The Planetree Person-Centered Designation Program is being re-designed!

For sites in the United States, the new criteria and evaluation processes will take effect as of January 1, 2018. Outside of the U.S., the changes will be implemented as of January 1, 2019.

That means, if Designation (or any level of recognition) is on your organization’s radar screen, you won’t want to miss this in-depth workshop on the nuts and bolts of the changes being introduced, led by the primary architects of the program re-design.

Two Opportunities to Check It Out

Preparing Your Organization for Success in the Re-Designed Person-Centered Designation Program

(3 CEU Credits & 3 AMA PRA Category 1 Credit(s)™)

Sunday, October 15th
1:00 PM – 4:00 PM
Fourth Floor – Falkland

Monday, October 16th
1:30 PM – 4:30 PM
Third Floor – Grand Ballroom

Faculty:
Sara Guastello, Director of Knowledge Management and Christy Davies, Manager of Designation – Planetree International
The Planetree APP

CONNECT + ENGAGE + PARTICIPATE + REFERENCE

Benefits
• Full conference descriptions and information at your fingertips
• Use the search capability to find people with similar interests and backgrounds

How to Access
• Go to your app store on your mobile device. Search for “Bizzabo”.
• Download Bizzabo event app
• Choose “get started”
• App will ask “Looking for an event?” Type in Planetree17

WiFi Access
• Wi-Fi Access is Available in the Event Space at Hotel
• Wi-Fi Network Username: Planetree
• Password: NYP

SPONSORED BY

NewYork-Presbyterian
Join us for the best conversation you’ll have all year!

START WITH Hello

Come play Hello, the surprisingly fun conversation game about living, dying, and what matters most. Experience this innovative research-proven game that helps everyone talk about quality of life — conversations that are key to getting the kind of care you want.

Tuesday, October 17th
12:15 to 1:15pm (lunch will be served)
3rd Floor Grand Ballroom

Visit Common Practice at booth 43 for more info!

SPONSORED BY

C-TAC's 2017 National Summit on Advanced Illness Care
Welcome

On behalf of the Planetree team we are pleased to welcome you to the city of Baltimore for the 2017 Planetree International Conference on Patient-Centered Care. We thank you for sharing your expertise, enthusiasm and generosity of spirit, and wish everyone an extraordinary experience here in Baltimore!

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Thank You to the Conference Track Chairs:

**Better Care**

Kenneth J. Dobuler, MD
Chair, Medicine, Griffin Hospital, Assoc. Clinical Professor of Medicine, Yale School of Medicine

Dorothea Wild
General Director – Planetree Germany

Lina Toledo-Franco, MD, FACP
Patient Experience Officer/Planetree Coordinator/Chief of Geriatrics – Fundacion Cardioinfantil-Instituto de Cardiologia

Etel Veringa General
Director – Planetree América Latina

**Better Decisions, Better Experiences**

Cindy Donovan, BN RN MSA, CEO
Loch Lomond Villa

Laurie Duncan
Planetree Coordinator – Deer Lodge Medical Center

Bonnie Nichols
Director of Organizational Experience – Central Peninsula Hospital

Christopher Walker
Chief Nursing Officer & Experience Champion – Sharp Coronado Hospital

Mary Therese Hankinson, MBA, MS, RD, EDAC
CTP Planetree/Patient Centered Care Director – VA NJ Health Care System

**Better Engagement Practices**

Christopher Walker
Chief Nursing Officer & Experience Champion – Sharp Coronado Hospital

Brian P. Kellar
CEO, Banner Health Page Hospital

Katrina Pitt Winther
Planetree Coordinator and Project Manager – The Finsencentre, Copenhagen University Hospital

Angela Acott-Smith
Chief Executive Officer – Carleton Manor
Thank You to the Conference Track Chairs:

**Better Engagement Structures**

**Susan Stone**  
Chief Executive Officer – Sharp Coronado Hospital

**Mary Therese Hankinson, MBA, MS, RD, EDAC, CTP**  
Planetree/Patient Centered Care Director – VA NJ Health Care System

**Jaques Couillard**  
Asst. Executive Director of Administration & Director, Quality, Evaluation, Performance & Ethics Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l’île-de-Montréal

**Tania Hobson**  
Executive Director Allied Health – Children’s Health Queensland Hospital and Health Service

**Mirna Rodriguez Roque**  
Recreation Director – Carleton Manor

**Leadership and Better Culture**

**Ilkay Baylam**  
Patient-Centered Care Manager – Anadolu Medical Center

**Marie-Michèle Brodeur**  
Director of Knowledge, Planetree Francophone Network

**Lucie Dumas**  
President and CEO, Planetree Francophone Network

**Angela Acott-Smith**  
Chief Executive Officer – Carleton Manor

**Katrina Pitt Winther**  
Planetree Coordinator and Project Manager – The Finsencentre, Copenhagen University Hospital

**Continuous Learning**

**Jaques Couillard**  
Asst. Executive Director of Administration & Director, Quality, Evaluation, Performance & Ethics Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l’île-de-Montréal

**Lisa Freeman**  
Executive Director – Connecticut Center for Patient Safety

**Tania Hobson**  
Executive Director Allied Health – Children’s Health Queensland Hospital and Health Service

**Marie-Michèle Brodeur**  
Director of Knowledge, Planetree Francophone Network
Educational Credits

20.50 CME and 20.50 CEU Credits Being Offered

Accreditation 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.

Credit Statement:
Carolinas HealthCare System/Charlotte AHEC designates this Live Activity for a maximum of 20.50 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Provider approved by the California Board of Nursing, Provider number: CEP 13991

Possible CEU Credits for Nurses: 20.50
Planetree Give Away!

1. Visit each participating exhibitor in the Innovation Town Hall, Fourth Floor – Harborside Ballroom
2. Collect a raffle ticket at each booth
3. Complete your portion of the ticket and place it in the raffle bin at registration by Tuesday, October 17 – 3:00 PM
4. Winners will be announced at the Sponsor Appreciation Reception Tuesday, October 17 – 4:00 PM in the Innovation Town Hall

Innovation Town Hall Hours

- Monday, October 16: 7:30 AM – 6:30 PM
- Tuesday, October 17: 7:30 AM – 3:00 PM
#SeekYourBotJoy

A tiny robot army programmed to bring you joy, hope, courage, inspiration!

What are Bots?
Bots are small art objects programmed to help. The idea was created by Planetree friend Gary Hirsch, an artist and consultant living in Portland Oregon.

Gary told us that he wakes up every day thinking about how art can help and the Bots have been his vehicle for doing this in a delightful and surprising way.

He experiments with the Bots by making thousands painted small on the back of dominos. Gary likes to leave his bots on the streets as gifts for random strangers to find.

That’s Where We Come In
Planetree decided to collaborate with Gary and bring #Botjoy to #Planetree17. Gary asked the Planetree staff to help create the bots to leave for attendees, exhibitors, speakers, friends, patients, patient advocates, everyone to find!

Planetree staff have hidden their Bots throughout the conference space for you to find! They are yours to keep or give away to a special friend who could use a lift.

This Is Where You Come In
Collaborate with Planetree, Let Go, Be Surprised, Notice More, Collaborate Together. In the exhibit hall there is a #Botjoy station for you to create your own bot for you to keep or give away. Come play with us during exhibit hall hours!

Sponsored by:

LEAD CONNECT GROW
TEAM + LEADERSHIP DEVELOPMENT
Wellness Activities

Transform Your Meeting Experience
In collaboration with our world-class wellness and fitness gurus, put wellness on your agenda at #Planetree17

MONDAY
October 16
7:00 AM – 8:00 AM

Running with Laura Conley
Location: Meet in Hotel Lobby

Basic Japanese Jujitsu for Self-Defense with Dr. Nguyen “Tom” Griggs
Location: Fourth Floor – Laurel

TUESDAY
October 17
7:00 AM – 8:00 AM

Walking with Ernestine Shepherd
Location: Meet in Hotel Lobby

Mix Martial Arts-inspired Cardio and Total Body Training with Masa Ito
Location: Fourth Floor – Laurel

WEDNESDAY
October 18
7:00 AM – 8:00 AM

Running with Laura Conley
Location: Meet in Hotel Lobby

Basic Japanese Jujitsu for Self-Defense with Dr. Nguyen “Tom” Griggs
Location: Fourth Floor – Laurel

Wellness activities are sponsored by:
Bayhealth’s program Code Lavender was created to create an easily accessible and soothing environment, available to staff should they need to step away. When a unit calls a Code Lavender, volunteers treat the call with the same sense of urgency as any other hospital code. They set up a “Zen Den” right on the unit, providing a variety of holistic methods for overwhelmed staff to relax and decompress. These include adult coloring books, a portable waterfall, a massage chair, soothing music and lights, inspirational cards, chocolate, prayer books, and aromatherapy. Staff can pick up a copy of their very own Code Lavender Journal with relaxation techniques, coping ideas, and space for reflection through writing. The staff member may also request a visit from Bayhealth’s beloved volunteer therapy dogs. The Zen Den remains in the unit for 24 hours, or as long as it is needed.

In its first year, the Code Lavender program made a lasting impression on the staff. When volunteers show up to remove a mobile Zen Den, they are approached by staff expressing disappointment that it cannot remain longer. Word has spread, and many hospital departments – even those that are nonclinical – have requested that Zen Dens be set up in their work area.

For one staff member, Code Lavender helped immensely. She had recently lost a family member to a traumatic accident and shortly thereafter, encountered a patient with remarkably similar injuries. Understandably shaken, she needed to get away, and found solace in a nearby Zen Den.

Code Lavender began with just a few pieces of equipment on a cart, but has grown to become a program Bayhealth’s staff members deeply appreciate. In a very real way, Code Lavender is an expression of Bayhealth’s dedication to its staff’s mental and emotional wellbeing. When staff feels supported by their employer, they’re more capable of providing the best patient care. Healthy staff (both inside and out) can provide healing environments. Code Lavender also helps staff better understand the impact of holistic practices, which they can incorporate into their patients’ plan of care.

**Code Lavender and the “Zen Den”**

**RELAX AND RECHARGE!**

**HOURS OPEN**

| Monday, October 16 | 10 AM – 3 PM |
| Tuesday, October 17 | 10 AM – 3 PM |
| Wednesday, October 18 | 10 AM – 3 PM |

**LOCATION**

Third Floor – Galena
REGISTRATION
8:30 AM – 4:30 PM
Location: Third Floor

FACILITY TOUROPS DEPARTURE
8:30 AM – Meet in Hotel Lobby
Location: Ground Floor

FACILITY TOURS

TOUR ONE –
Bayhealth Medical Center

TOUR TWO –
Fauquier Hospital

TOUR THREE –
The Johns Hopkins Hospital

TOUR FOUR –
Sibley Memorial Hospital and the National Mall

MORNING WORKSHOP
9:35 AM – 1:35 PM
Physician Communication Workshop
(3.5 CEU Credits & 3.5 AMA PRA Category 1 Credit(s)™)

Faculty: Dr. Dorothea Wild, Planetree Germany, and Dr. Etel Veringa, Planetree Latin America

Location: Fourth Floor – Galena

AFTERNOON WORKSHOP
1:00 PM – 4:00 PM
Preparing Your Organization for Success in the Re-Designed Person-Centered Designation Program
(3 CEU Credits & 3.0 AMA PRA Category 1 Credit(s)™)

Faculty: Sara Guastello, Director of Knowledge Management and Christy Davies, Manager of Designation

Location: Fourth Floor – Falkland
MONDAY, OCTOBER 16

MONDAY KEYNOTE SPEAKERS

ERNESTINE SHEPHERD
“Oldest Female Bodybuilder,”
Patient Storyteller
Guinness World Records
7:00 PM – 7:15 PM

TERI PIPE, PHD, RN
Dean, College of Nursing and Health
Innovation Chief Wellbeing Officer
Arizona State University
7:15 PM – 8:00 PM

Patient Presentations Are Sponsored By:

START YOUR DAY WITH A WELLNESS SESSION
7:00am – 8:00am
**Check page 14 of program for details**
REGISTRATION
Location: Third Floor
7:30 AM – 4:00 PM

CONTINENTAL BREAKFAST
Location: Fourth Floor – Harborside Ballroom
7:45 AM – 9:00 AM

INNOVATION TOWN HALL HOURS
Location: Fourth Floor – Harborside Ballroom
7:45 AM – 6:30 PM

LIVE PODCAST SESSIONS – #ITISPERSONAL
Location: Fourth Floor – Harborside Ballroom
8:15 AM – 4:00 PM

LIVE PODCAST SESSIONS – #ITISPERSONAL
8:15 AM – 8:50 AM
Ten Things You Might Not Know About the Parents/Caregivers of Special Needs
(.25 CEU Credits & .25 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Harborside Ballroom
Presenter: Tanya Detrik

8:35 AM – 8:50 AM
Follow the Yellow Brick Road – Journey to Excellence in Patient-Centered Care
(.25 CEU Credits)
Location: Fourth Floor – Harborside Ballroom
Presenter: Joy Todd, R.N., M.S. and Connie Rowe, Enloe Medical Center

BREAKOUT SESSIONS
9:00 AM – 9:30 AM

BEFTER CARE TRACK
Beyond Burnout Prevention: Strategies To Reconnect Physicians With Their Professional Purpose
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenter: Dael Waxman, M.D., Vice Chair, Dept. of Family Medicine/Medical Director, Patient-Centered Programming, Carolinas Medical Center – Mercy, Carolinas HealthCare System
MONDAY, OCTOBER 16

**BETTER DECISIONS, BETTER EXPERIENCES TRACK**

**Planetree 101**

(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)

Location: Third Floor – Salon III, IV

Presenter: Alan Manning, Executive Vice President – Planetree International

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**LEADERSHIP AND BETTER CULTURE TRACK**

**Presentation Pairing: Strategies for Promoting Employee Wellness**

(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)

Location: Third Floor – Dover

- Improving Employee Well-Being and Health Insurance Costs through Participative Wellness Programming
  Presenter: Amanda Ramthun, Community Health Specialist – Waverly Health Center

- Health Rounds – Bringing Wellness to Employees on the Clock
  Presenter: Jennifer Cordova, Manager of Healthy Living Center and Rehab Services – Sharp Coronado Hospital

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**BETTER ENGAGEMENT – PRACTICES TRACK**

**Presentation Pairing: Health Literacy**

(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)

Location: Third Floor – Salon VII, VIII

- Health Literacy: Enhancing Understanding through Community Partnerships
  Presenter: Trece Gurrad, RN, MSN, VP of Patient Care Services/CNE – Columbia Memorial Hospital

- Enloe Medical Center’s Patient Centered Health Literacy Journey
  Presenters: Elise Rowen Debord, RN, MSN, Manager, Patient Centered Care and Ronnie Campbell Patient, Family member, Volunteer – Enloe Medical Center

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**INNOVATION TRACK**

**Energize Healthcare Teams to Engage Patients and Families with Meaningful and Timely Education**

(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)

Location: Fourth Floor – Essex

Presenter: Susie Sonnier, MS RN, Manager, Clinical Solutions, Telehealth Services/Adjunct Faculty – State University of New York, Delhi

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**BETTER ENGAGEMENT – STRUCTURES TRACK**

**Improving Outcomes through Compassionate Interactions and Shared Governance**

(.50 CEU Credits)

Location: Third Floor – Salon IX, X

Presenters: Amit Shembekar and Layla Qaabidh – NYP Lawrence

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**CONTINUOUS LEARNING TRACK**

**Leadership Jujitsu: How to Influence Others with Redirection and Flow**

(.50 CEU Credits)

Location: Fourth Floor – Kent

Presenter: Nguyen “Tom” Griggs, Ed.D., Owner/Founder – Lead Connect Grow LLC
MONDAY, OCTOBER 16

BREAKOUT SESSIONS
9:45 AM – 10:15 AM

**BETTER CARE TRACK**
Integrating Personal Preferences in Advanced Illness Care
(.50 CEU Credits)
Location: Third Floor – Salon I, II
Presenters: David Longnecker, MD, Chief Clinical Innovations Officer – The Coalition to Transform Advanced Care; Richard Zorza, JD, Patient and Family Caregiver Council Member – Johns Hopkins Medicine Oncology and Founder, Self-Represented Litigation Network and Wendy Prins, MPH, MPT, Senior Advisor, Quality Innovation – National Quality Forum

**BETTER ENGAGEMENT-STRUCTURES TRACK**
Preparing the Family Centered Care Adviser for Placement on a Facility-Based Council or Work Group
(.50 CEU Credits)
Location: Third Floor – Salon IX, X
Presenters: Alicia Huettel, RN, MSN, Director Family-Centered Care; Katie Witsoe and Chris Bridges, Parent/Family Advisors – St. Jude Children’s Research Hospital

**BETTER DECISIONS, BETTER EXPERIENCES TRACK**
Surprising Parallels: Decision Making Interventions for Psychological and Physiological Pain
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon III, IV
Presenters: Dr. Peter Schaiberger, M.D., IM, Medical Director and Kenda Spaulding, LNHA, Administrative Director – Grand River Health

**BETTER ENGAGEMENT-PRACTICES TRACK**
Collaborative Rounding: A Solution Focused Process to Improve Outcomes
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenters: Joseph Cianci, MSA, RT, CT (R) I, Director of Radiology and Medical Diagnostics/Wellness Center and Judith Lilavois, MBA, Manager, Supply Chain Operations – NYP Lower Manhattan Hospital

**LEADERSHIP AND BETTER CULTURE TRACK**
How to Get ‘Er Done: What It Takes to Start and Keep Up the PCC Journey
(.50 CEU Credits)
Location: Third Floor – Dover
Presenter: Margaret Rogan, RD, Planetree Coordinator – Department of Veterans Affairs Medical Center Northport

**INNOVATION TRACK**
The Restorative Impact of Perceived Open Space
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Essex
Presenter: David A. Navarrete, MBA, M.Sc., Director of Research Initiatives, Sky Factory

**CONTINUOUS LEARNING TRACK**
Navigating Faculty, Staff and Students Toward Gold: Academia’s Inaugural Planetree Journey
(.50 CEU Credits)
Location: Fourth Floor – Kent
Presenters: Gloria McNeal, PhD, ACNS-BC, APN, FAAN and Christy Schumacher, Internship Director, National University
BREAKOUT SESSIONS
10:30 AM – 11:00 AM

BETTER CARE TRACK
Communicating Empathy in the Therapeutic Relationship: The Context for Shared Decision Making
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenters: Andreas Anastasiou, Ph.D., Associate Professor of Psychology – University of Nicosia, Cyprus; International Institute for Compassionate Care; George Samoutis, M.D. Ph.D., Associate Professor – St. George’s University of London/University of Nicosia Medical School, University of Nicosia, Cyprus; International Institute for Compassionate Care; Alice Araujo, Ph.D., Associate Professor, Communication Studies; Clinical Communication Skills Tutor – St. George’s University of London/University of Nicosia Medical School, University of Nicosia, International Institute for Compassionate Care

BETTER ENGAGEMENT-PRACTICES TRACK
Enhancing the Patient Experience by Preventing Harm and Reducing Length of Stay in the High-Risk Patient – the TurnCare Approach
(.50 CEU Credits)
Location: Third Floor – Salon VII, VIII
Presenter: Dr. Rafael Squitieri, Chief of Cardiothoracic Surgery at St. Vincent’s Medical Center, and Founder of TurnCare

BETTER ENGAGEMENT-STRUCTURES TRACK
Establishing System-Wide Patient and Family Advisory Councils
(.50 CEU Credits)
Location: Third Floor – Salon IX, X
Presenters: Roberta Mori, RN MSN, Director for Patient and Family Engagement and Morgan Horwood, Project Coordinator for Patient and Family Engagement – Sutter Health

BETTER DECISIONS, BETTER EXPERIENCES TRACK
How We Improved Our Most Challenging Patient Harm Measures
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon III, IV
Presenter: Cathy Malone, Administrative Director, Cardiopulmonary Services – Maury Regional Medical Center

LEADERSHIP AND BETTER CULTURE TRACK
Planetree Starts With Me – A High Reliability Approach to Providing an Exceptional Customer Experience
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
Presenters: Kathleen Martin RN, BSN, CCM, CPC-H, Vice President Patient Safety and Care Improvement and Barbara Stumpo, BSN, MPA, Vice President Patient Care Services – Griffin Hospital
INNOVATION TRACK
Collaborating for Comprehensive, Person-Centered Cancer Care Closer to Home
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Essex
Presenters: David Neal, AIA, ACHA, Principal and Karrie Frasca-Beaulieu, Senior Associate – The S/L/A/M Collaborative; Martha Boyd – UMass Memorial Health Care

CONTINUOUS LEARNING TRACK
Orchestrating Death
(.50 CEU Credits)
Location: Fourth Floor – Kent
Presenter: Jessica Ann Hanson, Flagstaff Medical Center – Northern Arizona

LIVE PODCAST SESSIONS – #ITISPERSONAL
10:50 AM – 11:05 AM

Don’t Give Up the Ship – RE-LA-TION-SHIP!
(.25 CEU Credits & .25 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Harborside Ballroom
Presenter: Judi T. Campbell, MD, Diplomate of the American Board of Physical Medicine and Rehabilitation, Staff Physiatrist, Carolinas Healthcare System

BREAKOUT SESSIONS
11:15 AM – 11:45 AM

BETTER ENGAGEMENT-PRACTICES TRACK
The Role of Process Re-Design in Creating a Culture of Patient and Family Centered Care
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenters: Maria Hale, MBA, VP, Patient Centered Support Services and Lauraine Szekely, DNP, MBA, BSN, RN, SVP, Patient Care Services and CNO – Northern Westchester Hospital
BETTER ENGAGEMENT-STRUCTURES TRACK
The Art and Science of Creating an Interconnected Patient Centered Care Framework
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: S. Angela Gonzalez-Perez, MPA, Vice President, Operations and Nadine Kwebetchou, MBA, MS, OTR/L, Manager, Patient Centered Care – NewYork Presbyterian Hudson Valley Hospital

LEADERSHIP AND BETTER CULTURE TRACK
Presentation Pairing: Harnessing the Voices of All Staff in Ongoing Improvement
(.50 CEU Credits)
Location: Third Floor – Dover
- The Seven Habits of Highly Effective Night Owls
  Presenters: Verna Sitzer, PhD, RN, CNS, Manager of Nursing Innovation and Pam Wells, MSN, MSA, NEA-BC, Chief Nursing Officer – Sharp Memorial Hospital
- Outpatient Unit Practice Council – Bridging the Gap
  Presenter: Patty Magdaluyo, MSN, RN, AGCNS-BC, OCN – Sharp Memorial Hospital

INNOVATION TRACK
From Vision to Completion – The 16 Year Journey of Valley View Hospital
(.50 CEU Credits)
Location: Fourth Floor – Essex
Presenter: John R. Potter, Jr AIA, CSI, Bachelor of Architecture – University of Tennessee Knoxville

CONTINUOUS LEARNING TRACK
The Journey Toward Being an Individual Certified Planetree Professional
(.50 CEU Credits)
Location: Fourth Floor – Kent
Presenters: Dr. Peggy L. Ranke, DHA, MPH, CHES, Program Director Bachelor of Science Healthcare Administration Department of Community Health and Tyler C. Smith, MS, PhD, Associate Professor, Department of Community Health – School of Health and Human Services National University

NETWORKING LUNCH
11:30 AM – 1:00 PM
Location: Fourth Floor – Harborside Ballroom

BREAKOUT SESSIONS
12:00 PM – 12:30 PM

CONTINUOUS LEARNING TRACK
The Dog Story – A Personal Patient Experience and Patient Engagement Case Study
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Kent
Presenter: Matt Cavallo, MPH, Founder – Patient Activation Network

INNOVATION TRACK
Using the Contact Center to Transform Your Patient Experience and Improve Operating Metrics
(.50 CEU Credits)
Location: Fourth Floor – Essex
Presenter: Michael Linnert, CEO, SymphonyRM
LIVE PODCAST SESSIONS – #ITISPERSONAL
12:45 PM – 1:00 PM

A Survivor’s Story
(.25 CEU Credits)
Location: Fourth Floor – Harborside Ballroom
Presenter: Doreen Birdsell

BREAKOUT SESSIONS
1:15 PM – 1:45 PM

BETTER CARE TRACK
Incorporating Patient/Families Advisors Leads to Stronger Patient/Family Centered Physician Rounding
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenters: Clarine R. Thomas, BS, Manager Patient Experience-Concierge Services, Patient Family Advisory Council (PFAC) and Darcel T. Jackson, Parent/ Patient and Family Coordinator/Patient Experience and Concierge Services/ Patient and Family Advisory Council – Children’s National Health System

BETTER DECISIONS, BETTER EXPERIENCES TRACK
From Strike Out to Homerun at Joe DiMaggio Children’s Hospital: The Planetree Way
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon III, IV
Presenters: Bella Cabrera, MSN, RN, Chief Nursing Officer and Linda Reesor PhD, ARNP, PNP-BC, Director of Education – Joe DiMaggio Children’s Hospital; Michelle Barone, Director, Patient and Family Centered Care – Memorial Healthcare System

BETTER ENGAGEMENT-PRACTICES TRACK
The Patient Portal Program: Supporting Patients in the New Electronic Era
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenter: Marianne Foard, MS, RN, NE-BC, PRC, Director, Patient Advocacy, Service Excellence and Professional Recruitment – Bayhealth Medical Center

BETTER ENGAGEMENT-STRUCTURES TRACK
The Patient Experience Collaborative: Joining Together to Improve HCAHPS Scores and Our Person Centered Culture
(.50 CEU Credits and .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: Laura Rye, Patient Experience Coach and JHH Adult PFAC Member/Patient Experience Collaborative Member – The Johns Hopkins Hospital
LEADERSHIP AND BETTER CULTURE TRACK
The Ethics of Self Care
(.50 CEU Credits)
Location: Third Floor – Dover
Presenter: Karin Block BSN, RN, Coordinator, Relationship-Based Care/ Clinical Nurse Educator – Elmhurst Hospital

INNOVATION TRACK
Turning Framework into Action: A Look at Lutheran Medical Center’s Approach to Patient & Family Centered Care
(.50 CEU & .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Essex
Presenter: Kathleen Boemecke, MBA, RD, Director, Service Excellence – Lutheran Medical Center, Wheat Ridge, CO

CONTINUOUS LEARNING TRACK
A Policy of Protection: The Process of Aligning Healthcare Staff and Patient Preference in Apparel with Key Strategic Objectives
(.50 CEU Credits)
Location: Fourth Floor – Kent
Presenter: Ben Favret, CEO and Founder – Vestagen

LIVE PODCAST SESSIONS – #ITISPERSONAL
30 Seconds that Changed My Life
(.25 CEU Credits)
Location: Fourth Floor – Harborside Ballroom
Presenter: Barbara Davis, SVP Client Services – CipherHealth, LLC

SPECIAL BREAKOUT SESSION
1:30 PM – 4:30 PM
Preparing Your Organization for Success in the Re-Designed Person-Centered Designation Program
(3.0 CEU Credits & 3.0 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Grand Ballroom
Presenters: Sara Guastello, Director of Knowledge Management and Christy Davies, Manager of Designation – Planetree International

BREAKOUT SESSIONS
2:00 PM – 2:30 PM

BETTER CARE TRACK
A Patient Focused Program to Reduce 30-Day Hospital Readmissions
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenters: Charles Dennis, MD, FACC, Physician Advisor; Ann Grosso, RN, APN, Transitional Care Coordinator and Christine Bracey, MSW, LSW, Director, Care Management – Shore Medical Center

BETTER DECISIONS, BETTER EXPERIENCES TRACK
Really Achieving Person Centered Care: Loch Lomond Villa’s Journey of Excellence
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon III, IV
Presenter: Cindy Donovan, BN RN MSA, CEO, Loch Lomond Villa
#PLANETREE17

**MONDAY, OCTOBER 16**

**CONTINUOUS LEARNING TRACK**

**Full Contact Compassion**

(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Kent
Presenter: Aisha S. Coqueran, Planetree Advisor – Planetree International

**BREAKOUT SESSIONS**

2:45PM – 3:15 PM

**BETTER CARE TRACK**


(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenter: Elizabeth Baldys, MA, Senior Analyst – Verilogue

**BETTER ENGAGEMENT-PRACTICES TRACK**

PFAC Engagement in Research: What, Why, & How

(.50 CEU Credits)
Location: Third Floor – Salon VII, VIII
Presenter: Jill Harrison, PhD, Director of Research – Planetree International

**BETTER ENGAGEMENT-STRUCTURES TRACK**

Partnering with Patients to Co-Create Innovative Measurement Reflecting the Patient Voice

(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: Pam Dardess, MPH, Principal Researcher and Hala Durrah, Patient Advocate

**LEADERSHIP AND BETTER CULTURE TRACK**

An Integrated and Innovative Approach to the Development of the 2017 Planetree Refresher Retreat Curriculum

(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
Presenters: Tena Vizner, MBA, PT, MS, CPXP, Patient Centered Care Specialist and Calandra Y. Branch, MBA, Director of Operations – New York Presbyterian Hospital/Westchester Division

**INNOVATION TRACK**

Dream Team Creation! How to Hire, Keep and Motivate the Right Team for Better Patient Care!

(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Essex
Presenter: Nancy Zelno, CEO and Founder – Dynamic Administrators LLC

**BETTER ENGAGEMENT-PRACTICES TRACK**

Providing a Continuum of Compassionate Care for the Family Caregiver

(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenter: Jill Gottlieb, Replication Coordinator, Ken Hamilton Caregivers Center – Northern Westchester Hospital

**BETTER ENGAGEMENT-STRUCTURES TRACK**

Partnering with Patients to Co-Create Innovative Measurement Reflecting the Patient Voice

(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: Pam Dardess, MPH, Principal Researcher and Hala Durrah, Patient Advocate
MONDAY, OCTOBER 16

BETTER ENGAGEMENT-STRUCTURES TRACK
Planning for Design Thinking: Establishing Organizational Buy-In for Human-Centered Design Sessions
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: Katy Dalton Rigsby, System Vice President, Marketing and Communications – Ohio Health and Russ Maloney, Director of Strategy – Cast & Hue

LEADERSHIP AND BETTER CULTURE TRACK
Patient Centered Care was Not Created Equally
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
Presenter: Alan Manning, Executive Vice President – Planetree International

INNOVATION TRACK
Body Image is a Critical Psychosocial Issue for Cancer Patients – Integrate Appearance Rehab into your Cancer Program!
(.50 CEU Credits)
Location: Fourth Floor – Essex
Presenters: Jerry Kelly, Former Hospital CEO & CFO/husband of brain tumor survivor and father of childhood leukemia survivor and Marianne Kelly, Founder of Image Recovery Centers/brain tumor survivor and mother of childhood leukemia survivor

CONTINUOUS LEARNING TRACK
Healthcare Today – What’s Now, What’s Next and What Comes After What Comes Next
(.50 CEU Credits)
Location: Fourth Floor – Kent
Presenter(s): Cynthia Hubbell, Vice President Healthcare & Senior Living – The Mohawk Group

BREAKOUT SESSIONS
3:30 PM – 4:00 PM

BETTER CARE TRACK
Leadership, Cinematography and Patient Experience
(1.0 CEU Credits & 1.0 AMA PRA Category 1 Credit(s)™)
(60 Minute Session)
Location: Third Floor – Salon I, II
Presenter: Joseph J. Abularrage, MD,MPH,M,Phil,FAAP, Chairman, Department of Pediatrics – NewYork Presbyterian/Queens; Vice-Chair, Department of Pediatrics – Weill Cornell Medical Center and NewYork–Presbyterian

BETTER DECISIONS, BETTER EXPERIENCES TRACK
Presentation Pairing: Creating a Restful Environment for Healing
(.50 CEU Credits)
Location: Third Floor – Salon III, IV
• Whisper While You Work: A Partnership for Launching a Quiet Campaign in a Community Hospital
  Presenters: LeighAnn Sidone, MSN, RN, OCN, CENP, Vice President of Nursing / Chief Nurse Officer and Karin Nevius, BSN, RN,CCRN, CPAN, CAPA, Director of Professional Practice and Nursing Quality – Suburban Hospital, Johns Hopkins Medicine
• Enloe Medical Center: Quiet is Best So Patients Can Rest
  Presenter: Elise Rowen Debord RN, MSN Manager, Patient Centered Care – Enloe Medical Center
BETTER ENGAGEMENT-PRACTICES TRACK
Enabling the Consumer Experience of the Future, Today
(.50 CEU Credits)
Location: Third Floor – Salon VII, VIII
Presenter: Susan Frampton, PhD, President, Planetree

BETTER ENGAGEMENT-STRUCTURES TRACK
Healing Reimagined: Designing and Building a New Hospital with our Patient /Family Partnership
(.50 CEU Credits)
Location: Third Floor – Salon IX, X
Presenters: Rohit Bhalla, MD, MPH, Vice President, Chief Quality Officer; Deborah Fedeli, Director of Patient Centered Services and Sarah Sanders, Director of Clinical Operations – Stamford Hospital

LEADERSHIP AND BETTER CULTURE TRACK
Building Compassion Together – A Training Engaging Facilitators, Patients and Caregivers
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
Presenter: Marie-Claude Poulin, Patient Experience Officer, Centre intégré universitaire de santé et de services sociaux de l’Estrie – Centre hospitalier universitaire de Sherbrooke

INNOVATION TRACK
The Deeper Work of Dementia
(.50 CEU Credits)
Location: Fourth Floor – Essex
Presenter: Megan Carnarius, RN, NHA, LMT – Memory Care Consulting, LLC

CONTINUOUS LEARNING TRACK
Using the Principles of Value Based Care to Improve Population Health
(60 Minute Session)
(1.0 CEU Credits & 1.0 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Kent
Presenter: Patrick Charmel, CEO – Griffin Health Services Corporation

BREAKOUT SESSIONS
4:15 PM – 4:45 PM

BETTER CARE TRACK
Cont’d Session – Leadership, Cinematography and Patient Experience
Location: Third Floor – Salon I, II

BETTER DECISIONS, BETTER EXPERIENCES TRACK
Partnering with Patients to Design Emotionally-Intelligent Decision Aids
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon III, IV
Presenter: Geri Lynn Baumblatt, MA, Executive Director of Patient Engagement, Emmi Solutions

BETTER ENGAGEMENT-PRACTICES TRACK
My Plan… My Way: Patient Centered Service Learning Project
(.50 CEU Credits)
Location: Third Floor – Salon VII, VIII
Presenters: Becky Wolff, MSN, MA, BSN, Instructor of Undergraduate Health Sciences and Amy Nelson, OTD, OTR/L, Instructor of Undergraduate Health Sciences – University of South Dakota
MONDAY, OCTOBER 16

**BETTER ENGAGEMENT–STRUCTURES TRACK**

**Wayfinding 101**  
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)  
Location: Third Floor – Salon IX, X  
Presenters: Lynne Mycyk OT Reg. (Ont) and Thelma Horwitz, Director, Process Improvement & Chief Quality Officer – Providence Healthcare

**LEADERSHIP AND BETTER CULTURE TRACK**

**Organizational Health and Occupational Well-Being: A Monitoring Tool**  
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)  
Location: Third Floor – Dover  
Presenter: Marie-Michèle Brodeur D.Ps., Director of Knowledge – Reseau Planetree Quebec

**INNOVATION TRACK**

**Managing What Matters in Healthcare**  
(.50 CEU Credits)  
Location: Fourth Floor – Essex  
Presenter: Michael Linnert, CEO, SymphonyRM

**CONTINUOUS LEARNING TRACK**

**Cont’d Session – Using the Principles of Value Based Care to Improve Population Health**  
Location: Fourth Floor – Kent

**OPENING RECEPTION**

4:45 PM – 6:00 PM  
Location: Fourth Floor – Harborside Ballroom  
Light Dinner, Meet the Exhibitors, Networking and Much More!

**OPENING CEREMONY**

6:30 PM – 7:00 PM  
Location: Third Floor – Grand Ballroom

**OPENING KEYNOTES**

7:00 PM – 8:00 PM  
7:00 PM – 7:15 PM  
“Determined, Dedicated, Disciplined”  
To be Fit for Life  
(.25 CEU Credits)  
Keynote: Ernestine Shepherd  
Location: Third Floor – Grand Ballroom

7:15 PM – 8:00 PM  
“Population Health Starts with Your Well Being”  
(.75 CEU Credits & .75 AMA PRA Category1 Credit(s)™)  
Keynote: Teri Pipe, PhD, RN  
Location: Third Floor – Grand Ballroom
TUESDAY KEYNOTE SPEAKERS

JUDITH JOHN
Brain Tumor Survivor, Patient Advocate and Healthcare Communications Professional
8:30 AM – 9:15 AM

MAREN BATALDEN, MD
Associate Chief Quality Officer and Director of Medical Management within the Accountable Care Organization – Cambridge Health Alliance
9:15 AM – 10:00 AM

Patient Presentations Are Sponsored By:

START YOUR DAY WITH A WELLNESS SESSION
7:00am – 8:00am
**Check page 14 of program for details**
HALA DURRAH
Patient Family Centered Care Advocate
1:30 PM -1:45 PM

JIM WITHERS, MD
Medical Director/ CNN Hero
Operation Safety Net/
Street Medicine Institute
1:45 PM -2:30 PM

Patient Presentations Are Sponsored By:
REGISTRATION
7:30 AM – 4:00 PM
Location: Third Floor

CONTINENTAL BREAKFAST
Location: Fourth Floor – Harborside Ballroom
7:45 AM – 9:00 AM

INNOVATION TOWN HALL HOURS
Location: Fourth Floor – Harborside Ballroom
7:45 AM – 5:00 PM

LIVE PODCAST SESSIONS – #ITISPERSOANAL
Location: Fourth Floor – Harborside Ballroom
8:15 AM – 4:00 PM

8:15 AM – 8:30 AM
Three Roommates, Powdered Eggs & A Teddy Bear
(.25 CEU Credits)
Location: Fourth Floor – Harborside Ballroom
Presenter: Kevin Clapp, Experience Coordinator/Internal Communications Specialist – Shore Medical Center

8:35 AM – 8:50 AM
From Patient to Patient Advocate
(.25 CEU Credits & .25 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Harborside Ballroom
Presenter: Laura Blackwell, Guest Services Coordinator/PFAC Facilitator/Planetree Coordinator – Levine Cancer Institute

MORNING KEYNOTES
8:30 AM – 10:00 AM

8:30 AM – 9:15 AM
“Treat Me Like a Person Who Has a Life Before, After and During Being a Patient”
(.25 CEU Credits)
Location: Third Floor – Grand Ballroom
Keynote: Judith John

9:15 AM – 10:00 AM
“The New World of Co–Producing Health and Healthcare”
(.75 CEU Credits & .75 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Grand Ballroom
Keynote: Maren Batalden, MD
BREAKOUT SESSIONS
10:15 AM – 10:45 AM

BETTER CARE TRACK
The Patient Safety Workout
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenter: Betsy M. Cohen, CRC, LRC, CCM, ABDA, Certified Rehabilitation Counselor, Licensed Rehabilitation Counselor, Certified Case Manager, Senior Disability Analyst & Diplomat – BMC Strategies

BETTER ENGAGEMENT-STRUCTURES TRACK
Patient–Centered Behavioral Health: Simulation to Build Evidence for Under Explored Departments
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: Mary Therese Hankinson, MBA, MS, RD, EDAC, CTP Planetree/ Patient Centered Care Director – VA NJ Health Care System and Brian Giebink, AIA, NCARB, LEED AP BD+C, EDAC, Architect and Behavioral Health Planner – HDR

BETTER ENGAGEMENT-PRACTICES TRACK
Workshops on Communicating with “Difficult Patients” and “Difficult Families” – Altering Perspectives
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenter: Karen Rigamonti, MD, MBA, MPH, CPCC, ACC; CTI, MCI, ORSC – Johns Hopkins International

LEADERSHIP AND BETTER CULTURE TRACK
Journey to Designation: World–Class Outpatient Oncology Care Model, Multiple Locations, One Culture
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
Presenters: Amanda Beatty, Operations Manager, Guest Services and Laura Blackwell, Coordinator, Guest Services – Carolinas HealthCare System–Levine Cancer Institute

INNOVATION TRACK
Patient Centered Construction: The Final Piece of the Puzzle in Value Alignment
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Essex
Presenter: Cathy Dolan Schweitzer, President – Health Well Done

CONTINUOUS LEARNING TRACK
Caring for the Caregiver: Implementing a Peer Support Network
(.50 CEU Credits)
Location: Fourth Floor – Kent
Presenters: Carol Wahl, MSN, MBA, RN, NEA–BC, FACHE
TUESDAY, OCTOBER 17

BREAKOUT SESSIONS
11:00 AM – 11:30 AM

BETTER ENGAGEMENT– STRUCTURES TRACK
Get Ahead of Stress, Burnout, and Compassion Fatigue
(0.50 CEU Credits & 0.50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: Anne E. Collier, MPP, JD, PCC and Cynthia Shaffer, MS, MBA
– Arudi

LEADERSHIP AND BETTER CULTURE TRACK
Active Engagement of Patients and Care Providers in Care Planning, Decision Making & Solution Finding
(0.50 CEU Credits & 0.50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
Presenters: Dr. Miguel Angel Silva, MD, CEO and Lic. Ingrid Karina Rung, Quality Management Manager – Sanatorio Finochietto, Buenos Aires, Argentina

INNOVATION TRACK
Healing Reimagined: From Vision to Reality: A Project Case Study in Building a New Hospital
(0.50 CEU Credits)
Location: Fourth Floor – Essex
Presenters: Liz Longmore, MSN, RN and Tushar Gupta, AIA, NCARB – EYP/Health

CONTINUOUS LEARNING TRACK
Enabling the Consumer Experience of the Future, Today
(0.50 CEU Credits)
Location: Fourth Floor – Kent
Presenter: Susan Frampton, PhD, President – Planetree International

BETTER ENGAGEMENT– PRACTICES TRACK
From EMR to OMR: A Person-Centered Journey
(0.50 CEU Credits & 0.50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenters: Carol Anne White RN, BSN, CCRN Planetree Coordinator/ICU Charge Nurse and Amy McCarthy RN, BSN, CCRN, PNC President/ICU Nurse Educator – Longmont United Hospital/Centura Health

BETTER CARE TRACK
Hi Doc, Can We Talk?
(0.50 CEU Credits)
Location: Third Floor – Salon I, II
Presenters: Samir Batra, Founder and CEO – BAHA Enterprises and Dr. Ricardo Guerra, Jr., MD FACC, Interventional Cardiologist – North Texas Heart Center/Executive Board Member & Founder – Walnut Hill Medical Center

BETTER EXPERIENCES TRACK
Using Speedreading Patients to Create Individualized Plans of Care for Better Outcomes
(0.50 CEU Credits & 0.50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon III, IV
Presenter: Paul D. Tieger – Speedreading People
**NETWORKING LUNCH**  
11:30 AM - 1:00 PM  
Location: Fourth Floor – Harborside Ballroom

**MEET THE AUTHORS!**  
12:00 PM – 1:00 PM  
Location: Fourth Floor – Harborside Ballroom and Foyer

**POSTER SESSION**  
(1 CEU CREDIT)

- **Aligning a System by Living Common Values**  
  Presenter: Joanne Muzzey – Edward Elmhurst Health

- **Anatomy of a Massage Therapy Program**  
  Presenter: Pippa Purcell, Licensed Massage and Bodywork Therapist – CMC–Mercy

- **Bloodbank Access: A Tool for Patient Care**  
  Presenter: Kerwin Tarroza – Deer Lodge Medical Center

- **Building and Restoring Trust Through a Patient Partnership Council**  
  Presenter: Jon Hendrickson, MSN, RN, CEN, Senior Nurse Manager of Emergency and Trauma Services, Co–Chair Patient Partnership Council and Co–Chair of the Patient Experienced Team – Bayhealth Medical Center

- **Building Spiritual Care Excellence in a Rural Hospital**  
  Presenter: T. Blake Bowers, C.A.T.S.M., B.A. M.A. M.Div – Bayhealth Medical Center

- **Care Re-Design—Responding to Family Capacity to Perform Caring Work Post Catastrophic Injury**  
  Presenter: Debbie Cowan – Metro South Health

- **Caring for Our Healers: the 1199SEIU Diabetes Prevention Program at Mount Sinai Beth Israel**  

- **Challenging or Disagreeing with a Physician**  
  Presenter: Elaine Hanby – University of Georgia

- **Close the Loop: Physical Therapy Partnership with Personal Trainers**  
  Presenter: Jennifer Cordova, Manager of Healthy Living Center and Rehab Services – Sharp Coronado

- **Collaborating with Pediatric Patients and Families to Develop Patient Experience Initiatives**  
  Presenter: Zach Lawrence, M.S., Patient Experience Coach – Johns Hopkins Health System

- **Community Engagement – Our Planetree Journey**  
  Presenter: Shelley Shillington, BPE, Director of Operations/ Planetree Coordinator –Loch Lomond Villa, Saint John, New Brunswick, Canada
Compassionate Innovation Expands Veterans’ Access to Treatment
Presenters: Lauren Korshak, MS, RCEP
Exercise Physiologist and Alyssa Adams, PsyD, CNS Health Psychologist and Certified Nutrition Specialist Provider – Veterans Health Administration (VHA) Center for Compassionate Innovation

Connecting the Dots: Integrating Hospitality into Hospital Care
Presenters: Clarine R. Thomas BS, Manager, Patient Experience/Concierge Services; Nikki Scurlock, Patient Experience Liaison and Darcel Jackson (Parent) Patient Family Coordinator (Parent) – Children’s National Health Systems

Connecting to Meaning Through Brief Conversation
Presenter: LaTrisha Lowery–Johnson, MS, Patient Experience Coordinator – Carolinas Medical Center–Mercy

Creating a Culture of Gratitude
Presenter: Kristina Brock RN, BSN, Assistant Nurse Manager – Enloe Medical Center

Cuddle Therapy – Reborn Dolls Bringing Comfort to Individuals with Dementia
Presenters: Rachael Reid, Activity Coordinator – Nashwaak Villa and Shelley Shillington Director of Operations and Planetree Coordinator – Loch Lomond Villa

Customer Experience Through Compassion and Indicators Linked to Voice of Customers
Presenters: Monica Pitre, Planetree Coordinator, Groupe Champlain

Do Digital Information Boards Decrease Anxiety of Families Whose Patients are In Operation?
Presenter: Hamide Guven, RN, Patient Centered Care Specialist, Anadolu Medical Center

End of Life Care: the Lavender Code
Presenter: Lina Maria Toledo–Franco, MD, FACP Patient Experience Officer, Planetree Coordinator Chief of Geriatrics – Fundacion Cardioinfantil – Instituto de Cardiologia

Enhancing Communication through Interdisciplinary Work Teams
Presenter: Phyllis Vitale, Chief Physician Assistant of Medicine, Hazelin Ngan, Facilitator, Patient Services Administration – NYP Lower Manhattan Hospital

Healing with Music: Determining Your Facility’s Needs for Music-Based Services
Presenter: Kara Rewerts, MT–BC, Certified Neurologic Music Therapist – Waverly Health Center

Healthcare Leadership Academy– An Educational Opportunity for Physicians and Caregivers
Presenter: Haq Nawaz, MD, Director, Preventative Medicine and Medical Education – Griffin Hospital

Healthcare Leadership in Academia: Driving Patient–Centered Care Learning
Presenter: Peggy Ranke, DrHA, MPH, CHES, Asst. Professor, Director of the Bachelor of Science of Healthcare Administration Program – National University
Healthier Atmosphere, Better Outcomes. Because Happiness is the Key of Success
Presenter: Upasana Arora, CEO – Yashoda Group of Super Specialty Hospitals, Ghaziabad India

Hospital Class
Presenters: Ellen Brandalezzi, Psychopedagogy; Ana Fernanda Centrone, Assistant Coordinator Oncology Program and Ana Merzel Kernkraut, Coordinator Psychology – Hospital Israelita Albert Einstein

Illuminating Paths: Using Empathy–Based Interview Techniques to Influence Experience Design
Presenters: Chad Brough, Chief Experience Officer – Nebraska Medicine and Russ Maloney, Director of Strategy – Cast and Hue

Keeping Focus on Kids and Families in Times of Change!
Presenter: Lesley Hill, BSW, M Sc. Admn Director of Youth Programs – Centre intégré universitaire de santé et de services sociaux du Centre–Sud–de–l’Île–de–Montréal

Kitchen Visit – Tasting the Pleasure of a Good Talk
Presenter: Sandra Regina Perez J. A. Souza, Nutritionist – Hospital Israelita Albert Einstein

Let Me Tell You Our Story
Presenter: Kevin Clapp, Experience Coordinator / Internal Communications Specialist – Shore Medical Center

Make Your Healthcare Environment More Healing with Nature Based Activities That Are Safe for All
Presenter: Katie Stoudemire, Program Director and Founder – Wonder Connection

Measuring Culture Change: Relationship to Survey Deficiencies
Presenter: Jolie Harris, DNS, RN, NEA–BC, CAS, DON–CLTC, Nurse Consultant – JE Harris Consulting

Measuring Patient-Centered Health Outcomes with Mental Health Mobility Service Dogs
Presenters: Alyssa Adams, PsyD, CNS, Health Psychologist and Certified Nutrition Specialist Provider and Lauren Korshak, MS, RCEP, Exercise Physiologist – VHA Center for Compassionate Innovation

Mechanisms that Integrate Person-Centered Philosophy Into Clinical Practice in Tertiary Hospitals
Presenters: Carolyn Ehrlich PhD, Associate Professor – Recovery and Rehabilitation Hopkins Centre | Menzies Health Institute Qld Griffith University and Debbie Cowan, Senior Director Stakeholder Engagement – Metro South Health

Medical Students Attitudes Toward Caring Dimension of Patient-Centered Care
Presenters: Slavica Karajičić, MPA, MPH, PhD Researcher – Instituto de Investigação e Formação Avançada (IIFA) Universidade de Évora, Felismina; Rosa Parreira Mendes, Professor–Coordenador s/ agreg. (Departamento de Enfermagem) – Universidade de Évora, Portugal and Jovan Malinic, MD, MMSc, Med.Spec – Infectious Disease Clinic Belgrade, Serbia
Micro–Environments in Long-Term Care: A Pilot Project Aiming to Foster Person-Centered Care
Presenters: Huguette Bleau, Ph.D., Director of Nursing Operations and Professional Practices and Mr. Francis Etheridge, Ph.D. (c.), Innovation, Learning and Research Adviser – Groupe Champlain

Music Intervention Project
Presenters: Márcia Fernanda Sampaio, Director of Marketing and Clients and Marcelo Sonneborn, Superintendent of management and infrastructure – Hospital Mãe de Deus

Nutritional Health From Admission to Discharge Home: Easy Cookbook Recipes for Optimal Health
Presenters: William Kelly, Multi Service General Manager, Food and Nutrition/Valet and Shuttle and Marta Kazandjian MA CCC SLP BCS–S, CIHC, Director, Speech Pathology and Swallowing, Senior Director, Patient Experience and Clinical Initiatives, Board Certified Swallowing Specialist, Certified Integrative Health Coach – New York Presbyterian/Queens; Silvercrest Nursing and Rehab

Oh The Places You’ll Go
Presenters: Tami Kitchen BSN, RN, CPN, Administrative Director of Patient and Family Experience/Planetree Coordinator for Patient Centered Care and Lisa DiTroia, CAVS, Director of The Center for Family Caregivers, Community Outreach and Volunteer Services –Shore Medical Center

Parent to Parent Orientation
Presenters: Alicia Huettel, RN, MSN, Director Family Centered Care; Chris Bridges, Parent, Vice – Chair Family Advisory Council and Katie Witsoe, Parent, Chair Family Advisory Council – St. Jude Children’s Research Hospital

Parkinson’s Disease: One Hospital’s Approach for Offering Free Parkinson’s Support Services
Presenter: Kara Rewerts, MT–BC, Certified Neurologic Music Therapist – Waverly Health Center

People-Centered Care Movement By HAI Thailand
Presenters: Dr. Em–amorn Kumnuch, Waraporn Sakkato and Dr. Apakorn Supanya – The Healthcare Accreditation Institute (Public Organization)

Person-Centered Care in a Regulatory Environment – Achieving Balance
Presenters: Carolyn Ehrlich, PhD Associate Professor, Recovery and Rehabilitation – Hopkins Centre | Menzies Health Institute Qld Griffith University and Debbie Cowan Senior Director Stakeholder Engagement – Metro South Health

Pet Therapy: It’s Not Just For Patients Anymore!
Presenter: Carrie Hart, BA, MA, CVA, Manager, Volunteer Services – Bayhealth Medical Center

Pharmacy Technician Medication Reconciliation in the Emergency Department
Presenter: David Ferreira – Enloe Medical Center
Prioritizing our Wellness Approach  
Presenter: Jennifer Cordova, Manager of Healthy Living Center and Rehab Services – Sharp Coronado

Providing Patient-Centered Care in the Acute Setting to Surgical Patients Also Living with Dementia  
Presenter: Ms Virginia Armour (BSC (Nursing), Grad.Dip. (critical care), MHA, MRes) Senior Manager – Knowledge Exchange Clinical Excellence Commission, Sydney Australia

Psychology in the Workplace; A Foundation for the Importance of the Patient Experience  
Presenter: Laurie Waggener BSRC, RRT, BID,CHID,IIDA, Research and Evidence Based Design Director – WHR Architects

Quality Based on Patients’ Experience: Multiple Lenses, Common Goal  
Presenter: Jean–Guillaume Marquis, Chef du service expérience usagers, soins spirituels et ressources bénévoles – Centre intégré universitaire de santé et de services sociaux de l’Estrie – Centre Hospitalier Universitaire de Sherbrooke

Respectful and Disrespectful Care Received by Women in Childbirth in District Hospitals in Kenya: A Postnatal Mobile Phone Survey  
Presenter: Eva Bazant, Dr.PH, M.P.H., Research Team Lead – Jhpiego and Associate – International Health, Johns Hopkins Bloomberg School of Public Health

Rethinking Quiet at Night  
Presenters: Kelly Egan RN, Inpatient Services Administrator; Laura Murphy, BS, L.M.T., R.T(T) Planetree Services Supervisor and Robert Signor RN, Clinical Manager, Griffin Hospital

Road to High Reliability: How a Culture of Safety Supports a Culture of Patient Centeredness  
Presenters: Johanny M. Garcia, MD, Deputy Associate Chief of Staff, Ambulatory Service; Lawrence J. Graebener, MSN,RN,CTN,B, Nurse Manager and Jonathan Herrick, BSN, RN, OCN – Sharp Memorial Hospital

Spiritual Support Volunteers: Creating a Spiritual Care Program through Volunteerism  
Presenter: Kristina Brock RN, BSN, Assistant Nurse Manager – Enloe Medical Center

Staff Engagement through Utilization of Virtual Staff Meetings  
Presenters: Patricia Magdaluyo, MSN, RN, AGCNS–BC, OCN and Jonathan Herrick, BSN, RN, OCN – Sharp Memorial Hospital

Strategies on How to Improve Population Health Related to Patient Centered Care  
Presenters: Lily Gardner, RN MSN; Erica Zimmerman, RN BSN, Thomas Hill RN BS and Gina Jeannis Homere, RN MSN – New Jersey Veteran Health Care System

Take Five: Using Zen Dens to Reduce Staff Stress  
Presenters: Ludmila Santiago–Rotchford, MSN,APRN,ACNS–BC, PCCN, Clinical Nurse Specialist, Progressive Care Unit, Centralized Telemetry; Kimberly Holmes, MSN,APRN,ACNS–BC, PCCN, Clinical Nurse Specialist, Bayhealth Stroke Coordinator and Gifty Boateng, MSN, RN,CPAN, Clinical Coordinator– PACU – Bayhealth Medical Center
Taking Care of Yourself – Small Actions Matter
Presenters: Susan Raskin, MS, RN, CNS–Holistic, AHN–BC, Manager, Integrative Medicine Program and Toni Russo, MS, RN, CNS – Holistic – Northern Westchester Hospital

Technology in our Points System: Improving Information Access for Patients with Psychotic Disorders
Presenters: Elizabeth Farley, MPA, RN, NEA–BC, Patient Care Director; Patrick Jordan, Manager of Patient Experience and Matthew Ogala, MPA, RN, Nurse Clinician – New York Presbyterian Hospital

The Highly Reliable Patient Experience and the Culture Needed to Achieve It
Presenter: James Grayson, Administrative Chief of Staff – West Cancer Center

The Role of Mentalization and Epistemic Trust in Clinical Relationships
Presenter: Christopher Major, DAT, LCAT, ATR–BC, MBT–CP, Psychosocial Rehabilitation Therapist – New York Presbyterian / Payne Whitney Manhattan

The Role of Nutrition in Patient Centered Care
Presenter: Saba Zahid, Registered Dietitian, Licensed Dietitian Nutritionist, Patient Experience Manager, Food and Nutrition Services – Shore Medical Center

Tips and Tools for a Patient Centered Complaint and Grievance Process
Presenter: Elise Rowen Debord, RN, MSN, Manager, Patient Centered Care – Enloe Medical Center

TLC by the HLC (Chair Massage and Wellness Outreach)
Presenter: Jennifer Cordova, Manager of Healthy Living Center and Rehab Services – Sharp Coronado

Using a Patient Centered Automated Education System to Impact Sleep-Related Infant Deaths
Presenter: Gena Stiver Stanek MS, RN, APRN–CNS, CNS–BC, Clinical Nurse Specialist, Clinical Practice Coordinator – University of Maryland Medical Center

Using Employee Engagement to Guide Annual Planetree Educational Events

Utilizing Patient Centered Care Standards During Disaster Relief Improves Outcomes
Presenters: Connie Rowe RN, MHA, CPHQ, Vice President Patient Services; Joy Todd RN, MS, Coordinator Patient Center Care and Shirley Hansen, RN, Senior Director of Nursing Operations – Enloe Medical Center

Utilizing the Patient Advocate as an Organizational Change Agent
Presenter: Rayelle C. Hansen–Valcin, Patient Advocate and Experience Administrator – Shore Medical Center

Volunteers Helping to Build Better Patient Experiences
Presenter: Lisa DiTroia, CAVS, Director The Center for Family Caregivers, Community Outreach and Volunteer Services – Shore Medical Center
What Matters Most to You Today
Presenters: Kelly Egan RN, Inpatient Services Administrator and Jennifer Ostravage RN, Patient Experience Manager – Griffin Hospital

What’s In Your Bag
Presenter: Jane L. Hewitt, BS ED, Lead Patient Advocate, Certificate in Patient Advocacy – Bayhealth Medical Center

12:15 PM – 1:15 PM
CONTINUOUS LEARNING TRACK
Great Conversations Start with “Hello” (.50 CEU Credits)
Location: Third Floor – Grand Ballroom
Facilitators: Jethro Heiko, Co-Founder and Nick Jehlen, Founding Partner – Common Practice; Jim Kinsey, Director of Planetree Member Experience – Planetree International

1:15 PM – 1:30 PM
You Can Educate and Learn in the Same Minute (.25 CEU Credits & .25 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Harborside Ballroom
Presenter(s): Dauryne Shaffer RN, MSN, CCRN, Department of Surgery Nurse Educator/Member of the JHH VTE Collaborative – Johns Hopkins Hospital

1:00 PM – 1:15 PM
Teaming up for the Patient (.25 CEU Credits)
Location: Fourth Floor – Harborside Ballroom
Presenter: Laura Batz Townsend, Louise H. Batz Patient Safety Foundation

1:30 PM – 1:45 PM
The Importance and Benefits of Engaging Patients & Families in Improving Quality and Patient Safety” (.25 CEU Credits & .25 AMA PRA Category 1 Credit(s)™)
Keynote: Hala Durrah
Location: Third Floor – Grand Ballroom

1:45 PM – 2:30 PM
Going to the People: Street Medicine (.75 CEU Credits & .75 AMA PRA Category 1 Credit(s)™)
Keynote: Jim Withers, MD
Location: Third Floor – Grand Ballroom

2:45 PM – 3:15 PM
BETTER CARE TRACK
Pain Relief is on the Menu (.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenters: Mary Therese Hankinson, MBA, MS, RD, EDAC, CTP, Director, Office of Patient-Centered Care/Planetree and Nancy Ann Cotter, MD, CNS, FAAAPMR, FACN, Physician Lead for Integrative Medicine – VA NJ Health Care System
BETTER DECISIONS, BETTER EXPERIENCES TRACK

The Evolution of Investments in Patient Experience: From Cafeteria to Care
(.50 CEU Credits)
(60 Minute Session)
Location: Third Floor – Salon III, IV
Presenters: Alan Manning, Executive Vice President – Planetree International (moderator); Eric M. Stone, CEO – Velano Vascular; Kelli B., Pediatric Patient Mother; and Todd Dunn, Director of Innovation – Intermountain Healthcare Transformation Lab at Intermountain Health

LEADERSHIP AND BETTER CULTURE TRACK

Presentation Pairing: Maintaining Culture and Morale During a Merger
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
• Planetree as a Rudder During the Turbulence of a Merger
  Presenter: Carol Anne White RN, BSN, CCRN, Planetree Coordinator/ICU Charge Nurse – Longmont United Hospital/Centura Health
• Merger Four Years Later
  Presenter: Jean Lydon, RN MS MBA AOCN, Vice President & Chief Nursing Officer – Elmhurst Memorial Hospital

BETTER ENGAGEMENT-PRACTICES TRACK

Dispelling the Myths: A Patient–Centered and Multidisciplinary Approach to the Grievance Response Process
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenters: Nicole Saylors, MS, Associate Director Patient Service Center and Erica Rubinstein, MS, LCSW, CPXP Senior Director Patient Service Center – The Mount Sinai Hospital

INNOVATION TRACK

WELL Building – the New Promoter of Person Centered Design
(.50 CEU Credits)
Location: Fourth Floor – Essex
Presenter: Barbara Huelat, FASID, AAHID, EDAC, Member of Planetree Visionary Design Network, Principal – Huelat Davis Healing Design

BETTER ENGAGEMENT-STRUCTURES TRACK

The Vital Boundary Permeation Role that Peer Support Workers Have in Sub-Acute Mental Healthcare Teams
(.50 CEU Credits)
Location: Third Floor – Salon IX, X
Presenter(s): Gabrielle Vilic, Director Social Inclusion and Recovery – Metro South Addictions and Mental Health Service, Queensland, Australia and Carolyn Ehrlich, PhD, Associate Professor, Recovery and Rehabilitation – Hopkins Centre, Menzies Health Institute Queensland Griffith University

CONTINUOUS LEARNING TRACK

If You Take Care of Your Employees, They Will Take Care of the Clients
(.50 CEU Credits)
Location: Fourth Floor – Kent
Presenter: Ilkay Baylam, Patient-Centered Care Manager – Anadolu Medical Center
LIVE PODCAST SESSIONS – #ITISPERSONAL

3:00 PM – 3:15 PM
Young Stroke: Changing the Way Others View Stroke (.25 CEU Credits)
Location: Fourth Floor – Harborside Ballroom
Presenter: Amy Edmunds, Founder – YoungStroke, Board of Directors – World Stroke Organization

BREAKOUT SESSIONS 3:30 PM – 4:00 PM

BETTER CARE TRACK
Improving Patient Centered Healthcare Transition at the Texas Children’s Complex Care Clinic (.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenters: Dr. Judy Lu Kim, MD, Assistant Professor and Dr. Elisha Acosta, MD, Assistant Professor – Baylor College of Medicine, Center for Transition Medicine

BETTER ENGAGEMENT-PRACTICES TRACK
Transforming Rounds – From the Physician’s Point of View to the Patient Perspective (.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenter: Birgitte Enslev Jensen, Project Manager in Shared Decision Making – Finsencentret, Rigshospitalet (Copenhagen University Hospital)

BETTER ENGAGEMENT-STRUCTURES TRACK
The Green Road: Using Nature to Enhance Patient/Family-Centered Care (.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon IX, X
Presenters: Frederick Foote, M.D., Institute Scholar – The Institute for Integrative Health; Jack Sullivan, FASLA; Associate Professor of Landscape Architecture – University of Maryland; Marni Silverman, Ph.D.; Adjunct Assistant Professor of Military and Emergency Medicine – Uniformed Services University of the Health Sciences (USUHS)

BETTER DECISIONS, BETTER EXPERIENCES TRACK
Cont’d Session – The Evolution of Investments in Patient Experience: From Cafeteria to Care
Location: Third Floor – Salon III, IV
LEADERSHIP AND BETTER CULTURE TRACK
Personalized Medicine and Emerging Models of Cancer Care: Implications for Design
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Dover
Presenters: Upali Nanda, PhD, Assoc.AIA, ACHE, EDAC, Associate Principal/Director of Research – HKS Inc. and Executive Director – Center for Advanced Design Research and Evaluation; Bita A. Kash, PhD, MBA, FACHE, Director – NSF Center for Health Organization Transformation (CHOT)/Editor–in–Chief – Journal of Healthcare Management (JHM)/ Associate Professor, School of Public Health/Joint Associate Professor, College of Medicine/Faculty Fellow, Center for Health Systems & Design, College of Architecture and Molly McKahan, Graduate Research Assistant, NSF Center for Health Organization Transformation (CHOT) – School of Public Health, Texas A&M Health Science Center

CONTINUOUS LEARNING TRACK
Observations in Compassionate Care Through the Lens of a Patient’s Family and Healthcare Designer
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Fourth Floor – Kent
Presenter: Kimberly Phipps–Nichol, IIDA, LEED AP – Blue Water Studio

INNOVATION TRACK
Tragedy to Tools: A Practical Family Engagement Process for Patient Safety
(60 Minute Session)
(1 CEU Credit)
Location: Fourth Floor – Essex
Presenter(s): Karen Curtiss, President – PartnerHealth

Thank You Reception for Planetree Exhibitors and Sponsors
4:00 PM – 5:00 PM
Location: Fourth Floor – Harborside Ballroom
Reception, Raffle Drawings, Fun, Networking, and More Fun!
WEDNESDAY KEYNOTE SPEAKERS

LAURA CONLEY
Nutritionist/Coach
Laura S. Conley Coaching
9:00 AM – 10:00 AM

RANDY MOORE, M.D.
President
Mercy Virtual at Mercy
9:00 AM – 10:00 AM

START YOUR DAY WITH A WELLNESS SESSION
7:00am – 8:00am
**Check page 14 of program for details**
WEDNESDAY, OCTOBER 18

WEDNESDAY KEYNOTE SPEAKERS

STACEY PRICE
Patient Advocate & Founder
People Make Place
9:00 AM – 10:00 AM

TERI PIPE, PhD, RN
Dean, College of Nursing & Health Innovation Chief Wellbeing Officer
Arizona State University
10:15 AM – 11:15 AM

Patient Presentations Are Sponsored By:
TINA COLLINS
Mental Health Advocate
2:45 PM – 3:00 PM

SHANKAR VEDANTAM
Social Science Correspondent and
Host of the Hidden Brain Podcast
NPR
3:00 PM – 3:45 PM

Patient Presentations Are Sponsored By:
REGISTRATION
7:30 AM – 3:00 PM
Location: Third Floor

AWARDS DINNER TICKETS AVAILABLE FOR PURCHASE
7:30 AM – 3:00 PM
Location: Third Floor – Registration

CONTINENTAL BREAKFAST
7:45 AM – 9:00 AM
Location: Third Floor – Grand Ballroom Foyer

PLANETREE MASTERCLASSSES
9:00 AM – 10:00 AM

Mercy Virtual: A Hospital Without Borders, Walls or Beds
(1 CEU Credit & 1 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Grand Ballroom
Presenter: Randy Moore, M.D, President – Mercy Virtual at Mercy

Wellness Re-imagined: Bending the Cost Curve
(1 CEU Credit & 1 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenter: Laura Conley, Nutritionist/Coach – Laura S. Conley Coaching

Love, Lymphoma, and the Lessons Learned
(1 CEU Credits)
Location: Third Floor – Salon VII, VIII
Presenters: Stacey Price, Patient Advocate & Founder – People Make Place and Jill Harrison Director of Research – Planetree International

FUN SESSION
9:00 AM – 11:00 AM
Mystical Mystery Tour – An experiential spiritual art workshop
Location: Third Floor – Dover
Presenter: Lori Daniel Falk, Thought Leader, Visionary Artist & Spiritual Life Coach

PLANETREE MASTERCLASSSES
10:15 AM – 11:15 AM

Why Does Mindfulness in Leadership Really Matter?
(1 CEU Credit & 1 AMA PRA Category 1 Credit(s)™)
Location: Third Floor: Grand Ballroom
Presenter: Teri Pipe, PhD, RN, Dean, College of Nursing & Health Innovation Chief Wellbeing Officer – Arizona State University

Leadership Academy
(1 CEU Credit & 1 AMA PRA Category1 Credit(s)™)
Location: Third Floor – Salon I,II
Presenters: Alan Manning, Executive Vice President and Jim Kinsey, Director of Planetree Member Experience – Planetree International

Integrating Behavioral Health across the Medical Continuum of Care
(1 CEU Credit & 1 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon VII, VIII
Presenter: John W. Barnhill, M.D., Vice Chair for Psychosomatic Medicine DeWitt Wallace Senior Scholar, Professor of Clinical Psychiatry, Director, House Staff Mental Health Program, Weill Cornell Medicine – NewYork-Presbyterian

NETWORKING LUNCH
11:30 AM – 1:00 PM
Location: Third Floor – Grand Ballroom Foyer
BREAKOUT SESSIONS
11:45 AM – 12:00 PM

Triple Perspective (Johns Hopkins International)
(.25 CEU Credits & .25 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Grand Ballroom
Presenter: Karen Rigamonti MD, MBA, MPH, CPCC, ACC; CTI, MCI, ORSC – Johns Hopkins International

BREAKOUT SESSIONS
12:00 PM – 1:00 PM

Around the World in Person-Centered Care
(1 CEU Credits)
Location: Third Floor – Grand Ballroom
International Panelists will each present a 15–minute case study to share key learnings, best practices and a vision for the future of person–centered care, followed by discussion and Q&A.

Panelists:
• Caroline Mwania, National Quality and Education Director – Aurrum
• Johanne Turgeon, Présidente Directrice Générale Adjointe – Centre Intégré de Santé et de Services Sociaux de L’Estrie – Centre Hospitalier Universitaire de Sherbrooke
• Syed Mohammad Sohail, CEO – Aga Khan Hospital, Kisumu
Moderator: Karin Jay, Senior Director, International Business Development and Operations – Planetree International

Person-Centered Care Innovation Poster Session
Location: Third Floor – Grand Ballroom Foyer
Presenter(s): 2017 Person–Centered Care Innovation Award Winners

Bayhealth’s One Year Anniversary: Our Epic story!
(Epic Users Networking Lunch)
Location: Third Floor – Salon III, IV
Facilitator: Dr. Jonathan Kaufmann, CMIO, Bayhealth Medical Center

Environment and Music Combine to Become a Healing Instrument
(1 CEU Credit)
Location: Third Floor – Salon VII, VIII
Presenters: Christi Worsley, Founder, Consolari and David W. Minnigan, AIA, IIDA, LEEDR AP, Principal – ESa (Earl Swensson Associates)

BREAKOUT SESSIONS
1:15 PM – 1:45 PM

BETTER CARE TRACK
Patient–Centered Education Bundle Reduces Missed Doses of Venous Thromboembolism Prophylaxis
(.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)
Location: Third Floor – Salon I, II
Presenter: Elliott R. Haut, MD, PhD, FACS, Vice Chair of Quality, Safety & Service, Department of Surgery Associate Professor of Surgery, Anesthesiology /Critical Care Medicine (ACCM) and Emergency Medicine Division of Acute Care Surgery, Department of Surgery – Johns Hopkins Medicine
BETTER DECISIONS, BETTER EXPERIENCES TRACK

Presentation Pairing: The Power of Stories (.50 CEU Credits)

Location: Third Floor – Salon III, IV

- Driving PCC Home Through Live Situational Patient/Provider Vignettes
  Presenters: Pat Mastors, Co-Founder, Director of Engagement and Board Chair and Diane Stollenwerk, Executive Director and Co-founder – Patients’ View Institute
- Voices: Story Telling and Employee Connections
  Presenter: Linda Thornbrugh, BSN, RN, Patient Centered Care Coordinator/VA Voices Faculty Expert – Veterans Health Care System of the Ozarks Fayetteville, AR

BETTER ENGAGEMENT-PRACTICES TRACK

Using a Decisional Aid to Assist in Advance Care Planning Across the Continuum (.50 CEU Credit & .50 AMA PRA Category 1 Credit(s)™)

Location: Third Floor – Salon VII, VIII

Presenters: Jim Kinsey, Director of Member Experience – Planetree International and Lisa Freeman, Executive Director– Connecticut Center for Patient Safety

BETTER ENGAGEMENT-STRUCTURES TRACK

Culture Change in Long-Term Care: Moving from Rhetoric to Systems, Structures and Actions (.50 CEU Credits)

Location: Third Floor – Salon IX, X

Presenters: Mr. Francis Etheridge, Ph.D. (c.), Innovation, Learning and Research Adviser and Huguette Bleau, Ph.D., Director of Nursing, Operations and Professional Practices – Groupe Champlain

LEADERSHIP AND BETTER CULTURE TRACK

Satisfied Staff ≠ Engaged Staff (.50 CEU Credits)

Location: Third Floor – Dover

Presenters: Robert Holden, Director, Human Resources and Masahiro Ito, ASQ–CSSBB, CMQ/OE, CHA, Director, Employee & Patient Engagement – NewYork-Presbyterian Queens Hospital Innovation Track

INNOVATION TRACK

The Dog Story – A Personal Patient Experience and Patient Engagement Case Study (.50 CEU Credits & .50 AMA PRA Category 1 Credit(s)™)

Location: Fourth Floor – Essex

Presenter: Matt Cavallo, MPH, Founder – Patient Activation Network

FUN SESSION

1:15 PM -2:15 PM

Connect with Your Best Self Through Music and Storytelling

Location: Fourth Floor – Kent

Presenter: Julie Geller

BREAKOUT SESSIONS

2:00 PM – 2:30 PM

BETTER CARE TRACK

The Highly-Reliable Patient Experience (.50 CEU Credits)

Location: Third Floor – Salon I, II

Presenter: James Grayson, Administrative Chief of Staff, West Cancer Center and Owner and Principal at Air Superiority
WEDNESDAY, OCTOBER 18

**INNOVATION TRACK**
The Spiritual-Care Communication Board: An Innovation in Patient-Centered Spiritual Care
(.50 CEU Credits)
Location: Fourth Floor – Essex
Presenter: Joel Nightingale Berning, M.Div., B.C.C., Chaplain, Pastoral Care & Education – NewYork-Presbyterian Hospital

**CLOSING KEYNOTES**

2:45 PM – 3:00 PM
Waking Up To A New Reality
(.25 CEU Credits)
Location: Third Floor – Grand Ballroom
Keynote: Tina Collins, Mental Healthcare Advocate

3:00 PM – 3:45 PM
The Hidden Brain and Big Data
(.75 CEU Credits)
Location: Third Floor – Grand Ballroom
Keynote: Shankar Vedantam, Social Science Correspondent and Host of the Hidden Brain Podcast

**BETTER DECISIONS, BETTER EXPERIENCES TRACK**
The Role of Mentalization and Epistemic Trust in Clinical Relationships
(.50 CEU Credits)
Location: Third Floor – Salon III, IV
Presenter: Christopher Major, DAT, LCAT, ATR–BC, MBT–CP, Psychosocial Rehabilitation Therapist – NewYork Presbyterian / Payne Whitney Manhattan

**BETTER ENGAGEMENT-PRACTICES TRACK**
Care Re–Design—Responding to Family Capacity to Perform Caring Work Post Catastrophic Injury
(.50 CEU Credits)
Location: Third Floor – Salon VII, VIII
Presenters: Carolyn Ehrlich, PhD, Associate Professor, Recovery and Rehabilitation, Hopkins Centre – Menzies Health Institute Queensland Griffith University and Debbie Cowan, Senior Director Stakeholder Engagement – Metro South Health

**BETTER ENGAGEMENT-STRUCTURES TRACK**
Enhanced Family–Centered Communication through the use of Mobile Technology
(.50 CEU Credits)
Location: Third Floor – Salon IX, X
Presenter: Michelle Tingle, MSN, RN, CNL, CNOR – Sarasota Memorial Hospital Leadership and Better Culture Track

Philanthropy and the Patient Experience: At the Heart of Giving
(.50 CEU Credits)
Location: Third Floor – Dover
Presenters: Deborah Stargardt, MBA, FACHE, Regional Director, Patient Experience and Barbara James, Regional Director, Development, Franciscan Foundation – CHI Franciscan Health System
Global Person-Centered Care Awards Dinner and Ceremony

The Spirit of Planetree
6:00 PM – 9:00 PM

The Global Person-Centered Care Awards publicly recognize individuals, programs and services that support extraordinary achievement in person-centered care.

Our Honorees Include:

- Planetree Scholar Award Winners
- Planetree Valedictorian
- Person-Centered Care Innovation Award Winners
- Animal Therapy Team of the Year
- Planetree Visionary Award
- Planetree Lifetime Achievement Award
- Planetree Designation Award Winners
- Planetree Film Contest Award Winners
The Artist for the 2017
Global Person-Centered Care Awards

Gary Hirsch
artist, illustrator and creator of BotJoy

Gary’s Vision:
When Gary Hirsch was growing up he had a lot of nightmares. On these nights he
would sit with his father in the kitchen and draw the monsters from his dreams. They
would stay up for hours and his Dad would help him name these creatures. Once his
father leaned over and said, “You know, if you can draw them, then you can also
erase them.” So he did and after a while the nightmares came a bit less frequently.
He’s been making monsters ever since.

These days Gary’s monsters are robots... painted on dominos. These little guys are
designed to interact with the viewer, to give you outrageous compliments (Joy Bot),
tell you how much you are loved (Love Bot), Help you be brave (Brave Bot), etc. It’s all
about the story they tell the viewer, they help you have a conversation with yourself.
Of course the Bots don’t actually talk, but something about them allows people to
imagine that they do, and somehow this helps them feel better, and that is what
makes them so much fun to make.

Gary has shown his work in galleries, streets, and museums in Cleveland, Melbourne,
Chicago, Seattle, and in his current home of Portland Oregon where you can see his
large public works commissioned by the city.

Planetree is proud to share Gary’s work with all our winners. Each award was hand-
made, signed and numbered by Gary personally.
Most Memorable Moments at
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(RE)MOVING THE NEEDLE on patient care

The time for a more humane standard of care is now. PIVO™ aims to enhance the experience of the inpatient blood draw—delivering a new normal for patients, their loved ones and practitioners. At the intersection of compassionate, human-centered design and a true standard of care – PIVO, by Velano Vascular.

COMPASSION IN PRACTICE.

The Evolution of Investments in Patient Experience: From Cafeteria to Care

Tuesday, October 17th • 2:45-4:00pm

Alan Manning, EVP, Planetree (moderator)
Eric M. Stone, Chief Executive Officer, Velano Vascular
Todd Dunn, Innovation Director, Intermountain Healthcare
Kelli B., Mother of pediatric PIVO patient

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SO GOOD!     SO GOOD!     SO GOOD!