

Enhancing Patient- and Family-Centered Care through Learning, Discovery and Engagement: A Symposium

June 14-15, 2016

The Henry Hood Centre for Health Research

*Click to view "[Patients Included](#)" accreditation

Tuesday, June 14, 2016

7:30 am	Registration and Continental Breakfast (Healthy Beginnings – Fruit Juice, Freshly cut fruit, Granola Bars, Fat Free and Low Fat Yogurt)	
8:00 am	The Symposium: A Review Symposium Co-Directors, Geisinger Health System <ul style="list-style-type: none">• F. Daniel (Dan) Davis, PhD, System-Wide Director, Bioethics• Rebecca Stametz, D.Ed, MPH Sr. Director, Clinical Innovation Institute for Advanced Application	<ul style="list-style-type: none">• Unique event: brings together patients with Geisinger clinicians, Investigators and administrators• Overarching aims: assess the past/present + map the future with a unwavering eye on our “true north” high quality patient–and family–centered care, delivered reliably to every patient• Entire symposium is a research study: will be very interactive and will use audience response system to gather “data” – i.e., about audience awareness and perspectives on a range of issues and questions
8:15 am	Welcome <ul style="list-style-type: none">• David T. Feinberg, MD, MBA President and Chief Executive Officer Geisinger Health System	<ul style="list-style-type: none">• Leadership’s vision for a patient-centered, patient- engaged Geisinger• Priorities and strategies for moving patients to–and keeping them at– “at the center”
8:30 am	Keynote <ul style="list-style-type: none">• Suzanne Schrandt, JD Deputy Director of Patient Engagement Patient Centered Outcomes Research Institute (PCORI)	<ul style="list-style-type: none">• Why patient–centered care and patient–engaged research?• The history and evolution of these concepts• The current status of these practices
9:15 am	Keynote/Question and Answer	<ul style="list-style-type: none">• Pre-formulated questions/maybe
9:30 am	Plenary: “Enhancing the Patient’s Experience of Care” <ul style="list-style-type: none">• Greg Burke, MD Chief Patient Experience Officer• Susan Robel, RN, BSN, MHA, NEA-BC Executive Vice President System Chief Nursing Officer and Patient Experience Officer	<ul style="list-style-type: none">• Begin with testimony of two patients, one describing an excellent experience and the other describing a not so excellent experience at Geisinger• Why this focused initiative to improve the patient’s experience of care? How, in what ways, does this Geisinger initiative reflect trends and forces in the broader context of health care in the USA?• What are the barriers and challenges-both here and beyond?• What specifically are we doing and why?• What’s ahead in the near- and longer-term?
10:15 am	Question and Answer	
10:30 am	Break (Drinks Only)	

10:45 am	Plenary: “Engaging Patients in Research, Improvement and Innovation” <ul style="list-style-type: none"> • David Ledbetter, PhD, FACMG Executive Vice President Chief Scientific Officer • Gregory J. Moore, MD, PhD Interim Co - Chair Radiology Chief Emerging Technology and Informatics Officer Director, Geisinger Institute Advanced Application Diagnostic Neuroradiology 	<ul style="list-style-type: none"> • Begin again with the testimony of two patients who’ve been active as co-improvers or co-investigators-ask them to respond to the questions: why, from their perspective, is their engagement at this level crucial? • What does the literature, the evidence, tell us about the outcomes of patient engagement in research, improvement and innovation? • When and why did patient engagement emerge as a priority focus of Geisinger’s research strategic plan? • What does the evolving landscape of patient-engaged research at Geisinger look like? What are the prominent landmarks? And how will it continue to evolve, in the immediate as well as longer-term future?
11:30 am	Question and Answer	
11:45 am	Working Lunch “Facilitated Small Groups” (Assorted Sandwich Display: Tray of assorted sandwiches and wraps – Cole Slaw and 1 additional Deli Salad, Kettle Style Potato Chips, Cookies and Brownies – Iced Tea, Bottled Water, Soda)	<ul style="list-style-type: none"> • Every group will be facilitated by a small group facilitator who has been prepared/trained for the specific task/questions • First question: given what the small group participants have heard and observed, during the morning session, what are their immediate impressions, questions, and concerns? • What challenges confront us immediately, in the near-term and the long-term? • What current strengths and assets can Geisinger draw upon in meeting, surmounting the challenges? • At any point of care, how would patient-centered care be experienced as such by any patient?
1:00 pm	“Reports from Small Working Groups”	
1:30 pm	Plenary: “Implementing the Learning Health Care System at Geisinger <ul style="list-style-type: none"> • F. Daniel (Dan) Davis, PhD, System-Wide Director, Bioethics • Alistair Erskine, MD Chief Clinical Informatics Officer • Gloria Gerrity, MBA Vice President, Pediatric Service Line Interim Vice President, System Radiology • Rebecca Stametz, D.Ed, MPH Sr. Director, Clinical Innovation Institute for Advanced Application 	<ul style="list-style-type: none"> • The Institute of Medicine concept and model; its background and its ongoing evolution • Results of the internal survey administered in early March on awareness of and attitudes toward learning • Initiatives and capacities that testify to Geisinger’s potential as a learning health care system • Lessons learned from our own “experiments” in learning, from Epic to ProvenCare to population health • Identifiable points of leverage in spurring Geisinger’s continued growth as a learning health care system
2:15 pm	Question and Answer	

2:30 pm	Plenary: “Engaging Patients in Quality Improvement” <ul style="list-style-type: none"> • Albert Bothe Jr., MD Executive Vice President, Chief Quality Officer • George Godlewski, PhD Vice President, Division of Quality & Safety 	<ul style="list-style-type: none"> • Emerging trends in Geisinger’s Commitment to QI: LEAN and other developments • Why and how is Geisinger engaging patients and their families in the QI process
3:15 pm	Question and Answer	
3:30 pm	Break (Drinks and Cookies)	
3:45 pm	Panel Presentation: “Engaging Patients in Learning Health Initiatives” <ul style="list-style-type: none"> • Moderators: <ul style="list-style-type: none"> ○ David Ledbetter, PhD, FACMG Executive Vice President Chief Scientific Officer ○ Alistair Erskine, MD Chief Clinical Innovation Officer • “The Mycode Community Health Initiative and Precision Medicine” <ul style="list-style-type: none"> ○ W. Andrew (Andy) Faucett, MS, LGC Senior Investigator (Professor) Director of Policy and Education Office of the Chief Scientific Officer ○ Carroll Flansburg, MA, MPH, CHPH Research Coordinator ○ Marylyn Ritchie, PhD Director, Biomedical and Translational Informatics Chief Research Informatics Officer ○ Jennifer Wagner, JD, PhD Associate Director, Bioethics Research • “Geisinger in Motion” <ul style="list-style-type: none"> ○ Chanin D. Wendling, MBA Director, Geisinger in Motion ○ Jonathan A. Slotkin, MD, FAANS Director of Spinal Surgery, Neurosurgery Director of Spinal Cord Injury Research Associate Residency Program, Director Neurosurgery Medical Director, Geisinger in Motion Division of Applied Research and Clinical Informatics 	<ul style="list-style-type: none"> • This “panel” will actually be a series of succinct vignettes, each describing (in 10 minutes) a Geisinger initiative that uses either Technology or innovation, or both, to advance the cause of Patient-centeredness at Geisinger

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- “Autism and Developmental Medicine Institute”
 - **Christa Martin, PhD, FACMG**
Director and Senior Investigator
Autism & Development Medicine Institute

 - “The Obesity Institute”
 - **Christopher Still, DO, FACN, FACP**
Medical Director, Nutrition & Weight Management
Director, Obesity Institute
Medical Director, Employee Wellness
 - **Lisa Bailey-Davis, D.Ed, MA, RD**
Investigator I (Assistant Professor)
Associate Director, Maternal
and Pediatric Obesity Research

 - “Institute Advanced Application”
 - **Rebecca Stametz, D.Ed, MPH**
Sr. Director, Clinical Innovation
Institute Advanced Application

 - “Geisinger Digital Front Door”
 - **Sarah Sommer**
System Director, Social Media

 - “Population Health/Rheumatology”
 - **Eric D. Newman, MD**
Chief, specialty Care Innovation
and Integration, Population Health
Vice Chair, Clinical Innovations,
Division of Medicine

 - “Center for Pharmacy Innovation and OR”
 - **Eric Wright, PharmD, MPH**
Senior Investigator
Co-Director, Center for Pharmacy Innovation
and Outcomes
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5:15 pm	Plenary: <ul style="list-style-type: none"> • F. Daniel (Dan) Davis, PhD System-Wide Director, Bioethics 	<ul style="list-style-type: none"> • During the plenary, the audience response system in the Hood Center will be used to pose and collect responses to series of questions formulated to gauge the audience’s “informed” perspectives on Geisinger’s current status as a learning health care system that seeks to engage patients in research, improvement, and innovation in order to continually enhance individual-team – and system-capacities for the consistent delivery of high quality patient- and family-centered care
5:30 pm	Open House “Becoming Engaged: Demonstrations of New Ways to Become Optimally Involved in Your Own Care” <ul style="list-style-type: none"> • Opening Remarks <ul style="list-style-type: none"> ○ Alistair Erskine, MD Chief Clinical Innovation Officer • ProvenExperience Application <ul style="list-style-type: none"> ○ Jonathan Slotkin, MD, FAANS Director of Spinal Surgery, Neurosurgery Director of Spinal Cord Injury Research Associate Residency Program, Director, Neurosurgery Medical Director, Geisinger in Motion Division of Applied Research and Clinical Informatics • Poster Session • Book Purchase and Signing Session <ul style="list-style-type: none"> ○ Brian Boyle Patient Experience Advocate 	<ul style="list-style-type: none"> • This open house will be held in the multipurpose rooms of the Hood Center. • The introduction will consist of a brief 10 – 15 minute overview of Geisinger’s innovative development and deployment of electronic technologies – from iPads and iPhones to MyGeisinger to wearables- to engage patients, not only in research and improvement but also in their own care • Booths will be set up on the periphery of the expanded multipurpose room; patient/participants as well as other symposium attendees will be able to meander, from booth to booth “trying out” these technologies

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7:30 am **Registration and Continental Breakfast**
(Healthy Beginnings – Fruit Juice, Freshly cut fruit, Granola Bars, Fat Free and Low Fat Yogurt)

8:00 am **Keynote**

- **Brian Boyle**
Patient Experience Advocate

8:45 am **Question and Answer**

9:00 am **Plenary “Implementing the Learning Health Care System, Advancing Patient Engagement, and Enhancing the Patient’s Experience: Paths to the Future/ Overview of the day”**

- **Gloria Gerrity, MBA**
Vice President, Pediatric Service Line
Interim Vice President, System Radiology

- On the 2nd day the focus shifts to the near-and longer-term future and to the questions: What challenges confront Geisinger in achieving its priority aim and goal of reliably providing every patient with high quality patient- and family-centered care?
 - Although there are many ways of framing and analyzing these challenges, we have selected 3 for special attention and consideration:
 - 1. The communication challenge
 - 2. The methodological challenge
 - 3. The organizational culture challenge
 - After exploring these challenges, symposium attendees/participants will have opportunities to participate in workshops to develop or improve the skills required to master the challenges
 - Every participant will have an opportunity to participate in at least 2 of the 5 workshops
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9:15 am	Workshop “The Communication Challenge” <ul style="list-style-type: none"> • Charlotte Collins, PhD Director, Behavioral Medicine and Adult Psychology • Nicole Woll, PhD Vice President Faculty & Curriculum Development 	<ul style="list-style-type: none"> • The communication challenge: by communication we mean communication between clinicians and patients and their families and communication between and among members of the Geisinger Team-both narrowly and more broadly considered. Narrowly, we mean the immediate team at a given point of care, broadly, we mean individual clinicians and teams at other points of care engaged in the continuum of care for any given patient. As an integrated system, we have the potential-we have the imperative-to communicate effectively wherever and whenever patients and their families seek care from the system, both with them and between and among ourselves as members of team Geisinger • This presentation will distill the evolving evidence base linking effective communication with outcomes that matter to both patients and their clinicians, describe hallmarks of effective communication, and wrestle with the question- how can a large system make high quality, patient-centered communication a defining quality, not only of individual clinicians but also of the system itself?
10:00 am	Question and Answer	
10:15 am	Break (Drinks Only)	
10:30 am	Workshop: “The Methodological Challenge” <ul style="list-style-type: none"> • Sharon Larson, PhD Director, Behavioral Research Research Director, Psychiatry Senior Investigator 	<ul style="list-style-type: none"> • The methodological challenge: an evolving, maturing learning health care system approaches every encounter with a given patient as an opportunity to learn from its provision-and the patient’s experience-of care. But optimal learning demands both a mindset and a strategy of methodological mindfulness and rigor, a strategy that encompasses the design/conception of care, its actual delivery, the evaluation of the actual outcomes of care, and the application of lessons learned to ongoing processes of care, in a continuous cycle • What does a methodologically sound approach to learning from caring entail? And how can such an approach be inculcated and adopted on the broad scale of a system as large and complex as Geisinger?
11:15 am	Question and Answer	
11:30 am	Workshop “The Challenge of Organizational Culture <ul style="list-style-type: none"> • Lynn Miller, MBA Executive Vice President Chief Administrative Officer Clinical Innovations • Linda Famiglio, MD Chief Academic Officer 	<ul style="list-style-type: none"> • The organizational culture challenge: “Traditional,” “standard,” or “usual” organizational cultures in health care tend to be rigidly hierarchical, marked by silos, and burdened by the vestiges of practices, design principles, and perspectives that are neither conducive to continuous learning nor centered on the needs of patients. • This presentation will throw the dimensions of this challenge into sharp relief but also sketch multiple strategies-inter-professional education and training, incentive re-alignment, etc.-for generating and sustaining shifts in organizational culture.

12:15 pm **Question and Answer**

12:30 pm **Working Lunch “Facilitated Small Groups”**
(Chef’s choice Assorted sandwiches and wraps – includes side salad of the day, two freshly baked cookies, potato chips, baked chips or pretzels, and bottled water and soda)

- The small group will be invited, first , to assess the completeness or comprehensive of the “diagnosis”- as well as the “treatment” – offered in the three preceding segments (i.e. on the communication, the methodological, and the organizational culture challenges)
- Second, the small groups will be tasked with assessing the feasibility of the various strategies identified as therapeutic responses to the three challenges

1:30 pm **“Reports from the Small Groups”**

2:00 pm **Workshops:**

- **Workshop 1:** “Learning from Caring: Embedding Rigorous Inquiry in Routine Processes of Care:
 - **Rebecca Stametz, D.Ed, MPH**
Sr. Director, Clinical Innovation
Institute Advanced Application
 - **Matthew Hackenberg, RN, BSN**
Director, Implementation Innovation
- **Workshop 2:** “Designing, Conducting, and Evaluating Patient-Engaged Research”
 - **Lisa Bailey-Davis, D.Ed, MA, RD**
Investigator I (Assistant Professor)
Associate Director, Maternal and Pediatric Obesity Research
 - **Adam J. Buchanan, MS, MPH, LGC**
Investigator I (Assistant Professor)
Genomic Medicine Institute
 - **Sharon Larson, PhD**
Director, Behavioral Research
Research Director, Psychiatry
Senior Investigator

Workshop 1:

- How can clinicians optimize learning in-and-from-the process of caring for patients?
- What methods are feasible for use in routine processes of care? What types of patient data are crucial? What outcomes should be prioritized in the design process? What are the resource requirement for collecting, analyzing, and conducting evaluations on the basis of the data pivotal to learning?

Workshop 2:

- How can and should patients be engaged in the different phases of a research, improvement, or innovation project/initiative?
 - What role do qualitative and quantitative methods play in the different phases?
 - What resources exist at Geisinger for supporting investigators/improvers who are committed to patient engagement?
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- **Workshop 3: “From Patient to Partner”**
 - **Jennifer Wagner, JD, PhD**
Associate Director, Bioethics Research
 - **Alanna L. Kulchak Rahm, PhD, MS, LCGC**
Clinical Investigator I (Assistant Professor)
Genomic Medicine Institute
 - **Mary Louise Schweikert**
Patient Advocate/Consultant
 - **Raven Rudnitsky**
Patient Advocate/Consultant
 - **Sara Kirkland**
Patient Advocate/Consultant

- **Workshop 4: “Navigating the Regulatory and Oversight Pathways in a Learning Health Care System”**
 - **Debra Henninger, MHSA, RN, CCRC**
Associate Director, Research Compliance and Training
 - **F. Daniel (Dan) Davis, PhD**
System-Wide Director, Bioethics

- **Workshop 5: “Designing and Implementing a Successful Effort to Enhance the Patient’s Experience”**
 - **Paul Sommer**
Sr. Director, Patient Experience
 - **Randy Hutchinson**
Director, Patient Experience
 - **Megan King, MSN**
Director, Patient Experience
 - **Denise Venditti, DNP, MHA, RN, NEA-BC, FACHE**
Vice President, Patient Experience

Workshop 3:

- This workshop is exclusively for patients who are interested in partnering with Geisinger clinicians and investigators; its goal is to introduce them to the broad range of knowledge and skills that are useful in equipping patients to function as co-investigators and co-improvers

Workshop 4:

- Learning health care activities are subject to sometimes overlapping systems of ethical and regulatory oversight
- This workshop will use case studies to illuminate the difference between and among courses of action that investigators/improvers may, should and must pursue in the interest of due diligence

Workshop 5:

- In its 2001 Crossing the Quality Chasm report, the IOM identified “continuous healing relationships” as a design principle for health care systems committed to continuous quality improvement
- The premise for this workshop is that every encounter between a patient and GHS either advances or impedes continuous healing relationships
- How can this realization be translated into actionable plans for optimizing every patient’s experience from initial encounter through care and to follow up?

3:30 pm

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Repeat of Workshops held at 2:00 pm

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5:00 pm **Plenary:**

- **F. Daniel (Dan) Davis, PhD**
System – Wide Director, Bioethics

5:30 pm **Adjournment**



PATIENTS INCLUDED - Geisinger Health System is proud to announce that the June 14-15 symposium, *Enhancing Patient- and Family Centered Care Through Learning, Discovery, and Engagement* is officially Patients Included accredited.

The symposium format will include plenaries, workshops, engagement forums, and a community open house, scheduled over the course of two full days. Geisinger is committed to partnering with patients throughout the conception, design, and planning of the symposium.

The Patients Included status is self-assessed and a conference meeting all five of the charter's clauses may be an accredited event.



Patients or caregivers with experience relevant to the conference's central theme actively participate in the design and planning of the event, including the selection of themes, topics and speakers.

- We have enlisted the help of three patient consultants who participate on the symposium planning committee and will assist with the development and communication of the symposium. Each patient partner will also have a speaking role at the symposium.
 - Mary Louise Schweikert, Geisinger Patient and Conference Patient Consultant;
 - Raven Rudnitsky, Geisinger Patient and Member, MyCode® External Ethics Advisory Council
 - Sara Kirkland, Geisinger Patient and Member, MyCode® External Ethics Advisory Council

Patients or caregivers with experience of the issues addressed by the event participate in its delivery, and appear in its physical audience.

- We have a targeted community-based communication strategy that include the following efforts: invitations to members of Patient and Family Advisory Councils within the health system; targeted mailing of local patients; and local newspaper and Chambers of Commerce advertisements will be created.
- Patients will co-moderate or co-present at symposium sessions and will participate on panel discussions.

Travel and accommodation expenses for patients or caregivers participating in the advertised program are paid in full, in advance. Scholarships are provided by the conference organizers to allow patients or caregivers affected by the relevant issues to attend as delegates.

- The registration fee was waived for patient and community attendees.
- Travel and accommodation costs of all patient speakers will be paid in full and in advance.

The disability requirements of participants are accommodated. All applicable sessions, breakouts, ancillary meetings, and other program elements are open to patient delegates.

- The symposium will be held at the Henry Hood Center for Health Research, Danville Pa. This venue is equipped to handle all disability requirements.

Access for virtual participants is facilitated, with free streaming video provided online wherever possible.

- Symposium plenaries and keynote presentations will be recorded and provided for all Geisinger employees and community members after the symposium. Videos will be accessible via the Geisinger website.
- The Twitter hashtag #GMCPX16 will be promoted during the symposium so that participants can join the conversation and discuss the symposium.
- Immediately after the conference our planning committee will develop a conference publication that will be circulated to conference attendees and beyond. This publication will feature conference accomplishments and provide actionable next steps to engage in future activities.