

The Patient Experience

SYMPOSIUM



Thursday, May 2, 2019

8:00 am **Registration & Coffee**

8:45 am **Chair's Welcoming Remarks**

Dr. Bob Baker, MD

9:00 - 9:45 **Opening The Door: Learning from Patient Stories of Life, Death and in Between**
Daniela J. Lamas, MD, Pulmonary & Critical Care Doctor, Brigham & Women's Hospital;
Faculty Member, Harvard Medical School; Associate Faculty, Ariadne Labs

9:45 - 10:30 **Excellence the Elusive"; aka Why Isn't This Working?**

Ginger Williams, Former President & CEO, Oaklawn Hospital

10:30 - 10:45 **Refreshment Break/Exhibit Viewing**

10:45 - 11:30 **Using Mindful Expression and Creative Narrative to Improve the Patient Experience**

Tracy Granzky MS, MFA, Director, Center for Healthcare Narratives, MedStar Institute for Quality & Safety

Cat Gwynn, Photographer, Author, Mindfulness Coach and Triple Negative Breast Cancer Survivor

11:30 am - 12:15 pm **Creating a Culture of Empathy and Curing the Epidemic of Burnout**
Helen Riess, MD, Founder, Chief Scientific Officer, Empathetics, Inc. Associate Professor of Psychiatry, Harvard Medical School; Author, The Empathy Effect

12:15 - 1:45 pm **Luncheon and Exhibit Viewing**

1:45 - 2:15 pm **Activating Patients for Better Outcomes: Using a T.E.A.M Approach to Engage and Empower Patients and their Health Care Providers**

Claire Snyman, Patient Advocate & Founder, Two Steps Forward

2:15 - 3:00 pm **Integrating Family Partnerships to Develop an Experienced-Based Culture**

Sara L. Toomey, MD, MPhil, MPH, MSc, Chief Experience Officer, Boston Children's Hospital; Director, Center of Excellence for Pediatric Quality Measurement
Division of General Pediatrics, Boston Children's Hospital/Harvard Medical School

3:00 - 3:30 pm **Coffee Break & Exhibit Viewing**

3:30 – 4:15 pm What If We REALLY Built Care Around Our Patients?

Rushika Fernandopulle, MD, MPP, CEO & Co-founder, Iora Health

4:15 - 5:00 pm I'm Not Limping, That's Swagger

Kelsey Tainsh, Patient Advocate, Kelsey Tainsh, LLC

5:00 pm Cocktail Reception and Exhibit Viewing

Friday, May 3, 2019

8:00 am Registration & Coffee

9:00 am Chair's Welcoming Remarks

Matt Herndon, CEO, The Schwartz Center for Compassionate Healthcare

9:00 -9:45 am The Other End of the Stethoscope

Marcus Engel, M.S., CSP, CPXP, Author & Patient Advocate, Co-Founder of the I'm Here Movement

9:45 - 10:30 am XIC (Xperience Innovation Café) Marks the Start!

Elizabeth Paskas, VP Experience Innovation & Consumer Services, Hackensack Meridian Health

10:30 – 11:00 am Coffee Break & Exhibit Viewing

11:00 - 11:30 am Compassion is the Blockbuster Drug of the Century

Pat Mastors, Executive Director and Founder, Patients View Institute

11:30 - 12:15 pm Patient Experience – An Essential Strategy for the Next Frontier

Dr. Jay Bhatt, Senior Vice President and Chief Medical Officer, American Hospital Association and President, Health Research & Educational Trust

12:15 - 1:30 pm Lunch & Exhibit Viewing

1:30 – 2:15 pm Zebra Tending: How to Care for Rare Disease Patients and Doctors

Doug Lindsay, Personal Medical Consultant

2:15 - 2:45 pm Walking the Talk: Building Partnerships Alongside Consumers with Complex Needs Using Journey Mapping and Their Powerful Lived Experiences

Melinda Karp, Executive Director, The Center to Advance Consumer Partnership and VP of Consumer Centered Quality, Commonwealth Care Alliance

2:45 – 3:30 pm Leading Change for an Optimal Care Experience

Richard Corder MHA, FACHE, CPXP, Managing Director, TiER1 Performance Solutions

3:30 pm Conference Concludes