

“What Works: Practical Strategies for HCAHPS Improvement”

Milstein Family Heart Center Auditorium

<i>7:30 – 8:00</i>	REGISTRATION & BREAKFAST	
<i>8:00 – 8:10</i>	Welcome and Opening Remarks	Wayne M. Osten SVP and Director, NewYork-Presbyterian Healthcare System
<i>8:10 – 8:55</i>	Keynote: The Impact of Value Based Purchasing on Patient Centered Care Improvement Strategies	Deirdre Mylod, PhD VP, Improvement Services, Press Ganey Associates
<i>8:55 – 9:30</i>	Role of the Chief Executive in Leading Culture Change	Joel Seligman President and CEO Northern Westchester Hospital
<i>9:30 – 9:45</i>	BREAK	
<i>9:45 – 10:45</i>	HCAHPS Domain - Breakout Sessions	
	Nursing Communication - Leigh Anne McMahon, MS, RN, CCRN, VP, Nursing, White Plains Hospital Center Hospital Environment – Howard Halverson, Director Environmental Services, The Valley Hospital Pain Management – Lori Armstrong, RN, MSN, VP, Nursing and Patient Care Services, MSCHONY, NewYork-Presbyterian Hospital	
<i>10:45 – 11:25</i>	Breakout Session Report Out: Findings and Best Practices Moderator: Richard Evans, VP, Support Services and Patient Centered Care, NewYork-Presbyterian Hospital	
<i>11:25 – 11:30</i>	Program Summation	Jaclyn Mucaria SVP, Ambulatory and Patient Centered Services NewYork-Presbyterian Hospital