

2021 VIRTUAL EVENT AGENDA

**Featured LIVE Online: Friday, October 1, 2021 – 12:00 PM ET**

# Live Discussion with Stephen Klasko, MD

Stephen K. Klasko, MD, MBA President, Thomas Jefferson University; CEO, Jefferson Health

**Featured LIVE Online: Tuesday, October 5, 2021 & Tuesday, October 19, 2021**

**Live Discussion with Colleagues — 12:00 PM ET**

**Moderated by** Steve Shama, MD, MPH

Join us for two unique live sessions with speakers and peers. We hope that you have reviewed the various sessions, but even if you have not, you will gain much from these particular sessions. Ask questions of selected speakers, meet in breakout rooms to discuss the questions and others, and then come together, and with a skilled facilitator, share your discussions. This is a unique opportunity to simulate a typical ‘live conference’ conversation with fellow attendees, to network and (to) share contact information.

**Featured LIVE Online: Tuesday, October 12, 2021 – 1:00 PM ET**

**Moderated by** John Bostick, CEO, Hive Networks.

Join us for live Q&A with a selection of speakers connected with Learning Health Systems and Learning Health Networks. This includes Martie Carnie, James Harrison, Michael Jack Lennon, Dr. Shehzad A. Saeed, and William Hoos. Be sure to see their sessions at our virtual conference..

# On-demand Sessions available September 23,2021 through October 29, 2021

## PX from Theory to Execution: Turning our Knowledge into Results

Gary Tomcik, Senior Director Healthcare Experience, HydraCor

Dr. Judith Welsh, MD. Associate Chief Experience Officer, Cleveland Clinic

Brandi Peterson, RN, BSN, CMSRN, Director of Patient Experience, Parkview Health System Stacey Parkin, Chief Patient Experience Officer, MultiCare Health System

## How a High-Quality Patient Experience Can Lead to a Durable, Positive Outcome

Stacy Hurt, MHA, MBA, Patient Experience Consultant and HIMSS Digital Influencer

## Bridging the Gap: The Benefits of Scale in the Transition to Value-Based Care

Rachel Hutman, CEO and Founder, Ford Hutman Media Tim Gronniger, CEO, Caravan Health

Joshua Hollander, MBA DC, Director, Health Solutions FTI Consulting

Robyn Paulsen, Director of Telehealth, Community, and Business Development, Iowa Specialty Hospitals

## How do we Interact with Patients in a Digital Space

Lindsay Hunt, Director of Systems Transformation, HMS Center for Primary Care

Kirsten Meisinger, MD, Regional Medical Director and Director of Provider Engagement, Cambridge Health Alliance

## From Pandemic Fix to Permanent Fixture: What Have We Learned about Telehealth?

Barbra Rabson, President and CEO Massachusetts Health Quality Partners

## Patient No Longer: How Consumerism Holds the Key to Better Experiences

Ryan Donohue, Solutions Expert Consumerism, NRC Health

## PTSD Case Studies: Supporting Patients by Offsetting Risk of Medical PTSD\

Emily Park, PTSD Patient Advocate

## Physician Shortage... Or maybe not with Team Care

Kevin Hinchey, MD, Chief Education Officer, Baystate Health

## How Dozens of Experts Collaborated to Find a Life-Extending Therapy for One Patient

Brad Power, Founder, CancerHacker Lab

## Health Care Outcomes and Experiences Among Adults with Hearing Loss

Nicholas S. Reed, AuD Assistant Professor, Department of Epidemiology; Core Faculty, Cochlear Center for Hearing and Public Health Johns Hopkins University Bloomberg School of Public Health

## Purpose, Possibilities and People…. Bringing Passion and Joy to Life’s Experience

Charlotte Yeh, MD Chief Medical Officer AARP Services, Inc.

## Healthcare Transformation: Leading with Safety

Tejal Gandhi, MD, MPH, CPPS Chief Safety and Transformation Officer Press Ganey

## From Battlespace to Bedside: A Patient’s Perspective on Leadership Practices to Improve Healthcare Experiences

Paul Becker, Rear Admiral US Navy, (Ret.) Founder, The Becker T3 Group, and a Stage IV Bone Marrow Cancer Survivor

## Comparisons of In-person and Telehealth Patient Experiences of Primary Care

Mark Friedberg, MD, MPP, Senior Vice President, Performance Measurement and Improvement, Blue Cross Blue Shield of Massachusetts

Amy Stern, PhD, Director of Operations and Commercial Survey Programs, Massachusetts Health Quality Partners (MHQP)

## Fighting Burnout While Spending More Time with Patients

Andrew Kanter, MD, MPH

## Creating a Culture of Improvement at Southcentral Foundation

David Lessens, Medical Director, Primary Care 1 West

Monica Lee, Senior Improvement Advisor, Southcentral Foundation

# On-demand Sessions available

**September 27, 2021 through October 29, 2021**

**Lessons Learned from 2020 Provide a Springboard for Increased Telehealth Adoption** Joseph C. Kvedar, MD, Chair of the Board, American Telemedicine Association (ATA); Professor of Dermatology, Harvard Medical School; Editor-in-chief, npj Digital Medicine; Senior Advisor, Virtual Care, Mass General Brigham

## Listen Like a Poet

Frankie Abralind, ED, The Good Listening Project

## A Pandemic of Institutionalized Loneliness and Anonymity

Frank Cutitta, CEO & Founder, HealthTech Decisions Lab

**Fireside Chat: Being Authentic in a World Full ofChaos** Michael Harper, President & Chief of Radical Experiences Shawn Nason, Founder & CEO, The MOFI Group

## A Digital Paper to Improve Clinical Information Exchange and Experience

Tim O’Malley, AVP, US Business Unit, E Ink Corporation Mark Schram**,** Vice President Sales, eVideon

Andrew Marshall, MD, Harvard Medical School

Mark Zhang, DO, MMsc, Medical Director, Brigham Digital Innovation Hub

## Building Health Disparities Awareness at a Large Academic Hospital

Mary O. Cramer, Executive Director, Organizational Effectiveness & Chief Experience Officer, Massachusetts General Hospital

## Chairperson’s Welcoming Remarks

Benjamin Anderson, MBA, MHCDS, former CEO, Kearny County Hospital

## Left Out or Roped In?: Rural America’s Journey Toward Health Equity

Benjamin Anderson, MBA, MHCDS, former CEO, Kearny County Hospital; VP, Rural Health and Hospitals, Colorado

## Unintended Impacts of Cancel Culture on Health Equity and Belonging

Duane Reynolds, MHA, Founder and CEO, Just Health Collective

## Hospitals Collaborate to Ensure COVID Care for Every Coloradan

Darlene Tad-y, MD, Vice President - Clinical Affairs, Colorado Hospital Association; Associate Professor, Department of Medicine, University of Colorado Denver

**Advancing Patient Experience Through the Lens of Equity** Thomas D. Sequist, MD MPH, Chief Patient Experience and Equity Officer,Partners HealthCare System

## A Path Forward: Building Transformational Leadership Capacity after COVID

Lauren Hughes, MD, MPH, MSc, FAAFP, State Policy Director, Farley Health Policy Center; Associate Professor, Department of Family Medicine, University of Colorado, Anschutz Medical Campus

## COVID-19 Through the Eyes of an American Refugee: A Story of Engagement

Ifrah Ahmed, BA, BS, Children’s Mental Health Case Manager, Metro Social Services

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## Called In vs. Called Out: America’s Journey Toward Equity - Panel Discussion

**Moderator:** Benjamin Anderson, MBA, MHCDS, former CEO, Kearny County Hospital; VP, Rural Health and Hospitals, Colorado Hospital Association; Former CEO, Kearny County Hospital

Ifrah Ahmed, BA, BS, Children’s Mental Health Case Manager, Metro Social Services Duane Reynolds, MHA, Founder and CEO, Just Health Collective

Darlene Tad-y, MD, Vice President - Clinical Affairs, Colorado Hospital Association; Associate Professor, Department of Medicine, University of Colorado Denver

## Connecting with Teams Using Patient Feedback

Brad Giafaglione, Director of Experience, UC Irvine Health Christa Peters, NRC Health, Collaboratives Director

## How to Navigate an Incurable Genetic Disease as a Young Adult

Seth Rotberg, MNM, Co-Founder of Our Odyssey, Patient Leader Recruitment Manager at WEGOHealth

**It Starts and Ends with Communication: Lessons Learned from the COVID Pandemic**

Brian R. Carlson, VP Patient Experience, Vanderbilt University Medical Center

## The Human Experience in Healthcare

Carol Santalucia, Healthcare Consultant/Champion for Healthcare Experience   
Joy Jones, Healthcare Consultant/Champion for Healthcare Experience

## Audacious Leadership – A Conversation

Dustin Shell, Director of Strategic Growth, TiER1 Healthcare Naomi Cramer, Chief Human Resource Officer, Banner Health

Richard Corder, MHA, FACHE, CPXP, Managing Director, TiER1 Healthcare

## How Can I Create One Action Plan to Address Patient Experience, Employee Engagement &Clinician Burnout?

William J. Maples, M.D., President and Chief Executive Officer, Institute for Healthcare Excellence

Carrie Grant, Chief Nurse Executive, Nemours Children’s Hospital, Florida West Paul, MD Chief Medical Officer, Novant Health

Jennifer K Clark, M.D, Healthcare Delivery Scientist, University of Tulsa Institute for Health Care Delivery Sciences

## A Conversation from Washington DC with the National Coordinator for Health IT

Micky Tripathi, PhD MPP, National Coordinator for Health Information Technology, U.S. Department of Health and Human Services

## Learning Health Systems Research: Engaging Patients and Families to improve Hospital CareDelivery and Experiences

James Harrison, MPH PhD, Assistant Professor, Division of Hospital Medicine University of CaliforniaSan Francisco

Martie Carnie, Senior Patient Advisor, Brigham & Women’s Hospital

## Case Study:

**How Digitizing Purposeful Rounding Drives Consistency and Quality of Care Delivery** Shawn Smith, MBA, CPXP, Assistant Vice President: Clinical Enterprise, Patient Experience, InovaHealth System

## Uncovering the “Why” Behind Good and Bad Patient Experiences

Claude Stang, RN and Nurse Leader, Executive Director of Emergency Services, Cedars SinaiMedical Center, Los Angeles

Paul Jaglowski, Founding CEO & Chief Strategy Officer, Feedtrail, Inc.

## IROC (a Pediatric Kidney Transplant Network) and its Potential to TransformPost-Transplant Care

Michael Jack Lennon, MBA, Executive Director, IROC & Lifelong Kidney Patient

## Partnering With Parents and Patients to Augment Research Endeavors, Scientific Discovery and Experience, and Quality of Care

Shehzad A. Saeed, MD, FAAP, AGAF, NASPGHAN-F Professor of Pediatrics at Boonshoft School of Medicine, Wright State University, and Associate Chief Medical Officer, Physician Chief, Clinical Excellence, and Physician Lead for Patient and Family Experience at Dayton Children’s Hospital, andthe Clinical Director of ImproveCareNow (ICN) Network

## Driving Clinical Care Improvement in Pancreatic Cancer: The Canopy Cancer Collective Creation Story

William Hoos, MS, MBA Canopy Cancer Collective