

REGISTRATION

1st Annual Physician Communication Symposium Optimizing the Patient Experience

This program is free of charge.

Tuesday, November 14, 2017 • 7:15 a.m. - 12:15 p.m.

Continental Breakfast: 7:15 a.m. - 8:00 a.m.

NewYork-Presbyterian Queens

Theresa and Eugene M. Lang Center

for Research and Education

56-45 Main Street, Flushing, NY

Questions?

718-670-1419

Three easy ways to register:

① **Online:** Go to website: www.nypqcme.org

② **Fax:** This form to: 718-661-7925

③ **Mail:** This form to:

NYP Queens-Continuing Medical Education

Mail to: Pamela Williams, Director

Continuing Medical Education

NewYork-Presbyterian Queens

56-45 Main Street, Flushing, NY 11355

Last Name _____

First Name _____

MD _____ General Registrant _____

Mailing Address _____

City/State/Zip _____


Phone _____ Fax _____

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Affiliation _____

 **NewYork-Presbyterian**
Queens

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56-45 Main Street
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1st Annual Physician Communication Symposium

Optimizing the Patient Experience



Presented by NewYork-Presbyterian Queens and
the Physician/Patient Experience Workgroup
at NYP Queens

Course Director

• Joseph J. Abularrage, MD,
MPH, M.Phil, FAAP

Speakers

• Stephen C. Beeson, MD
• James Merlino, MD,
FACS, FASCRS
• Susana Perez
• Patrick Swift, PhD, MBA,
CSSBB, FACHE

Panel Moderator

• Amir Jaffer, MD, MBA

Panelists

• Rick Evans
• Jim Kinsey

To Register

718-670-1419
www.nypqcme.org

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Credit

Maximum of **3.75 AMA PRA**
Category 1 Credit(s)[™]

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Statement of Need

Patients and their loved ones expect more than excellent medical care from their providers. They desire to be equal partners in an open dialogue about their plan of care. They expect to understand why and when elements of that plan will occur, to be treated with respect, to be spoken to in a language that they can understand, and to be actively listened to. Above all, care must be compassionate. In many cases we, the providers, do not meet the expectations of our patients and families.

Target Audience

Physicians, nurses, nurse practitioners, physician assistants, administrators, directors, managers and all clinical and non-clinical staff.

Educational Objectives

This program will explore aspects of the patient experience in detail. At the conclusion of this symposium, the participant will be able to:

- Identify the importance of the patient's perspective.
- Recognize that quality medical care requires a positive patient experience.
- Recognize the direct connection between evaluation of patient experience and physician compensation.
- Identify opportunities and implement a plan to improve patient experience in her or his practice.

To register or for more information
Ms. Pamela Williams, Director
Continuing Medical Education
tel: 718-670-1419 • fax: 718-661-7925
email: pgw9001@nyp.org
Register online: www.nypqcme.org

Agenda

- 7:15 a.m.- 8:00 a.m. Registration and Continental Breakfast
- 8:00 a.m.- 8:10 a.m. **Welcoming Remarks**
- **Jaclyn A. Mucaria, MPA**
President, NewYork-Presbyterian Queens
 - **Amir Jaffer, MD, MBA**
Chief Medical Officer
NewYork-Presbyterian Queens
- 8:10 a.m.- 8:20 a.m. **The Importance of the Patient's Perspective**
- **Susana Perez**
Patient Family Representative
NewYork-Presbyterian Queens
- 8:20 a.m.- 8:40 a.m. **Organizational Context**
- **Joseph J. Abularrage, MD, MPH, M.Phil, FAAP**
Course Director
Physician Leader, Physician/Patient Experience Workgroup
Chairman, Department of Pediatrics
NewYork-Presbyterian Queens
- 8:40 a.m.- 9:00 a.m. **Initial Impression of the Patient Experience at NYP Queens**
- **Patrick Swift, PhD, MBA, CSSBB, FACHE**
Senior Director and Patient Experience Officer
NewYork-Presbyterian Queens
- 9:00 a.m.- 10:00 a.m. **Patient Experience: Who Cares?**
- **James Merlino, MD, FACS, FASCRS**
President and Chief Medical Officer
for Strategic Consulting
Press Ganey Associates
- 10:00 a.m.- 10:15 a.m. Break
- 10:15 a.m.- 11:15 a.m. **What Works? What Doesn't?**
- **Stephen C. Beeson, MD**
Founder & CEO of PracticingExcellence
- 11:15 a.m.- 12:15 p.m. **Panel Discussion**
- Moderator**
- **Amir Jaffer, MD, MBA**
- Panelists**
- **Rick Evans**
Senior Vice President &
Chief Experience Officer
NewYork-Presbyterian Hospital
 - **Jim Kinsey**
Director of Planetree Member Experience
- 12:15 p.m. Adjourn

Accreditation

NewYork-Presbyterian Queens is accredited by the Medical Society of the State of New York to provide continuing medical education for physicians.

NewYork-Presbyterian Queens designates this live activity for a maximum of **3.75 AMA PRA Category 1 Credit(s)**[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure Statement

NewYork-Presbyterian Queens relies upon planners and faculty participants in its CME activities to provide educational information that is objective and free of bias. In this spirit, and in accordance with the guidelines of MSSNY and ACCME, all speakers and planners for CME activities must disclose any relevant financial relationships with commercial interests whose products, devices or services may be discussed in the content of a CME activity that might be perceived as a real or apparent conflict of interest. Any discussion of investigational or unlabeled uses of a product will be identified.

Directions

NewYork-Presbyterian Queens is located on the corner of Booth Memorial Avenue and Main Street in Flushing. *From the Long Island Expressway:* take the Main Street Exit (#23), travel north on Main Street to Booth Memorial Avenue. *From the Whitestone Bridge:* take the Van Wyck Expressway to the College Point Blvd. Exit; turn left on College Point Blvd. and right on Booth Memorial Avenue. Follow Booth Memorial Avenue to Main Street. *From the IRT Flushing Line #7:* train to Main Street (last stop), then Q44 bus southbound on Main Street; stops opposite the Hospital. NewYork-Presbyterian Queens is located in a residential area with metered parking. Free lock-and-park spaces are available under the Van Wyck Expressway at College Point Blvd. and 58th Road. Shuttle buses to the Hospital run approximately every 10-15 minutes. Limited paid parking is available in our Visitor Parking Lot located on Booth Memorial Avenue opposite the NewYork-Presbyterian Queens Emergency Room.

Special Needs

NewYork-Presbyterian Queens is accessible for individuals with disabilities or special needs. Participants with special needs are requested to contact the Office of Continuing Medical Education at 718-670-1419.

Disclaimer: All individuals pictured in photos are models.