



## The Patient Experience... the Built Environment and Patient-Centered Care Workshop Agenda May 9-10, 2013

<b>Thursday May 9, 2013</b>	
8:30 AM	<b>Registration Opens</b>
10:30 AM	<b>Workshop Welcome</b> <b>The Bridge Between EBD &amp; Patient Experience</b> <i>Welcome by Roz Cama, CHD Board Chair, President of Cama, Inc.</i>
10:45 AM	<b>Patient Experience - The New Journey</b> <i>Mary Malone, MS, JD, President, Malone Advisory Services</i> The need for and emphasis on improving patient experience has never been greater than it is today. Our speaker will take provide a brief historical perspective on the journey from early efforts at measuring patient satisfaction through today's government required reporting of H-CAHPS survey results. What does the research (still) day about what matters to patients? How can the HCAHPS results help inform design decisions? And how is the renewed focus on patient/family experiences likely to evolve in the coming years?
11:30 AM	<b>Patient Experience—Convenience, Environment, Quality of 'Hotel' Services</b> <i>Ana Pinto-Alexander, RID, IIDA, EDAC</i> <i>Principal, Senior VP, HKS and Director of Healthcare Interiors</i>
12:15 PM	<b>Luncheon</b>
1:15 PM	<b>Adelante Healthcare: Community in Community Health Center</b> <i>Avein Saaty-Tafoya, MBA, HCM Chief Executive Officer, Adelante Healthcare</i>
2:00 PM	<b>Systematic Experience Analysis to Impact Design</b> <i>Giang Vu and Laura Klaming, Philips Healthcare</i>
3:15 PM	<b>Person-Centered Care for an Aging Society: Emerging Trends</b> <i>Robert N. Mayer, Ph.D., President, The Hulda B. &amp; Maurice L. Rothschild Foundation</i> We all know about the aging of America and the pending retirement of the Boomers. What are some of the implications of this significant change in demographics, values and expectations for the health care built environment? How is it impacting the regulations which guide design and construction of health care communities?
4:00 PM	<b>Care Coordination for the Complex Patient</b> <i>Beth Smith-Houskamp Phd, RN, Executive Director Patient and Family Centered Care, Gundersen Lutheran</i> Nurses and social workers collaborating with multiple providers, patients and families to coordinate services and resources across the continuum of care to partner with patients in reaching their optimal health. The team is focused on providing high quality, lower cost care in a patient centered manner for the most 1-2% most complex patients in the system.
4:45 PM	<b>Universal Design and a Boomer Population</b> <i>Lex Frieden, MA, LLD</i> <i>Professor of Biomedical Informatics, Professor of Rehabilitation</i> <i>University of Texas, Health Science Center at Houston Director, ILRU at TIRR MHHS</i> <i>Professor of Rehabilitation, Baylor College of Medicine</i>
6:00 - 7:30 PM	<b>Cocktail Reception</b> <i>The Historic Allerton Hotel Tip-Top-Tap Room</i>

<b>Friday May 10, 2013</b>	
6:30 AM	<b>Continental Breakfast</b>
7:30 AM	<p align="center"><b>The Mayo Clinic Patient Experience</b></p> <p><i>Marnie Meylor, Service Designer Mayo Clinic Center for Innovation, The Mayo Institute</i></p> <p>With the upcoming changes in health care payment models as well as the increasing accessibility of mobile technology, it is more possible than ever for health care to be experienced outside of the traditional office visit. To explore this opportunity further, Marnie Meylor and her team engaged in a project to reimagine the low risk prenatal care experience at Mayo Clinic. They wanted to better understand how different forms of technology could be systematically leveraged to increase a patient's continuity of care while strengthening the relationship with her care team. In order to do this, they initiated 14 experiments, combined with a traditional ethnographic research approach, to develop a deeper understanding of the current care model. By allowing users to engage in tangible experiences that propose new alternatives to their usual care, the team was able to capture meaningful reflections and insights, not only about the complexities of the current state, but also potential glimpses into the future state and its possibilities. Marnie will be sharing insights from her team's experience with incorporating experimentation into the design process as a worthwhile method for leveraging the voice of the patient.</p>
8:30 AM	<p align="center"><b>The Link Between Patient Satisfaction Comments &amp; Design... a Press Ganey Interactive Workshop</b></p> <p><i>Gary Vance AIA, FACHA, LEED AP, Director of National Healthcare, BSA LifeStructurer &amp; Kristopher H. Morgan, PhD, Researcher, Press Ganey</i></p> <p>A presentation on the process of linking patient satisfaction to the planning and design of healthcare environments. Sentiment analysis assigns values to the written comments of patients provided in satisfaction surveys through written word, digital format or voice recordings. This data has identified the root causes for negative feedback that challenge traditional best practices in healthcare design and provide evidence for improved design solutions.</p>
10:15 AM	<p align="center"><b>Facilitated Panel Discussion</b></p> <p><i>Ana Pinto-Alexander, RID, IIDA, EDAC</i> <i>Mary Malone, MS, JD</i> <i>Marnie Meylor</i> <i>Beth Smith-Houskamp, PhD, RN</i></p>
11:00 AM	<p align="center"><b>Wellness in Truth...Beyond the White Wash</b></p> <p><i>John Barker, AIA, AGC, Education Program Board Member, ASHE/NCARB, Executive Vice President, Hobbs+Black Architects &amp; Charles Huber, ASHE/AHA, Senior Associate Hobbs+Black Architects</i></p> <p>Today's outlook on patient care has changed from prevention to holistic healthy living and development of wellness environments must take a similar approach. Using case studies from Henry Ford Health System, Oakwood Health and community hospitals, this holistic approach to Wellness Environments will be explored. Participants will discuss the definition of a wellness environment beyond a "catch phrase" or "marketing tag" and identify application of wellness concepts to healthcare facilities.</p>
12:00 PM	<b>Workshop Adjourns</b>