

# Partners Patient Experience Summit

## Across the Continuum of Care: Improving Our Patients' Experiences

### May 23, 2019

- 7:30am** Registration/Continental Breakfast
- 8:00am** Welcome | *Gregg Meyer, MD* | Assembly Rooms ABC
- 8:10am** Welcome from Patient Experience Leaders Chairs | *Christian Dankers, MD, MBA & Susan Edgman-Levitan, PA* | Assembly Rooms ABC
- 8:15am** Keynote: "Living Well with Serious Illness" | *Vicki Jackson, MD, MPH* | Assembly Rooms ABC
- 9:00am** Patient Family Panel | *Carol Michael, Faith Wilcox & Beck Strah* | Facilitated by: *James Tulskey, MD* | Assembly Rooms ABC
- 9:45am** Networking Transition
- 10:00am** Concurrent Breakout Session A (select one to attend)

**Connecting Patients to Community**

**Resources**

Assembly Room A

*Facilitator: John McGrath*

Addressing Social Determinants of Health to Improve Care of Vulnerable Populations

*Kristy Helscel, MPH and  
Tavinder Phull, MPH, MBA (PHS)*

Rapid Cadence Bicycling for Parkinson's Disease: A Study of Implementation and Efficacy in the Community Setting

*Kathleen McKee, MD (MGH), Remy Johnson (MGH), and Sarah Picard (NSMC)*

**Patient Engagement through Customized Care**

Assembly Room B

*Facilitator: Susan Edgman-Levitan, PA*

Chicken Wings and Monitor Wires: The Unexpected Answers of What Matters to You

*Lindsay Carter, MD and Mary Cramer, MBA, CPHQ, MBB (MGH)*

Make It Personal: Individualized Care through Human-Centered Design

*Jodi C. Larson, MD and  
Michael R. Jaff, DO (NWH)*

**What Matters to Patients and Staff**

Assembly Room C

*Facilitator: Christian Dankers, MD, MBA*

Early Resolution

*Karen Fiumara, PharmD, BCPS, CPPS  
and Paige Wickner, MD, MPH (BWH)*

Influencing the Patient Experience through Personalized Care

*Elaine Bridge, DNP, RN (PHS)*

Second Touch: Increasing Connections to Enhance the Patient Experience

*Yana Melnikova, MD,  
Jennifer Powers, MHA, CHPCA (WDH)*

**Responding to Emotion: When Empathic Statements Work and**

**When They Don't**

*(Clinicians only, requires pre-registration)*

2<sup>nd</sup> Floor Room 2W31

*Faculty: Juliet Jacobsen, MD (MGH)*

- 11:15am** Networking Transition

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11:25am

Concurrent Breakout Session B (select one to attend)

**Creating an Affirming Environment for Everyone in an Inclusive Way**

Assembly Room A

*Facilitator: Tom Sequist, MD, MPH*

**Advancing an Affirming Environment for LGBTQ Patients**

*Aleah Nesteby, NP and Morgan Aronson (CDH)*

**Approaching the Patient Experience in a Personal Way**

*Sabrina Klein and Rakesh Kannan, RT(N)(CT) (BWFH)*

**Innovations in Serious Illness Care Delivery at Spaulding Rehab Network**

Assembly Room B

*Facilitator: Debra Blyth-Wilk, RN, JD*

**Integrating Advance Care Planning with Serious Illness Management in the Post-acute Setting**

*Mark Yurkofsky, MD and Sara Emami, MD (SRN)*

**The Brain Tumor Serious Illness Checklist: Improving Care and Communication for Patients**

*Sasha Knowlton, MD, Lynne Brady Wagner, MD, Abigail Spaulding PT, DPT, NCS, Breanne Muchemore, LICSW, CCM (SRN)*

**Compassionate Care Rounding in the Long-term Acute Care Setting**

*Brigitte Moeller, MSW, LICSW, CCTSW and Sarah Petty, LICSW (SRN)*

**Supporting Patients and Their Financial Well-being**

Assembly Room C

*Facilitator: Susan Edgman-Levitan, PA*

**Patient Financial Experience: Working to Simplify and Demystify**

*Stephen Record (PHS), Beth Nelson (NWH), and Karla Ortho (MGH)*

**Identifying Services for Oncology Patients**

*Deborah Toffler, MSW, LCSW (DFCI)*

**Responding to Emotion: When Empathic Statements Work and When They Don't**

*(Clinicians only, requires pre-registration)*

2<sup>nd</sup> Floor Room 2W31

**Faculty:**

*Juliet Jacobsen, MD (MGH)*

12:40pm

Lunch

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**1:15pm Concurrent Breakout Session C (select one to attend)**

**Additional Innovations in Serious Illness Care**

Assembly Room A

*Facilitator: Paige Wickner, MD*

**Palliative Care in a Community Hospital:  
A 10 Year Journey and Future Directions**

*Kosha Thakore, MD (NWH)*

**Home-based Palliative Care**

*Julia Gallagher, MD (MGH)*

**Adapting the Serious Illness Conversation for  
Pediatrics**

*Patricia O'Malley, MD (MGH)*

**Partnering with Patients across Primary Care**

Assembly Room B

**Faculty:**

*Susan Edgman-Levitan, PA, Bill Kieffer and  
Liza Nyeko, MS (MGH)*

**Patient Panelists:**

*Pamela Hill  
Carrie Stamos  
Marie Zullo*

**Behavioral Health**

Assembly Room C

*Facilitator: Sejal Shah, MD*

**Why Caretakers Need to Use a Toolkit When  
Working with Medical Teams**

*Joanne Grady-Savard  
(Cole Resource Center)*

**Living & Living Well:  
What Access to MGH Behavioral Health Means to  
Me and My Family**

*Matt Reid, ACC, AACC (MGH)*

**2:30pm Networking Transition**

**2:40pm Keynote: The "WOW" Factor: Wisdom, Openness, and Wonder as a Benchmark for Living Well | *Loretta Laroche* | Assembly Rooms ABC**

**3:45pm Adjourn**

**Accreditation**

Partners HealthCare System is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for Physicians.

Partners HealthCare System designates this live activity for a maximum of 7.5 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation

**Nursing Continuing Education**

Norman Knight Nursing Center for Clinical & Professional Development at Massachusetts General Hospital is an approved provider by the Ohio Nurses Association an accredited approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) (OH-239, 10/1/2020).

Criteria for successful completion include: electronic check-in (attendance) at the beginning of the program, attendance at the entire event and submission of a completed evaluation.