

Keynotes

"What Can Patient- and Family-Centered Care Learn from Improvement Science?" [slides](#)

Peter Pronovost, M.D., Ph.D., Johns Hopkins University School of Medicine

"Patient Engagement Means Meeting Patients Where They Are" [slides](#)

Judith Hibbard, Dr.P.H., University of Oregon

"Pain Management in the Hospital Setting" [slides](#)

Marie Hanna, Ph.D., Johns Hopkins University School of Medicine

"Engaging Patients through Shared Medical Decision-Making" [slides](#)

Dominic Frosch, Ph.D., Gordon and Betty Moore Foundation

"Improving Communication for Better Patient Outcomes" [slides](#)

Mary Catherine Beach, Johns Hopkins University School of Medicine

"Making Hospital Care Patient-Centered" [slides](#)

Hanan Aboumatar, Johns Hopkins University School of Medicine

Best Practices Presentations

Session I: Responsiveness

- "Excellence as a Way of Life: Responsiveness" [slides](#) [abstract](#)
Sarah Bush Lincoln Health Center
- "Housekeeping Service Card" [slides](#) [abstract](#)
Sioux Falls Specialty Hospital
- "Responsiveness of Hospital Team" [slides](#) [abstract](#)
San Jacinto Methodist Hospital

Session II: Pain Management

- "Driving Improvements in Pain Management and Communications with Patients Regarding Medications" [slides](#) [abstract](#)
Mission Hospital
- "Monongahela Valley Hospital's Journey to Excellence (J2E) - Pain Management" [slides](#) [abstract](#)
Monongahela Valley Hospital
- "Orthopaedic Patient Education: Utilizing an Orthopaedic Patient Educator to Improve Our Patients' Experience" [slides](#) [abstract](#)
Concord Hospital

Session III: Discharge Process

- "Discharge Planning Process at OSS Orthopaedic Hospital " [slides](#) [abstract](#)
OSS Orthopaedic Hospital

- "Our Journey to Patient-Centered Discharge Process" [slides](#) [abstract](#)
Prairie du Chien Memorial Hospital
- "Patient-Centered Transitions of Care" [slides](#) [abstract](#)
University of North Carolina Hospitals

Session IV: Communication about Medications

- "Achieving Top Performance in HCAHPS Communication about Medications" [slides](#) [abstract](#)
Castle Medical Center
- "Innovation Units at Mass General Hospital" [slides](#) [abstract](#)
Massachusetts General Hospital
- "Nursing Communication: It Really Isn't All About the Nurses" [slides](#) [abstract](#)
Abingdon Health Lansdale Hospital

Posters

"Provider Communication" [abstract](#)
Carolinas Medical Center - Northeast

"Use of Integrative Therapies for Pain Management" [abstract](#)
Carolinas Medical Center - Northeast

"Achieving Top Performance in HCAHPS Pain Management" [abstract](#)
Castle Medical Center

"Achieving Top Performance in HCAHPS Discharge" [abstract](#)
Castle Medical Center

"Improving the Assessment-Intervention-Reassessment of Patient Pain: One Hospital's Journey" [abstract](#)
Catholic Medical Center

"We're Expecting You..." [abstract](#)
Concord Hospital

"Nursing Bedside Shift Report" [abstract](#)
Concord Hospital

"Engaging patients at discharge: Using electronic physician discharge orders to improve satisfaction" [abstract](#)
Intermountain Medical Center

"HCAHPS - Pain Management" [abstract](#)
Mayo Clinic Florida

"Improving Hospital Discharge Processes and Information through Patient-Centered Care Redesign" [abstract](#)
Mayo Clinic Rochester

"Helping our Patients Effectively Manage Pain" [abstract](#)
;Memorial Healthcare System

"Methodist Hospital Physician's Best Practices in Patient-Centered Care (March 2011-March 2012)" [abstract](#)
Methodist Hospital

"HCAHPS Discharge Information Domain; Post Hospitalization Call is Essential" [abstract](#)
Metro Health Hospital

"Monongahela Valley Hospital's Journey to Excellence (J2E) - Communication with Nurses" [abstract](#)
Monongahela Valley Hospital

"Monongahela Valley Hospital's Journey to Excellence (J2E) - Responsiveness of Hospital Staff" [abstract](#)
Monongahela Valley Hospital

"Discharge Planning: Striving for Continuous Improvement" [abstract](#)
Nebraska Orthopaedic Hospital

"Nurse Communication" [abstract](#)
Our Lady of the Lake Regional Medical Center

"Hospitalists: Patient Satisfaction" [abstract](#)
Our Lady of the Lake Regional Medical Center

"Quiet at Night - Chatter Matters" [abstract](#)
Our Lady of the Lake Regional Medical Center

"Weekly Leadership Rounds Across the Hospital: Initial Impact" [abstract](#)
Penn State Milton S. Hershey Medical Center

"Strategies to Improve the Patient Experience through Collaboration and Patient Engagement" [abstract](#)
Provident Hospital of Cook County

"Driving clinical outcomes through centralized discharge calls" [abstract](#)
Regional Medical Center at Memphis

"Excellence A Way of Life - Communication about Medications" [abstract](#)
Sara Bush Lincoln Medical Center

"Excellence A Way of Life - Nurse Communication" [abstract](#)
Sara Bush Lincoln Medical Center

"Erasing Invisible Barriers to Patient-Centric Care: What Can Be Learned From Physician-Owned Hospitals (POH's)?" [abstract](#)
Siouxland Surgery Center

"Nursing Communication – It's All in a Day's Work" [abstract](#)
SSM St. Mary's Health Center

"The Memorial Hospital of Salem County" [abstract](#)

"An Organization-wide Service Improvement Approach" [abstract](#)
Thomas Jefferson University Hospital

"Physician CARE" [abstract](#)
Thomas Jefferson University Hospital

"Changing the Face of Pain through Standardization of Pain Scales throughout UF Health" [abstract](#)
UF Health Shands Hospital

"Empowering Patient-Centered Care" [abstract](#)
Via Christi Hospital on St. Teresa