



The Patient Experience

SYMPOSIUM

Monday, September 18, 2023

2:00 pm **Chairperson's Welcoming Remarks**

Laura Cooley, PhD, Editor-in-Chief, The Journal of Patient Experience

2:15 pm – 3:00 pm **Enhancing the Veteran Experience: Strategies for Improving Access and Support**

John Boerstler, Chief Veterans Experience Officer, Department of Veterans Affairs

3:00 pm – 3:45 pm **Round Table Response Discussions**

3:45 pm – 4:30 pm **The Naked Truth About Compassion is Revealed. A Return to the Heart of Healing**

“Patient Lee” Tomlinson, Stanford CCARE Applied Compassion Ambassador, Cancer/Burnout Survivor, Founder of the Compassion Heals Movement

4:30 pm - 6:00 pm **Opening Night Reception in Sponsor Showcase with Poster Viewing**

Tuesday, September 19, 2023

8:00 am – Coffee, Poster Viewing and Networking

8:30 am **Chairperson's Opening Remarks**

Laura Cooley, PhD, Editor-in-Chief, The Journal of Patient Experience

8:45 am – 9:15 am **Beyond Happiness: Connecting Safety, Quality, and Experience**

Jim Merlino, MD, Executive VP and Chief Innovation Officer, Joint Commission on Accreditation of Healthcare Organizations

9:20 am -10:00 am **Transformational Leadership Strategies to Advance Patient Experience**

Brian Carlson, VP of Patient Experience, Vanderbilt University Medical Center

Seanna-Kaye Denham, Ph.D., Chief Experience Officer, NYC Health + Hospitals

Alpa Vyas, VP, Chief Patient Experience & Operational Performance Officer, Stanford Health Care

10:00 am – 10:30 am **Round Table Response Discussions**

10:30 am – 11:00 am **Networking Break in Sponsor Showcase**

11:00 am – 11:35 am **The Imperative of Health and Structural Justice: Toward a More Equitable Human Experience**

Camille Burnett, Ph.D., MPA, APHN-BC, BScN, RN, DSW, FAAN, CGNC, Vice President, Health Equity, Institute for Healthcare Improvement

11:35 am – 12:05 pm **A Roadmap for Improving Healthcare – The Customer Experience and Journey**

Robert Otto Valdez, Ph.D., M.H.S.A, Director, Agency for Healthcare Research and Quality

12:05 pm - 12:30 pm **Round Table Response Discussions**

12:30 pm - 1:45 pm **Lunch and Poster Viewing in Sponsor Showcase**

1:45 pm - 2:20 pm Choose between interchangeable tracks

Track A

“Short, Modern, Smart” An Innovative Feedback and Response Program for the Modern Patient

Colleen Russell, MHSA, CPXP, Director of Engagement, Northwestern Medicine

Track B

Why a Ruckus is Needed to Transform Healthcare

Moderator: Denise Wiseman, Ph.D., MBA, CPXP, Founder and President of The PX Community

Panelists: Thomas Dahlborg, President & CEO, Dahlborg HealthCARING Leadership Group, LLC (DHLG)

Danie Turpin, MA, CPXP, Director of Performance Improvement, Providence Medical Center

Roseanna Galindo, ECBA, CAVS, Principal, Periscope Business Process Analysis

2:25 pm – 3:10 pm Choose between interchangeable tracks

Track A

Advancing Equity and Inclusion to Improve Healthcare Experiences

Anthony Warmuth, Executive Director of Clinical Transformation, Cleveland Clinic

Alan Dubovsky, VP and Chief Patient Experience Officer, Hospital Administration, Cedars Sinai

Aswita Tan-McGrory, Director, Equity and Care Implementation, Massachusetts General Hospital

Seanna-Kaye Denham, Ph.D., Chief Experience Officer, NYC Health + Hospitals

Track B

Elevating Experience: Surveys are Not Enough

Moderator: Gregory Makoul, Ph.D. MS, Chief Transformation Officer, NRC Health

Panelists:

Susan Edgman-Levitan, PA, Executive Director,

John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital

Zeev Neuwirth, MD, Physician Executive, Author

3:15 pm – 3:50 pm Choose between Interchangeable Tracks

Track A

High-Performing Patient & Family Advisory Councils: Winning Strategies and Best Practices

Barbara Lewis, MBA, Founder, Joan’s Family Bill of Rights

Track B

Design Thinking Rx: A Prescription for Innovative Healthcare Solutions

Alpa Vyas, VP, Chief Patient Experience & Operational Performance Officer, Stanford Health Care

Track C

I’m a CXO Posing as a CEO (But Please Don’t Tell Anyone)

Shawn Nason, CEO, Of for Health

3:50 pm – 4:10 pm Networking Break in Sponsor Showcase

4:10 pm – 4:50 pm **The Other End of the Stethoscope**

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

4:50 pm – **PFAC-tor Awards Announcement - Sponsored by Post ICU**

4:55 pm- 5:30 pm **Engaging Patients and Families in Quality and Safety: A Deep, Transparent Partnership**

Armando Nahum, Cofounder and Principal, H2pi; Founding Member, Patients for Patient Safety

5:30 pm End of Day Two

Wednesday, September 20, 2023

8:00 am – Coffee and Poster Viewing in Sponsor Showcase

8:30 am **Chairperson's Opening Remarks**

Laura Cooley, PhD, Editor-in-Chief, The Journal of Patient Experience

8:45 am - 9:45 am **The Science and Practice of Simple Well-Being Strategies**

J. Bryan Sexton, Ph.D., Associate Professor; Director, Duke Center for the Advancement of Well-being Science, Duke University Health System

9:50 - 10:25 am **Revitalizing Patient Experience in the Post-Pandemic Environment**

Richard Evans, MA, Senior Vice President Patient Services and Chief Experience Officer, New York Presbyterian

10:25 am – 10:50 am **Networking Break and Poster Viewing in Sponsor Showcase**

10:50 am – 11:25 am

The Impact of Digital Transformation on Patient Experience in Hospitals in the US

Anne Snowdon, Ph.D., FAAN, RN, Chief Scientific Research Officer, HIMSS

11:25 am - 12:00 pm **Beyond The Walls - A New Era in Patient Experience**

Zeev Neuwirth, MD, Chief Clinical Executive for Care Transformation & Strategic Services, Atrium Health

12:00 pm – 12:30 pm **Round Table Response Discussions**

12:30 pm **Closing Remarks**

Laura Cooley, PhD, Editor-in-Chief, The Journal of Patient Experience