

# SUMMIT AGENDA - AT - A - GLANCE

THURSDAY, MARCH 12, 2009

7:00 am – 8:00 am	<i>Networking Breakfast and Registration in the Executive Networking Lounge</i>
	<b>PRE-SUMMIT EXECUTIVE WORKSHOPS (Requires Pre-Registration)</b>
8:00 am – 9:45 am	<b>WORKSHOP A: THE TRUTH BEHIND HCAHPS SCORING AND REPORTING</b>
9:45 am – 10:00 am	<i>Networking and Refreshment Break in the Executive Networking Lounge</i>
10:00 am – 11:45 am	<b>WORKSHOP B: THE ROLE OF THE BUILT ENVIRONMENT IN ENHANCING QUALITY AND SAFETY</b>
12:00 pm – 1:00 pm	<i>Luncheon in the Executive Networking Lounge</i>
1:00 pm – 1:15 pm	<i>Chairperson's Welcome and Opening Remarks</i>
1:15 pm – 2:30 pm	<b>OPENING KEYNOTE PANEL — Defining the Elements of Patient-Centered Care: A Key Driver of Cost, Quality and Access</b>
2:30 pm – 2:45 pm	<i>Networking and Refreshment Break in the Executive Networking Lounge</i>
2:45 pm – 4:00 pm	<b>TOP PERFORMERS PANEL — Innovations in Care Delivery – What's in an Experience?</b>
4:05 pm – 5:05 pm	<b>GUEST KEYNOTE ADDRESS — Lessons from an Experience Expert – Elevating Health Care to the Next Level of Patient-Centered Service</b>
5:05 pm – 5:15 pm	<i>Chairperson's Closing Remarks</i>
5:15 pm – 6:15 pm	<i>Networking Cocktail Reception in the Executive Networking Lounge</i>

FRIDAY, MARCH 13, 2009

7:00 am – 7:30 am	<i>Networking Breakfast in the Executive Networking Lounge</i>	
7:30 am – 7:35 am	<i>Chairperson's Day Two Opening Remarks</i>	
7:35 am – 8:30 am	<b>GUEST KEYNOTE ADDRESS — How to Redesign the Patient Experience and Create Sustainable Care Transformation</b>	
8:30 am – 9:30 am	<b>OPENING KEYNOTE PANEL — Aligning Workplace Culture with a Patient-Centered Strategy to Establish Your Organization as "Best in Class"</b>	
	<b>CONCURRENT EDUCATIONAL TRACKS (Choose 1 of 2)</b>	
	<b>TRACK 1: ESTABLISHING A PATIENT-CENTERED CULTURE</b>	<b>TRACK 2: LINKING PATIENT-CENTERED CARE TO QUALITY AND PATIENT SAFETY</b>
9:30 am – 10:30 am	Around the World of Patient and Staff Experiences	Utilizing Patient-Centered Practices to Enhance Quality and Safety Initiatives
10:30 am – 11:00 am	<i>Networking and Refreshment Break in the Executive Networking Lounge with Speaker Q&amp;A Series</i>	
11:00 am – 12:00 pm	From Theory to Practice: Creating and Sustaining a Patient Centered-Culture	Patient and Family Partnerships — Redefining Traditional Relationships in Health Care
12:00 pm – 1:00 pm	Bridging the Gap between Employees and Patients through Emotional Engagement	A Case Study Exploring the Impact of Decision-Making Aides on Care Delivery
1:05 pm – 2:05 pm	<b>CLOSING KEYNOTE LUNCHEON — Translating Patient-Centered Concepts into Business Strategy to Redefine our System of Care</b>	
2:05 pm – 2:15 pm	<i>Chairperson's Closing Remarks</i>	
2:15 pm	Summit Concludes	

\*\* Agenda is Subject to Change\*\*

To Register, please visit [www.worldcongress.com/experience](http://www.worldcongress.com/experience)  
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