

2018 Quality Conference The Needs of the Patient Come First — Keep Me Safe, Provide an Outstanding Experience, Deliver an Excellent Outcome Tuesday, March 13, 2018	
7:15a.m.	Registration/Breakfast/Posters <i>Registration at Phillips Hall (first floor, Siebens Building)</i> <i>Posters in Heritage Hall (subway level, Kahler Grand Hotel)</i> <i>Overflow seating available in Leighton Auditorium and Marriott Ballroom</i>
8:10 a.m.	Welcome and Introduction <i>Nneka I. Comfere, M.D.</i>
8:15 a.m.	Call to Action <i>John H. Noseworthy, M.D.</i>
8:30 a.m.	Diamond Award <i>John H. Noseworthy, M.D., Fredric B. Meyer, M.D., Kannan Ramar, M.D., M.B.B.S.</i>
8:45 a.m.	<i>What's Important to Patients: The Patient Perspective</i> <i>David M. Nestler, M.D.</i>
9:45 a.m.	Poster Break
10:00 a.m.	<i>Keynote Speaker:</i> <i>Thomas Lee, M.D.</i> What's Important to Patients: Insights from Surveys
11:00 a.m.	<i>Keynote Speaker:</i> <i>Jonathan A. Leighton, M.D. or Thomas G. Howell, Jr., M.D.</i> Patient Experience at Mayo: Current Assessment and Plans for Improvement
12:00 p.m.	Lunch and Posters <i>Heritage and Windsor Halls, subway level, Kahler Grand Hotel; Marriott Hotel Ballroom, second level, Marriott Hotel</i>
Breakout Sessions	
Track I	Patient Experience <i>Phillips Hall</i>
1:00 p.m.	The State of Patient Experience <i>David M. Nestler, M.D., Dawn L. Hucke, M.A.O.L</i> At Mayo Clinic, creating the best experience for patients is built into our primary value, “The needs of the patient come first.” It’s also aligned with Mayo’s strategic vision, “to provide an unparalleled experience as the most trusted partner in healthcare.” As the focus and importance of patient experience continues to grow globally, Mayo Clinic remains steadfast in its commitment to live out

	<p>its core values, always innovating and working towards an excellent experience for its patients, their families and employees.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Review past patient experience expectations 2. Discuss what drives patient experience now 3. Share predictors of patient experience 4. Examine current patient experience trends
1:45 p.m.	<p>A Partnership: Understanding the Patient Perspective <i>Mackenzie L. Lyons, R.N.</i></p> <p>Last fall, as part of a multidisciplinary team, Mackenzie assisted in the creation of the Epilepsy Monitoring Unit Persona, an aid for staff to better provide care and meet the needs of this specific patient population. She will share a brief reflection on the project, what she learned along the journey and how this has impacted the patient experience.</p>
2:00 p.m.	Break
2:15 p.m.	<p>Hope and Healing in the Midst of Service Recovery <i>Cindy A. Meyerhofer, M.S., Tina L. Schriever</i></p> <p>Patient Experience (PX) Service Recovery team members provide empathic communication throughout the service recovery process which provides hope and healing even when patient expectations are not met.</p>
2:30 p.m.	<p>Connecting with Empathy: A Physician Coaching Story <i>Jeff M. Poterucha, M.A.</i></p> <p>Physicians report experiencing higher levels of fulfillment when they believe they are providing high quality care. Yet, evolving trends in patient experience, administrative responsibilities, and other non-clinical tasks are increasingly impacting the patient-provider relationship. Through the telling of his experience partnering with a physician for coaching, the speaker will share insight into how communicating with empathy can enhance the patient experience and empower staff to provide hope and healing in every interaction.</p>
2:45 p.m.	<p>In-the-Moment Coaching <i>Heather R. Preston, M.S.</i> <i>Timothy J. Milbrandt, M.S.</i></p> <p>Empowerment of our employees is at the heart of coaching. Telling another what to do may inspire temporary change; however, teaching them to think critically and discover their own solutions promotes continued improvement. The Patient Experience 4-E Coaching Model provides a framework for engaging employees in a productive conversation.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Define In-the-Moment Coaching

	2. Explain the four components of the Patient Experience Model of Coaching 3. Describe the skills for using the 4-E coaching approach Discuss how the PX Model of Coaching can be used in your practice
3:30 p.m.	Panel Q & A <i>Dawn L. Hucke, M.A.O.L, Mackenzie L. Lyons, R.N., Cindy A. Meyerhofer, M.S., Timothy J. Milbrandt, M.S., David M. Nestler, M.D., Jeff M. Poterucha, M.A., Heather R. Preston, M.S., Tina L. Schriever</i>
4:00 p.m.	Adjourn
Track II	Patient Safety Leighton Auditorium
1:00 p.m.	Mayo Clinic Top 10 Patient Safety Risks <i>Timothy I. Morgenthaler, M.D.</i>
1:30 p.m.	Patient Falls with Injury <i>Lisa D. Bungum, M.A., R.N.</i> <i>Lee Ann Wacholz, M.A.N., R.N.</i> <i>Lisa M. Webb, R.N.</i>
2:00 p.m.	Lost and Mislabeled/Unlabeled Specimens: Impact Across the Care Continuum <i>Jessica M. Holtz, R.N., B.S.N.</i> <i>Ann M. West, R.N., B.S.N.</i> <i>Joshua A. Smart</i>
2:25 p.m.	Break
2:40 p.m.	Opioid Prescribing & Monitoring <i>Halena M. Gazelka, M.D.</i>
3:10 p.m.	Plummer & Patient Safety <i>Timothy I. Morgenthaler, M.D.</i> <i>Joseph M. Nienow, M.B.A.</i>
3:50 p.m.	Patient Safety Track: Q & A <i>Timothy I. Morgenthaler, M.D.</i>
4:00 p.m.	Adjourn
Track III	Hot Topics in Quality Marriott Ballroom

1:00 p.m.	Safety Without Adjectives: The Link Between Employee and Patient Safety <i>Andrew I. Vaughn, M.D., M.P.H., Matthew D. Austin, CIH</i>
1:40 p.m.	Patient Reported Outcomes: What Are They and How Are They Used? <i>Timothy P. Maus, M.D.</i>
2:20 p.m.	<i>Break</i>
2:35 p.m.	The Public Side of Quality: How Do Patients Choose Where to Get Healthcare? <i>Adam T. Brase</i>
3:15 p.m.	<i>Measuring & Improving Value: What Does That Really Mean?</i> <i>Paula J. Santrach, M.D.</i>
4:00 p.m.	<i>Adjourns</i>