2019 PRESS GANEY EXECUTIVE SUMMIT
PEDIATRICS
PALM BEACH, FLA. | MAY 7-8

TOP THREE REASONS TO ATTEND

1. A robust agenda featuring all-new content to meet the evolving needs of pediatric care providers

   **SUMMIT HOST**
   James Merlino, MD
   Chief Transformation Officer
   Press Ganey

2. Meaningful opportunities to connect with peers and grow your professional network

   **SUMMIT HOST**
   Rachel Biblow
   Senior Vice President, Transformational Solutions
   Press Ganey

3. Executive-level insights provided by speakers from top-performing children’s hospitals and health systems

   **KEYNOTE ADDRESS**
   Caitlin Beck Stella, MPH
   Chief Executive Officer
   Joe DiMaggio Children’s Hospital

   **Strategies to Achieve Cultural Alignment**
   Myra Gregorian, MA, SPHR, SHRM-SCP
   Chief People Officer & Senior Vice President
   Seattle Children’s

   **Aligning Experience, Engagement, Quality, and Safety Initiatives to Drive Transformational Change**
   Carolyn Quinn, RN, MSN, NEA-BC
   Deputy Executive Director, Pediatric Services
   Cohen Children’s Medical Center

   **Designing an Integrated Data Strategy to Accelerate Transformation**
   Deirdre Mylod, PhD
   Executive Director, Institute for Innovation & Senior Vice President, Research & Analytics
   Press Ganey

   **Solving for Patient Access - How to Say ‘Yes’ to Every Patient Appointment**
   Larry H. Hollier Jr., MD, FACS, FAAP
   Surgeon-in-Chief
   Texas Children’s Hospital
   Chief of Plastic Surgery, Baylor College of Medicine

   **Designing an Integrated Data Strategy to Accelerate Transformation**
   Fiona Levy, MD, MBA
   Executive Director, Sala Institute for Child and Family Centered Care
   Hassenfeld Children’s Hospital at NYU Langone

   **Reconnecting to the “Why”**
   Darlene Barkman
   Family Consultant
   Children’s Hospital of Philadelphia

   **Strategies to Achieve Cultural Alignment**
   Marty Wright
   Director, Transformational Advisory Services
   Press Ganey

Register Online | pressganey.com/events
2019 PRESS GANEY EXECUTIVE SUMMIT
PEDIATRICS
PALM BEACH, FLA. | MAY 7-8

Networking Reception
Eau Palm Beach Resort & Spa
Tuesday, May 7   I   5:00 – 6:30 p.m.

ROUNDTABLE DISCUSSIONS
Our interactive Roundtable Discussions offer attendees the opportunity to participate in intensive and collaborative discussions focused on meeting the unique needs of today’s patients, families and caregivers. Choose up to two sessions to engage with peers in an in-depth dialogue facilitated by Press Ganey experts and leaders from high-performing organizations.

1:45 – 3:00 p.m.

**Building Caregiver Resilience**
Marty Wright
Director, Transformational Advisory Services
Press Ganey

**Consumerism in Pediatrics: Meeting the Needs of Today's Patients and Families**
Chrissy Daniels, MS
Partner, Medical Practice, Consumerism & Transparency
Press Ganey

3:15 – 4:30 p.m.

**Leading for a Safe & Reliable Culture**
Craig Clapper, PE, CMQ/OE
Partner, Transformational Advisory Services
Press Ganey

**Partnering with Patients and Families to Improve the Care Experience**
Bella Cabrera, MSN, RN, NEA-BC
Chief Nursing Officer
Joe DiMaggio Children’s Hospital

**Communication Skills in Pediatrics: Building Relationships Among Providers, Patients, and Families**
Laura Cooley, PhD
Senior Director, Education and Outreach,
Academy of Communication in Healthcare

**Partnering with Patients and Families to Improve the Care Experience**
Bella Cabrera, MSN, RN, NEA-BC
Chief Nursing Officer
Joe DiMaggio Children’s Hospital

Joan Shook MD, MBA, FAAP, FACEP
Chief Safety Officer, Deputy Chief Quality Officer,
Chief Clinical Information Officer, Texas Children’s Hospital
Professor of Pediatrics, Baylor College of Medicine

“The Summit was extremely valuable. Each topic aligned with the direction pediatric health care and systems are moving in.”

– 2018 Summit Attendee

Register Online | pressganey.com/events
Day One – Tuesday, May 7

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 – 8:00 a.m.</td>
<td>Breakfast &amp; Registration</td>
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<tr>
<td>8:00 – 8:15 a.m.</td>
<td>Welcome Remarks</td>
<td>James Merlino, MD, Press Ganey</td>
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<tr>
<td>8:15 – 9:00 a.m.</td>
<td>Keynote Address</td>
<td>Caitlin Beck Stella, MPH</td>
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<td>Joe DiMaggio Children’s Hospital</td>
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<tr>
<td>9:00 – 9:30 a.m.</td>
<td>Transforming the Future of Care</td>
<td>Rachel Biblow, Press Ganey</td>
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<tr>
<td>9:30 – 9:45 a.m.</td>
<td>Break</td>
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<tr>
<td>9:45 – 11:05 a.m.</td>
<td>Strategies to Achieve Cultural Alignment</td>
<td>Marty Wright, Press Ganey</td>
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<td>Myra Gregorian, Seattle Children’s Hospital</td>
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<tr>
<td>11:05 – 11:30 a.m.</td>
<td>Networking Break</td>
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<tr>
<td>11:30 a.m. – 12:45 p.m.</td>
<td>Designing an Integrated Data Strategy to Accelerate Transformation</td>
<td>Deirdre Mylod, PhD, Press Ganey</td>
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<td>Fiona Levy, MD</td>
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<td>Hassenfeld Children’s Hospital</td>
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<tr>
<td>12:45 – 1:45 p.m.</td>
<td>Networking Lunch</td>
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<tr>
<td>1:45 – 3:00 p.m.</td>
<td>ROUNDTABLE: Building Caregiver Resilience</td>
<td>Marty Wright, Press Ganey</td>
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<td>ROUNDTABLE: Consumerism in Pediatrics:</td>
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<td>Meeting the Needs of Today’s Patients and</td>
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<td>Chrissy Daniels, Press Ganey</td>
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<tr>
<td>3:00 – 3:15 p.m.</td>
<td>Break</td>
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<tr>
<td>3:15 – 4:30 p.m.</td>
<td>ROUNDTABLE: Partnering with Patients and Families</td>
<td>Bella Cabrera</td>
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<td>Elisa Jones, Joe DiMaggio Children’s Hospital</td>
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Day One – Tuesday, May 7 (cont’d)

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<tr>
<td>3:15 – 4:30 p.m.</td>
<td>ROUNDTABLE: Leading for a Safe &amp; Reliable Culture</td>
<td>Craig Clapper, Press Ganey</td>
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<tr>
<td>3:15 – 4:30 p.m.</td>
<td>ROUNDTABLE: Communication Skills in Pediatrics:</td>
<td>Joan Shook, MD</td>
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<td>Texas Children’s Hospital</td>
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<td>Laura Cooley, PhD</td>
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<td>Academy of Communication in Healthcare</td>
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<td>5:00 – 6:30 p.m.</td>
<td>Networking Reception</td>
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Day Two – Wednesday, May 8

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>7:00 – 8:00 a.m.</td>
<td>Breakfast</td>
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<tr>
<td>8:00 – 8:15 a.m.</td>
<td>Day Two Remarks</td>
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<tr>
<td>8:15 – 9:00 a.m.</td>
<td>An Enterprise on the Road to High Reliability</td>
<td>Kevin Churchwell, MD</td>
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<td>Boston Children’s Hospital</td>
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<tr>
<td>9:00 – 9:45 a.m.</td>
<td>Aligning Experience, Engagement, Quality and Safety</td>
<td>Carolyn Quinn</td>
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<td>Initiatives to Drive Transformational Change</td>
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<td>Cohen Children’s Medical Center</td>
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<tr>
<td>9:45 – 10:15 a.m.</td>
<td>Networking Break</td>
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<tr>
<td>10:15 – 11:00 a.m.</td>
<td>Solving for Patient Access - How to Say ‘Yes’ to Every</td>
<td>Larry H. Hollier Jr., MD</td>
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<td>Patient Appointment</td>
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<td>Texas Children’s Hospital</td>
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<tr>
<td>11:00 – 11:45 a.m.</td>
<td>Reconnecting to the “Why”</td>
<td>Darlene Barkman</td>
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<td>Children’s Hospital of Philadelphia</td>
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<tr>
<td>11:45 a.m. – Noon</td>
<td>Closing Remarks</td>
<td>James Merlino, MD, Press Ganey</td>
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“It is a privilege to hear from top pediatric leaders across the nation.”

– 2018 Summit Attendee
###Hotel Information

**Eau Palm Beach Resort & Spa**

100 South Ocean Blvd. Manalapan, FL 33462

Phone: 561.533.6000 | Reserve your room online
Room Rate: $349/night plus taxes
Cutoff Date: April 19, 2019

Please contact the hotel directly to make reservations, cancellations or changes to your hotel reservations. For your convenience, a block of rooms has been reserved. Mention Press Ganey when booking. Space is limited; register early. Hotel accommodations are not included in the registration fee. To extend your stay, please contact the hotel.

###TRAVEL RECOMMENDATIONS

The closest airport to the Eau Palm Beach Resort and Spa is the Palm Beach International Airport (PBI). We recommend travelers coming from out of town plan to arrive the evening of Monday, May 6. Breakfast will be served at 7:00 a.m. on Tuesday, May 7. Attendees should plan to depart the Summit after noon on May 8, when sessions conclude.

###REGISTRATION

The Summit registration fee is $395 per person. Register online to reserve your spot. Registration is open only to current Press Ganey clients.

###CANCELLATIONS

Cancellations must be sent in writing to events@pressganey.com. To receive a full refund, cancellations must be made three business days prior to the event. If cancellations are made after that time, or if a registrant does not attend, the full registration fee will be charged.

###ATTENDEE SUBSTITUTION

If you’ve registered for the Summit, but can no longer attend and would like to send someone in your place, you must cancel your registration by sending an email to events@pressganey.com. You must then register the new attendee online.

###CONTINUING EDUCATION CREDITS

In support of improving patient care, Press Ganey is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

As a Jointly Accredited Organization, Press Ganey is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Press Ganey maintains responsibility for this course. Social workers completing this course receive up to 9.25 continuing education credits.

Please email your questions about continuing education to continuingeducation@pressganey.com.

“This is my favorite learning opportunity throughout the year. It offers so much insight into pediatrics and provides unbelievable networking opportunities. I always leave energized and validated in knowing that others experience the same challenges.”

– 2018 Summit Attendee