ever attended." Omnicare attendee, Orlando, FL
- "One of the best classes I have ever attended." Pacificare attendee, Cypress, CA
- "This meeting was without a doubt the best meeting I've ever attended." Walgreens' attendee, Deerfield, IL

Topic Area	Service Examples: Performance & Training
Scientific Evidence Services Evidence Reviews including Systematic Reviews Clinical Recommendations & Clinical Practice Guidelines	<ul style="list-style-type: none"> ▪ Scientific reviews of medical technologies including monograph services and medical technology assessments for drugs, devices and procedures ▪ Creating science-based clinical recommendations ▪ Clinical guidelines development ▪ Research study design advisements
Clinical Content & Healthcare Communications Information Development & Packaging	<ul style="list-style-type: none"> ▪ Evidence-based medical information content development and packaging ▪ Healthcare communications development: health education pieces, information aids, action aids and decision aids
Evidence-based Medicine (EBM) Training for All Aspects of Evidence-based Practice Concepts, Methods & Processes for Critical Appraisal of the Medical Literature	<ul style="list-style-type: none"> ▪ Training in evidence-based medicine essentials: Introduction to EBM, its import and hallmarks of evidence-based practice ▪ Critical appraisal foundational skills required for evidence reviews (from improved reading of journal articles to systematic reviews) ▪ Advanced critical appraisal skills ▪ How to synthesize evidence into reviews and summaries ▪ Training in conducting systematic reviews and developing drug monographs and medical technology assessments ▪ Clinical guideline development methods training
Communications Training	<ul style="list-style-type: none"> ▪ Healthcare communications: tips on the development and implementation of information aids, action aids and decision aids ▪ Medical decision-making for providers and patients ▪ Provider - patient communication skills
Developing & Managing Healthcare Quality Committees and Groups	<ul style="list-style-type: none"> ▪ Development, organization and management of effective evidence-based committees, quality teams, journal clubs and other evidence-based working groups ▪ Deep experience with pharmacy & therapeutics committees (P&T), medical technology assessment committees (MTA), guideline development teams and other quality improvement teams ▪ Applying evidence, judgment and other triangulation issues ▪ Leading and facilitating mock P&T committees and medical technology assessments
Training in Clinical Quality Improvements	<ul style="list-style-type: none"> ▪ How to develop, organize and manage effective evidence-based committees, quality teams, journal clubs and other evidence-based working groups ▪ How to conduct a successful evidence-based quality improvement project: the Ten Phases ▪ Selecting good projects ▪ Assessing the impacts of practice change (including economic considerations) ▪ Effective implementation of clinical practice change ▪ Pearls and pitfalls of performance measurement ▪ Effective meeting management
Performing Clinical Quality Improvements	<ul style="list-style-type: none"> ▪ Facilitation of evidence-based clinical quality improvement activities
Leadership Assistance in Quality Improvement Quality Systems Assessments Performance measurement	<ul style="list-style-type: none"> ▪ Healthcare clinical quality system assessments ▪ Leadership development for quality care improvement ▪ Clinical integration of all aspects of EBM ▪ Development and implementation of performance measures
Consulting	Customized topics to meet your organizations' needs