



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.

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 Abrialind](#), 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 of Chaos

[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, FAFAP, 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

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 Giafaiglione](#), 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 Care Delivery and Experiences

[James Harrison](#), MPH PhD, Assistant Professor, Division of Hospital Medicine University of California San 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 Sinai Medical Center, Los Angeles

[Paul Jaglowski](#), Founding CEO & Chief Strategy Officer, Feedtrail, Inc.

IROC (a Pediatric Kidney Transplant Network) and its Potential to Transform Post-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, and the 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