

**The 2nd Annual Physician
Patient Experience Symposium**
*“How We Treat Patients, Their Families and
Each Other”*

Thursday, October 17, 2019
7:30am – 12:00pm

Registration

***This program is free of charge
Pre-Registration is requested***

Three easy ways to register

Online: Go to website: www.nypqcme.org

Fax: This form to: 718-661-7925

Mail: This form to:

Continuing Medical Education

NewYork-Presbyterian Queens

56-45 Main Street, Flushing, NY 11355

*Questions? Please contact the
CME Office at 718-670-1419*

Last Name _____

First Name _____

Title _____

Mailing Address _____

City/State/Zip _____

Phone _____

Fax _____

Email _____

Affiliation _____

NewYork-Presbyterian Queens
Continuing Medical Education
56-45 Main Street
Flushing, NY 11355

NewYork-Presbyterian
Queens

**The 2nd Annual Physician
Patient Experience Symposium**



**Presented by
NewYork-Presbyterian Queens’
Physician Patient
Experience Committee**

Course Director

- Joseph J. Abularrage, MD, MPH, M.Phil,
FAAP, Medical Director, Patient
Experience, NewYork-Presbyterian
Queens

Speakers

- Adrienne Boissy, MD, MA
Chief Experience Officer
Cleveland Clinic
- Chrissy Daniels, MS
Partner, Medical Practice, Press Ganey

Panel Moderator

- Amir Jaffer, MD, MBA
Chief Medical Officer
NewYork-Presbyterian Queens

CMO Panel Discussion

- Steven Kaplan, MD
Associate Chief Medical Officer
NewYork-Presbyterian Columbia
- Bobby Janda, MD
Chief Medical Officer
NewYork-Presbyterian Hudson Valley

NewYork-Presbyterian
Queens

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***“How We Treat Patients, Their Families and
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NewYork–Presbyterian Queens
Theresa and Eugene M. Lang Center for
Research and Education – Lang Auditorium
56-45 Main Street, Flushing, NY 11355

Statement of Need

In the complex hurried environment, we have many opportunities to improve our communication, empathy and compassion for our patients and their family. This program serves the focus on skills for improving that experience, what work and what does not. This program serves to highlight not only the way we interact with patients and family but also amongst us.

Target Audience

Physicians, nurses, nurse practitioners, physician assistants, administrators, directors, managers and all clinical and non-clinical staff.

Educational Objectives

- Understand the importance of communication between physicians & physician assistants and their patients and family.
- Utilize new and improved communication skills in their own practice to improve Patient satisfaction.
- Understand the purpose of transparency of scores.
- Prepare for the initiation of intranet/internet publication of scores.
- Apply new compassionate care skills to make patients want to come back.
- At the end, attendees comes out with the thought “I would try that!”

Agenda

7:30a.m.–8:00a.m. **Registration & Light Breakfast**

8:00a.m.–8:15a.m. **Welcoming Remarks**

- **Jaclyn A. Mucaria, MPA**
President, NewYork-
Presbyterian Queens
- **Amir Jaffer, MD, MBA**
Chief Medical Officer
NewYork-Presbyterian Queens

8:15a.m.–9:00a.m. **“State of Physician Patient
Experience”**

- **Joseph J. Abullarrage, MD,
MPH, M.Phil, FAAP**
Course Director; Physician
Leader, Physician Patient
Experience Committee
Chairman, Department of
Pediatric, NewYork-
Presbyterian Queens

9:00a.m.–10:00a.m. **“The Future of Human
Experience”**

- **Adrienne Boissy, MD, MA**
Chief Experience Officer
Cleveland Clinic

10:00a.m.–10:15a.m. **Break**

10:15a.m.–11:15a.m. **“What Makes Patients
Loyal?”**

- **Chrissy Daniels, MS**
Partner, Medical Practice
Press Ganey

11:15a.m.–12:00p.m. **CMO Panel Discussion**
Moderator

- **Amir Jaffer, MD, MBA**
Panelists
- **Steven Kaplan, MD**
- **Bobby Janda, MD**

12:00p.m. **Light Lunch**

Accreditation

NewYork-Presbyterian Queens is accredited by the Medical Society of the State of New York to provide continuing medical education for physicians.

NewYork-Presbyterian Queens designates this live activity for a maximum of **3.25 AMA PRA Category 1 Credit(s)[™]**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure Statement

NewYork-Presbyterian Queens relies upon planners and faculty participants in its CME activities to provide educational information that is objective and free of bias. In this spirit, and in accordance with the guidelines of MSSNY and ACCME, all speakers and planners for CME activities must disclose any relevant financial relationships with commercial interests whose products, devices or services may be discussed in the content of a CME activity that might be perceived as a real or apparent conflict of interest. Any discussion of investigational or unlabeled uses of a product will be identified.

Accreditation for Podiatric Medical Education

NewYork-Presbyterian Queens is approved by the Council on Podiatric Medical Education as a provider of continuing education in podiatric medicine.

NewYork-Presbyterian Queens has approved this activity for a maximum of **3.25 continuing education contact hours**.

Information

Ms. Pamela Williams, Director
Continuing Medical Education
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Email: pgw9001@nyp.org
Website: www.nypqcmce.org

Special Needs

NYP Queens is accessible for individuals with disabilities or special needs. Participants with special needs are requested to contact the Office of CME at 718-670-1419.

