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## Sessions

### Harmonizing Care: The Power of Triad Rounds in Orchestrating Excellent Healthcare Experiences



**Judith Wolfe, MD**

Chief Medical Officer, University Hospitals

This micro-presentation explores the concept of triad rounds, where physicians, nurses, and other healthcare professionals collaborate at the bedside to discuss patient care plans. By enhancing communication and coordination, triad rounds improve patient safety and satisfaction and foster a collaborative environment that enhances overall care experiences for patients, families, and staff. The presentation will highlight practical strategies for implementing triad rounds effectively.

- » Analyze the benefits and challenges of implementing triad rounds in healthcare settings
- » Evaluate the effectiveness of triad rounds in enhancing collaboration and patient care outcomes
- » Create strategies for overcoming barriers to implementing triad rounds in their own healthcare environments

### Composing Your PX Journey: Leveraging Community, Resources, and Learning to Elevate Experience



**Natalie Friedman**

Director, Community Growth, and Becky Reisinger, CPXP, VP, Patient Experience University, The Beryl Institute

Discover how The Beryl Institute's community, evidence-based resources, and Patient Experience University (PXU) serve as instruments for learning, connection, and collective impact on human experience. Explore how these resources help experience leaders find their rhythm, amplify their efforts, and compose a more connected and compassionate healthcare experience.

- » Identify resources, tools, and engagement opportunities available through The Beryl Institute that support individual growth and strengthen organizational capacity to drive experience improvement
- » Describe how PXU programs equip individuals and organizations with the knowledge, skills, and certifications to elevate healthcare experiences and inspire lasting impact



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## Sessions

### Utilizing Simple Tools to Elevate Human Experience



**Tina Bennett**

CXO, Yale New Haven Health

Most of us are recovering from the pandemic, searching for ways to get back on track. Finding creative ways to educate, engage, and empower is critically important to achieving better outcomes and driving improvement. Learn how Yale New Haven Health System has gone back to the basics and developed some tactics that are easy to implement and have yielded positive results within our organization.

- » Outline and highlight practical tools that drive results
- » Learn how to apply a basic approach to enhance communication and connection for clinical staff
- » Understand techniques to support culture change and create sustainability

### Conducting Excellence: Leading the Symphony of Patient Experience



**Brian Carlson**

Vanderbilt

In the complex and ever-evolving landscape of healthcare, crafting exceptional human experiences requires leadership that is both visionary and grounded in practical realities. This session shares the art and science of leading patient experience. We will examine successful strategies, common pitfalls, and emerging trends to ensure your orchestra is finely tuned.

- » Understand your important role as a leader in patient experience
- » Identify effective strategies and practices
- » Recognize common challenges and pitfalls
- » Explore future trends and innovations



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## Sessions

### Patient & Family Advisory Council Metrics: The Key to Success



**Barbara Lewis**

President, Healthcare PX:  
Improving the Patient Experience  
and Faculty, University of Nevada,  
Las Vegas, School of Public Health

Demonstrating the value of Patient & Family Advisory Councils (PFACs) is critically important to their success and sustainability. This session will explore how PFACs are using metrics to prove their value to leaders, as well as attracting departments to bring initiatives to the Council for input. By providing tools and training for the Council to conduct robust measurements and analysis, PFACs can easily ensure their longevity when new leadership occurs or during budget discussions. When Councils measure their impact, their value to hospitals and leadership increases.

- » Identify three ways to measure PFAC success
- » Explain the three types of measurement defined by AHRQ
- » Describe the importance of PFACs and metrics

### Patient-Centered Strategies for Healthcare Providers who Care for People with Obesity



**Gretchen Holmes, PhD**

Associate Dean for GME & DIO,  
Sam Houston State University  
College of Osteopathic Medicine

This micro-session will highlight patient-centered strategies to help healthcare providers navigate the complex challenges of addressing obesity in today's healthcare landscape.

- » Offer a patient-centered perspective on the provider-patient relationship in the context of obesity care
- » Highlight key patient needs and expectations for effective, compassionate obesity management
- » Examine the impact of weight-related stigma in healthcare and explore strategies to reduce bias and improve outcomes



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## Sessions

### Adapting Leader Rounding to Enhance Patient Connection and Improve Overall Outcomes

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**Krysta Kishbaugh, MPH**

Senior Director, Practice & Patient Care Improvement

**Helen Loflin, MSN, RN, CCRN, NE-BC**

Director, Nursing Operations, Orlando Health



Learn how a large not-for-profit multi-site hospital system in central Florida achieved sustained improvements in patient experience by implementing standardized practices. By leveraging evidence-based strategies to enhance teamwork and communication, system leaders adopted a consistent approach to high-reliability rounding. This strategic rounding approach fostered interprofessional collaboration and maintained strong partnerships within the system, resulting in significant improvements in patient experience top box scores, with increases ranging from 4-8% across several Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) domains. The system is committed to a sustainability journey, continuously refining and adapting their practices to ensure long-term success and lasting improvements in patient care.

- » Evaluate how nurse leader-led high reliability rounding influences patient care quality, safety, and satisfaction, while improving team collaboration
- » Discover how to implement and apply standardized high-reliability rounding practices successfully
- » Understand how to build trust and sustainability through consistent leadership presence and visibility