

AGENDA

Day 1 - April 8, 2024

11:00 - 1:00

Registration

11:30 - 1:00

Lunch

1:00 - 1:30

Welcome and Introductions

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation

1:30 - 2:15

Patient by Patient: Patient Advocate Foundation's Equity Journey

Alan Bach, PhD, CEO, Patient Advocate Foundation & National Patient Advocate Foundation

In this opening session, hear from our CEO for an inspiring and informative session that not only honors our health equity journey but also ignites a shared commitment to shaping a future where health equity is not just a goal but a reality. Learn from our experiences, celebrate our victories, and become a part of the movement that is changing healthcare for the better.

2:15 - 3:15

Poster Session: Social Needs Navigation & Patient Perspectives on Healthcare

Posters in this session focus on the patient or community experience. Addressing healthcare from a community perspective involves recognizing the interconnectedness of health and social factors. By adopting a community-oriented mindset, healthcare systems can contribute to fostering healthier, more resilient communities, ultimately leading to improved overall health outcomes.

3:15 - 3:30

Break

3:30 - 4:00

The Power of Storytelling in Shaping Our Collective Narrative

Melissa Williams, MPH, Director of Grassroots and Community Partnerships, National Patient Advocate Foundation

This session goes beyond storytelling as we know it; it's an insightful discussion into understanding how stories hold the transformative power to shape our shared understanding, foster advocacy, and ignite movements. Learn how your individual stories can help us shape the narrative around the importance of whole person care.

AGENDA

Day 1 - April 8, 2024

4:00 - 4:45

What's Your Ideal State of Healthcare?

Group Activity

This interactive session will encourage creative and visionary thinking that will set the stage for conference sessions throughout the next days and institutional strategy beyond.

4:45 - 5:00

End of Day Wrap-up and Next Steps

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation

5:00 - 7:00

Networking Reception

Day 2 - April 9, 2024

7:00 - 9:00

Breakfast

8:00 - 9:00

Coffee & Contemplation

Informal Community-Building Time

9:00 - 9:15

Welcome Back

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation

9:15 - 10:00

Research Spotlights

Kathleen Gallagher, MPH, Vice President, Health Services Research, Patient Advocate Foundation

Cate Lockhart, PharmD, PhD, Executive Director of Biologics and Biosimilars Collective Intelligence Consortium

Catherine Schofield, Senior Project Coordinator, Serious Illness Care Program, Ariadne Labs

This session is perfect for those who thrive on learning about new topics in *snackable* chunks. Whether you are a patient or advocate craving a better understanding of trending healthcare topics or a researcher seeking inspiration, this interactive session will provide you with a fresh take on patient-centered research issues.

AGENDA

Day 2 - April 9, 2024

10:00 - 10:45

Exploring the Data Ecosystem: Methodology, Insights, and Evidence to Share Patient-Centered Experiences

Yuri Cartier, Senior Research Associate, Social Interventions Research & Evaluation Network (SIREN), University of California, San Francisco

Kathleen Gallagher, MPH, Vice President, Health Services Research, Patient Advocate Foundation

Danielle Hessler Jones, PhD, Co-Director, SIREN; Vice Chair and Professor, University of California, San Francisco

Megan Schoonveld-Diaz, Research & Engagement Manager, Patient Advocate Foundation

This educational session is not just for researchers; it's for patients, healthcare providers, and anyone curious about the intersection of data, evidence, and patient-centered narratives in healthcare. Patients play a pivotal role in shaping the future of healthcare and this session aims to empower them with the knowledge to actively engage in research discourse.

11:00 - 12:00

Poster Session: Trust, Equity, and Engagement in Research

Posters in this session will focus on patient engagement in research. Trust, equity, and patient-centered research engagement form the bedrock of a healthcare ecosystem that prioritizes inclusivity and meaningful collaboration. By incorporating the voices of diverse patient populations, researchers can tailor studies to address specific needs and concerns, leading to more relevant and impactful outcomes.

12:00 - 1:00

Scaling Needs Navigation Services: Lessons Learned from Research

Erin Bradshaw, Executive Vice President, Advancement of Patient Services and Navigation, Patient Advocate Foundation

Rhea Khurana, Research Associate, Columbia University School of Nursing

Rebecca Kirch, Executive Vice President, Policy and Programs, National Patient Advocate Foundation

Kameswari "Kamu" Potharaju, MD/MS Candidate at UC Berkeley-UCSF Joint Medical Program, SIREN

In this panel discussion, we will hear different perspectives about why it's important to advocate for a care model that addresses health-related social needs and how we can all take action to make this a reality.

AGENDA

Day 2 - April 9, 2024

1:00 - 2:00

Lunch

2:00 - 2:45

Achieving Your Ideal State of Healthcare

Group Activity

Waving a magic wand cannot fix the healthcare system. This session will stimulate solutions-oriented thinking about how to achieve the ideal state(s) of healthcare we explored in Day 1. Think big and start small. Together we will identify the outstanding needs and work required to move towards our ideal vision.

2:45 - 3:30

Your Role Unpacked: Understanding the Nuances between Patient Participation, Community Outreach, and Grassroots Advocacy

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation

Cynthia Buness, Global Research and Patient Advocate for Primary Sclerosing Cholangitis, Advocate, National Patient Advocate Foundation

Abby Westerman, Co-Founder and CEO, b-present Foundation

Melissa Williams, MPH, Director of Grassroots and Community Partnerships, National Patient Advocate Foundation

This session dives into how patient perspectives are collected and incorporated into various projects and how this is different from (but can lead to) advocacy. We will build out a framework to help think through where “you” fit and workshop the skills, projects, and outcomes of roles along this continuum.

3:30 - 3:45

Break

3:45 - 4:45

Building Skills to See and Be Seen

A session inspired by David Brooks’ book [How to Know a Person](#)

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation

This session will go through key topics, concepts, and skills detailed in *How to Know a Person* to help foster deeper connections. While not specific to healthcare, we will connect these concepts to the patient experience and advocacy.

AGENDA

Day 2 - April 9, 2024

4:45 - 5:00

End of Day Wrap-up and Next Steps

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation

Day 3 - April 10, 2024

7:00 - 9:00

Breakfast

8:00 - 9:00

Coffee & Contemplation

Informal Community-Building Time

9:30 - 10:00

Welcome Back & Awards Presentation

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation

10:00 - 10:45

Closing Keynote

10:45 - 11:00

Break

11:00 - 12:15

Now What? Finding Opportunities in Communities

Group Activity

Reflecting back to our conversations on Day 1 and 2, this final session will focus on outlining the foundational and practical steps needed to make our ideal vision of healthcare a reality. Participants will have the opportunity to build a strategic plan together that will include key milestones and tactics to build a person-centered healthcare system.

12:15 - 12:30

Closing Remarks

Rebekah Angove, PhD, Executive Vice President, Research and Evaluation, Patient Advocate Foundation