Panel: Gaining Physician Buy-In for the Patient Experience
Moderated by Thomas H. Lee, MD, Chief Medical Officer, Press Ganey

Panelists:
- Elizabeth Collens Wick, MD, Johns Hopkins
- Larissa K.F. Temple, MD, FACS, FRCS(C), Memorial Sloan Kettering
- Joseph R. Steele, MD, MMM, MD Anderson Cancer Center

Organizational Development Discussion: The PX Hierarchy
Moderated by: James Merlino, MD, President and Chief Medical Officer, Strategic Consulting, Press Ganey

Closing Keynote: Communication the Cleveland Clinic Way: How to Drive a Relationship-Centered Strategy for Exceptional Patient Experience
Adrienne Boissy, MD, MA, Chief Patient Experience Officer, Cleveland Clinic

Implementing Transparency & Consumerism Within a Health System
Craig J. Loundas, PhD, Associate Vice President, Penn Medicine Experience at Penn Medicine, University of Pennsylvania Health System

You’re the Expert: Lead the Leaders
Marianne Rowan-Braun, Vice President, Patient Experience, University of Maryland

Managing Caregivers in Times of Difficulty: The Ebola Story
Dan Varga, Senior Executive Vice President and Chief Clinical Officer, Texas Health Resources

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Day 1 | Wednesday, Sept. 7

11:00 a.m. – Noon | Lunch at the Colonnade
Noon – 12:15 p.m. | Opening Remarks
James Merlino, MD, President and Chief Medical Officer, Strategic Consulting, Press Ganey
12:15 – 1:15 p.m. | Keynote: Championing the Transformation of Health Care Delivery to Create Efficient, High-Quality, Health Networks
Elliot Joseph, President and Chief Executive Officer, Hartford HealthCare
1:15 – 2:00 p.m. | Moving the PX Needle in Complex Academic Medical Centers—Lessons Learned Over 15 Years
Rick Evans, MA, Senior Vice President and Chief Experience Officer, New York-Presbyterian
2:00 – 2:30 p.m. | Break
2:30 – 3:15 p.m. | Managing Caregivers in Times of Difficulty: The Ebola Story
Dan Varga, Senior Executive Vice President and Chief Clinical Officer, Texas Health Resources
3:15 – 4:00 p.m. | Implementing Transparency & Consumerism Within a Health System
Craig J. Loundas, PhD, Associate Vice President, Penn Medicine Experience, University of Pennsylvania Health System
4:15 – 4:45 p.m. | Organizational Development Discussion: The PX Hierarchy
Moderated by: James Merlino, MD, President and Chief Medical Officer, Strategic Consulting, Press Ganey

Day 2 | Thursday, Sept. 8

8:00 – 9:00 a.m. | Networking Breakfast
9:00 – 10:00 a.m. | Panel: Gaining Physician Buy-In for the Patient Experience
Moderator: Thomas H. Lee, MD, Chief Medical Officer, Press Ganey
Panelists: Elizabeth Collens Wick, MD, Johns Hopkins, Larissa K.F. Temple, MD, Memorial Sloan Kettering
Joseph R. Steele, MD, MMM, MD Anderson Cancer Center
10:00 – 10:30 a.m. | Insights to Developing Your Long-Term CAHPS Strategy
Jodie Cunningham, Vice President, Public Reporting and Policy, Press Ganey
10:30 – 10:45 a.m. | Break
10:45 – 11:15 a.m. | You’re the Expert: Lead the Leaders
Marianne Rowan-Braun, Vice President, Patient Experience, University of Maryland
11:15 – Noon | Examining the Alignment of Talent Management and the Patient Experience
Pam Guler, MHA, FACHE, VP, Chief Patient Experience Officer, Adventist Health System
Joyce Nelson, PHR, SHRM-CP, CPBA, AVP Human Resources & Wellness, Florida Hospital Tampa
Noon – 1:00 p.m. | Networking Lunch
1:00 – 1:45 p.m. | Empowering the Power Rangers—Engaging Physicians in the Transformation
Tom Tull, MSHA, Chief Experience Officer, Mountain States Health Alliance
1:45 – 2:30 p.m. | Closing Keynote: Communication the Cleveland Clinic Way: How to Drive a Relationship-Centered Strategy for Exceptional Patient Experience
Adrienne Boissy, MD, MA, Chief Patient Experience Officer, Cleveland Clinic
Hotel Information
Sept. 7–8, 2016
The Colonnade Hotel
120 Huntington Avenue
Boston, MA 02116
Phone – 617-424-7000
Reservations – 800-962-3030
Reserve your room online

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 Summit registration fee.

Travel Recommendations
The closest airport to The Colonnade Hotel is Boston Logan International Airport (BOS). Sessions begin at 11:00 a.m. EST on Wednesday, Sept. 7. Attendees should plan to arrive in Boston before 10:00 a.m. Wednesday Sept. 7 and depart Thursday, Sept. 8 after 2:30 p.m. EST, when sessions conclude.

Registration
Summit registration fee is $495. Register online to reserve your spot. Registration is open only to current Press Ganey clients. If you have questions, please contact kathryn.ryan@pressganey.com.

Cancellations
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