



**SHIFTING THE PARADIGM: ADVOCATES FOR A PERSON-CENTERED
HEALTHCARE SYSTEM
NOVEMBER 16-18, 2016**

CROWNE PLAZA – DOWNTOWN
1113 6TH AVENUE
SEATTLE, WA 98101

DAY ONE – WEDNESDAY, NOVEMBER 16 <i>(Schedule subject to change)</i>	
11:00A – 2:00P	Check-in: pre-registered attendees and late registrations
1:00P – 1:15P	Welcome and opening remarks: SIMA KAHN, MD – President, NAHAC
1:15P – 1:30P	Conference schedule overview and logistics
1:30P – 2:30P	LISTEN, CAREFULLY Speaker: JOSEPHINE ENSIGN, FNP, DrPH – Educator, author of <i>Catching Homelessness</i>
2:30P – 2:45P	Break
2:45P – 3:45P	UNDERSTANDING THE PATIENT AS A PERSON – Physician Perspective Speaker: ANTHONY BACK, MD – Oncologist, author of <i>Mastering Communication with Seriously Ill Patients</i>
3:45P – 4:00P	Announcement of breakouts and transition to rooms
4:00P – 5:00P Choose one.	Breakout A: CONTINUING THE CONVERSATION – JOSEPHINE ENSIGN and DR. ANTHONY BACK Breakout B: IS HEALTHCARE ADVOCACY A SUSTAINABLE FIELD? Panelists: DIANNE SAVASTANO, RN – Founder, President Healthassist; NURAN SAYDAM – EVP Member Services, PinnacleCare; ROBIN SHAPIRO – Chair of the Board, Washington State Health Advocacy Association (WASHAA)
5:00P – 5:15P	Wednesday wrap-up
After 5:15P	NAHAC Networking and Mingle Hour



**SHIFTING THE PARADIGM: ADVOCATES FOR A PERSON-CENTERED
HEALTHCARE SYSTEM
NOVEMBER 16-18, 2016**

DAY TWO – THURSDAY, NOVEMBER 17 <i>(Schedule subject to change)</i>	
7:30A – 9:00A	Registration for late arrivals
8:00A – 8:15A	Day’s schedule, logistics
8:15A – 9:15A	CULTIVATING CONNECTION: FLIPPING THE CONVERSATION TO CREATE RELATIONSHIPS Speaker: STACEY TINIANOV – Patient advocate, blogger, community engagement consultant, cancer survivor
9:15A – 10:15A	Your Turn Session FLIP THIS SESSION: #PERSON-CENTERED IS...
10:15A – 10:30A	Break
10:30A - 11:30A	DIAGNOSTIC ACCURACY AND THE COMPLEX PATIENT Speaker: IO DOLKA – Founder, Chief Care Advocate Grey Zone
11:30A – 1:00P	National conference luncheon
1:00P - 2:15P	Keynote KEEP ME SAFE, HEAL ME, TREAT ME WELL: THE PATIENT EXPERIENCE DEFINES HEALTHCARE QUALITY IN 2016 Speaker: MARK CROCKETT, MD, FACEP – CEO Verge Solutions
2:15P - 3:00P	HELLO, 9-1-1: IN PURSUIT OF BETTER E.R. CARE Speaker: JOHN SAMUELS, MPH – Founder, CEO Better Health Advisors
3:00P - 3:30P	Break
3:30P - 4:30P	Panel: ADVOCATES AND PRACTITIONERS: A COLLABORATION FOR QUALITY CARE Panelists: IO DOLKA, DR. MARK CROCKETT, JOHN SAMUELS
4:30P - 5:00P	Wrap-up and a word about Friday



**SHIFTING THE PARADIGM: ADVOCATES FOR A PERSON-CENTERED
HEALTHCARE SYSTEM
NOVEMBER 16-18, 2016**

DAY THREE – FRIDAY, NOVEMBER 18 <i>(Schedule subject to change)</i>	
Morning	Washington State Health Advocacy Association (WASHAA) FOURTH ANNUAL MEETING Pre-registration required (registration information here ; space is limited!) Alternative: EXPLORE SEATTLE (information available)
12:00P – 1:00P	Pick up pre-ordered box lunches
1:00P – 1:45P	Video – SPEAKING OF DYING
1:45P – 2:45P	DEATH OVER DINNER: WHEN THE SUBJECT OF DYING MAKES GOOD CONVERSATION Speakers: MICHAEL HEBB and ANGEL GRANT – Founders www.deathoverdinner.org
2:45P – 3:00P	Break
3:00P – 3:45P	CHOOSING DEATH: WHEN YOUR CLIENT SAYS, “I’VE HAD ENOUGH.” Speaker: JOANNA SMITH, LCSW, MPH, CHA – Founder NAHAC, CEO Healthcare Liaison, Inc.
3:45P – 4:30P	END OF LIFE: DEFINING QUALITY OF LIFE AND REMOVING OPTIONAL SUFFERING Speaker: CHANEL REYNOLDS – Digital and online strategist, entrepreneur, founder GYST .
4:30P – 5:15P	Closing remarks, evaluation Raffle Adjournment