Learn How to Build a Highly Reliable Clinic Experience

Leading medical practices and ambulatory care facilities deliver patient experiences that drive loyalty through a combination of engaged physicians, coordinated teams, and consumer-centered systems. The 2019 National Client & Executive Leadership Conferences provide an opportunity for executives, managers, and care providers from the medical practice and ambulatory care settings to learn a variety of best practices to engage physicians, drive targeted improvement, and optimize the care experience.

Top 3 Reasons to Attend the Medical Practice & Consumerism Track

1. Earn patient and consumer loyalty.
2. Tackle burnout and increase resilience.
3. Create highly effective, patient-centered teams.

Network with Thousands of Patient Experience Professionals

Health care professionals focused on the following functions in the medical practice and ambulatory care settings should attend sessions in the Medical Practice & Consumerism track:

- Patient Experience
- Physician Engagement
- Consumer Engagement
- Ambulatory Leadership
- Physician Leadership

Send Your Team! To maximize your organization’s benefits of attending, we encourage you to send multiple members of your organization using special group discounts. Learn details at pressganey.com/conference.

Interactive Workshops Led by Industry Experts

Monday, Nov. 18 | 8:00 – 11:00 a.m.

- Practical Approaches to Transforming the Medical Practice Experience
- Improving Rounding with High Reliability and Real-Time Data Capture
- Your Personal and Professional Journey to the Position of CXO

These interactive workshops provide tactical strategies in a focused group setting led by experts from Press Ganey’s Transformational Advisory Services. The registration fee for each workshop is $299.
Featured and Complementary Sessions

**Monday, Nov. 18**

**2:45–3:45 p.m.**
- The Impact of Purposeful Communications Training on the Patient Experience
  Jennifer Packard, MA, NBC-HWC
  Mustaqeem Siddiqui, MD, MBA, Mayo Clinic
- Focusing on Physician Communication to Impact Physician Engagement and Patient Experience
  Joseph Abularrage, MD, MPH, MPhil (Epidemiology), FAAP,
  NewYork-Presbyterian Hospital & Weill Cornell Medicine

**4:00–5:00 p.m.**
- Leveraging Tiered Engagement to Improve and Sustain Patient Experience in Ambulatory Care
  Seanna-Kaye Denham, PhD
  Moe Lim, MD, UNC Health Care
- Engaging Physicians from Skills to Recognition
  Shane Rogers, CPXP
  Melissa Lee, MD, FACP, FAAP, NYC Health + Hospitals/Kings County

**Tuesday, Nov. 19**

**10:15–11:15 a.m.**
- Optimizing Patient Engagement in Your Medical Practice: Getting Physicians on Board
  Chrissy Daniels, MS, Press Ganey
- A Comprehensive Approach to Provider Patient Experience Performance
  Randy Hutchison, MBA, CPXP
  Greg Burke, MD, Geisinger Health System
- Using Purposeful Leader Rounding as a Best Practice
  Sandra Bernabe, CPXP, Hartford HealthCare

**11:45 a.m.–12:45 p.m.**
- Creating a Skillset to Improve the Patient and Provider Experience
  Arturo Saavedra, MD, PhD, MBA
  Bush Bell, MBA, University of Virginia Health System
- Crafting a Successful Development Training Program to Improve the Patient Experience
  Anne Dunne, RN-BC, MBA, MSCN, CCM
  Jessica Chiclacos, JD, AdvantageCare Physicians

**1:45–2:45 p.m.**
- Improving Provider Reputation in Academic Medicine with Online Strategies
  Chelsea Murtin, MHA
  Dwight McBee, MBA, BSN, RN, CPXP, Temple University Health System
- Forging the Path to Physician and Patient Loyalty
  Thomas Lee, MD
  Deirdre Mylod, PhD, Press Ganey

**3:15–4:15 p.m.**
- A Journey to Service Excellence in a Time of Growth
  Rob Parker, MBA, CMPE, CPXP, Memorial Physician Group
- Building a Culture of Teamwork, Inclusion, and Caring
  Vicki LoPachin, MD, MBA
  Arthur Gianelli, MBA, MPH, Mount Sinai Health System

**Wednesday, Nov. 20**

**8:30–9:30 a.m.**
- Using Data and Analysis to Customize Medical Practice Improvement Activities
  Kyle Garrett, MHA
  Justin Cook, Penn Medicine Lancaster General Health
- Driving Engagement and Improvement through Education, Coaching, and Resources
  Anne Grill, MS
  Soujanya (Chinni) Pulluru, MD, DuPage Medical Group
- Adopt a Doc: Partnering Physician Leaders and Administrators to Drive Excellence
  Shai Gavi, DO, MPH, FACP
  Beverly Natale, MAS, RRT, Morristown Medical Center

**9:45–10:45 a.m.**
- Our Journey to Transparency: Lessons Learned
  Theresa Varughese, BSN, RN, CPXP
  Toni Land, BSN, RN, MBA, CPXP, Prisma Health–Upstate Affiliate
- Using Patient Experience Insights to Move to a Patient-Focused Culture
  Kathy Denton, PhD, CPHQ, CPXP
  Elizabeth Garcia, RN, MPA, NEA-BC, CMQ, The University of Texas MD Anderson Cancer Center

**11:00 a.m.–Noon**
- Creating Consistent Practices and Care Delivery in a Growing Medical Practice
  Kent Lockart, MA
  Matt McNabb, EdD, Hoag Memorial Hospital Presbyterian
- Observing Provider Communication in the Exam Room to Create Sustainable Improvement
  Jason Valle, BA, MA, MAOM, PhD, Cheshire Medical Center/Dartmouth Hitchcock
- Achieving Positive and Sustainable Patient Experience Outcomes in the Outpatient Setting
  Dawn Williams, MBA
  Kelly O’Brien, Planned Parenthood Federation of America

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**Join Us in November**

Earn 10+ CE’s. Network with 3,000+ peers. Accelerate Transformation.

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