PLANETREE APP

BENEFITS

• Full Conference descriptions and information at your fingertips

• Expand your network and connect with people you know or would like to meet (speakers, attendees and exhibitors)

• Use the search capability to find people with similar interests and backgrounds

• Post directly to your social media networks

• Download the Planetree app by typing in “Planetree” on your mobile device (iOS and Android) from the stores. Sign in using:

LinkedIn, Facebook, Google+

Start networking and accessing the content!

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Wi-Fi
Network: Plantree
Password: Revolution

#Planetree15

PLANTREE INTERNATIONAL CONFERENCE patientcenteredcare

#Planetree15

This is the second year the Planetree International Conference on Patient-Centered Care has adopted the “Powered By Patients” logo. To be clear, though, we have a long history of including patients in our work.

Planetree is very proud of its legacy of amplifying the voices of patients as among the powerful levers for improving our healthcare delivery system. Including patients and family members among the keynote speakers, attendees and session presenters at our annual International Conference on Patient-Centered Care, now in its 23rd year, is just one way we achieve this aim.

We’ve been inviting patients to participate in the Planetree Conference long before there was a campaign encouraging conference planners to do so simply because we knew that to have a conference on patient-centered care without including patients would be a hollow effort that would only perpetuate business as usual. That’s not the business Planetree is in. Working in partnership with healthcare organizations, patient advocacy groups, policymakers and researchers, Planetree aims to transform how care is delivered by truly putting patients first—in all that we do.

At the 2015 Planetree International Conference on Patient-Centered Care, being held in Boston, Massachusetts on October 11th - 14th, patients and family members will take center stage. Keynote speaker Sarah E. Kucharski, patient advocate, CEO/Chairman and Founder of FMD Chat will speak from the patient perspective about how genuine partnerships with professional caregivers can transform the patient experience. Alan Manning will share his and his wife’s personal journey as caregivers to their first born daughter, Katie, who died from a congenital heart defect, and dancer, Adrianne Haslet-Davis, will talk about how she survived the unimaginable bombings at the 2013 Boston Marathon where she lost her left leg below the knee.

An interdisciplinary event, the Planetree International Conference brings together healthcare professionals from across the care continuum – CEOs, physicians, patient experience officers, practice managers, long-term care specialists, researchers, nurses, executives, patient advocate professionals and volunteer patient and family advisors (among others) – to support, collaborate and learn from each other. Participants share a common goal: to convert the best of intentions for providing patient-centered care into concrete implementation strategies that will make a discernible difference in the lives and care of patients and will enable healthcare professionals to find greater meaning, purpose and satisfaction in their chosen work.
Educational Credits

Educational Credits for attending sessions are available through the California Board of Nursing, National Association of Social Workers and Charlotte AHEC

CREDIT DESIGNATION STATEMENT:
This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Carolinas HealthCare System/Charlotte AHEC and Planetree. Carolinas HealthCare System/Charlotte AHEC is accredited by the ACCME to provide continuing medical education for physicians.

Carolinas HealthCare System/Charlotte AHEC designates this Live Activity for a maximum of 9.75 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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Provider approved by The California Board of Registered Nursing, Provider Number: CEP 13991 Possible CEU Credits for nurses: 15

This program is Approved by the National Association of Social Workers (Approval # 886713368) for 15 continuing education contact hours.
Exciting Events in the Innovation Town Hall

Planetree Social Media Lab - Sponsored and run by Mindset Digital
Let us help you make sense of a networked world!
- A key takeaway for all conference attendees!

**Hours of Operation:**
Monday, October 12th
7:30 AM - 5:00 PM
Tuesday, October 13th
7:30 AM - 5:15 PM
Wednesday, October 14th
8:00 AM - 3:00 PM

PaintFest® at #Planetree15
Take a break! Come have fun and paint with us; while making a difference! Grab a brush and put your talent and heart to work for the good of others. Artistic skill is not required!

**Hours of Operation:**
Monday, October 12th
9:00 AM - 6:00 PM
Tuesday, October 13th
9:00 AM - 5:00 PM
It’s Easy

Visit each participating exhibitor in the Innovation Town Hall

• Collect a raffle ticket

• Complete your ticket and place it in the raffle bin at registration
  by Tuesday, October 13th at 4:00 PM

• *Winners will be announced at the Sponsor Appreciation Reception,
  5:00 pm in the Innovation Town Hall – Gloucester- 3rd Floor

INNOVATION TOWN HALL HOURS

Monday, October 12th 9:00 AM – 6:15 PM
Tuesday, October 2nd 9:00 AM – 5:15 PM
PROUD TO BE THE EXCLUSIVE “POWERED BY PATIENT PASS” 2015 SPONSOR

We appreciate the exceptional work that Planetree does for its member hospitals, their patients and practitioners. That’s why we are a proud partner organization.

We look forward to bringing a more humane, less invasive approach to inpatient blood draws in hospitals worldwide.
REGISTRATION
7:30 AM – 4:00 PM
Location: 4th Floor

YOUR HEALTH MATTERS!
7:00 AM – 7:45 AM

Activities Include:
City Sprinters - Running Group
7:00 AM – 7:45 AM
Location: Will meet at Registration
4th Floor

City Strollers – Walking Group
7:00 AM – 7:45 AM
Location: Will meet at Registration
4th Floor

Yoga Stretching
7:00 AM – 7:45 AM
Location: Harvard - 3rd Floor

CONTINENTAL BREAKFAST
7:45 AM – 9:00 AM
Location: Gloucester Hall - 3rd Floor

PLANETREE ADVISORS AVAILABLE
8:00 AM – 2:00 PM
Location: Across from Registration
4th Floor

INNOVATION TOWN HALL
7:45 AM – 6:30 PM
Location: Gloucester Hall - 3rd Floor

WELCOME TO THE 2015 PLANETREE INTERNATIONAL CONFERENCE ON PATIENT-CENTERED CARE KICK-OFF!

Join the conversation!
Opening Session - 8:00 AM - 8:45 AM

The conversations will be rich and informative—and will take place in person, online and on Twitter.

Find out more about how to fully engage at the conference through joining our mobile app and tweeting at the hashtag #Planetree15. Dr. Debra Jasper and Betsy Hubbard, founders of Mindset Digital and sponsors of our Social Media Lab, will kick-off the morning with a high-energy session to help you brush up your digital skills, tune into conference conversations and join the online revolution.

Presenter(s): Dr. Debra Jasper and Betsy Hubbard, founders of Mindset Digital
Location: Main Ballroom - 4th Floor
WELCOME AND INTRODUCTION TO CLINICIAN TRACK
8:00 AM – 8:30 AM
Presenter(s): Steven Horowitz MD, Medical Director, Planetree and Cardiac Care Services, Stamford Hospital
Location: St. Botolph
2nd Floor

BREAKOUT SESSIONS
9:00 AM – 9:30 AM

Voice of the Patient: Planetree Focus Group Findings
Presenter(s): Jill Harrison, PhD, Planetree Advisor, Planetree
Location: Salon A-D - 4th Floor
.5 CEU Credits

What’s so Funny About Quiet at Night?
Presenter(s): Sharilee Hickey BSN, RN-BC, HNB-BC, CHI Health Good Samaritan
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
Role Model Caring for the Caregiver: Teaching Healthy Balance
Presenter(s): Kathleen L. Raines RN, MSN, APN, CDE Administrator; Jan Guinter, MS, RN, Project Coordinator, Hackensack University Medical Center
Location: Arlington - 3rd Floor
.5 CEU Credits

Presenter(s): Maria Hale, MBA, Vice President, Office of Patient Advocacy and Patient Centered Care, Northern Westchester Hospital
Location: Clarendon and Berkeley
3rd Floor
.5 CEU Credits

Loving to Heal: Easing the way to wellness
Presenter(s): David Montgomery, MD
Location: Exeter and Dartmouth
3rd Floor
.5 CEU Credits

A Healthy Driven Brand Launch
Presenter(s): Sheri Scott, System Director Communications and Creative Services, Edward-Elmhurst Healthcare
Location: Wellesley - 3rd Floor
.5 CEU Credits

Innovation Theater
Improved Patient Satisfaction Through Team Training
Presenters(s): Elvira Lang, MD, CEO, Comfort Talk
Location: Suffolk - 3rd Floor
.5 CEU Credits
**Clinician Track**

Preparing New Physicians for the Future: A Patient-Centered Care Curriculum for Ongoing Education and Assessment

Presenter(s): Maria Maldonado MD, Associate Chair of Medicine and Program Director Internal Medicine Residency, Stamford Hospital; Steven Horowitz MD, Medical Director, Planetree and Cardiac Care Services, Stamford Hospital

Location: St. Botolph - 2nd Floor

.5 CME Credits

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**Nursing Track**

Professional Nurse Portfolio Program

Presenter(s): Andrea Holecek, Director of Patient Care Services and Magnet Program Director, Bayhealth Medical Center

Location: Arlington - 3rd Floor

.5 CEU Credits

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**Breakout Sessions**

9:45 AM – 10:15 AM

Customer Service in Healthcare...the Planetree Way

Presenter(s): Christopher Peck Director of Imaging; Judy Coleman, Chair Planetree PFAC committee, Columbia Memorial Hospital

Location: Salon A-D - 4th Floor

.5 CEU Credits

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Acceptance and Commitment Training (ACT) for Healthcare Professionals

Presenter(s): Marie-Claude Poulin, Planetree Coordinator, Centre de réadaptation Estrie

Location: Clarendon and Berkeley 3rd Floor

.5 CEU Credits

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Advance Care Planning: The Importance of Defining Your Choices

Presenter(s): Jim Kinsey, Director of Member Experience, Planetree

Location: Salon H-K - 4th Floor

.5 CEU Credits

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CARe: Disclosure and Resolution Following Unexpected Medical Outcomes

Presenter(s): Lisa Buchsbaum, M.P.H., Project Manager, Patient Safety, Beth Israel Deaconess Medical Center; Pat Folcarelli, RN, PhD, Senior Director of Patient Safety, Beth Israel Deaconess Medical Center

Location: Exeter and Dartmouth 3rd Floor

.5 CEU Credits

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Care Team Conferences: Every Patient, Every Day

Presenter(s): Joan Stephens, Planetree Coordinator; Deborah Lumpkins, Senior VP/CNO; Lisa Chambers, Nurse Manager, Cardiology Unit, Maury Regional Medical Center

Location: Wellesley - 3rd Floor

.5 CEU Credits
Innovation Theater
The New Paradigm in Healthcare
Presenter(s): Cynthia Hubbell, Director of Healthcare Strategy and Development, Tarkett
Location: Suffolk - 3rd Floor
.5 CEU Credits

Clinician Track
Physician Burnout: Are There Any Solutions?
Presenter(s): Steven F. Horowitz, MD, Medical Director, Planetree and Cardiac Care Services, Stamford Hospital; Joonun Choi, MD, Director of Resident Cardiology Education, Chair of the Stamford Hospital Bioethics Committee
Location: St. Botolph - 2nd Floor
.5 CME Credits

BREAKOUT SESSIONS
10:30 AM – 11:00 AM

One Health System's Approach to Improving the Patient Experience
Presenter(s): Thomas Vaughan, MD, Chairperson, Diagnostic Imaging Department, Chairperson Medical Staff Development Committee; Kelly Abbrescia, DO, Medical Director, Emergency Department, Bayhealth Medical Center
Location: Salon A-D - 4th Floor
.5 CEU Credits

Using Key Metrics to Improve your Patient's Experience
Presenter(s): Erica Rajabi, MHA, Senior Administrative Director, NYU Langone Medical Center
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
Nursing Leading with Respect to Create a Customer Centered Work Environment
Presenter(s): Pamela L. Dunley, RN, MS, MBA, CENP, COO, CNO, Elmhurst Memorial Hospital
Location: Arlington - 3rd Floor
.5 CEU Credits

From Conflict to Creativity
Presenter(s): Kenda Spaulding, NHA, Assistant Administrator, E. Dene Moore Care Center; Jim Kinsey, Director of Member Experience, Planetree
Location: Clarendon and Berkeley 3rd Floor
.5 CME Credits

The Expanded and Evolving Role of the Hospital Ethics Committee in a Planetree Patient and Family-Centered Environment
Presenter(s): B. Paul White, MD, General and Minimally Invasive Surgeon, Maria Hale, MBA, Vice President, Office of Patient Advocacy and Patient Centered Care; the Members of the Northern Westchester Hospital Ethics Committee
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits
**The Power of Storytelling**  
Presenter(s): Martha Hayward, Lead Patient and Public Engagement, Institute for Healthcare Improvement; Randy Carter, Senior Vice President, Planetree  
Location: Wellesley - 3rd Floor  
This session is 1 hour long  
1 CEU Credits

**Innovation Theater**  
**Using Vital Data to Drive Organizational Change**  
Presenter(s): Paul Stillman, PhD, LFACHE, Senior Consultant, Vital Signs, Six Seconds  
Location: Suffolk - 3rd Floor  
.5 CEU Credits

**Clinician Track**  
**A Patient Centered Approach to High Reliability Transformation**  
Presenter(s): Kenneth J. Dobuler, MD, Chair, Medicine, Griffin Hospital, Assoc. Clinical Professor of Medicine, Yale School of Medicine; Kathleen Martin, Vice President, Patient Safety and Care Improvement, Griffin Hospital  
Location: St. Botolph - 2nd Floor  
This session is one hour long  
1 CEU Credits

**BREAKOUT SESSIONS**  
11:15 AM - 11:45 AM

**High Tech and High Touch: Person Centered Care Personified**  
Presenter(s): Alan Manning, Chief Operating Officer, Planetree; Eric Stone, CEO, Velano Vascular  
Location: Salon H-K - 4th Floor  
.5 CEU Credits

**Beyond the Square Footage - Creating An Experience within a Retail Space**  
Presenter(s): Victoria Day, Chief Financial Officer Sharp Coronado Hospital and Lauren Blacker, District Food Manager Sodexo  
Location: Salon A-D - 4th Floor  
.5 CEU Credits

**Nursing Track**  
**From Exemplary to Extraordinary: How Our Journey toward Planetree Designation Propelled our Journey for Magnet Recognition®**  
Presenter(s): Kris Hughbanks, Director of Nursing Professional Practice; Carol Wahl, CNO/VP Patient Care Services, CHI Health Good Samaritan  
Location: Arlington - 3rd Floor  
.5 CEU Credits

**Can a Person Focused Communication Strategy Improve Patient Safety and Quality?**  
Presenter(s): Anne Axam, Project Coordinator, Patient Based Care, Clinical Excellence Commission, New South Wales, Australia  
Location: Clarendon and Berkeley 3rd Floor  
.5 CEU Credits

**Are you Listening to Me? Revising Policy from the Patient Perspective**  
Presenter(s): Jean Lydon, RN, MS, Associate Vice President, Patient Care Services, Joanne Muzzey, RN, MS, Director of Patient Advocacy and Planetree; Crystal Scott, Patient Family
Advisory Council member, Elmhurst Memorial Hospital
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

The Power of Storytelling, cont’d.
Location: Wellesley - 3rd Floor

Innovation Theater
Engaging Patients in Their Care Through Technology
Presenter(s): Paula Timco, Chief Strategy Officer; Mike Speck, President of nuboHEALTH
Location: Suffolk - 3rd Floor
.5 CEU Credits

Clinician Track
A Patient Centered Approach to High Reliability Transformation, cont’d.
Location: St. Botolph - 2nd Floor

LUNCH AND NETWORKING SESSION - 11:45 AM - 1:15 PM
Have lunch in Planetree’s Innovation Town Hall! Learn about new and exciting products. Meet fellow attendees, presenters, and exhibitors!
Location: Gloucester Hall - 3rd Floor

BREAKOUT SESSIONS
12:30 PM - 1:00 PM
Designation 101
Presenter(s): Christy Davies, Designation Coordinator, Planetree
Location: Arlington - 3rd Floor
.5 CEU Credits

How 56 Pieces of Art Improved Patient Metrics by up to 58% and Daily Patient Volume by 17%
Presenter(s): Jason Korman, CEO, gapingvoid
Location: Wellesley - 3rd Floor
.5 CEU Credits

Loving to heal:
Easing the way to wellness
Presenter(s): David Montgomery, MD
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

Uncovering Staff Roadblocks to Deliver World Class Patient Experiences
Presenter(s): Gautam Mahtani, Co-Founder and Managing Partner, Customer Feedback Systems LP
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

BREAKOUT SESSIONS
1:15 PM - 1:45 PM
The Hierarchy of Engaging a Patient
Presenter(s): Alan Manning, Chief Operating Officer, Planetree
Location: Salon A-D - 4th Floor
.5 CEU Credits

Patient-Centered Innovation in Healthcare Cuisine and Education at Northern Westchester Hospital
Presenter(s): Penny Paglia, MBA, RN, Director of Food and Nutrition Services;
Maria Hale, MBA, Vice President, Office of Patient Advocacy and Patient-Centered Support Services, Northern Westchester Hospital
Location: Salon H-K - 4th Floor
.5 CEU Credits

**Nursing Track**

**Maintaining Focus in the Face of Competing Priorities**
Presenter(s): Carol Butler RN, MSN-HCA, Healthcare Executive
Location: Arlington - 3rd Floor
.5 CEU Credits

**Experiential**

**Getting to Know You: Recreating a New Employee Retreat to Create an Eye Opening Experience**
Presenter(s): Kris Ruocco, Patient Relations Specialist; Aisha Coqueran, Planetree Program Specialist
Stamford Hospital
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

**Patients Help Chart the Course: Engaging Patients through a Patient and Family Advisory Council**
Presenter(s): Ellen Gitt, Director of Service Excellence, Patient Advocate, CHI Health Good Samaritan
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

**Pre-D Challenge: Reducing the Risk of Diabetes in the Community**
Presenter(s): Maria Reese, Director, Community Benefit, Carolinas HealthCare System; Dael Waxman, MD, Interim Chair, Department of Family Medicine; Medical Director, Patient-Centered Programming, CMC Mercy; Medical Director, Carolinas HealthCare System Integrative Health
Location: Wellesley - 3rd Floor
.5 CEU Credits

**Innovation Theater**

**High Deductible Health Plans: Preparing For The Migration of Risk**
Presenter(s): Ryan Wheeler, President of HealthBridge Financial
Location: Suffolk - 3rd Floor
.5 CEU Credits

**Clinician Track**

**Importance of Patient Preferences in Managing Chronic Illness**
Presenter(s): Jim Kinsey, Director of Member Experience, Planetree
Location: St. Botolph - 2nd Floor
.5 CME Credits

**BREAKOUT SESSIONS**

2:00 PM – 2:30 PM

**Getting from For-Profit to For-Patient**
Presenter(s): Noah Tolson, AIA, LEED AP BD+C, Lean Green Belt, Principal and Practice Leader, Planning, Array Architects; Jason Jones, Vice President, Patient Experience, Laser Spine Institute
Location: Salon A-D - 4th Floor
.5 CEU Credits

**Finding the Gem Within: Promoting Direct Caregivers to Leadership**
Presenter(s): Laura Hancock, LPN, MDS Coordinator, Planetree Coordinator;
Brenda Gussenbauer Admission and Marketing Director, Planetree Coordinator, The Rehabilitation Center at Sandalwood Location: Salon H-K - 4th Floor .5 CEU Credits

Nursing Track
Systems Approach to Pain Management Roadmap
Presenter(s): Sandy Robertson, RN, MSN, Chief, Patient Centered Care, Dawn Arceneaux, RN, Nurse Manager, Patient Centered Care, VA Greater Los Angeles; Soo Kang, MHA, Program Specialist, Office of Patient Experience Location: Arlington - 3rd Floor .5 CEU Credits

From Despair to Hope
Presenter(s): Patricia Limpert, A.D., Peer Advocate; Beth Harris, RN, MA, PMHCNS-BC, Health Education Coordinator, New-York Presbyterian Hospital, Westchester Division Location: Clarendon and Berkeley 3rd Floor .5 CEU Credits

Activating Your Patient and Family Advisory Council (PFAC)
Presenter(s): June Berlinger, PFAC Co-Coordinator; Carol Anne White RN, Planetree Coordinator, Longmont United Hospital Location: Exeter and Dartmouth 3rd Floor .5 CEU Credits

Patient Engagement in the Primary Care Setting: Lessons from the Field
Presenter(s): Paula Griswold, Executive Director and CEO, Massachusetts Coalition for the Prevention of Medical Errors; Tanya Lord, Patient and Family Engagement Advisor Location: Wellesley - 3rd Floor .5 CEU Credits

Innovation Theater
The Future of Arts in Healthcare
Presenter(s): Annette Ridenour, President; Naj Wikoff, East Coast Representative, Aesthetics, Inc. Location: Suffolk - 3rd Floor .5 CEU Credits

Clinician Track
Wherefore goes the relationship I have had with my personal physician?
Presenter(s): Dael Waxman, MD, Interim Chair, Department of Family Medicine, Medical Director, Patient-Centered Programming, CMC Mercy; Medical Director, Carolinas HealthCare System Integrative Health Location: St. Botolph - 2nd Floor .5 CME Credits

BREAKOUT SESSIONS
2:45 PM - 3:15 PM

Maintaining Momentum: The Little Engine that Pushed the Big System
Presenter(s): Mary Ann Fuchs, VP of Patient Care, and System Chief Nurse Executive, Duke University Health System, Brenda Radford, Director of Guest Services, Duke University Hospital; Kathleen Lynam, Executive Coach Location: Salon A-D - 4th Floor .5 CEU Credits
The RUSH WAY for Achieving Patient Satisfaction in the Cancer Center
Presenter(s): Phil Shaw, Director Patient Relations, Leo Correa, MBA, Associate Vice President Clinical Affairs-Cancer Services; Marie Duval, RN, BSN, MBA, Practice Administrator, Cancer Center, Rush University Medical Group
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
High Reliability - Raising the Bar on Patient Centered Practice
Presenter(s): Amy Kosifas, Black Belt Sharp HealthCare; Deena O’Shea, Director Acute and Critical Care Sharp Coronado Hospital
Location: Arlington - 3rd Floor
.5 CEU Credits

“Do you want to be here?" - BC’s Journey to Listening to Our Long-Term Care Residents
Presenter(s): Lillian Parsons, Project Manager, Providence Health Care
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

Person-Centered Mental Health Facility Design: Is it Worth the Investment?
Presenter(s): Lisa Platt, Director of Business and Product Development, Planetre, Sheila Bosch, PhD.; Assistant Professor of Interior Design; University of Florida in the College of Design, Construction and Planning, Nicole Burgtorf, Human Resources Specialist & Planetree Facilitator; VA Ann Arbor Healthcare System
Location: Exeter and Dartmouth - 3rd Floor
.5 CEU Credits

To PCMH and Beyond: A Pathway for Achieving Patient-Centered Medical Home and Planetree Bronze Recognition
Presenter(s): Sara Guastello, Director of Designation and Knowledge Management, Planetre, Anne Elwell, MPH, RN, Principal & Vice President, Community Relations, Qualidigm; Michele Kelvey-Albert, Consulting, Director Qualidigm
Location: Wellesley - 3rd Floor
.5 CEU Credits

Innovation Theater
Demystifying Planetree: The Patient Experience through Evidence-Based Design
Presenter(s): Ann H. Adams; AIA, ACHA, EDAC, Associate Principal at Davis Partnership Architects; Melissa Piatkowski, Senior Design Researcher of Davis Partnership
Location: Suffolk - 3rd Floor
.5 CEU Credits

Clinician Track
Engaging Families in Research Training at Boston Children’s Hospital
Presenter(s): William O’Donnell, Family Advisory Council Co-Chair; Brenda Allair, Family Advisory Council member, Boston Children’s Hospital
Location: St. Botolph - 2nd Floor
.5 CME Credits
BREAKOUT SESSIONS
3:30 PM – 4:00 PM

A Few Good Notes and Poetry in Practice
Presenter(s): Mary Rorro, DO, Psychiatrist, VA New Jersey Health Care System
Location: Salon A-D - 4th Floor
.5 CEU Credits

Just Right Health Behavior Change Training: Who Needs What for a System Aligned for Patient Engagement
Presenter(s): Shelley Wroth, MD, Duke Integrative Medicine
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
Improving the Patient Experience in the Inpatient Psychiatric Setting
Presenter(s): Tena Vizner, PCC Specialist, NYP/Westchester Division and Payne Whitney Manhattan; Mary Ellen Brous, Director of Nursing Practice NYP/Westchester Division
Location: Arlington - 3rd Floor
.5 CEU Credits

Home is Where the Heart Is: Chemotherapy at Home
Presenter(s): Katrine Seier Fridthjof, Nurse, Haematological Department, Rigshospitalet
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

Patient Advisors 3.0: Emerging Trends and Future Roles
Presenter(s): Erica Steed, Manager of Patient and Family Engagement, Bernard Roberson, Administrative Director of PFCC, David Andrews, Patient and Family Advisor, GR Health
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

A Research-Based Guide to Implementing and Evaluating a Person-Centered Approach
Presenter(s): Julie Béliveau, MBA, DBA, Professor, Université de Sherbrooke; Jean-Yves Simard, MBA, Research Consultant, Université de Montréal
Location: Wellesley - 3rd Floor
*This session is 1 hour long
1 CEU Credits

Innovation Theater
Happy Staff = Happy Patient’s
Presenter(s): Bonnie Nichols, Director of Organizational Experience, Central Peninsula Hospital, Lisa Porawski, RN, Saint Anne’s Hospital, Loren Price, COO, and Ernesto Rodriguez, MS, Sereneview
Location: Suffolk - 3rd Floor
.5 CEU Credits

Clinician Track
The Doctor is LinkedIn - Leveraging the World’s Leading Professional Network
Presenter(s) Dr. Debra Jasper and Betsy Hubbard, founders of Mindset Digital and sponsors of our Social Media Lab
Location: St. Botolph - 2nd Floor
This session is one hour long
1 CEU Credits
BREAKOUT SESSIONS
4:15 PM – 4:45 PM

The Reduction of Suicide through Reduction of Means
Presenter(s): Diane McGrogan MSW, LCSW, DCSW, ACM; Christiana Paul MA, MFT
Location: Salon A-D - 4th Floor
.5 CEU Credits

May the Force Be with You: Spirituality Reimagined
Presenter(s): Rev. ReBecca Sala, M.Div., BCC, Manager of Pastoral Care; Jmel Wilson, Chaplain, Stamford Hospital
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
Innovative Integrative Health and Healing Nurse Mentorship Training to Improve Efficiencies When Offering Integrative Healing Approaches on Inpatient Units
Presenter(s): Sandy Robertson, RN, MSN, Chief, Patient Centered Care, Dawn Arceneaux, RN, Nurse Manager, Patient Centered Care, VA Greater Los Angeles; Soo Kang, MHA, Program Specialist, Office of Patient Experience
Location: Arlington - 3rd Floor
.5 CEU Credits

Providing Pro Bono Physical Therapy via a Center for Clinical Education and Health Promotion
Presenter(s): Jane Baldwin, DPT, NCS, Assistant Professor, MGH Institute of Health Professions, Client, Caregiver, Student
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

Experiential
Music Inspires...Music Awakens: Implementing Music Therapy for the Non-Music Therapist
Presenter(s): Nancy Scercy, MHA, BSN, RN, NE-BC, Nurse Manager, Carolinas HealthCare System - Mercy
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

A Research-Based Guide to Implementing and Evaluating a Person-Centered Approach, cont’d.
Location: Wellesley - 3rd Floor

Innovation Theater
Prepare, Learn, and Engage: Patient Engagement using a Digital Health Tool to Improve Surgical Outcomes
Presenter(s): Ayesha Khalid, MD, FACS, Clinical Instructor, Harvard Medical School, Surgical Director and VP Business Development, Doctella.com
Location: Suffolk - 3rd Floor
.5 CEU Credits
Clinician Track
The Doctor is LinkedIn - Leveraging the World’s Leading Professional Network, cont’d.
Location: St. Botolph - 2nd Floor

OPENING RECEPTION
4:45 PM - 6:15 PM
Have a light dinner in Planetree’s Innovation Town Hall! Learn about new and exciting products. Meet fellow attendees, presenters, and exhibitors!
Location: Gloucester Hall – 3rd Floor

OPENING CEREMONY
6:30 PM – 6:45 PM
*Sponsored By
Location: Main Ballroom - 4th Floor

OPENING KEYNOTE
BEYOND THE BEDSIDE
6:45 PM - 7:45 PM
In TED style format we will hear 3 presenters tell their powerful caregiver or patient story.
Location: Main Ballroom - 4th Floor
1 CEU Credit

HermanMiller Nemschoff
“It’s about putting the doctor-patient relationship back at the forefront of care. Patients are humans. Doctors are humans. Let’s be humans together.”

~ Sarah E. Kucharski ~

Medicine X Executive Board Member, Patient Advocate, CEO/Chairman and Founder of FMD Chat
“Our lives can change in an instant. Sometimes, our response is the only thing we can control.”

~Alan Manning~
Co-Founder Kisses from Katie and COO of Planetree
“I refuse to be called a victim. I am not defined by what happened in my life. I am a survivor, defined by how I live my life.”

~ Adrianne Haslet-Davis ~
Dancer, Philanthropist and Boston Marathon Bombing Survivor
REGISTRATION
7:30 AM – 4:00 PM
Location: 4th Floor

YOUR HEALTH MATTERS!
7:00 AM – 7:45 AM

Activities Include:
City Sprinters - Running Group
7:00 AM – 7:45 AM
Location: Will meet at Registration
4th Floor

City Strollers – Walking Group
7:00 AM – 7:45 AM
Location: Will meet at Registration
4th Floor

Yoga Stretching
7:00 AM – 7:45 AM
Location: Harvard - 3rd Floor

CONTINENTAL BREAKFAST
7:45 AM – 9:00 AM
Location: Gloucester Hall - 3rd Floor

INNOVATION TOWN HALL
7:45 AM – 5:15 PM
Location: Gloucester Hall – 3rd Floor

BREAKOUT SESSIONS
8:30 AM - 9:00 AM

How 56 Pieces of Art Improved Patient Metrics by up to 58% and Daily Patient Volume by 17%
Presenter(s): Jason Korman, CEO, gapingvoid
Jason will discuss how art has the power to connect patients emotionally to better outcomes and align the care team to superior treatment. After installing 56 pieces of strategically selected art at a primary care clinic, gapingvoid measured various patient, provider, and staff metrics. The results were pretty spectacular. Shifting environments through strategic use of art has been a successful tactic used by leaders for thousands of years. We approached the challenge of shifting patient perception of care as a cultural issue.
Location: Arlington - 3rd Floor
.5 CEU Credits
“My Mom taught me how to love, respect and care for others. To never give up, to always persevere, and most importantly never to lose hope. I hope her story and legacy will inspire the hero in all of us.”

~Laura Batz Townsend ~
Co-Founder and President Louise H. Batz Patient Safety Foundation
Keynote
9:00 AM - 9:45 AM
Q and A - 10:00 AM - 10:30 AM
Location: Main Ballroom - 4th Floor
.75 CME Credits
.75 CEU Credits

“Doctors need to know that patients are already online searching for information about them and for health information.”

~ Kevin Pho ~
M.D., Physician of Internal Medicine and Founder of KevinMD.com
BREAKOUT SESSIONS
10:00 AM – 10:30 AM

Engaging Families in Building a Health Literate Organization
Presenter(s): Kristin Erekson, Health Education Project Manager and Editor; Katie Litterer, Family Advisory Council, Family Education Steering Committee member, Boston Children’s Hospital
Location: Salon A-D - 4th Floor
.5 CEU Credits

Creating a Patient-Centered Revenue Cycle: It’s more than just being patient friendly
Presenter(s): Tracy Walsh, Planetree Experience Advisor
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
Hourly Rounding In Psychiatry
The Two P’s
Presenter(s): Mary Ellen Brous, Director of Nursing Practice NYP/Westchester Division; Tena Vizner, PCC Specialist, NYP/Westchester Division and Payne Whitney Manhattan
Location: Arlington - 3rd Floor
.5 CEU Credits

Gaming for the Elderly: A New Approach to Motivation and Activation of Our Senior Population
Presenter(s): Louis Ter Meer, Project Director, Commit Netherlands
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

The Planetree Influence on the Role of Patient Advocate at Shore Medical Center
Presenter(s): Shannon O’Brien Patient Advocate and Experience Administrator, Shore Medical Center
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

Build It and They Will Come
Presenter(s): Margaret Rogan, RD Planetree Coordinator, Department of Veterans Affairs Northport New York
Location: Wellesley - 3rd Floor
.5 CEU Credits

Innovation Theater
Enhancing Patient Care with Virtual Reality
Presenter(s): Josh Farkas, Founder, Cubicle Ninjas
Location: Suffolk - 3rd Floor
.5 CEU Credits

Clinician Track
The Impact of a Planetree Implementation on Family Involvement and Culture of Safety in an ICU
Presenter(s): H. Vanden Bergh; Dorothea Wild, Planetree Germany
Location: St. Botolph - 2nd Floor
.5 CME Credits
BREAKOUT SESSIONS
10:45 AM – 11:15 AM

From "For" to "With" Patients: the Key Change Patients Need
Presenter(s): Lisa Freeman - Executive Director, Connecticut Center for Patient Safety; Alan Manning, Chief Operating Officer, Planetree
Location: Salon A-D - 4th Floor
.5 CEU Credits

Transformation of a Nursing Unit from Drab to Fab
Presenter(s): Lisa Hennigan, Assistant Vice President Patient Care Services, Carolinas Medical Center Mercy
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
A Frontline Approach to the Personalization of Patient Care
Presenter(s): Verna Sitzer, PhD, RN, CNS, Manager Nursing Innovation, Breanna Corder, BSN, RN, Clinical Nurse, Naomi Miyazono, BSN, RN, Clinical Nurse, Elizabeth Nelson, BSN, RN, Clinical Nurse; Crystal Rubin, BSN, RN, Clinical Lead, Sharp Memorial Hospital
Location: Arlington - 3rd Floor
.5 CEU Credits

Not-So Undercover Boss: Senior Managers Experience the Jobs of our Front-line Workers First hand
Presenter(s): Karen Flam- Foundation Director; Rosalie Dion- Director of Nursing, Donald Berman Maimonides Geriatric Centre/ Jewish Eldercare Centre
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

The Transformational Power of Patient Activists
Presenter(s): Lisa Gualtieri, PhD, ScM, Assistant Professor, Tufts University School of Medicine
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

Patient-Centered Performance Improvement Awareness Training
Presenter(s): Lisa Platt, Director of Business and Product Development, Planetree
Location: Wellesley - 3rd Floor
.5 CEU Credits

Innovation Theater
Benefits of Community Collaboration When Designing Patient-Centered Healing Environments
Presenter(s): David Neal, AIA, SLAM Principal, George Nolan, Vice President of Support Services, Baystate Wing Hospital; Tracy Caisse, AIA, SLAM Project Designers
Location: Suffolk - 3rd Floor
.5 CEU Credits
Clinician Track

Who is the Doctor? Who is the Patient?
Presenter(s): Richard Levin, MD, FACP, FACC, FAHA, President and CEO, Arnold P. Gold Foundation
Location: St. Botolph - 2nd Floor
.5 CME Credits

BREAKOUT SESSIONS
11:30 AM – 12:00 PM

Patient Centered Performance Improvement as a Pathway to Planetree Designation
Presenter(s): Christy Davies, Planetree Designation Coordinator; Lisa Platt, Director of Business and Product Development
Location: Salon A-D - 4th Floor
.5 CEU Credits

Designing a Replicable Model of Patient-Centered Cancer Care (PCCC): Essential Elements for Implementation
Presenter(s): Rebekkah Schear, MIA, Program Manager, LIVESTRONG Foundation
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track

Implementing a Care Partner Program: The Epitome of Family Engagement
Presenter(s): Cathy Desautels, RN, MHA, Planetree Senior Experience Advisor
Location: Arlington - 3rd Floor
.5 CEU Credits

I Hear You: Story catchers as Agents of Healing
Presenter(s): June Berlinger, PFAC Co-Coordinator, Longmont United Hospital
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

Improving Patient Flow Across Services in a Psychiatric Department
Presenter(s): Benjamin Zigun, MD, JD, MBA Chair of Psychiatry, Griffin Hospital; Susan Cutillo, LCSW, LADC, MBA, Director of Psychiatry, Griffin Hospital
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

Implementing High Impact Innovations for the Patient-Centered Care Experience
Presenter(s): Victoria Day, Chief Financial Officer Sharp Coronado Hospital, Lauren Blacker, District Food Manager Sodexo, Stephen Decker, Manager Environmental Services Sodexo; Harriet Sangrey, Patient and Family Advisor and Sharp Coronado Hospital Auxiliary Parliamentarian
Location: Wellesley - 3rd Floor
.5 CEU Credits
**Innovation Theater**

Is Your Patient-Centered Organization ‘Technology’ Ready?
Presenter(s): Samir Batra, Vice President of Patient Engagement, Oneview Healthcare
Location: Suffolk - 3rd Floor
.5 CEU Credits

**Clinician Track**

Communicating with Empathy: Skills and Tips to Improve the Patient and Family Experience
Presenter(s): Maria De Pena-Nowak, MD, Chief, Evaluation and Emergency Psychiatry Services, New York Presbyterian Hospital-Westchester Division, Assistant Professor of Clinical Psychiatry, Child and Adolescent Psychiatry, Weill Cornell Medical College, NYP/Westchester Division
Location: St. Botolph - 2nd Floor
.5 CME Credits

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**LUNCH AND NETWORKING SESSION - 12:00 PM - 1:30 PM**

Have lunch in Planetree’s Innovation Town Hall! Learn about new and exciting products. Meet fellow attendees, presenters, and exhibitors!
Location: Gloucester Hall – 3rd Floor

**CLINICIAN LUNCH WITH KEVIN PHO, MD - 12:00 PM - 1:00 PM**
Location: St. Botolph – 2nd Floor

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**BREAKOUT SESSIONS**

12:30 PM – 1:00 PM

**Planetree 101**
Presenter(s): Alan Manning, Chief Operating Officer, Planetree Healthcare
Location: Arlington - 3rd Floor
.5 CEU Credits

**Faster, Better, Stronger: Accelerating Person-Centered Progress by Applying Improvement Science to High Leverage Change Opportunities**
Presenter(s): Christina Gunther Murphy, Executive Director, Institute for Healthcare Improvement; Sara Guastello, Director of Knowledge Management, Planetree
Location: Clarendon and Berkeley 3rd Floor
*Note this session is 1 hour long
1 CEU Credits

**Unlocking Performance and Effectiveness with Brain Profiles**
Presenter(s): Susan Stillman, Ed. D., LPC, NCC, Six Seconds
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits
African Partnerships for Patient Safety
Presenter(s): Christine E. Marr, MPH, CPN Healthcare Analyst, Haq Nawaz, MD Director of Preventative Medicine, Sadaf Farasat, MD Medicine Post Graduate; Jamie Perdo, RN, Griffin Hospital; Dr. Jonah Manjari Mwangi, Executive Committee Member-Health, Kiambu County, Kenya

Participants can expect to gain knowledge of a specific hospital to hospital partnership between Griffin Hospital, a community hospital located in the Northeast United States and Tigoni District Hospital, a referral hospital located in Kiambu County Kenya established through World Health Organization (WHO) African Partnerships for Patient Safety (APPS). Presenters will describe the mission of APPS, implementation and formalization of the partnership, their role and experiences within the partnership, challenges encountered, and their activities, specifically the launch of a hand hygiene campaign, recommendations to reduce patient wait times, implementation of a patient safety committee and education regarding improving patient-centered care, with a focus on our accomplishments to date. The presenting team is comprised of two medical doctors, a registered nurse and a public health professional.

Location: Wellesley - 3rd Floor
*This session is 1 hour
1 CEU Credits
“We need more leaders in health care to be authentic, not be afraid to fail, and to find comfort in their own vulnerability.”

~ Jonathan Bush ~

co-founder, Chief Executive Officer, and President of athenahealth
Nursing Track
Using Planetree Principles and Recommendations in a Collaborative Initiative to Increase Natural Birth in Brazil
Presenter(s): Claudia García de Barros, RN, BSN, MBA, Director of Healthcare Practice, Quality, Safety and Environment of Care, Hospital Israelita Albert Einstein, São Paulo Brazil
Location: Arlington - 3rd Floor
.75 CEU Credits

Deciding the Planetree Way
Presenter(s): Catherine Wilhelmy, Consultation Services Specialist, Planetree Quebec
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

Embracing the Influence of Social Media
Presenter(s): Dianne Arnold, MSN, RN, Patient Relations Specialist, Boston Children’s Hospital; Lily Albin, Social Media Specialist, Boston Children’s Hospital
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

Experiential
Longmont United Hospital’s Miniretreats
Presenter(s): Carol Anne White, RN, Planetree Coordinator; Stacey Jackson Volunteer Coordinator, Longmont United Hospital
Location: Wellesley - 3rd Floor
.5 CEU Credits
Innovation Theater
Expanding Chaplaincy’s Touch via Technology
Presenter(s) Rev. Eric J. Hall, Health-Care Chaplaincy Network
Location: Suffolk - 3rd Floor
.5 CEU Credits

Clinician Track
TPIU (The Patient Is U)
Presenter(s): KJ Lee, MD, Chief Scientific Officer, Axon Advisory Group
The 30 minute presentation will feature what we, as patients, expect and deserve. Take home steps will be presented for the individual as well as for the organization. A TPIU 10 Commandments will help the audience remember the presentation.
Location: St. Botolph - 2nd Floor
.5 CME Credits

BREAKOUT SESSIONS
3:15 PM – 3:45 PM

Planetree.pro: listen, measure, improve whenever you need (sneak preview)
Presenter(s): Jim van den Beuken, Planetree Netherlands & Creative Power Person centered care is not possible without feedback and engagement from patients, colleagues and family. Planetree.pro is a unique webapp that collects instant feedback from patients, family and caregivers and connects them to solutions in order to improve care. Planetree.pro combines sensible questions, smart progress reporting, consistent goal setting and inspiring good practices at the time and place you or your team wants them. This tool is a response to the big need in healthcare to maintain an improvement culture that delivers kindness and quality coherently and consistently. The workshop will show you where we are today and welcomes feedback to improve. We are preparing the launch internationally/the US early 2016. Be part of the pioneers!
Location: Salon A-D - 4th Floor
.5 CEU Credits

A Personal Art: Transforming Health Care through Recommitment Ceremonies
Presenter(s): Pam Wells, MSN, MSA, RN, Chief Nursing Officer; Verna Sitzer, PhD, RN, CNS, Manager Nursing Innovation, Sharp Memorial Hospital
Location: Salon H-K - 4th Floor
.5 CEU Credits

Nursing Track
Integrative Therapies Internship: the Compassionate Care Experience
Presenter(s): Lisa Golden, HTCP, CAVS, Manager, Volunteer Services, Sharp Chula Vista Medical Center
Location: Arlington - 3rd Floor
.5 CEU Credits
Personalizing the Admission Process using Concepts of Resident Centered Care
Presenter(s): Shelley Shillington, Director of Operations, Loch Lomond Villa
Location: Clarendon and Berkeley
3rd Floor
.5 CEU Credits

What are the Outcomes on Organizational Performance of Implementing a Person-Centered Approach such as the Planetree Model?
Presenter(s): Jean-Yves Simard, Management Expert and Member of the Research Team on Performance Evaluation of Health Systems at Research Institute of Public Health, University of Montreal; Genevieve Ste-Marie, Coordinator of Research Projects at Research Institute of Public Health, University of Montreal; Francois Champagne, Professor of Health Care Management and Researcher at Research Institute of Public Health, University of Montreal
Location: Exeter and Dartmouth
3rd Floor
.5 CEU Credits

Experiential
Level 2 Retreat:
Empathy and Compassion
Presenter(s): Cindy Wilmore, Sarah Barry; Joan Stephens, Planetree Coordinator, Maury Regional Medical Center
Location: Wellesley - 3rd Floor
.5 CEU Credits

Innovation Theater
Shared Decision Making: Creating a Better Experience for Patients and Providers
Presenter(s): Geri Lynn Baumblatt, MA, Executive Director of Patient Engagement, Emmi Solutions, Michael Bennick MD, MA, FACP, Associate Chief of Medicine, Medical Director of the Patient Experience Yale-New Haven Hospital; Randi Redmond Oster, Patient’s Mother
Location: Suffolk - 3rd Floor
This session is 1 hour long
1 CEU Credit

Clinician Track
Learning by Doing: Coaching
Physicians for Patient-Centered Care
Presenter(s): Sharon Badgett-Lichten, Sr. Project Manager, Certified Executive Coach, Massachusetts General Hospital; Rick Evans, Sr. Director/Chief Experience Officer, Massachusetts General Hospital
Location: St. Botolph - 2nd Floor
.5 CME Credits
**BREAKOUT SESSIONS**

4:00 PM – 4:30 PM

**When Everyone Puts his Heart into Rehabilitation**
Presenter(s): Melissa Delaney, Head of rehabilitation department, Planetree Coordinator, Villa Medica
Location: Salon A-D - 4th Floor
.5 CEU Credits

**Care for the Caregiver: Acupuncture, Massage, and Reiki. A Prescription for Rest and Renewal!**
Presenter(s): Joyce Powell Morin RN, MN, Chief Culture Officer, Mid-Columbia Medical Center
Location: Salon H-K - 4th Floor
.5 CEU Credits

**Nursing Track**

**High Tech Meets High Touch: The Power of Touch Therapies in Hospital Environments**
Presenter(s): Dr. Leila Kozak, Clinical Champion, VA Puget Sound HCS, Allison Mitchinson, MPH LMT NCTMB, Massage Program Supervisor, VA Ann Arbor HCS; Susan Gresser RN, Supervisor, Benevolent Touch Program, VA Milwaukee Medical Center
Location: Arlington - 3rd Floor
.5 CEU Credits

**Tai Chi Training as a Wellness Strategy for Veterans with Unique Healthcare Needs**
Presenter(s): Mekeesha McClure, MSN, RN, ANP-BC, Mental Health Care Line; Sheron Salyer, DNSc, RNC, CHRC, Research Compliance Officer, VA Tennessee Valley Healthcare System
Location: Clarendon and Berkeley 3rd Floor
.5 CEU Credits

**When Patient-Centered Care is a Personal Quest**
Presenter(s): Ilkay Baylam, Manager of Patient Centered Care, Anadolu Medical Center
Location: Exeter and Dartmouth 3rd Floor
.5 CEU Credits

**Experiential**

**Worst and Best**
Presenter(s): Catherine Wilhelmy, Consultation Services Specialist, Planetree Quebec
Location: Wellesley - 3rd Floor
.5 CEU Credits

**Innovation Theater**

**Shared Decision Making: Creating a Better Experience for Patients and Providers, cont’d.**
Location: Suffolk - 3rd Floor
Clinician Track
On Being Present, Not Perfect
Presenter(s): Elaine C. Meyer, PhD. RN, Co-Founder and Director, Institute for Professionalism and Ethical Practice, Boston Children’s Hospital and Associate Professor of Psychology, Harvard Medical School
Location: St. Botolph - 2nd Floor
.5 CME Credits

INNOVATION TOWN HALL RECEPTION
4:30 PM - 5:15 PM
Join us as we say thank you to the folks who participated in Innovation Town Hall and supported the 2015 Planetree International Conference on Patient-Centered Care Conference! Raffle drawings, beverages, activities and fun to be had by all!
Location - Gloucester Hall - 3rd Floor
REGISTRATION
8:00 AM - 2:45 PM
Location: 4th Floor

YOUR HEALTH MATTERS!
7:00 AM – 7:45 AM
Activities Include:
City Sprinters - Running Group
7:00 AM – 7:45 AM
Location: Will meet at Registration
4th Floor

City Strollers – Walking Group
7:00 AM – 7:45 AM
Location: Will meet at Registration
4th Floor

Laughter Yoga
7:00 AM – 7:45 AM
Location: Harvard - 3rd Floor

CONTINENTAL BREAKFAST
7:45 AM – 9:00 AM
Location: Main Ballroom - 4th Floor

MASTER CLASS SESSION ONE
8:30 AM - 10:00 AM
PatSatPlus – Moving Beyond Satisfaction
Presenter(s): Lori Turner, Chief Marketing, Innovation and Experience Officer at Beacon Health System, Kent Anderson, President and CEO of Hospice of Dayton; and Debra Jasper, CEO and Founder, Mindset Digital.
Location: Salon A-D - 4th Floor
1.5 CEU Credits

Patient Centered Communication: Engaging Physicians and Improving Experiences
Presenter(s): American Academy on Communication in Healthcare
Location: Salon H-K - 4th Floor
1.5 CEU Credits

Building an Evidence-Based Spiritual Care Program to Advance Patient-Centered Care
Presenter(s): Rev. Eric J. Hall, president and CEO, HealthCare Chaplaincy Network; Rev. George Handzo, BCC, CSSBB, Director, Health Services Research and Quality, HealthCare Chaplain
Location: Arlington - 3rd Floor
1.5 CEU Credits

The Conversation Project and Conversation Ready
Presenter(s): Harriett Warshaw, Executive Director, The Conversation Project; Kate De Bartolo, National Field Manager at the Institute for Healthcare Improvement and The Conversation Project
Location: Clarendon and Berkeley 3rd Floor
1.5 CEU Credits

Designing with Patient-Centered Improvement Science Increases Patient and Staff Safety
Presenter(s): Lisa Platt, Director of Business and Product Development, Planetree
Location: Exeter and Dartmouth
Creating Collaborative Teams; Communicating to Build Relationships  
Presenter(s): American Academy on Communication in Healthcare  
Location: Salon H-K - 4th Floor  
1.5 CEU Credits

Translating Values into Action: Reconnecting Healthcare Relationships  
Presenter(s): Elizabeth A. Rider, MSW, MD, Director of Academic Programs, and Director, Faculty Education Fellowship in Medical Humanism and Professionalism, Institute for Professionalism and Ethical Practice; and Division of General Pediatrics, all at Boston Children’s Hospital, Harvard Medical School; Chair, Medicine Academy, National Academies of Practice  
Location: Arlington - 3rd Floor  
1.5 CEU Credits

Co-Creation with Patients, Families and Staff: Structures and Pathways that will Accelerate and Fortify Your Person-Centered Care Journey  
Presenter(s): Martha Hayward, Institute for Healthcare Improvement  
Location: Clarendon and Berkeley  
1.5 CEU Credits

3rd Floor  
1.5 CEU Credits

Creating an Empathic Culture to Support the Patient Centered Environment  
Presenter(s): Helen Riess, MD, Associate Professor of Psychiatry at Harvard Medical School and Director of the Empathy and Relational Science Program at MGH; Tess Misiaszek, PhD, CEO, Empathetics  
Location: Wellesley - 3rd Floor  
1.5 CEU Credits

Patient-Centered Care within Behavioral Health Inpatient Units  
Hosted By: Alan Manning, COO Planetree  
Presenter(s): Dr. Robert Simpson, CEO, Brattleboro Retreat, Brattleboro, Vermont; Dr. Michael Krupa, Founder and CEO, Health Partners New England, Winchester, MA, Health Partners Treatment and Recovery Center, Devens, MA  
Location: Suffolk - 3rd Floor  
1.5 CEU Credits

MASTER CLASS SESSION TWO  
10:15 AM – 11:45 AM  
Designing Loneliness out of the patient experience  
Presenter(s): Thomas Jelley, Director, Sodexo Institute for Quality of Life, France; Darien Kadens, Director of Research, Healthcare and Seniors, Sodexo  
Location: Salon A-D - 4th Floor  
1.5 CEU Credits
Cultural Implications of Implementing Planetree Around the World
Host: Karin Jay, Senior Director, International Business Development and Operations, Planetree
Presenter(s): Malek Almoosa, CEO, Almoosa Specialist Hospital, Sohail Habib, CEO, Memon Medical Institute, Karachi Pakistan, Puan Zahara Osman, CEO, KPJ Damansara and Katrina Pitt Winther, Planetree Coordinator; Rikke Silberbauer, Charge Nurse; Susanne Friis-Hasché, Charge Nurse, The Finsencentre
Location: Exeter and Dartmouth 3rd Floor
1.5 CEU Credits

BE BRAVE: Bringing the Voice of the Caregiver to the Architectural Design Process
Moderator: Phyllis Goetz, EDAC, Herman Miller
Presenter(s): Kimberly Montague, AIA, EDAC, LEED AP, Janet Zeigler, RN MN MBA EDAC, Deb Evans, RN BSN EDAC; Kathy Harper RN, Herman Miller
Location: Wellesley - 3rd Floor
1.5 CEU Credits

Sustaining and Empowering a Person Centered Workforce
Presenter(s): Jim Kinsey, Director Planetree Member Experience; Rebecca McNeil, Healthcare and Talent Management Marketer, HealthcareSource, Boston
Location: Suffolk - 3rd Floor
1.5 CEU Credits

MASTER CLASS COLLABORATION PROJECT
12:00 PM - 1:00 PM
An unprecedented event, bringing together leaders, front line staff, doctors, nurses, clinicians, students and patient advocates to advance collaborative change
Location: Main Ballroom - 4th Floor

PLANETREE LIVE AND A TASTE OF BOSTON
(Lunch and Learn) - 1:00 PM – 2:45 PM
Location: Gloucester Hall – 3rd Floor
1 CEU CREDIT
Planetree Live! is a dynamic, one-of-a-kind, interactive event. We refer to it as the "No Power Point Zone." During Planetree Live participants visit booths that bring innovative, patient-centered programs and products to life. These revolutionary ideas change the way we interact with patients and how patients interact with healthcare.

What you will see:
• Award-winning Programs from Planetree affiliates
• Partnership In Action Poster Session
• Innovation Alley experts will demonstrate how their ideas will not only revolutionize healthcare but patient-centered care as we know it. This is a great opportunity to gain insight and
ideas from evidence based patient-centered design thought standard bearers!

Here is a taste of what you will be seeing:

Velano Vascular
Velano Vascular is focused on developing a more compassionate hospital experience for patients. Our vision is to create a future where the age-old reliance on needle-based blood draws in the hospital is transformed so that patients are never stuck again for the purposes of a routine draw. Our needle-free technology aims to lessen pain and discomfort for patients and has the potential to transform care by reducing stress and anxiety related to blood draws. With hundreds of millions of inpatient blood draws in the United States conducted every year, and an estimated 1 billion+ globally, our company seeks to dramatically improve the patient experience for one of the most common medical procedures in the world.

HealthCare Chaplaincy
HealthCare Chaplaincy Network is revolutionizing the reach of spiritual care with cost-effective technology, including the first-ever telehealth modules for palliative care and spiritual care. We’ll be demonstrating our robust, interactive online programs designed to engage patients and their families, and help them navigate complex medical and spiritual issues. In addition, we invite you to take a spiritual self-assessment—one of the many exercises included in Palliative Connect and Spiritual Care Connect.

Cubicle Ninjas
Curious about virtual reality (VR) and it’s uses for healthcare? There are endless opportunities to utilize VR for broader patient care in today’s healthcare settings. Integrating VR into healthcare facilities will add new dimensions to the patient experience and care delivery.

Patient-Centered Excellence and Innovation Award

Ding, dong : Telerehabilitation is at your door (Patient Education)
Centre de réadaptation Estrie

The Influence of a Patient-Centered Medical Home on Healthy Communities/Enhancement of Life’s Journey
Coronado Medical Group

Communicate While Respecting Language and Culture
Institut Raymond-Dewar
Social Circus for Young Adults with Disabilities Transitioning from School to the Adult World
Institut Raymond-Dewar

The Story-Catchers Program
Longmont United Hospital

MRMC Food Pantry: Serving Our Community with Innovation
Maury Regional Medical Center

Family Friends and Social Support-Caring for the Family Caregiver:
The Ken Hamilton Caregiver Center
Northern Westchester Hospital

Innovation Leading Psychiatry
New York–Presbyterian Hospital

Cultivating Compassionate Care
Sharp Coronado Hospital and Healthcare Center

The Mind Body Program
The Northport Veterans Affairs Medical Center

Leadership Team
CHI Health Good Samaritan

Design Project Team
CHSLD Juif de Montréal - Jewish Eldercare Centre

Poster Sessions

CarePath Development at Alive Hospice
Eileen Johnson, Sr. Director Quality, Alive Hospice

Transplant Patient Satisfaction Rounds
Laura O’Melia, Transplant Patient Satisfaction, Boston Children’s Hospital

Does Participation in a Mental Illness Anti-Stigma Program Reduce the Perceived Stigma of Mental in Medical Surgical Nurses
Deborah Steberg, Director, Professional Practice and Education, Elmhurst Memorial Hospital

Parent’s Guide to the Well Newborn
Jill Butty, Royal Women’s Hospital

Handle With Care: Caring for Caregivers
Muriel Ho, Clinical Nurse Emergency, Department Sharp Coronado Hospital; Barbara Malebranche, Manager Patient and Administrative Support Service, Sharp Coronado Hospital and Healthcare Center

Excellence in Team Work Awards

Steering Team
The Northport Veterans Affairs Medical Center

Patient and Family Partner Council
Platte Valley Medical Center
Contributing to a Healthy Community in Uganda
Dixie Comesanas, Lead Radiology Technician, Sharp Coronado Hospital and Healthcare Center

The Effects of Soothing Sounds and Meditation on Relaxation in Acute Care Orthopedic Patients
Deena O’Shea, Director Acute and Critical Care, Sharp Coronado Hospital and Healthcare Center

Psychiatric Nursing Bedside Report: Leaving Traditional, Moving to Innovative
Karima Blanton, Patient Care Director, NYP, Westchester Division

Healing and Hearts in the NICU Environment
Kathy LiVolsi, Director, Maternal Child Health, Stamford Hospital

Perinatal Bereavement: Embracing the Whole Story
Elizabeth Kelley, Labor and Delivery Manager, Stamford Hospital

Literature and Medicine: Humanities at the Heart of Health Care
Donna Henderson, Planetree Coordinator, Bayhealth Medical Center

Creation of a Healing Garden - A Dream Come True
Lisa Hennigan, Assistant Vice President Patient Care Services, Carolinas Medical Center Mercy

Live Patient Feedback: A method for listening to patients without filter
Karen Skjoedt, Hansen, Senior consultant, Center for Patient Experience and Evaluation, Denmark

How to Plan for a Focus Group
Christopher Peck, Director, Medical Imaging, Columbia Memorial Hospital

Conducting a Health Literacy Assessment, in other words: Looking at our Ways of Communicating from a Patient’s Point of View
Joanne Muzzey, Director of Patient Advocacy and Planetree, Elmhurst Memorial Healthcare

Integrating Caring Compassion and Empathy in a Nurse Residency Program
Deborah Steberg, Director, Professional Practice and Education, Elmhurst Memorial Hospital

Participation in a Mental Illness Anti-Stigma Program Reduce the Perceived Stigma of Mental in Medical Surgical Nurses
Deborah Steberg, Director, Professional Practice and Education, Elmhurst Memorial Hospital

Patients and Families Role in Culture Change via Cultural Competency
Erica Steed, Manager, Patient and Family Engagement, GRHealth
FAQ: Building a Toolkit for the Patient Experience
Erica Steed, Manager, Patient and Family Engagement, GRHealth

Leadership and Empathy
Benjamin Zigun, MD, JD, MBA, Chair of Psychiatry, Griffin Hospital

Effects of Lung Cancer Screening on Patient Wellness
Richard Salzano, MD, Griffin Hospital

An Experience for a Life Time!
Strengthening our Community to Support the Resident Journey
Shelley Shillington, Director of Operations, Loch Lomond Villa

Fostering Growth and Healing of Patients with Treatment Refractory Psychotic Disorders: “An Interdisciplinary Approach”
Tracy Stahl, Senior Psychosocial Rehab Specialist, New York Presbyterian Hospital Westchester Division

Evidence Based Project-Use of Abdominal Binders to Improve Ambulation and Decrease Pain After Cesarean Delivery
Mary Dishaw, RN, Nursing Care Manager, Mother Baby Unit

Distinct but Not Separate in Our Commitment to Patient Centered Care
Victoria Day, Chief Financial Officer, Sharp Coronado Hospital and Healthcare Center

Building a Better Patient Experience Through Staff Engagement and Internal Communications
Kevin Clapp, Internal Communications Specialist, Shore Medical Center

Empathic Design and the Patient Experience
Mary Therese Hankinson, Planetree Coordinator, VA NJ Health Care System

Complementary and Integrative Modalities in Palliative, Hospice and Geriatric Care at VA Facilities
Leila Kozak, Clinical Champion, VA Puget Sound HCS, Office of Patient-Centered Care and Cultural Transformation/VACO

The Power of Loving Touch: Enhancing Healing Relationships in the Dementia Unit through Namaste Care
Leila Kozak, Clinical Champion, VA Puget Sound HCS, Office of Patient-Centered Care and Cultural Transformation/VACO

TVHS’s Patient-Centered Journey
Sheron Salyer, Research Compliance Officer, VA Tennessee Valley Healthcare System

Person Centered Dementia Care Training Program for Spanish Speakers
Mauro Hernandez, Ph.D, Concepts in Community Living/Assistance to the Elderly
Improving Person-Centered Care through the Development of an Enhanced Applied Learning Environment
Stephanie Stewart, MSN, RN-BC, Missouri Western State University

Sleep Study: Conduct a resident-centered, best practices development and implementation pilot for improving sleep
Angela Allen & Jennifer Townsend, Christian Living Communities

Advancing Person-Centered Dementia Care: Resources to Live Fully Now
Karen Love, Dementia Action Alliance

Alive Hospice Care Pathway Development and Implementation
Betsy Bond, RN, BSN, Alive Hospice

Enhancing Core Values and Skilled Communication in Healthcare: An International, Interprofessional Collaboration
Elizabeth A. Rider, Diana Slade, Suzanne Kurtz, William T. Branch Jr., H. Esterbrook Longmaid III, Jack Pun and Ming-Jung Ho

Transforming Learning Environments: A Faculty Education Fellowship in Medical Humanism and Professionalism
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