



2025 Quality + Patient Experience Conference
*Building Trust to Shape the Future of Quality
and Human Experience*
Hilton, Rochester, MN

Tuesday, July 15, 2025 Day One	
7:30 a.m.	Conference Registration Breakfast Poster Viewing
9:00 a.m.	Welcome and Introductions <i>R. Ross Reichard, M.D., Medical Director, Quality Academy; Melissa A. Barr, M.A., Administrator, Quality Academy</i>
9:15 a.m.	Call to Action <i>Sean C. Dowdy, M.D., Chief Value Officer</i>
9:30 a.m.	Diamond Award Presentation <i>Nelly Tan, M.D., Chair, Quality Fellows Program</i> <i>Melissa A. Barr, M.A., Administrator, Quality Academy</i>
9:50 a.m.	Keynote Tying It Together: Quality, Safety and Experience <i>Jim Merlino, M.D., Executive Vice President & Chief Innovation Officer, The Joint Commission</i>
10:30 a.m.	Refreshment Break Visit Exhibitors Poster Viewing
Cultivating a Culture of Safety and Excellence in Patient Care <i>Moderator: Jennifer Cowart, M.D.</i>	
10:45 a.m.	Safety Leadership: Cultivating a Safety-First Environment <i>Sean C. Dowdy, M.D., Chief Value Officer; Subashnie Devkaran, Ph.D., Chair, Quality</i>
11:15 a.m.	Strengthening Patient Safety with in situ Simulation <i>Jessica Schoen, M.D., M.S., Director of the Mayo Clinic Health System Emergency Medicine Community Simulation Program</i>
11:45 a.m.	Panel Discussion, Q & A <i>Jim Merlino, M.D.; Sean Dowdy, M.D.; Subashnie Devkaran, Ph.D.; Janee Klipfel, M.S., R.N.; Kannan Ramar, M.D., M.B.A.; Jessica Schoen, M.D., M.S.</i>
12:00 p.m.	Lunch Visit Exhibitors Poster Viewing
12:45 p.m.	Keynote Building Trust Through Data: How Mayo Platform Ensures Accuracy, Security, and Transparency <i>John F. Halamka, M.D., M.S., President-Mayo Clinic Platform</i>
1:25 p.m.	Break Visit Exhibitors Poster Viewing
Enhancing Patient Experience Through Compassionate Care and Empathy <i>Moderator: Pablo Moreno Franco, M.D.</i>	
1:40 p.m.	Patient Experience: Everything Communicates, Warmth & Competence in the Inpatient Setting <i>Heidi I. Stehr, M.B.A., Director-Patient Experience; Anita M. Milburn, M.S.W.; Senior Patient Experience Advisor</i>
2:10 p.m.	The Power of Hope: Empowering Patients Through Compassionate Care <i>Julie K. Poppe, M.S.N., R.N., Administrator, Quality Subcommittee; Tera L. Gross, D.N.P., R.N., N.E.A.-B.C., Chief Nursing Officer-Florida; Melissa Fehrenkamp, Experience Improvement Advisor; Chad R. Connor, Senior Experience Education and Training Advisor</i>
2:40 p.m.	Refreshment Break Visit Exhibitors Poster Viewing
3:00 p.m.	From Tension to Trust: Shaping Culture <i>Sunanda V. Kane M.D. M.S.P.H., Chief Patient Experience Officer;</i> <i>Sheila K. Stevens, M.S.W., Administrator-Quality</i>
3:30 p.m.	Panel Discussion, Q & A <i>Heidi I. Stehr, M.B.A.; Anita M. Milburn, M.S.W.; Julie K. Poppe, M.S.N., R.N.; Tera L. Gross, D.N.P., R.N., N.E.A.-B.C.; Melissa Fehrenkamp; Chad R. Connor; Sunanda V. Kane M.D. M.S.P.H.; Sheila K. Stevens, M.S.W.</i>
3:45 p.m.	Quality Improvement and Prepping for Publication <i>John C. Matulis, D.O., M.P.H., Director, Quality Improvement Publication; LaRissa L. Adams, M.B.A., Quality Improvement Advisor</i>
4:15 p.m.	Day One Wrap Up <i>R. Ross Reichard, M.D.; Melissa A. Barr, M.A.</i>
4:30 p.m.	Adjourn



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Wednesday, July 16, 2025 Day Two		
7:30 a.m.	Conference Registration Breakfast Poster Viewing	
8:50 a.m.	Welcome <i>R. Ross Reichard, M.D., Medical Director, Quality Academy; Melissa A. Barr, M.A., Administrator, Quality Academy</i>	
9:00 a.m.	Keynote The Neuroscience of Trust <i>Adrienne Boissy, M.D., M.A., Chief Medical Officer, Qualtrics</i>	
Harnessing Innovation and Design for Quality, Safety, and Patient-Centered Care <i>Moderator: Laurie Wilshusen, Administrator, Quality</i>		
9:45 a.m.	AI-Driven Insights: Integrating Data for Enhanced Quality, Safety, and Patient Experience <i>Jennifer B. Cowart, M.D., Chair, Quality Subcommittee</i>	
10:30 a.m.	Refreshment Break Visit Exhibitors Poster Viewing	
10:45 a.m.	Designing with the Patient in Mind: Creating Healthcare Experiences that Empower & Engage <i>Allison K. Matthews, M.Arch, Lead-Experience Design.; Rebecca A. Brustad, Director-Patient Experience</i>	
11:15 a.m.	Advancing Care Excellence: Kern Center's Impact on Quality and Patient Experience <i>Subashnie Devkaran, Ph.D., Chair, Quality; Xiaoxi Yao, Ph.D.</i>	
11:45 a.m.	Panel Discussion, Q & A <i>Jennifer B. Cowart, M.D.; Allison K. Matthews, M.Arch.; Rebecca A. Brustad; Subashnie Devkaran, Ph.D.; Xiaoxi Yao, Ph.D.</i>	
12:00 p.m.	Back to Basics: The Importance of Patient-Centered Communication in the Era of Artificial Intelligence <i>J. Ross Renew, M.D., Anesthesiology, Chair, Communication in Healthcare Committee, Mayo Clinic Florida</i>	
12:40 p.m.	Lunch Visit Exhibitors Poster Viewing	
<i>Moderator: R. Ross Reichard, M.D.</i>		
1:40 p.m.	Toward Artificial Healthcare - Is the Quality Movement the Last Line of Defense? <i>Victor Montori, M.D., Robert H. and Susan M. Rewoldt Professor of Endocrinology Investigator, Knowledge and Evaluation Research Unit</i>	
2:10 p.m.	Sweat The Small Stuff. A Patient Story <i>Andy J. Herber, P.A.-C.</i>	
2:45 p.m.	Panel Discussion, Q & A <i>Victor Montori, M.D.; Andy J. Herber, P.A.-C.</i>	
3:00 p.m.	Refreshment Break Visit Exhibitors Poster Viewing	
Building and Measuring Trust in Healthcare Through Innovation and Education <i>Moderator: Subashnie Devkaran, Ph.D.</i>		Breakout Track: Franciscan Sisters Room <i>Pre-registration is required</i>
3:15 p.m.	Measuring Trust: Strategies for Building and Assessing Confidence in Healthcare <i>Laurie L. Wilshusen, Administrator, Quality</i>	From Poster to Publication: Turning QI Projects into Peer-Reviewed Manuscripts <i>John C. Matulis, D.O., M.P.H., Director, Quality Improvement Publication; LaRissa L. Adams, M.B.A., Quality Improvement Advisor</i>
3:45 p.m.	Trust and AI: Navigating Bias, Implementation Science, & Quality Education for Future Healthcare <i>Pablo Moreno Franco, M.D., Associate Medical Director, Quality Academy; Nelly Tan, M.D., Chair, Quality Fellows Program</i>	
4:15 p.m.	Panel Discussion, Q & A <i>Laurie L. Wilshusen; Pablo Moreno Franco, M.D.</i>	
4:45 p.m.	Closing Remarks Conference Summary [QA Reimagined] <i>R. Ross Reichard, M.D.; Melissa A. Barr, M.A.</i>	
5:00 p.m.	Adjourn	