

# Spring Symposium

## *The Patient-Provider Experience: Beyond the Point of Care*

**Thursday, March 21<sup>st</sup> 2019**

**7:30am-5pm**

**Hilton Philadelphia City Ave**

## Agenda

7:30am	8:45am	<b>Registration, Networking and Breakfast</b>	Lobby/Versailles
8:45am	9:00am	<b>Welcome, Program Overview and Logistics</b> <i>Bruce Marcolongo, DVHIMSS Board President</i> <i>Yolande Greene and Debbie Yogel, DVHIMSS Programs Committee Co-Chairs</i>	Grand Ballroom
9:00am	10:00am	<b>Opening Keynote Speaker</b> <i>Dr. Gary Zimmer, CMO, QUIL</i> <b>Simply Possible: A Not-So-Odd Couple Join Forces to Start a Uniquely Philadelphian Story</b>	Grand Ballroom
10:00am	10:15am	<b>Networking Break</b>	Versailles
10:15am	11:15am	<b>Leadership Panel: The New Wave of Healthcare</b> <b>Moderator:</b> <i>Bruce Marcolongo, DVHIMSS Board President</i> <i>Neil Goldfarb, President and CEO, Greater Philadelphia Business Coalition on Health</i> <i>John Sharp, Senior Manager, Personal Connected Health Alliance (PCHA)- A HIMSS Innovation Company</i> <i>Eric Smith, Corporate Director Digital, Office of Transformation, Christiana Care Health System</i>	Grand Ballroom
11:15am	11:30am	<b>Networking Break</b>	Versailles

11:30am	12:15pm	<b>General Session</b> <i>John Sharp, Senior Manager, Personal Connected Health Alliance (PCHA)- A HIMSS Innovation Company</i> <b>Building Consumer-Facing Health Devices and Apps and Doing it Right</b>	Grand Ballroom
12:15pm	1:15pm	<b>Networking Lunch and Sponsor Trade Show</b>	Versailles
1:15pm	2:00pm	<b>Track A: The New-Age Provider</b> <i>Bob Gold, Chief Behavioral Technologist, GoMo Health</i> <b>The Discharge Concierge: Measurable Patient Activation and Top of License Clinical Practice</b>  <b>Track B: Customer Service in Healthcare</b> <i>Eileen Phillips, Epic Nurse Leader, Main Line Health</i> <i>Joanne Glusman, Social Worker, Main Line Health</i> <b>Creating a Welcoming Environment in the EHR for our LGBTQ Patients</b>	Renaissance       Grand Salon
2:10pm	2:55pm	<b>Track A: The New-Age Provider</b> <i>Jake Moore, Enterprise Access Manager, Penn Medicine</i> <b>A Strategy for Improved Access to Care</b>  <b>Track B: Customer Service in Healthcare</b> <i>Matthew Gretczko, Vice President, Silverline</i> <i>Walter Groszewski, Director, Silverline</i> <b>Harnessing the Power of CRM</b>	Renaissance       Grand Salon
2:55pm	3:00pm	<b>Networking Break</b>	Versailles
3:00pm	4:00pm	<b>Closing Keynote Speaker</b> <i>Dr. Bimal Desai, AVP &amp; Chief Health Informatics Officer, Children's Hospital of Philadelphia</i> <b>Digital Therapeutics: The Case for Value-Based Technologies in Healthcare</b>	Grand Ballroom
4:00pm	5:00pm	<b>Networking Reception</b>	Versailles