

2024

THE BERYL INSTITUTE

# ELEVATE<sup>PX</sup>

The Global Patient Experience Event



April 3-5, 2024  
Denver, Colorado

Join us in-person or virtually.

THE BERYL INSTITUTE

# ELEVATE PX

## The Global Patient Experience Event

ELEVATE PX is a gathering bringing together the voices of the global community committed to transforming the human experience in healthcare. ELEVATE PX is a dynamic, interactive event connecting the community for learning, support and the sharing of ideas to positively impact the experience in healthcare organizations around the world.

### Why Attend

ELEVATE PX is designed for leaders and practitioners who are improving experience with roles in areas such as:

- Executive Leadership
- Physician/Nurse Leadership
- Patient Experience/Satisfaction
- Service Excellence
- Patient and Family Advocacy
- Marketing/Community Outreach
- Quality/Safety Operations
- HR/Organization Development
- Clinical Education/Staff Development
- Patient and Family Advisors
- Volunteer Professionals

Attendees will participate in educational sessions and live networking activities. Learn from thought leaders who are transforming the human experience in healthcare.

- Take away proven practices from numerous healthcare settings that you can apply in your own facilities
- Make lasting connections with peers dedicated to improving experience and build a support network as you tackle this critical issue
- Take an important step in ensuring that patient experience is not only part of your quality and service agenda but also a key business strategy for your organization
- Discover new ways to exemplify experience excellence

### Patient Experience Defined:

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

— The Beryl Institute

# Registration Pricing

In-Person Participant	Per Individual Member	Per Individual Non-Member
Through November 17, 2023	\$1,200	\$1,350
November 18, 2023 - January 31, 2024	\$1,250	\$1,400
After January 31, 2024	\$1,300	\$1,450

## In-Person Participant registration includes:

- Access to all general sessions, keynote speakers, breakout/poster sessions, exhibitors and networking events.
- All meals throughout the event.
- Admission to the networking PX Party on Thursday evening at Mile High Station.
- Access to recordings of all breakout sessions and the online poster gallery.

Virtual Participant	Per Individual Member	Per Individual Non-Member
Through November 17, 2023	\$525	\$625
November 18, 2023 - January 31, 2024	\$575	\$675
After January 31, 2024	\$600	\$700

## Virtual Participant registration includes:

- Live streaming of all general sessions, including award presentations and keynote speakers.
- Access to recordings of all breakout sessions and the online poster gallery.
- Video networking opportunities with other virtual participants through facilitated PX chats.

**Patient and Family Participation** The Beryl Institute is committed to including patient and family voices in the dialogue around patient experience efforts. Members of a Patient and Family Advisory Council and/or patients are eligible for 25% off conference registration. Contact Natalie McKay for more information at [natalie.mckay@theberylinstitute.org](mailto:natalie.mckay@theberylinstitute.org).

**Patient and Family Scholarships** To engage more patients and family members in the experience conversation, we are excited to offer a limited number of scholarships to ELEVATE PX 2024 for patients and family members actively engaged in improving healthcare. We are accepting applications through January 17, 2024. [Click here to learn more.](#)

**Group Discounts** Organizations registering five or more people are eligible for a 10% group discount. Contact Natalie McKay for more information at [natalie.mckay@theberylinstitute.org](mailto:natalie.mckay@theberylinstitute.org).

# Additional Options

Interested in the listed additional options? Make sure to add the session to your online event registration.

**Tuesday, April 2, 2024**

## Special Community Networking Dinners

7:00 PM - 9:00 PM

In-Person Only \*

RSVP required and transportation available.

\$35

### Patient Advocacy Community Networking Dinner

Patient Advocates are invited to network with peers at a private dinner to be held at Tamayo Modern Mexican Kitchen.



**Patient  
Advocacy  
Community**  
of The Beryl Institute

### Pediatric Community Networking Dinner

Those working in pediatric related roles are invited to network with peers at a private dinner to be held at Maggiano's.



**Pediatric  
Community**  
of The Beryl Institute

### Volunteer Professionals Community Networking Dinner

Volunteer Professionals are invited to network with peers at a private dinner.



**Volunteer  
Professionals  
Community**  
of The Beryl Institute

### Relationship-Centered Communication to Optimize Patient and Team Experiences

Participants in this workshop will learn the fundamental skills of relationship-centered communication (RCC). Through interactive small-group exercises, attendees will have the opportunity to practice new ways of communicating that support effective, empathetic, and equitable communication with patients and colleagues. This workshop will provide attendees with RCC skills that can be immediately applied to transform the human experience in their organizations.

#### Presenters:



**Laura Kirk, MSPAS, PA-C, CPXP,  
DFAAPA, FACH**

Vice President of External Education,  
Academy of Communication in Healthcare  
Assistant Director of Advanced  
Practice Providers, University of Texas  
Southwestern Medical Center



**Tara Bristol Rouse, MA, CPHQ,  
CPXP, BCPA, CPPS**

Principal,  
Partnership Health Providers



**Kistein Monkhouse, MPA**

Founder/CEO  
Patient Orator

### Manifesting Purpose: Uncovering What Motivates People To Be Their Best

Do you want to enable, empower, and engage your staff to do and be their best? Join us in "Manifesting Purpose," a workshop that explores what motivates people to show up every day to make a difference in healthcare. This interactive learning session provides participants with practices and frameworks to enhance skills that acknowledge individual strengths and reinforce feelings of appreciation and value. "Manifesting Purpose" will help you uncover the best in each individual, linking the science of well-being to improving the human experience in healthcare.

#### Presenters:



**Diane Rogers, PCC, CPXP**  
Founder & CEO, Contagious Change  
Faculty, Learning and Professional  
Development,  
The Beryl Institute



**Deanna Frings, MA Ed, CPXP**  
Founder & President, IEG Experiences  
Faculty, Learning and Professional  
Development,  
The Beryl Institute

# Included with Registration

Get the most from your conference experience by engaging in our pre-conference options on Wednesday morning. These options are included with registration and are in-person only.

## Wednesday, April 3, 2024

### Special Interest Community Gatherings 8:30 - 11:00 AM

Special Interest Community Gatherings serve as a connection among healthcare leaders committed to improving the patient experience in an identified area of interest. They offer a venue for sharing ideas, practices, challenges and opportunities. If you are part of, or are interested in being involved with one of these groups, make plans to attend their community gathering.

Ambulatory Care  
Patient Advocacy  
Patient & Care Partner

Pediatric  
Physician  
Volunteer Professionals

### Pre-Conference Workshop 8:30 - 11:00 AM Breakfast Provided

#### Human Understanding and Person-Centered Care to Elevate Experience + Quality + Safety + Equity

Given that "every system is perfectly designed to get the results it gets," it is essential to recognize system-level challenges that have pushed healthcare toward feeling like a series of transactions and constrained progress toward laudable goals. Taking a broad view of experience, participants in this workshop will go beyond lamenting challenges by explicitly identifying them (e.g., silos; focus on scores instead of behaviors and outcomes that scores reflect) and collaboratively working through how Human Understanding and Person-Centered Care can provide pathways to elevate experience, quality, safety, and equity in their organizations.

Sponsored by:



#### Presenters:



Gregory Makoul, PhD MS  
Chief Transformation Officer  
NRC Health



Michael Guiliano, MSc  
President  
Planetree International

# Hotel & Travel



## Conference Location and Hotel

### Hyatt Regency Denver

650 15th Street,  
Denver, Colorado 80202

Special Conference Rate:  
\$249 per night available through March 4,  
2024 or when sold out.

[Click here to make reservations.](#)

### Attire

Business Casual

## Travel

Denver International Airport (DEN)  
is approx. 40 minutes from the hotel  
(Average Uber Cost - \$60).

## Meals

In-Person registration includes all  
meals throughout the event including  
a networking reception dinner on  
Thursday evening.

## Weather

Denver temperatures in April typically  
range anywhere from 35° F to 65° F.

# Supporting Your PX Journey



**The Beryl Institute Experience Framework** identifies the strategic areas through which any experience endeavor should be framed. This tool provides a means to evaluate where organizations are excelling or may have opportunities for improvement and offers a practical application to align knowledge, resources and solutions.

Shaped by the contributions and learnings of our patient experience community, the Experience Framework includes eight strategic lenses through which organizations can address experience improvement and excellence.

The content of ELEVATE PX has been aligned with the strategic lenses of the Experience Framework to help you identify content of interest or areas you would like to address further. Each session is coded with at least once strategic lens.



# Keynote Speakers

Hear inspiring patient, family and leadership perspectives.  
All keynotes will be live-streamed for virtual participants.

## NICOLE MALACHOWSKI

Wednesday, April 3,  
1:45 - 2:45 PM



Col. Nicole Malachowski, USAF (Ret.) defies stereotypes. Yes, she was a jet fighter pilot, but if you think you know her based on that, you'd be wrong. A leader, a combat veteran, the first woman pilot on the Thunderbirds Air Demonstration Squadron, a White House Fellow, and an inductee into both the National Women's Hall of Fame and the Women in Aviation International Pioneer Hall of Fame – she even has a Star Trek Federation starship named after her, the USS Malachowski (NCC-1619). Nicole empowers people with three key beliefs: failure and risk is the price of entry for achieving something great; sometimes you need to yield to overcome; and her personal mantra – “Nobody wants to lead a scripted life.”

## RICK GUIDOTTI

Thursday, April 4,  
1:00 - 2:00 PM



Rick Guidotti has spent the past 25 years collaborating internationally with corporations, nonprofit organizations, hospitals, medical schools, educational institutions, museums, galleries, advocacy groups and communities to affect a sea of change in societal attitudes toward individuals living with genetic, physical, behavioral or intellectual differences. An award-winning photographer, he is the founder and director of POSITIVE EXPOSURE, a non-profit organization that promotes a more inclusive world through photography, film and educational programs.

## DENNIS W. PULLIN

Thursday, April 4,  
9:00 - 10:00 AM



Dennis W. Pullin, FACHE, is president and CEO of Virtua Health, an academic health system in New Jersey offering a full continuum of preventive, primary, ambulatory, acute and tertiary care across more than 350 locations. A recognized thought leader and advocate for health equity, Mr. Pullin has led significant transformation of the 142-year-old not-for-profit organization. A board member of the American Hospital Association, among others, Mr. Pullin was named one of *Modern Healthcare's* 2023 Top Innovators in Healthcare as well as one of the 100 Most Influential People.

## SAMANTHA HARRIS

Friday, April 5,  
10:45 - 11:45 AM



Best known as the co-host of *Dancing with the Stars (DWTS)* and *Entertainment Tonight*, Emmy-winner Samantha Harris is also an author, certified health coach and trainer, cancer survivor and thriver, healthy living advocate and unstoppable optimist. Her stage II invasive breast cancer diagnosis and double mastectomy at age 40 inspired a quest for answers about how we can all improve our overall health, prevent chronic diseases like cancer, diabetes, heart disease and neurodegenerative disorders, and understand their underlying causes.

# Schedule at a Glance

All keynotes will be live-streamed through the event platform with recordings available after each session. Recorded breakout sessions will be available beginning at the time listed on the program. All session recordings will be accessible through April 30, 2024.

Wednesday, April 3, 2024	
TIME	DESCRIPTION
8:30 - 11:00 AM	<p><b>Community Gatherings*</b>            Ambulatory Care            Patient Advocacy            Patient &amp; Care Partner            Pediatric            Physician            Volunteer Professionals</p> <p><b>Pre-Conference Workshop*</b>            Human Understanding and Person-Centered Care to Elevate Experience + Quality + Safety + Equity</p>
11:00 AM - 12:45 PM	<b>Boxed lunches available*</b>
11:15 AM - 12:30 PM	<b>First-Time Attendee Welcome*</b>
12:30 - 1:00 PM	<b>Virtual Attendee Welcome</b>
1:00 - 1:45 PM	<p><b>Welcome &amp; Opening</b>            Jason A. Wolf, PhD, CPXP, President &amp; CEO, The Beryl Institute</p>
1:45 - 2:45 PM	<p><b>Keynote</b>            Col. Nicole Malachowski, USAF (Ret.), First Woman Thunderbird Pilot, Combat Veteran</p>
2:45 - 3:30 PM	<b>Networking Break*</b>
2:45 - 3:30 PM	<p><b>Virtual PX Chat 1</b>            Patient, Care Partner &amp; Community Engagement</p>

*\* In person only*

<b>3:30 - 4:30 PM</b>	<b>Breakout Session #1</b>
	Connecting Volunteers to Hospital Goals: An Inpatient Fall Prevention Program
	Crisis Averted: Collaborative De-Escalation Strategies for Safer Healthcare Environments
	ED Processes and Improvements: Implementation Best Practices & Outcomes
	DEI: Creating Civility and Belonging
	Do You See Me? Disability is the Forgotten Diversity
	Unleashing Collective Potential: The Power of Team-Based Leader Rounding in Elevating Patient Care
<b>4:45 - 5:15 PM</b>	<b>Breakout Session #2</b>
	Applying Equity, Diversity and Inclusion in Co-Design with Patient Experience Partners
	Optimizing Patient Dismissal Procedures: Establishing Standard Operating Procedures for a Patient-Centered Workflow in Medical Practices
	Enhancing the Outpatient Surgery Experience with Integration of Concierge Services
	Parent to Parent: Support through Empathy and Experience
	HRO, Blind Spots, and Equity
	Ownership at the Frontline - Innovating an Experience Champions Program
	Identification of Risk Factors for Complex Behavioral Patients Utilizing Artificial Intelligence
<b>5:15 - 6:45 PM</b>	<b>Exhibitor Reception*</b>

## Thursday, April 4, 2024

<b>7:30 - 8:30 AM</b>	<b>Breakfast/Table Topics*</b> <b>CPXP/CAVS Overview*</b> <b>Getting the Most From Your Membership*</b>
<b>8:45 - 10:00 AM</b>	<b>PXJ Awards</b>  <b>Keynote</b> <b>Dennis W. Pullin, FACHE</b> , President & CEO, Virtua Health

*\* In person only*

<b>10:15 - 11:15 AM</b>	<b>Breakout Session #3</b>
	Youth Access Medical Explorers Program: Volunteer Services Leaders Partnering to Offer High-Quality Educational Experience for Future Healthcare Professionals
	Revolutionizing Patient Advocacy: Enhancing Resolution through Optimization
	The Power of First Impressions in the Ambulatory Care Setting
	The Impact of Adverse Childhood Experiences in Pediatric and Adult Healthcare
	Building and Advancing PFACs: Improve Impact, Visibility, and Success
	An Island Hospital's Journey to Building the Human Experience: Navigating the Transformation in a Rural Guam Hospital
	Making Love Out of Nothing at All: Creating a Comprehensive Nurse Navigation Program from the Ground Up
<b>11:30 AM - 12:30 PM</b>	<b>Lunch*</b> Sponsored Lunch & Learn Sessions
<b>12:45 - 2:00 PM</b>	<b>Special Awards</b>  <b>Keynote</b> <b>Rick Guidotti</b> , Photographer and Founder, POSITIVE EXPOSURE
<b>2:15 - 2:45 PM</b>	<b>Breakout Session #4</b>
	Innovation in Readmission Reduction: Using Community Volunteers
	Empowering Employees to Own the Moment
	Using Gratitude to Elevate the Human Experience
	Transforming Residents into Patient Experience Champions
	Can a 10-minute DEI Game Build Psychologically Safe Teams?
	Getting Back to the Soul of Healthcare
	"You want me to draw a sailboat?" How OSF HealthCare Improved Patient Experience Scores and Employee Engagement

*\* In person only*

3:00 - 4:00 PM	<b>Pecha Kucha</b>
4:00 - 4:45 PM	<b>Virtual PX Chat 2</b> Structuring Your Patient Experience Efforts
5:00 - 5:45 PM	<b>Virtual PX Chat 3</b> Workforce Engagement
4:00 - 6:00 PM	<b>PX Recharge &amp; Poster Sessions*</b>
6:30 - 9:30 PM	<b>Networking Dinner and PX Party*</b> Mile High Station

## Friday, April 5, 2024

7:45 - 8:45 AM	<b>Breakfast/Table Topics*</b>
9:00 - 10:00 AM	<b>Breakout Session #5</b>
	Volunteers: The Key to Patient and Employee Satisfaction
	Is There a Doctor in the House? The Benefits of Partnering a Physician with Patient Advocacy
	"All of Us": Respectful Engagement of Patients, Families and Communities in Design, Implementation, Improvement and Evaluation
	Your Health in Your Language: Community, Technology, and Equity Solutions
	Remediation Strategies to Reduce Shame and Stratify Support for Providers in Patient Experience
	Improving Pediatric Quality, Safety, and Clinical Excellence Through Behavioral Economics
10:30 - 11:45 AM	<b>Wendy Leebov Championing Experience Award</b>
	<b>Keynote</b> <b>Samantha Harris</b> , Breast Cancer Survivor, Emmy-Winning TV Host
11:45 AM - 12:00 PM	<b>Conference Close</b>

*\* In person only*

# Breakout Sessions

Wednesday, April 3, 2024

3:30 - 4:30 PM

Breakout Session 1

## Connecting Volunteers to Hospital Goals: An Inpatient Fall Prevention Program



**Amy Bush**, Director of Volunteer Services, Language Services, and Employee Wellness, Mount Sinai Morningside

Traditionally, volunteer programs focus on hours and the total number of volunteers, which misses the opportunity to show impact and a connection to hospital goals. In 2023, Mount Sinai Morningside's goals focused on our values of flow, people, financial stewardship, and safety and quality. For safety and quality, the key performance indicator for 2023 was to reduce the total number of falls by 7%. Inpatient falls result in significant physical and economic burdens to patients and medical organizations. Utilizing volunteers is a cost-effective means to enhance care, help prevent patient falls and contribute to overall hospital goals. In this session, we will discuss the importance of showing the impact of volunteer programs and how to focus your inpatient volunteers on reducing falls, capturing data to report back to leadership and utilizing Lean methods for continuous improvement.

## Crisis Averted: Collaborative De-Escalation Strategies for Safer Healthcare Environments



**Linda Van der Voort**, Director, Patient Relations and Language Services, Organizational Performance, White Plains Hospital - Montefiore Health System

**Todd Moskalik**, Assistant Director, Security, White Plains Hospital - Montefiore Health System | Ret. Police Lieutenant, Executive Officer of Criminal Investigations Division, White Plains Police Department

**Fred Cianci**, Detective, Mental Health Outreach Team, Community Advocacy Strategic Initiatives, White Plains Police Department

**Mark R. Giuliano, MSW**, Program Director Community Support, Adult Mental Health Services, Westchester County Department of Community Mental Health

Join us for an engaging presentation that empowers patient advocates with essential de-escalation techniques to manage patient behavioral issues. Explore patient-centered communication, active listening, and conflict resolution skills. Discover the benefits of collaborating with security and mental health professionals to create a safer environment. Learn to confidently navigate high-stress scenarios while upholding patient dignity to foster lasting partnerships and promote a culture of safety and compassion. This presentation equips advocates to make a real impact on patient well-being and healthcare outcomes. Together, let's unleash the power of patient advocacy for a safer and more empathetic healthcare experience.

### Legend - Strategic Lenses of the Experience Framework



Culture & Leadership



Environment & Hospitality



Infrastructure & Governance



Innovation & Technology



Staff & Provider Engagement



Patient, Family & Community Engagement



Policy & Measurement



Quality & Clinical Excellence

Legend - Strategic Lenses of the Experience Framework



**ED Processes and Improvements: Implementation Best Practices & Outcomes**



**Courtenay Bruce, JD, MA**, Associate Chief Experience Officer, Houston Methodist Hospital System  
**Natalie Zuniga-Georgy**, Sr. Consultant, Houston Methodist Hospital System  
**Carla Braxton, MD**, Physician, Houston Methodist Hospital System  
**Benjamin Saldana, MD**, Emergency Medicine Physician, Houston Methodist Hospital System

In this session, two physicians, an ACXO, an analyst, and a consultant will present what they did to improve patient experience outcomes across seven hospitals' emergency departments which resulted in improved HCAHPS scores in all seven hospitals. The strategic, systemwide process improvements are based on analyses provided through Epic tools and Lean value stream analyses to isolate ED segmentation times to identify where and how to improve and eliminate waste. The tactics we will share are at no cost to any hospitals, are reproducible across hospital settings, and can be implemented in a short timeframe with tangible results in a few months.

**DEI: Creating Civility and Belonging**



**Katie Owens, MHA, CPXP**, Co-Founder and President, Healthcare Experience Foundation. SVP of Excellence Accelerator at PRC, Healthcare Experience Foundation  
**Brenda Ayers, MD**, Medical Director for Health Equity, Nuvance Health  
**Steven Meth**, VP and Chief Experience Officer, John Hopkins Medicine

This session will dive into the essential concepts of diversity, equity, and inclusion. We will provide a unique opportunity to gain valuable insights and knowledge that can be applied both personally and professionally. The presentation will guide the audience through interactive sessions designed to foster growth and empower participants to create positive change within their organization and community.

**Do You See Me? Disability is the Forgotten Diversity**



**Nikki Montgomery**, Patient Advisor, The Beryl Institute Global Patient and Family Advisory Board (GPFAB)  
**Corey Kimpson**, Patient Advisor, The Beryl Institute Global Patient and Family Advisory Board (GPFAB)  
**Rosie Bartel**, Patient Advisor, The Beryl Institute Global Patient and Family Advisory Board (GPFAB)

During the last several years, the world, and especially healthcare, has focused on diversity, equity and inclusion, but many times accessibility has taken a backseat. This session will recognize the achievements, challenges, and rights of individuals with disabilities. It is an opportunity to come together, learn, and advocate for a more inclusive world that promotes understanding, celebrates diversity, and empowers individuals with disabilities. During this session, accessibility and universal design look at making physical spaces, digital platforms, transportation systems, and information more accessible to people with disabilities. Education plays a crucial role in fostering understanding and compassion towards individuals with disabilities. The presenters will educate the attendees about various disabilities, their unique challenges, and the importance of creating inclusive communities.



Culture & Leadership



Environment & Hospitality



Infrastructure & Governance



Innovation & Technology



Staff & Provider Engagement



Patient, Family & Community Engagement



Policy & Measurement



Quality & Clinical Excellence

### Unleashing Collective Potential: The Power of Team-Based Leader Rounding in Elevating Patient Care



**Katy Miller**, Manager, Patient Experience, Baylor Scott & White  
**Roxanne Baier**, Manager, Patient Experience, Baylor Scott & White

During this session, attendees will gain insights into strengthening their current leader rounding program by adopting a collaborative team-based approach, employing targeted and purposeful questioning and implementing a structured escalation and resolution framework. Participants interested in establishing a new leader rounding initiative will find this program equally valuable in providing essential guidance and best practices for a successful implementation. Presenters will share how implementation led to improved overall HCAHPS composite scores.

4:45 - 5:15 PM

Breakout Session 2

### Applying Equity, Diversity and Inclusion in Co-design with Patient Experience Partners



**Shana Haberman**, People-Centred Care Consultant, North York General Hospital  
**Judy Katz**, Patient Experience Partner, North York General Hospital

In this session, participants will learn about the Patient Experience Partner (PXP) Program at North York General Hospital (NYGH), a 435-bed community academic hospital in Toronto, Ontario, Canada. The session will provide an overview of a specialized volunteer program for the purpose of informing hospital service design through the patient and caregiver lens. PXPs are former patients and family members who have lived experience at NYGH. The presentation will cover scope of the role, recruiting and onboarding approach, and impact. There will be a focus on increasing the diversity of the PXP cohort through a novel recruiting approach that utilizes Equity, Diversity, and Inclusion (EDI) principles. Examples include leveraging support from community partners, tailored panel interviews, and customized training using EDI principles. A PXP will co-present with the People-Centered Care Consultant to share her experiences and lessons learned.

### Optimizing Patient Dismissal Procedures: Establishing Standard Operating Procedures for a Patient-Centered Workflow in Medical Practices



**Dorie Gemmell**, Patient Experience Coordinator, Northeast Medical Group – Yale New Haven Health System  
**Amy Worman**, Patient Experience Consultant, Northeast Medical Group – Yale New Haven Health System  
**Judy Petersen-Pickett**, Manager, Quality & Safety and Patient Experience, Northeast Medical Group – Yale New Haven Health System  
**Irma Dadic**, Patient Experience Consultant, Northeast Medical Group - Yale New Haven Health

This session offers a comprehensive overview of establishing a dismissal Standard Operating Procedure (SOP) in the medical practice setting. Emphasizing the importance of preserving patient relationships, we explore strategies to avoid dismissals and transfer patients to more suitable providers/offices. We will discuss gaining buy-in from Operations/Clinical Leadership and the patient vetting process for dismissals. Attendees will learn about communication methods, timing, and the layout of dismissal requests from practices, along with our team's EMR review process. Additionally, we'll cover effective patient communication, proper EMR documentation, and dos and don'ts of dismissal confirmation letters. The session will distinguish between clinician/practice-level dismissals and global dismissal requests. Participants will leave with actionable insights to develop an integral dismissal SOP.



Legend - Strategic Lenses of the Experience Framework



### Enhancing the Outpatient Surgery Experience with Integration of Concierge Services



**Heather Lazarides**, Clinical Program Manager of Rehab Services & Patient Experience, Barnes-Jewish West County Hospital

Mandated reporting of OAS CAHPS data is on the horizon. This session will share how to enhance patient and care partner experience through successful implementation of a concierge surgical service line. Tactics, strategies, and supporting data points across multiple departments and surgery locations with proven success will be shared with participants.

### Parent to Parent: Support through Empathy and Experience



**Lindsay Darden**, Parent Experience Specialist, Cook Children's Medical Center  
**Erica Snyder**, Parent Experience Specialist, Cook Children's Medical Center

Expanding on the idea that parents are a driving force of advocacy, quality programming and communication to the overall benefit of the care team and patient, this presentation promotes parent voice as a primary means of improving outcomes. Based on a successful parent-to-parent mentoring program, adapted to a hybrid model, the audience will understand the impact of building partnerships through parent connections. Believing that, in pediatrics, caring for parents is part of caring for patients, the presentation will also highlight recent initiatives and outcomes of dedicated resources, programming and conversation surrounding emotional safety and self-care for parents and caregivers.

### HRO, Blind Spots, and Equity



**Celine Gray**, Principal Consultant, Kaiser Permanente  
**Karen Birmingham**, Patient Safety Officer, Kaiser Permanente  
**Elaine Huggins**, Lead Principal Consultant, Kaiser Permanente

Kaiser Permanente (KP) has a goal to drive equitable health outcomes and a foundational commitment to take immediate, long-term, and sustained action to make equity possible for our people, our patients, and our communities. In 2022, the KP Washington region won the Patient Safety Regional Award for the Health Care Equity Considerations project. Concurrently, the principles of a High Reliability Organization (HRO) have provided depth to how we address the complexity of delivering high quality care AND an exceptional experience together with the desire to mitigate risk and eliminate patient harm. In this session, we will share how the Washington market has embedded equity in harm reduction work that focuses on quality, safety, and experience. We will show how this work aligns with the HRO principles, working to embed a high reliability mindset in our culture by reducing bias-related blind spots.

### Ownership at the Frontline - Innovating an Experience Champions Program



**Sarah Boyd**, Patient Experience Manager, UCHealth  
**Windie Her**, Patient Experience Manager, UCHealth  
**Rachel Kalblinger**, Patient Experience Manager, UCHealth  
**Andrea Salvo**, Patient Experience Manager, UCHealth  
**Max Shaw**, Patient Experience Manager, UCHealth

Many patient experience teams are small, and it's hard to do it all. Having an "Experience Champs" program allows us to have multiple hands with one voice influencing all locations. Experience Champs are made up of frontline staff members who are chosen by their leaders as passionate role models. During the last five years, the program has expanded from 50 to over 600 champions throughout our system. Nearly 1 in 50 employees are Experience Champions.

### Identification of Risk Factors for Complex Behavioral Patients Utilizing Artificial Intelligence

**Allyse Hutchinson**, Clinical Nurse Specialist, Mayo Clinic  
**Della Derscheid**, Clinical Nurse Specialist, Mayo Clinic  
**Angela Majerus**, Director Patient Experience, Mayo Clinic

Healthcare settings are highly stressful and a primary location for exposure to workplace violence. The gap in current practice is that we are reactive rather than proactive, as there is a lack of standardized preventative interventions for staff to utilize. Healthcare workers have few indicators to identify when a patient is escalating and may become violent, leaving staff limited opportunity to de-escalate the situation before it becomes dangerous. This often leads to staff and/or patient safety events, disruption to other patients and visitors, staff burnout and inefficient utilization of resources. This project led to the building of a machine learning model to predict key behavioral interventions known to be associated with patient stress and anxiety.

**Thursday, April 4, 2024**

**10:15 - 11:15 AM Breakout Session 3**

### Youth Access Medical Explorers Program – Volunteer Services Leaders Partnering to Offer High-Quality Educational Experience for Future Healthcare Professionals

**Stacey Green**, Director of Volunteer Services, Greenwich Hospital/Yale New Haven Health  
**Karen Santucci, MD**, Chief Medical Officer, Greenwich Hospital/Yale New Haven Health  
**Ellika Mardh**, Program Dir. Outpatient Clinic/Assoc. Dir. Med. Education, Greenwich Hospital/Yale New Haven Health

This session will provide an overview of a Youth Medical Explorers Program developed to provide future healthcare professionals a robust, hands-on educational experience while reducing the high turnover of college students looking to shadow. By providing a best practice program, students will be exposed to a multitude of clinical experiences and medical education modalities that will exceed the typical shadowing opportunity. In addition, it will allow clinical staff the opportunity to meet the needs of multiple students at one time, as opposed to numerous shadowing rotations, elevating the volunteer programs and providing a “next step” building on those skills developed through standard Junior Volunteer Programs

### Revolutionizing Patient Advocacy: Enhancing Resolution through Optimization

**Amanda Shea**, Manager, Office of Patient Advocacy, UMass Memorial Medical Center  
**Alicia Wierenga**, Senior Director, Patient and Family-Centered Care, UMass Memorial Medical Center

UMass Memorial Medical Center’s Office of Patient Advocacy employs nurses and social workers to assist with the management of patient complaints and grievances throughout the academic medical center, including ambulatory, inpatient, and behavioral health units. Attendees will learn how we expanded institutional knowledge of our mission, achieved buy-in from nursing and physician leadership, partnered with our risk management, quality, and safety colleagues, and redesigned the department to leverage the expertise of the team. We will show how these changes, standard work, and collaborative efforts allowed us to reduce our average grievance turnaround time by 15 days and improve our responsiveness and service to our patients despite an increase in patient complaints over the same period. We will also discuss how our redesigned process and organizational commitment to leading with empathy have allowed system improvements inspired by patient feedback.

### The Power of First Impressions in the Ambulatory Care Setting



**Nicole Allen, MHSA**, AVP, Patient Experience, Surgery Ventures powered by HCA Healthcare  
**Stephanie Landry**, Division Vice President of Service Excellence, Surgery Ventures powered by HCA Healthcare

This session focuses on the correlation and impact of a strong positive first impression on the overall experience of patients, families and support persons in the ambulatory care/surgery environment. Creating a streamlined engagement from the first phone contact to check-in to ongoing communication regarding wait times to continuous communication with families/support persons is foundational to an exceptional experience. Building this process from hiring and onboarding to consistent reinforcement also creates a positive work environment for staff by reducing the friction and anxiety in those initial patient interactions. The tools, structures, and training processes we have put in place to drive performance in this area are measured by our scores with consistent and sustained improvement.

### The Impact of Adverse Childhood Experiences in Pediatric and Adult Healthcare



**Kristen Johnson**, Director of Child Life, Children's Health

Being a pediatric patient in healthcare can be filled with misconceptions, anxiety, and distress. The adverse childhood experiences that may occur not only impact the pediatric healthcare experience but coping with healthcare experiences well into adulthood. This session will discuss adverse childhood experience implications on pediatric and adult coping, long term care, and overall patient experience. As healthcare evolves to better meet the needs of patients and families, the psychosocial care that can be provided to promote optimal coping and experience must grow as well. Psychosocial healthcare initiatives and programmatic opportunities to improve pediatric coping and patient experience will be shared through the lens of a former pediatric patient and current pediatric healthcare leader.

### Building and Advancing PFACs: Improve Impact, Visibility, and Success



**Jeff Cousins**, Family-Centered Care Consultant, Patient Experience, AdventHealth for Children  
**Nikki Montgomery**, Program and Communications Manager, Family Voices, Inc.  
**Ai Ling Sim-Devadas**, Patient Mentor/Deputy Director, Advocacy and Engagement, SingHealth Patient Advocacy Network (SPAN)/Lee Kong Chian School of Medicine, Nanyang Technological University, Singapore

Patient and Family Advisors (PFAs) and Advisory Councils (PFACs) are powerful tools for stakeholder engagement and co-design in healthcare organizations' continuous improvement efforts. At their best, PFAs and PFACs serve as critical and well-respected partners with hospital administration and leadership to bridge knowledge gaps related to quality of care and experience. However, building and advancing a successful PFA program or PFAC is not without its challenges. This panel discussion will feature PFA and PFAC leaders representing both patient/family roles and staff/administration roles. They will share their experience and recommendations for the development, management, and advancement of PFA/PFAC programs. This discussion will range from PFAC basics to more advanced efforts, including practical tips, sample structures, and examples of successful and innovative initiatives. Topics will include stages of PFA/PFAC development, recruitment and diversification, structures, post-COVID realities and rebuilding, impact.

### An Island Hospital's Journey to Building the Human Experience: Navigating the HX Transformation In a Rural Guam Hospital

**Cristal Lyn Vasquez**, Director of Human Experience, Guam Regional Medical City  
**Tricia Chandler**, Patient Experience Manager, Guam Regional Medical City

Guam Regional Medical City's (GRMC) vision is to treat and care for patients and families as we would our beloved family members. GRMC is faced with the challenges of serving over 166,000 people from diverse ethnic and generational populations, limited resources, workforce recruitment, and retention constraints. This led to the inability to meet or exceed patient and employee experience outcomes and expectations impacting quality care. These challenges catalyzed the Human Experience (HX) Transformation program that revolutionized people, processes, and systems, providing GRMC with the opportunity to navigate The Beryl Institute's HX framework and improve experience. The session presents a proven systematic approach and templates such as Strategy-on-A-Page, HX Metrics Dashboards with lagging and leading indicators, and Playbooks that engaged and empowered over 50 HX Champions, 700+ employees and partners, and 200+ patients, family, and community members that led to operational efficiencies, improved patient and employee satisfaction results and business performance outcomes.

### Making Love Out of Nothing at All: Creating a Comprehensive Nurse Navigation Program from the Ground Up

**Elizabeth Garcia, MPA, RN, NEA-BC, CPXP**, Vice President, Patient Experience, The University of Texas MD Anderson Cancer Center  
**Michael Frumovitz, MD, MPH, MS, CPXP**, Chief Patient Experience Officer, The University of Texas MD Anderson Cancer Center

In this session, we will review the human experience rationale and business argument for a nurse navigation program. We will also discuss how equity was a focus in the program design strategy and the rollout of what will be the largest oncology nurse navigation program in the country.

2:15 - 2:45 PM

Breakout Session 4

### Innovation in Readmission Reduction: Using Community Volunteers

**Tere Jackson**, Guest Relations, Service Quality and Volunteer Services Manager, Houston Methodist West Hospital  
**Danny Nguyen**, Volunteer Services Coordinator, Houston Methodist West Hospital  
**Alma Villanueva**, Case Management Director, Houston Methodist West Hospital

Unplanned readmissions are costly and often an important indicator of a hospital's quality of care and effectiveness, negatively impacting a patient's health and quality of life. A significant contributor to readmissions is a lack of timely follow-up with a specialty or primary physician. Engaging hospital community volunteers to assist patients with follow-up appointments can prevent readmissions compared to patients who refused the service. Our Community Volunteer Program has been successful in reducing readmissions since its inception. This program continues to find innovative ways to sustain the project throughout the pandemic and beyond. Engaging the community through a select volunteer program can assist patients and family members by developing innovative ways to decrease readmissions and directly improve the overall health of the select patient populations. Learn how we sustained the program before, during, and after the COVID pandemic.

Legend - Strategic Lenses of the Experience Framework



### Empowering Employees to Own the Moment



**Brianna Camera**, Patient Experience Officer, VA New England  
**Iva Ervin-Stanberry**, Patient Experience Officer, VA Connecticut Healthcare System  
**Heather Pezzullo**, Chief Patient Experience Officer, VA Providence Healthcare System  
**Sarah Duncan**, Veteran Experience Officer, VA Bedford Healthcare System

This session reviews VA New England's journey to create and deliver a standardized service recovery training program to frontline staff. In this session, we will discuss the process we used to evaluate the learning preferences of our staff and how we incorporated their feedback into the design of a standardized service recovery training program. This session will also provide an overview of the outcomes, including staff confidence in providing service recovery.

### Using Gratitude to Elevate the Human Experience



**Yinka Oluwole**, Executive Director, Southcoast Health  
**Rachael Hart**, Patient Service & Experience Specialist, Southcoast Health  
**Tracey Benson**, Service Excellence Specialist, Southcoast Health

In this session, we will share how we developed a Gratitude Report as a part of our grateful patient program using positive patient feedback, comments, and stories to recognize caregivers that embody our values and service behaviors. The Gratitude Report is a list of employees' names that have been mentioned by patients and then shared across our health system quarterly. This tool is helpful for all service line leaders to recognize their teams. Each employee that is mentioned multiple times receives a badge charm featuring one of our five Service Behaviors.

### Transforming Residents into Patient Experience Champions



**Michael Sandhu, MD**, Physician, SUNY Upstate Medical University  
**Harvir Gambhir, MD**, Physician, SUNY Upstate Medical University

Hospitals have rapid throughput with multiple providers meeting patients. Encounters may feel rushed and vital information important to the patient experience may be overlooked. We provide an innovative way to engage residents through "the voice of the patient." Our rotation includes an overview of patient experience, HCAHPS scores, and the three physician-related questions asked in a HCAHPS survey. Subsequently, residents perform bedside patient rounds, meeting with patients nearing discharge to understand the patient's perspective on their hospital stay. During these rounds, the resident asks the patient about their knowledge of their team and methods to improve communication. We have gathered data for over one year, identified themes and gaps in communication, and implemented education to improve the patient experience at our institution.

### Can a 10-Minute DEI Game Build Psychologically Safe Teams?



**Roel van der Heijde**, Trainer and Facilitator, RoelRotterdam & Patient Centered Care Association, The Netherlands

In this session, we will play a Diversity, Equity Inclusion (DEI) card game. Participants will directly experience its effects on teamwork and psychological safety. Diverse teams are the best kind for quality, patient safety and experience and are more likely to view issues from different angles. But there's a catch: often, the more differences team members have, the more difficulty they have getting along. Over the past five years, we have developed a behavioral reinforcement program that helps medical teams focus on crucial topics for healthcare teams operating under pressure. The DEI game is part of this program, and participants will receive a hand-out on how to facilitate and develop a DEI card game at their own organizations.

### Getting Back to the Soul of Healthcare



**Toya Gorley**, Improvement Advisor, NRC Health  
**Ryan Graves**, Director of Patient Experience, United Regional Healthcare System

During a trip to McDonald's, a patient experience leader noticed a simple, effective phrase and thought about how it could be used at his healthcare system. We'll highlight some of the strategic actions that grew out of that visit over the past few years, including connecting with patients and healthcare teams to gather their own unique preferences and needs so that successful and trusting relationships could be built. Everyone – including the president – got onboard with the goal of getting back to the soul of healthcare. The insights that were gathered through implementing human understanding helped reengage the team and improve its overall patient experience rating by 9%. Attendees will learn how to deliver positive patient experiences and create a culture where care providers can use their passion to fulfill their practice's mission.

### "You want me to draw a sailboat?" How OSF HealthCare Improved Patient Experience Scores and Employee Engagement



**Moriah Mitckes-Ebbert**, Patient Experience Manager, OSF HealthCare  
**Tiffany Zimmerman**, Vice President, Patient Experience, OSF HealthCare

OSF HealthCare has increased patient experience scores and employee engagement through fun, interactive monthly activities. Each quarter had a specific focus including 1) reigniting patient experience and reconnecting employees to their purpose as healthcare professionals; 2) forming a connection with patients; 3) explaining things in a way patients can understand; and 4) using teach-back. Each activity was sent to all Medical Group leaders by way of a huddle note. Each huddle note included the instructions for the leader and the employee, the length of the activity and talking points for the discussion after the activity. In this session, learn how we implemented and have sustained these monthly activities and improved experience for our patients.

## Friday, April 5, 2024

9:00 -10:00 AM Breakout Session 5

### Volunteers: The Key to Patient and Employee Satisfaction



**Karla Bachl**, Administrator, Colleague and Volunteer Engagement, Lehigh Valley Health Network  
**Ruth Brown**, Manager, Volunteer Services, Lehigh Valley Health Network

In the turmoil created by the pandemic, volunteer services in healthcare were turned upside down, but this chaos also provided us the opportunity to recreate how volunteers are viewed throughout healthcare. Lehigh Valley Health Network has coordinated the efforts of volunteer services, patient experience and colleague engagement, resulting in an elevated perception of volunteers and an increased demand for volunteer support in our clinical areas. We will share tips to get senior leadership and clinical leaders to understand and appreciate volunteer programs and the value of a Volunteer Clinical Partner program. We will also share the rationale behind the creation of a new position, Administrator of Colleague and Volunteer Engagement, and our focus on bringing joy to the workplace.

**Is There a Doctor in the House? The Benefits of Partnering a Physician with Patient Advocacy**



**Liza DiLeo Thomas**, Medical Director, Patient and Provider Advocacy, Ochsner Health  
**Elizabeth Deacon**, AVP, Patient and Provider Advocacy, Ochsner Health

Wondering how to take your Patient Advocacy team to the next level? This session will walk through the advantages of having a physician champion working closely with your advocacy team. We will cover physician engagement, clinical oversight, quality review, and key concepts that make for a successful physician partnership. Presenters will share their journey of how they built the physician role and made it a key stakeholder, not just within the advocacy team, but within the larger infrastructure of the organization. The physician champion plays a pivotal role in connecting with patients, advocates, and fellow physicians and advance practice providers, allowing for a fully patient-and-provider centric view on a highly regulated process.

**Improving Pediatric Quality, Safety, and Clinical Excellence Through Behavioral Economics**



**Carolyn Fung**, Director of National Programs, Hope for Henry Foundation

Behavioral economics provides valuable insights into human decision-making and behavior, benefiting the pediatric patient experience and helping hospitals achieve quality, safety, and clinical excellence. Unlike traditional tools, this program targets the connection between a hospitalized child's emotional well-being and their ability to follow medical recommendations, revolutionizing the approach. The program has demonstrated significant positive results for pediatric patients, including decreased anxiety, better coping skills, improved treatment adherence, and reduced reliance on sedation for MRI procedures.

**All of Us: Respectful Engagement of Patients, Families and Communities in Design, Implementation, Improvement and Evaluation**



**VIRTUAL ONLY SESSION**

**Megan Alston**, Acting Principal Policy Officer, NSW Health  
**Anne Marie Hadley**, Chief Experience Officer, NSW Health

This workshop provides an introduction to the six core ingredients of respectful engagement: 1) create and maintain safety; 2) ensure accessibility and welcome; 3) offer recognition; 4) use power in partnership; 5) be honest and keep people informed; and 6) increase diversity and inclusion. In small breakout groups we will discuss the question, "What ingredients resonates the most with you? What extra ingredients might you need for your specific patient/family/carer/community groups? We will introduce the plan questions and essential checklist and explore the access and inclusion tool, the safety tool, and methods cards. We will end the session in small breakout groups to explore one of the tools. All materials will be available to participants via the "All of Us" website for future use.

Legend - Strategic Lenses of the Experience Framework



**Your Health in Your Language: Community, Technology, and Equity Solutions**



**Cindy Hou**, Infection Control Officer, Jefferson Health - East Region  
**Christina Carty**, Director of Operations, Grants and Special Projects, Jefferson Health - East Region  
**Valerie Carty**, ROLE Grant Project Coordinator, Jefferson Health - East Region  
**Barbara McCormick**, Resource RN, Jefferson Health - East Region

In this session, we will share an initiative that was awarded a grant from the Office of Minority Health to help address inequities of people with Limited English Proficiency (LEP). To organize and execute an operational plan, we will discuss how to create a logic model to incorporate culturally and linguistically appropriate standards and delve into a strategy to optimize language access and share it with employees and the community through partnerships. On a journey toward developing certified medical interpreters, we will discuss the deployment of Medical Spanish and how to build a qualified bilingual workforce.

**Remediation Strategies to Reduce Shame and Stratify Support for Providers in Patient Experience**



**Laura Kirk**, UTSW Assistant Director, Ambulatory Services, UT Southwestern Medical Center

This session will review evidence regarding remediation of communication skills in healthcare providers, shame in healthcare, and how the two intersect. The experience at our institution includes two pilot programs designed for providers and entire clinics with suboptimal patient experience scores. We will present stepwise strategies, lessons learned, and qualitative and quantitative data that are driving our next steps in augmenting resources and engagement of providers with bottom decile performance.



# Poster Sessions

## PX Grant Recipient Posters

<b>Alberta Health Services</b>	The impact of COVID-19 pandemic on PFCC practices and experiences of patients/families and care providers and the coordination/continuity of system-wide changes that resulted
<b>Banner Health</b>	Can a PX mini grant program lead to greater engagement of EEs in improving patient reported outcome metrics in acute & ambulatory settings?
<b>Duke School of Medicine</b>	Does better admission orientation and expectation setting of families to the Patient/Family-Centered Rounding purpose and process improve family engagement in team rounds?
<b>University of Kentucky</b>	Is an intense focus on “just the scores” and piecemeal solutions detrimental to patient experience? An examination of organizational communication breakdowns from the perspective of nurse managers
<b>Queen’s University - Ontario</b>	Perceptions of safety on inpatient units in hospitals with restricted visiting hours due to COVID-19
<b>University of Southern California</b>	Beliefs, experiences and perceptions of frontline Medical Doctors within a primary care clinical setting when attempting to implement PX initiatives

## ELEVATE PX 2024 Poster Submissions

<b>BC Children's Hospital</b>	Patient-led Learnings – Wait Times in a Canadian Pediatric Emergency Department
<b>Changi General Hospital</b>	A Structured and Novel Way of Staff Engagement in Acute Hospital
<b>Cleveland Clinic Akron General</b>	Empowering Elders: Enhancing Healthcare Literacy and Elevating Patient Experience in Geriatric Surgery
<b>Dana-Farber Cancer Institute</b>	Dana-Farber’s “Special Sauce”: Volunteers Return to the Main Campus
<b>Fundación Valle del Lili</b>	Coronary Disease patients’s QoL improvement in Colombia
<b>Good Samaritan Regional Medical Center</b>	Healthy Start for Babies & Families
<b>Grupo Santa Joana</b>	Diversity and Inclusion, experiences of Homoaffective Couples in a Maternity

<b>Hospital for Special Surgery</b>	<b>Don't Stand So Close to Me: Effective Fall Prevention When Toileting</b>
<b>Inova Health System</b>	<b>Discharge Hospitality Suite Usage on the Adult Observation Unit</b>
<b>London Health Science Centre</b>	<b>Leading the way to Accreditation: Co-Design of People Centred Care Tracers</b>
<b>McLeod Health</b>	<b>Service Standards in Action</b>
<b>Monash Health</b>	<b>Creation of Monash Health Service Excellence Standards</b>
<b>Nemours Children's Health</b>	<b>Hair Care Equity from Top to Bottom</b>
<b>New York Presbyterian Hospital</b>	<b>The Patient Reported Experience Measure (PREM) Survey</b>
<b>Northwell Health</b>	<b>Elevating Volunteer Experience: Northwell Health's Pragmatic and Collaborative Approach</b>
<b>SingHealth</b>	<b>Singapore Patient Advocate Connection – Elevating the Voices of Patients, Families and Caregivers</b>
<b>SSM Health</b>	<b>Driving Patient Experience Outcomes and Cultural Transformation Through Technology-driven Purposeful Leader Rounding</b>
<b>St. Jude Children's Research Hospital</b>	<b>Building Starts With Blueprints: Mapping the Highs &amp; Lows of Patient Experience</b>

# Reviewer Acknowledgment

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