

Investment • Metrics • Diversity Plain language • Health Disparities/Equity • Translation • Health Literacy • Access • Satisfaction • Inclusion • Intervention



# MAKING THE CONNECTION:

## Patient Education Improves Quality and Outcomes

### September 27-29, 2023

Strategy • Buy-in • Return of Investment • Metrics • Diversity • Plain language • Health Disparities/Equity • Translation • Health Literacy • Access

## 2023 Program

All Times are in Eastern Time • Program Subject To Change

### Wednesday, September 27

10:30 a.m.-10:45 a.m.

#### Welcome Remarks

Erica E. Ailes, BSN, RN, CPN, HCEA President  
Wayne Neal, MAT, BSN, RN, NPD-BC, 2023 Conference Planning Committee Chair



10:45 a.m.-11:45 a.m.

#### Opening Keynote: Empathy Amplified: Transforming Healthcare through Compassionate Connections

Karen Komondor, RN, BSN, CCRN  
Founder, President Health Literacy 360, LLC

11:45 a.m.-12:30 p.m.

#### Session 1.1

##### A PERS-cription for Success in Patient Education

Amanda Joie, MSN, RN, CV-BC, NPD-BC, ChristianaCare

#### Session 1.2

##### Innovative Interprofessional Health Literacy Training: Integrating EBP, Patient Experience and Simulation

Carolyn Cutilli, PhD, RN, NPD-BC, Penn Medicine  
Haley Fuller, MA, CHES, Penn Medicine  
Robert Goodman, BA, MBA, Penn Medicine

**Denise LaMarra, MS, CHSE, Penn Medicine**

### Wednesday, September 27 (Continued)

12:30 p.m.-12:45 p.m.

#### Break

12:45 p.m.-1:30 p.m.

#### Lunch Break

#### Vendor Presentations

1:30 p.m.-2:00 p.m.

#### Poster Session 1

##### Putting Patient Education on the Strategic Roadmap

Erica E. Ailes, BSN, RN, CPN

##### Improvement By Design: An Education Platform that Supports Nurses and Empowers Patients

Julie L. Classen, MSN, RN, AVP

Seema Kumar, MD, MPP

##### Establishing Standards of Practice for Patient and Family Education

Laura Rohde, BSN, RN, CPN

Cheryl Fonseca, BSN, RN, CPN

2:00 p.m.-2:45 p.m.

#### Session 2.1

##### Shift Happens! Using Data to Drive Education & Improvement

Shobha Iyer, Children's Healthcare of Atlanta

Claire Doughtie, CCLS, Children's Healthcare of Atlanta

## Wednesday, September 27 (Continued)

### Session 2.2

#### Patient Education: Strategies to Improve Outcomes

Connie Feiler, MSN, RN, Heathwise

Ethan Hughes, MPH, Heathwise

Kristen Callaghan, MSN, RN, MED-SURG-BC, NPD-BC, CUA, ChristianaCare

2:45 p.m.-3:00 p.m.

#### Break

3:00 p.m.-3:45 p.m.

### Session 3.1

#### Designing a Digital Solution to Manage Custom Patient Education Materials

Katherine Leath, MPH, MA, University of Arkansas for Medical Sciences

Sarah Travis, BS, University of Arkansas for Medical Sciences

### Session 3.2

#### Shared Decision Making: Leveraging Digital Patient Education Platforms to Improve Patient Activation & Adherence

Seema P. Kumar, MD, MPP, Mytonomy

Julie Classen, MSN, RN, AVP, Mytonomy

3:45 p.m. p.m.-4:15 p.m.

#### 2023 Benchmark Survey of Healthcare Institutions on Patient Education

Sue McWilliams, DNP, RN

Heather Todd, MSN, RNC-MNN

4:15 p.m. p.m.-4:30 p.m.

#### Closing Remarks

Wayne Neal, MAT, BSN, RN, NPD-BC

## Thursday, September 28

10:30 a.m.-10:45 a.m.

#### Welcome

Wayne Neal, MAT, BSN, RN, NPD-BC



10:45 a.m.-11:45 a.m.

#### Appreciative Inquiry: A Strategy for Providing Effective Patient Education

Karen Stefaniak, RN, PhD

11:45 a.m.-12:30 p.m.

### Session 4.1

#### Patient Education Internship Program: Academic Partnership to Expand Our Reach

LaTangee D. Dickens, PhD, ECU Health

Katrissa Fisher, BS, MA, EdS, ECU Health

## Thursday, September 28 (Continued)

### Session 4.2

#### Implementation of Education Workshops to Enhance Educator Competencies for an Interprofessional Healthcare Team

Ben Lee, RT(T), BSc, BTEch, MHA, Provincial Health Services Authority

Cecilia Kim, R.T.T., MPH, Provincial Health Services Authority

Siwon Kim, MSN, RN, Provincial Health Services Authority

12:30 p.m.-12:45 p.m.

#### Break

12:45 p.m.-1:30 p.m.

#### Lunch Break

#### Vendor Presentations

1:30 p.m.-2:00 p.m.

### Poster Session 2

#### Increasing Clinical Staff Utilization of Patient Education Resources

Emily Taylor

Marsha Scullark, MPS

#### Nursing Administration Activities on Patient Education

Saija Inkeroinen, MHSc, BHSc, PHN, RN

Paula Kreuzer, RN

Anna Kostylev, BHSc, PHN, RN

Mariella Seel, BA, MSc

Milka Virmajoki, BHSc, PHN, RN

Heli Virtanen, PhD, RN

Helena Leino-Kilpi, PhD, RN, FAAN, FEANS, MAE

#### How to Accurately Evaluate and Act on Learner Preferences in Patient Education

Sarah Stempski

Megan Woltring, MS

2:00 p.m.-2:45 p.m.

### Session 5.1

#### Leveraging Mobile Microlearning to Deliver a Better Patient Experience

Timothy Gibbons, Mercy One/Mason City Clinic

Erick Prospero, CEO Ninjatropic

### Session 5.2

#### Beyond the AVS: Implementing an Education Utilization Improvement Initiative

Liza Cooper, Sala Institute of Child and Family Centered Care at Hassenfield Children's Hospital at NYU Langone Health

2:45 p.m.-3:00 p.m.

#### Break

## Thursday, September 28 (Continued)

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3:00 p.m.-3:45 p.m.

### Session 6.1

#### **Using Backwards Design to Reshape a Group Family-Centered Healthy Lifestyles Program for Virtual Delivery**

Ben Lee, RT(T), BSc, BTEch, MHA, Provincial Health Services Authority

Cecilia Kim, R.T.T., MPH, Provincial Health Services Authority

Rola Zahr, Provincial Health Services Authority

### Session 6.2

#### **Health Literacy Awareness: Teaching Pediatric Nurses through Partnering with Parents**

Asia Reed-Briggs, MSN, RN, CPN, Childrens National Hospital

Wayne Neal, MAT, BSN, RN, NPD-BC, Childrens National Hospital

3:45 p.m.-4:30 p.m.

#### **Patient/Parent Panel: The Power of Patient/Family Voice in Driving Change**

4:30 p.m.-4:45 p.m.

### Closing Remarks

Wayne Neal, MAT, BSN, RN, NPD-BC

## Friday, September 29

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10:30 a.m.-10:45 a.m.

### Welcome Remarks

Wayne Neal, MAT, BSN, RN, NPD-BC

10:45 a.m.-11:30 a.m.

### Session 7.1

#### **Making Sense of Numbers**

E. Bailey Sterling, MSIS, Network of the National Library of Medicine, Region 3

Sean Corning, MLIS, Network of the National Library of Medicine, Region 7

### Session 7.2

#### **Outdoor Classrooms: Living Learning Labs for Better Health**

Tammy Thompson, EdD, CPXP, EDAC, RA, RID, ECU Health

Katrisa Fisher, BS, MA, EdS, ECU Health

## Friday, September 29 (Continued)

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11:30 a.m.-12:15 p.m.

### Session 8.1

#### **Telling Stories: MLMS / My Life My Story**

Reshma Ahmed, RN, BSN, PhD, BVSc, AH, Veterans Health

### Session 8.2

#### **HCEA Patient Education Guidelines: Dissemination and Application 2023**

Carolyn Cutilli, PhD, RN, NPD-BC, Penn Medicine

Sarah Christensen, MA, The University of Texas MD Anderson Cancer Center

12:15 p.m.-12:45 p.m.

### Poster Session 3

#### **ED Patient Journal: Setting and Managing Expectations in the Emergency Department**

Tammy Thompson, EdD, CPXP, EDAC, RA, RID, EUC Health

Dorothea Handron, EdD Nursing, APRN

Mary Foreman

Brenda Emory, MBA, RN, BSN

#### **Determining Pre and Post-Intervention Patient Education Resource Utilization Rates on a Medical-Surgical Unit**

Taylor L. Steele, DNP, RN, CPN

Pamela LaBorde, DNP, APRN, CCNS

Emily Taylor, Med

Alison Caballero, MPH, CHES

#### **Perioperative Education for Ambulatory Hand Surgery Patients: Design and Evaluation of a**

#### **Structured Web-Based Patient Education Platform**

Mariella Seel

### Why Medline Plus?

Fran Rice, MHSA, MSLIS, AHIP-Distinguished, CPS

Dana Abbey, MLS, AHIP

12:45 p.m.-1:00 p.m.

### Virtual Drawing

1:00- p.m.1:15 p.m.

### Closing and Wrap Up

Wayne Neal, MAT, BSN, RN, NPD-BC