



[micro]

Sessions

Tuesday
1:10 pm – 2:15 pm

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



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



[micro]

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Adapting Leader Rounding to Enhance Patient Connection and Improve Overall Outcomes



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



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The Loyalty Equation: Experience Drivers That Make the Difference



Stephanie Bayer, J.D.

Senior Director, Patient Experience,
Cleveland Clinic

Gone are the days of passive monthly “meetings” with patients. Today’s environment requires a focus on collaboration, engaging patients at the design level, and sharing the true state of health. This session explores how Likelihood to Recommend (LTR) scores across care settings can be used as a proxy for patient loyalty and how healthcare organizations can leverage data to identify and prioritize key drivers that directly impact this performance. By focusing on behaviors and practices most closely associated with LTR, attendees will learn how targeted interventions can lead to rapid improvement rates—not only in the key drivers themselves but also in other related areas of patient experience. This will highlight the importance of high reliability principles, embedded practices, roadmap for sustainment, and systemwide excellence.

- » Demonstrate strategy for driving patient loyalty
- » Highlight caregiver behaviors with high reliability approaches
- » Provide example of utilizing operating system to create sustainment

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