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## Sessions

### Listening Differently: New Approaches to Patient Experience Innovation



**Anthony Warmuth, MPA,  
FACHE, CPHQ, CPPS**

VP, Clinical and Operational  
Improvement, 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 healthcare systems to learn from lived experiences. This micro-presentation explores innovative strategies to elevate patient engagement and experience by leveraging automation, design thinking and safety practices. By reducing friction and building trust, healthcare systems can foster deeper connections with patients while driving sustainable improvements in care delivery.

- » Identify ways to reduce friction points to drive system-wide improvement
- » Describe tools including AI-powered sentiment analysis to support problem solving and prioritization.
- » Gain practical insights into solutions such as scripting, data reviews, and automation of patient feedback dissemination to drive and sustain meaningful improvement.

### In Perfect Harmony: Collaborating with Patients and Families in Safety Efforts



**Peggy Greco, PhD**

Chief Patient Experience Officer,  
Nemours Children’s Health

Patients and families are an underused source of data about errors, including preventable harm. Studies have shown that patients are willing to participate in safety efforts but require education on what they can do to promote quality and safety. Nemours has developed and implemented a collaborative initiative- Speak Up- that connects patients and families as integral partners in our efforts to orchestrate the highest quality and safety care environment. Components of a Speak Up culture will be discussed as well as successful ways to collaborate with key partners, measure progress, and assess the resulting overall impact.

- » Describe the rationale for involvement of patients and families in safety efforts within health care environments.
- » Identify barriers to full patient and family engagement as well as successful strategies for alleviating these barriers.
- » Design a plan to integrate patients and families as essential partners in quality and safety within the constraints of your particular health care setting.



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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

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



#### Brian Carlson

VP of Patient Experience,  
Vanderbilt University Medical  
Center

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



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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