The 5th anniversary of the NC Care Transitions Summit brings an additional day of learning, sharing and celebrating.

Day 1:
• 3 tracks: Patient/Family Engagement (PFE) at the Bedside, Health Disparities and a track designed for Patient and Family Advisors.
• Evening dinner with Jason Wolf from the Beryl Institute
• Awards celebrating outstanding patient engagement in North Carolina

Day 2:
• Sharing of local and national strategies to improve care transitions across the care continuum.
• Hands on learning with real case studies from NC.
• Interactive storyboard sharing.

Target Audience: healthcare professionals across the continuum, community-based service providers, consumer advocates, PFE champions, Patient and Family Advisors, and all others dedicated to improving care transitions and the patient experience.

January 28 - 29, 2016
Sheraton Imperial, Durham, NC
Information

Venue
Sheraton Imperial Hotel and Convention Center, 4700 Emperor Blvd, Durham, NC 27703
For directions, go to http://www.sheratonrtp.com/local-area.

Registration
Early Registration is through December 1, 2015:
• Day 1: Patient/Family Engagement (includes dinner) - $125
• Day 2: NC ACT - $75

Registration after December 2, 2015:
• Day 1: Patient/Family Engagement (includes dinner) - $140
• Day 1: Dinner Only - $50
• Day 2: NC ACT - $100
• Day 1 & 2 (includes dinner) - $200
• *Student/Patient Family Advisor reduced rate - $50 per day*

To register, go to https://events.ncha.org/event/1401/register.

Registration deadline is January 14, 2016. Cancellations must be received by January 14, 2016 in order to receive a refund. Substitutions can be made up until January 18, 2016 by notifying Sarah Roberts at sroberts@ncha.org.

* To receive a Student/Patient Family Advisor reduced rate, contact Sarah Roberts at sroberts@ncha.org.

Pre-registration is required for the Flip the Clinic Session on Day 2.

Hotel Information
For room reservations, call 919-941-5050 or go to http://www.sheratonrtp.com.

Group room rate of $99 available until 12/29/15.

Special Needs
If you require reasonable accommodations for a disability in order to participate fully in this summit, please contact Sarah Roberts no later than January 14, 2016 at sroberts@ncha.org or 919-677-4139.

Storyboard Session
The Summit will feature a Storyboard Session on Day 2 to showcase all of the great work in the state and to allow for sharing on a large scale. Summit participants are encouraged to prepare a storyboard to highlight improvement projects, innovations, and successful efforts to improve care transitions. Participants must complete an online storyboard abstract by Friday, January 15, 2016. http://static1.1.sqspcdn.com/static/f/1527989/26574131/1443648432197/2016Summit_Poster_Instructions.pdf?token=t4IRL983k2RT7XJtej7EitpSgkJ%3D.
Keynote Speakers

Ronald M. Wyatt, M.D., MHA
Dr. Ronald Wyatt is the Medical Director in the Division of Healthcare Improvement at The Joint Commission. In this role, Dr. Wyatt promotes quality improvement and patient safety to internal and external audiences, works to influence public policy and legislation for patient safety improvements, and serves as the lead patient safety information and education resource within The Joint Commission. Dr. Wyatt is a Board-Certified Internist with over 20 years practice experience and is currently licensed in the state of Alabama. He earned his medical degree at the University of Alabama Birmingham and completed residency at the St. Louis University hospital, where he served as Chief Resident in the department of Internal Medicine. He also completed a Harvard School of Public Health program in Clinical Effectiveness. He was named one of the 2013 and 2014 “Top 50 Patient Safety Experts” in the USA by Becker's Magazine.

Jason A. Wolf, Ph.D.
Dr. Jason Wolf is a passionate champion and recognized expert on patient experience improvement, organizational effectiveness, and sustaining high performance in healthcare. As President of The Beryl Institute, Jason has led the growth of the organization in becoming the leading global community of practice and thought leader on improving the patient experience, engaging over 30,000 members and guests in over 50 countries. Jason is also the Founding Editor of the Patient Experience Journal, the first open-access, peer-reviewed journal committed to research and practice in patient experience improvement.

Tanya Lord, Ph.D., MPH
Dr. Tanya Lord is currently the Director of Patient and Family Engagement at the Foundation for Healthy Communities in New Hampshire, working with all NH hospitals to implement or enhance their patient/family engagement. Tanya has shared her son’s story of medical error and the importance of engaging patients and families and effective communication in medical school classrooms, keynote presentations and conference workshops. Tanya holds a Masters of Public Health from the University of New Hampshire and a Doctorate in Clinical and Population Health Research from the University of Massachusetts Medical School. She is also a co-founder of The Grief Toolbox, which offers tools to help those along the grief journey.

Jane Brock, M.D., MSPH
Dr. Jane Brock is a Medical Director at Telligen, and currently serves as the Clinical Director of the Quality Innovation Network (QIN)-Quality Improvement Organization (QIO) National Coordinating Center (NCC), funded by CMS. CMS’s priority areas for improvement include promoting preventive services, reducing hospital readmissions, increasing the use of health information technology, engaging patients and families in their own care, and supporting providers’ success in achieving value based payment incentives. She also serves as a co-Principal Investigator for the University of Kentucky’s Project Achieve, funded by the Patient-Centered Outcomes Research Institute to assess the effectiveness of transitional care, and an expert faculty member for of CMS’s Community-Based Care Transitions Program technical assistance contractor.
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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7:30 AM - 8:15 AM</td>
<td>Registration and Breakfast</td>
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<tr>
<td>8:15 AM - 8:30 AM</td>
<td>Welcome</td>
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| 8:30 AM - 9:30 AM | Keynote: Equity in Health and Health Care: Challenges and Opportunities  
                      Ronald M. Wyatt, M.D., Medical Director in the Division of Healthcare Improvement  
                      at The Joint Commission                                   |
| 9:30 AM - 9:45 AM | Break                                                                |
| 9:45 AM - 11:15 AM | Breakout Track 1: Professional Track  
                      PFE at the Bedside: Best Practices                          |
| 9:45 AM - 11:15 AM | Breakout Track 2: Professional Track  
                      Who’s At the Table: Promoting Cultural Competency in Healthcare |
| 9:45 AM - 11:15 AM | Breakout Track 3: PFAC and PFA Track  
                      Evolution of Role of the Patient Family Advisor               |
| 11:15 AM - 12:45 PM | Networking Lunch                                                     |
| 12:45 PM - 1:00 PM | Assemble for Plenary                                                |
| 1:00 PM - 2:00 PM | Plenary  
                      Tanya Lord, PhD, Director of PFE at New Hampshire Hospital Association: Foundation  
                      for Healthy Communities                                   |
| 2:00 PM - 4:00 PM | Breakout A  
                      Long Session Shared Decision Making: Flip the Clinic          |
| 2:00 PM - 4:00 PM | Breakout B  
                      PFE and Behavioral Health                                      |
| 2:00 PM - 2:45 PM | Breakout C  
                      Patient and Family Engagement in Research and Practice         |
| 3:00 PM - 4:00 PM | Breakout D: PFAC/PFA Track:  
                      The Vidant Journey                                                |
| 4:00 PM - 4:15 PM | Break                                                                |
| 4:15 PM - 5:00 PM | Current NCQC PFE/Disparities Update, Thank you, Parting Words with a Call to  
                      Action NCQC PFE Team and PFAs                                  |
| 5:30 PM - 8:00 PM | Dinner for PFE/Disparities Summit, NCACT Conference Attendees and those wishing  
                      to only attend dinner and Wolf Keynote                          |
| 6:00 PM - 7:00 PM | Evening Keynote  
                      Jason Wolf, President of The Beryl Institute and Editor/Founder of Patient Experience  
                      Journal                                                        |
| 7:00 PM - 7:30 PM | PFE AWARDS CEREMONY                                                |

*Note: participants choose breakout sessions day of event*
### Day 2 Agenda

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| 8:45 AM - 10:00 AM | Keynote: Care Transitions: What Matters to Researchers, Community Improvers, Providers, Patients and Caregivers  
  *Dr. Jane Brock* |
| 10:00 AM - 10:20 AM | Break                                                                    |
| 10:20 AM - 11:40 AM | World Café: Care Transitions Shared Learning Workshop                   |
| 11:40 AM - 12:40 PM | Networking Lunch                                                         |
| 12:40 PM - 3:40 PM  | Breakout A: Flip the Clinic (pre-registration is required, max capacity is 45)  
  *NOTE*: participants in this session will miss the final plenary session. |
| 12:40 PM - 2:40 PM  | Breakout B  
  *NCQC Care Transitions Collaborative Session* (Transition Collaborative Members Only) |
| 12:40 PM - 1:40 PM  | Breakout C  
  *Care Transitions 101* |
| 12:40 PM - 1:40 PM  | Breakout D  
  *Moving from Informed to Engaged* |
| 12:40 PM - 1:40 PM  | Breakout E  
  *Advanced Illness Management: Patient Centered Transitions* |
| 1:40 PM - 1:50 PM   | Break                                                                    |
| 1:50 PM - 2:50 PM   | Breakout F  
  *A Collaborative Community Approach to High Risk, High Need Patients* |
| 1:50 PM - 2:50 PM   | Breakout G  
  *Critical Time Intervention: Intensive Case Management for Critical Transitions* |
| 1:50 PM - 2:50 PM   | Breakout H  
  *A Contextual Approach to Advance Care Planning Education* |
| 2:50 PM - 3:00 PM   | Break                                                                    |
| 3:00 PM - 4:00 PM   | Plenary Session: Rapid Fire with Patient/Family Advisors                 |
| 4:00 PM - 4:15 PM   | Closing                                                                  |

*Note: participants choose breakout sessions day of event with exception of Flip the Clinic*