

The Experience of Care: Patients and Providers as Partners

A 3-Part Webinar Series Presented by the **Forum of ESRD Networks**

Improving Patient Experience of Care:

- ✓ How to change the way we look at patient experience of care
- ✓ How to use new information to improve the patient experience of care
- ✓ Breaking down barriers to communication

In collaboration with the
AAKP, RPA, NRAA, DCI, DaVita, and FMC

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September 14, 2016 @ 2:00 pm ET

The Patient Perspective:
What is the experience of care? Are we asking the right questions?

Welcome & Introductions

Klemens Meyer, MD, Tufts Medical Center

Patient Engagement, Patient Satisfaction, Patient Experience of Care...What's the difference

Michelle Richardson, Pharm.D., Tufts Medical Center

ICH CAHPS & The Patient Experience of Care: The CMS Perspective

Jeneen Iwugo, Deputy Director Quality Improvement & Innovation Group, CMS

Panel: Patient perspectives on what is important

Jerry Nailon, AAKP

Allen Nelson, Forum KPAC

Stephanie Dixon, Forum KPAC

Observations, Challenges and Q&A

October 19, 2016 @ 2:00 pm ET

The Provider Perspective:

What do we learn from patient experience of care surveys? Can we do better?

Welcome & Introductions

Derek Forfang - Forum KPAC

Interpreting and Using ICH CAHPS Results

Patient Experience of Care Surveys...beyond ICH CAHPS

Susan Edgman-Levitan - AHRQ

Practical Approaches to Improve Communication and Acting on Patient Feedback

Julie A. Williams, BSA – Branson Dialysis Clinic

Patty Parker, RN – Branson Dialysis Clinic

Q&A

November 9, 2016 @ 2:00 pm ET

Patient and Provider Engagement: Forging True Partnerships and Changing the Culture

Welcome & Introductions

Jay Ginsberg, MD, MMM

Patient Provider Collaborations: Findings of the UNC ESRD Patient Engagement Study & Practical Applications Using Peer to Peer Mentoring

Jennifer E. Flythe, MD, MPH - UNC

Jennifer St. Clair Russell, MEd, PhD, MCHES - ESRD Network 5

Practical Approaches to Identifying Patient Goals & Values

Dori Schatell – Medical Education Institute

Q&A and Webinar Series Wrap-up

2016 Quality Conference Webinar Series

More information about the webinars will be posted here as plans become finalized, check back often!

www.esrdnetworks.org

Or, you may contact the Forum office if you have questions:

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