

# Navigating Change in Federal Healthcare

Washington D.C. | May 29, 2019

7:00 – 8:00 a.m.	<b>Breakfast and Registration</b>
8:00 – 8:15 a.m.	<b>Welcome and Opening Remarks – Mark Noon, USAF (RET.)</b>
	<b>The Patient Experience Journey</b>
8:15 – 9:00 a.m.	Dr. Lynda C. Davis, Chief Veterans Experience Officer, Veterans Experience Office, Department of Veterans Affairs Office Jennifer Purdy, LCSW, Acting, Executive Director, Veterans Affairs Patient Experience, Veterans Experience Office
	<b>Fireside Chat: Implementing HRO Imperatives</b> Facilitated by Dave Marshall, Huron Managing Director and HRO Expert with special guests:
9:00 – 10:00 a.m.	Jennifer Vedral-Baron, MN, APRN, NP-C, FAANP, FACHE, CAPT, USN (Ret), U.S. Department of Veterans Affairs, Health System Director, Tennessee Valley Healthcare System Vikki Choate-Bjork, MSN, RN, NEA-BC, CCM, CPHQ, Huron   Studer Group Coach
10:00-10:15 a.m.	<b>Break</b>
	<b>Patient Engagement Briefing</b>
10:15 – 10:30 a.m.	Kimberley A. Marshall-Aiyelawo, Ph. D., Senior Health Care Research Analyst, Decision Support Division, Defense Health Agency
	<b>Leadership and Engagement Panel Discussion with Federal Healthcare Executive Leaders</b> - Moderated by Craig Deao, MHA Panelists Include:
10:30 – 12:00 p.m.	<ul style="list-style-type: none"><li>Richard R. Bannick, Ph. D., FACHE, Branch Chief, Decision Support Division, Defense Health Agency</li><li>Melissa D. Gliner, Ph. D., Senior Health Policy Analyst, Decision Support Division, Defense Health Agency</li><li>J. Ronald Johnson, MHA, FACHE, Director, Hunter Holmes McGuire Veterans Affairs Medical Center</li><li>Jennifer R. Purdy, LCSW, Acting, Executive Director, Veterans Affairs Patient Experience, Veterans Experience Office</li></ul>
12:00 – 1:00 p.m.	<b>Lunch</b>
1:00 – 2:00 p.m.	<b>On the Frontline of Transformation</b> MG Ronald J. Place, MD, Medical Corps, US Army, DHA National Capital Region Medical Directorate
2:00 – 3:00 p.m.	<b>20 Minutes That Count</b> <ul style="list-style-type: none"><li>Physician Engagement – Dan Smith, MD, FACEP</li><li>AIDET Plus the Promise<sup>SM</sup> - Cara Dake, PT</li><li>Change Leadership – Michelle Bright</li></ul>
3:00 – 3:15 p.m.	<b>Break</b>
3:15 – 4:00 p.m.	<b>Building Resilience</b> - Kris Ann Piazza