



Thursday May 9, 2013 • The Hyatt Magnificent Mile • Chicago, IL	
8:30 AM	<p align="center">The Patient Experience, the Built Environment, and Patient-Centered-Care Workshop</p> <p align="center">Registration Opens</p>
10:30 AM	<p align="center">Workshop Welcome: <i>The Bridge Between EBD & Patient Experience</i></p> <p align="center"><i>Rosalyn Cama, FASID, EDAC CHD Board Chair, President of Cama, Inc.</i></p>
10:45 AM	<p align="center"><i>Patient Experience - The New Journey</i></p> <p align="center"><i>Mary Malone, MS, JD President, Malone Advisory Services</i></p> <p>The need for and emphasis on improving patient experience has never been greater than it is today. Mary Malone will provide a historical patient satisfaction overview tied to today's required reporting of H-CAHPS, what research proves matters to patients, how HCAHPS results inform design decisions, and how the patient/family experiences will likely evolve in the coming years.</p>
11:30 AM	<p align="center"><i>Patient Experience—Convenience, Environment, Quality of 'Hotel' Services</i></p> <p align="center"><i>Ana Pinto-Alexander, IIDA, RID, EDAC Principal, Senior VP and Director of Healthcare Interiors, HKS</i></p>
12:15 PM	Networking Luncheon
1:15 PM	<p align="center"><i>A Community Health Center's Approach to a Patient Centered Medical Home</i></p> <p align="center"><i>Avein Saaty-Tafoya, MBA, HCM, Chief Executive Officer, Adelante Healthcare Bryan Mar, Principal, One World Development and Mesa Medical LLP Jain Malkin, CID, AAHID, EDAC, Designer, Jain Malkin Inc. & CHD Board Member</i></p> <p>Gain an understanding of lessons learned along the planning, design, and construction journey of creating this new state-of-the-art, comprehensive LEED Platinum patient centered medical home primary care facility.</p>
2:00 PM	<p align="center"><i>Systematic Experience Analysis to Impact Design</i></p> <p align="center"><i>Giang Vu, Senior Consultant, Philips Healthcare Design Laura Klaming, PhD, Philips Research, Department of Brain, Body, and Behavior</i></p> <p>A report on the User Experience Assessment research process and how it informs innovative design methods in areas such as Women's Health, NICU Design, and Cancer Care, influencing the patient experience, improving workflow, and optimizing the environments of care.</p>
3:15 PM	<p align="center"><i>Person-Centered Care for an Aging Society: Emerging Trends</i></p> <p align="center"><i>Robert N. Mayer, Ph.D., President The Hulda B. & Maurice L. Rothschild Foundation</i></p> <p>What are some of the implications of the significant change in age demographics, values and expectations for the healthcare built environment? How is it impacting the regulations which guide design and construction of healthcare communities?</p>

Thursday May 9, 2013 continued...

4:00 PM	<p style="text-align: center;">Care Coordination for the Complex Patient</p> <p style="text-align: center;"><i>Beth Smith-Houskamp, Phd, RN, Executive Director Patient and Family Centered Care, Gundersen Lutheran</i></p> <p>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.</p>
4:45 PM	<p style="text-align: center;">Keynote: Universal Design and a Boomer Population</p> <p style="text-align: center;"><i>Lex Frieden, MA, LLD Professor of Biomedical Informatics, Professor of Rehabilitation University of Texas, Health Science Center at Houston Director, ILRU at TIRR\MHHS Professor of Rehabilitation, Baylor College of Medicine</i></p> <p>Lex Frieden is an American educator, researcher, disability policy expert and disability rights activist. Frieden has been called "a chief architect of the Americans with Disabilities Act." He is also regarded as a founder and leader of the independent living movement by people with disabilities in the U.S.</p>
6:00 - 7:30 PM	<p style="text-align: center;">Networking Reception</p> <p style="text-align: center;"><i>The Historic Tip-Top-Tap Room, The Allerton Hotel</i></p>

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6:30 AM	<p style="text-align: center;">Continental Breakfast</p>
7:30 AM	<p style="text-align: center;">The Mayo Clinic Patient Experience</p> <p style="text-align: center;"><i>Marnie Meylor, Service Designer Mayo Clinic Center for Innovation, The Mayo Institute</i></p> <p>Changes in health care payment models coupled with increasing accessibility of mobile technology make it more possible than ever for health care to be experienced outside of the traditional office visit. Learn how the Mayo Clinic gained a better understanding of how different forms of technology could be systematically leveraged to increase the experience of low risk prenatal patients' continuity of care while strengthening the relationship with their care team. Marnie Meylor will share 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 style="text-align: center;">The Link Between Patient Satisfaction Comments & Design... a Press Ganey Interactive Exercise</p> <p style="text-align: center;"><i>Gary Vance AIA, FACHA, LEED AP, Director of National Healthcare, BSA LifeStructures Kristopher H. Morgan, PhD, Researcher, Press Ganey</i></p> <p>Sentiment analysis assigns values to the written comments of patients provided in satisfaction surveys through written word, digital, 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>

Friday May 10, 2013 continued...	
10:15 AM	<p><i>The Patient Experience... the Built Environment and Patient-Centered-Care...a Panel Discussion</i></p> <p><i>Ana Pinto-Alexander, HKS</i> <i>Kathy Jankowski, Director, Navigant Consulting</i> <i>Mary Malone, Malone Advisory Services</i> <i>Marnie Meylor, The Mayo Institute</i> <i>Beth Smith-Houskamp, Gundersen Lutheran Healthcare</i></p>
11:00 AM	<p><i>Wellness in Truth...Beyond the White Wash</i></p> <p><i>John Barker, AIA, AGC, Education Program Board Member, ASHE/NCARB, Executive Vice President, Hobbs+Black Architects</i> <i>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	<p>Workshop Adjourns</p>

Event Location:

Hyatt Chicago Magnificent Mile
633 North Saint Clair Street
Chicago, IL 60611
Phone: 312.787.1234

The Hyatt Chicago Magnificent Mile is located just off North Michigan Avenue in the heart of Chicago. Just steps from Chicago's Gold Coast near Lake Michigan. Discover a neighborhood full of world-class shopping, restaurants, museums, galleries, local activities and attractions such as Water Tower Place and Navy Pier. Across the street from Northwestern Memorial Hospital, close to Northwestern University, and the new Ann & Robert H Lurie Children's Hospital of Chicago.

The Center for Health Design

Contact Information:

Website: www.healthdesign.org

Key Contact: Shannon Roecklein, Project Manager
p. 925.521.9404 ext. 131 e. sroecklein@healthdesign.org

Fee: Early Bird: \$595 (ends April 17), Regular \$695

Event Start Time: 10:30 am (CDT) May 9, 2013

Event End Time: 12:00 pm (CDT) May 10, 2013