KEYNOTE SPEAKER: BARBARA A. REILLY, PhD | 8:45–9:45 A.M.

CARING FOR CAREGIVERS BY FOCUSING ON RESILIENCE

Engaged caregivers are highly motivated, find their work meaningful and are best positioned to deliver high-value care. In order to successfully engage staff, organizations must listen to and understand the voices of both their patients and their employees. In her keynote, Barbara will outline how organizations and work-unit leaders can identify key drivers of engagement and resiliency in their staff. She will share strategies that managers and caregivers can use in their day-to-day work to enhance organizational culture. Learn about effective methods for fostering resilience and combatting caregiver burnout to strengthen engagement and improve the overall quality of care.

KEYNOTE SPEAKER: MARTY WRIGHT | 8:30–9:30 A.M.

LINKING PATIENT AND CAREGIVER INSIGHTS TO ENHANCE QUALITY OF CARE

In today's consumer-driven health care environment, organizations face competing priorities as they strive to improve overall performance and remain competitive. When it comes to improving the patient experience, engagement, safety and quality viewpoints are tremendously important, it is crucial that the voice of the patient and the voices of caregivers remain beacons, guiding strategic planning and tactical initiatives and fostering personal fulfillment. In this keynote session, Marty will share ideas on how to bring these perspectives together in a way that allows leaders to leverage these voices to ignite every caregiver's passion, inspire all employees in their day-to-day work and improve care delivery to every patient, every time.

HOTEL DETAILS

ATLANTA
MAY 4-5, 2017
Grand Hyatt Atlanta
3300 Peachtree Road, NE
Atlanta, GA 30305
Room Rate - $199/night plus taxes

SAN FRANCISCO
JUNE 13-14, 2017
Hotel Nikko San Francisco
222 Mason Street
San Francisco, CA 94102
Room rate - $264/night plus taxes

DALLAS
JUNE 20-21, 2017
Adolphus Hotel
1321 Commerce Street
Dallas, TX 75202
Room rate – $229/night plus taxes

Sign Up for Event Updates and unlock a special offer* when registration opens.
pressganey.com/eventupdates
2017 Press Ganey Regional Education Symposiums

AGENDA

DAY ONE

Breakfast.......................................................... 7:45-8:45 a.m.
Welcome Remarks & Keynote Speaker:
Barbara Reilly, Press Ganey......................... 8:45-9:45 a.m.
Breakout Sessions................................. 10:00 a.m.-12:00 p.m.
Lunch................................................................. 12:00-1:00 p.m.
Client Innovation Story ...................... 1:00-2:00 p.m.
Breakout Sessions......................... 2:15-4:30 p.m.
Keynote Speaker: Chrissy Daniels,
University of Utah................................. 4:45-5:30 p.m.

DAY TWO

Breakfast.......................................................... 7:30-8:30 a.m.
Keynote Speaker: Marty Wright, Press Ganey..... 8:30-9:30 a.m.
Breakout Sessions................................. 9:45 a.m.-12:00 p.m.

“Great to network with like-minded individuals who see the value of focus on the patient experience.”

FOCUS AREA DESCRIPTIONS

When registration opens in February, all breakout sessions will be tagged with one of the following focus areas. These descriptions will help you select the breakout sessions that best fit your goals.

TRANSFORMING CARE

The core values of any health care organization are most clearly evident in the interactions that front-line caregivers have with patients every day. Truly improving the patient experience requires making changes that start at the bedside. The Transforming Care track offers sessions on how to adopt and promote specific best practices to directly improve the way patients experience care. These tactical sessions provide actionable insights specific to front-line caregivers and managers. Session topics include

- Strategies for engaging nonclinical staff
- Considering both the patient and the caregiver perspective
- Implementing successful patient rounding in an ambulatory setting

FOCUSED IMPROVEMENT

Patient experience data is a valuable resource that can provide meaningful insight into the challenges facing your organization. The Focused Improvement track features sessions that will help you navigate your patient experience data to identify important trends and target areas for improvement. In addition to more in-depth knowledge of regulatory requirements, you also will learn the basics of data analysis and how to successfully utilize Press Ganey’s dynamic reporting features. Session topics include

- CAHPS updates
- Leveraging your data to identify opportunities to improve care delivery
- Effectively utilizing your online reporting tools and resources

WHO SHOULD ATTEND REGIONALS?

Directors, managers, patient experience teams, coaches and frontline caregivers who want to improve the patient experience.

REGISTRATION OPENS SOON

$395 – Register early to receive the early bird discount of $70
$465 – Regular fee

The registration fee includes lunch the first day and breakfast both days.

Registration will open early February 2017.

SPECIAL REGISTRATION OFFER

Sign up for event updates to unlock a special offer when registration opens.*

CONTINUING EDUCATION

Earn Up to 8.5 Hours of Continuing Education Credits

Press Ganey is authorized to award pre-approved ACHE Qualified Education credit for programs toward advancement, or recertification in the American College of Healthcare Executives. Press Ganey also will submit an application to NAHQ to award CPQH continuing education credit.

Press Ganey is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

CONTACT INFORMATION

For more information regarding our 2017 Regional Educational Symposiums, contact symposiums@pressganey.com

*Discount codes will be sent out at the launch of registration in February. Discount codes are non-transferable and may not be used in conjunction with other discounts other than the Early Bird rate. Discount codes are limited to one code per person. Discount codes will only be valid until March 10, 2017 and can only be used towards the 2017 Regional Education Symposiums.