

5th Annual Patient Experience Summit June 10, 2021

Livestream Link: <http://healthcare.partners.org/streaming/Live/MGH/CQS/PatientExperienceSummit.html>

8:00am Welcome & Mass General Brigham Patient Experience Strategy Update

Thomas Sequist, MD, MPH (Mass General Brigham); Christian Dankers, MD, MBA (Mass General Brigham)

8:25am Transition Break

8:30am Concurrent Breakout Session A (select 1 to attend)

Engaging Underserved Populations

Facilitator: Elsie M. Taveras, MD, MPH (MGB)

- **North Shore Community Outreach**
Christine Valdes, MD (NSPG)
- **Community Food Access**
Tracy Sylven, MCHES (BWFH)
- **Trauma Informed Care**
Alisha Moreland, MD (McLean)
- **Q & A**

Life After Lockdown: How Virtual Care has Changed the Care Landscape

Facilitator: Lee Schwamm, MD (MGH)

- **Fireside Chat with Innovative Providers in the Inpatient and Ambulatory Domains**
Mihir Kamdar, MD (MGH); Dan Kavanaugh, MBA (BWH); Benjamin Meller (MGPO); Chris Kirwan, PhD (MGH); Aswita Tan-McGrory, MBA, MSPH (MGH); Fran Hinckley (NSPG)
- **Q & A**

Navigating the In-Patient Journey

Facilitator: Susan Edgman-Levitan, PA (MGH)

- **Patient Connect**
Suzanne Algeri, RN (MGH); Ann Marie Dwyer (MGH); Melissa Lantry, RN (MGH)
- **Safety in Action Leading to Patient Satisfaction: The Use of New Start Medication Icon**
Alexa Ferrer, MSW (NWH); Kelly Ann Barnes, JD, RPh (NWH)
- **Ensuring Equity During COVID: The Spanish Language Care Group**
Elena Olson, JD (MGH)
- **Q & A**

9:45am Transition Break

10:00am Concurrent Breakout Session B (choose 1 to attend)

Involving Patient and Families in Post Hospital Care

Facilitators: Aalok Agarwala, MD, MBA (MEE) and Debra Blyth-Wilk, RN, JD (SRN)

- **Family-Centered Care for Children with Tracheostomies: Collaborating with Parents to Increase Caregiver Confidence**
Kevin Mary Callans, RN, BSN (MEE); Katie Catapano; Sarah Romano; Gavin Nagy; Calvin Sununu
- **Managing Complex Spinal Cord Injury Patients Through the Continuum of Care**
Breanne Muchemore, LICSW (SRH Boston); Jillian Chaves, LICSW (SRH Boston)
- **Community Transition Program for Patients with Substance Use Disorder**
Gillian Norton, LICSW (SRH Cape Cod); Daina Juhansoo, PT, DPT (SRH Cape Cod)
- **Q & A**

Back to The Future: What Stays and What Goes in Virtual Care

Facilitator: Lee Schwamm, MD (MGH)

- **Round Table Discussion with Virtual Care Leaders at MGB and Nationally**
Lindsay Jubelt, MD (MGB); John Fernandez (MEE), Sandeep Green Vaswani (MGB), Adam Landman, MD (BWH); Alistair Erskine, MD MBA (MGB); Christian Dankers, MD, MBA (MGB); Jeff Phillips, MD (NWH); Sara Vaez, MHA, MPH (Providence Health Care)
- **Q & A**

Navigating the New Ambulatory Patient Journey

Facilitator: Susan Edgman-Levitan, PA (MGH)

- **A new Design for the Ambulatory Patient Journey**
Lindsay Gainer, RN, MSN (MGB)
- **Panel of Ambulatory Care Patients from Across the System**
Heather Green-Marquis; Katherine Baker; Mary Reed
- **Q & A**

11:15am Transition Break

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- 11:20am** **Keynote: “Intelligent Kindness: How You Can Make a Difference”**
Tommy Whitelaw, BCaH
Honorary Master Open University for Health, Social Care and Policy
National Lead on Caring and Outreach, Health and Social Care Alliance Scotland (the ALLIANCE)
Introduced by Susan Edgman-Levitan, PA (MGH) and Interviewed by Janet Barnes (NSMC)
- 12:00pm** **Morning Session Wrap-Up**
Christian Dankers, MD, MBA (MGB)
- 12:15pm** **Lunch Break**
- 12:45pm** **Blueprints for Building a Better Patient and Staff Experience**
Facilitator: Susan Edgman-Levitan, PA (MGH)
- **Introduction: Best Practices**
Susan Edgman-Levitan, PA (MGH)
 - **Introduction: Why Service Excellence?**
Inga Lennes, MD, MBA, MPH
 - **Mission/Pride and Ownership and Engagement**
Jane Hayward (NWH)
 - **Diversity and Inclusion (LGBTQ)**
Meghan Murphy (CDHC)
 - **Recognition and Reward**
Mary Beth Dynan (BWF)
 - **Service Recovery**
Cindy Sprogis (MGH)
 - **Sustainability**
Mary T. Campbell (PHH)
 - **Q&A**
 - **Breakout Sessions: Service Excellence Sustainability**
Facilitators: 1) Susan Edgman-Levitan, PA (MGH), Caroline Pantridge (MGB); 2) Jane Hayward (NWH), Audrey Bosse (NWH); 3) Meghan Murphy (CDHC), Aleah Nesteby, NP (CDHC), Robin Kline, CAVS (CDHC); 4) Mary Beth Dynan (BWF), Nichole Aguiar (BWF); 5) Cindy Sprogis (MGH), Kim Russell (MGH); 6) Mary T. Campbell (PHH), Shaune Barry (PHH)
 - **Wrap Up**
- 3:15pm** **Adjourn**

- During the event you will be invited to ask questions via the Zoom chat feature. If you have questions that are not answered during the event please reach out to phspxsummit@partners.org.
- When available, the recordings and slide decks from the event will be posted on the event landing page: <http://healthcare.partners.org/streaming/Live/MGH/CQS/PatientExperienceSummit.html>

Accreditation

Mass General Brigham is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for Physicians.

Mass General Brigham designates this live activity for a maximum of 6 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nursing Continuing Education

Norman Knight Nursing Center for Clinical & Professional Development at Massachusetts General Hospital is approved as a provider of nursing continuing professional development by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (OBN-001-91).

Criteria for successful completion include: electronic registration, check-in at the beginning of the program, attendance at the entire event, completion of any assigned pre and/or post work, attestation statement when required, and activity evaluation. Certificate with contact hours will then be delivered electronically.