



Yale New Haven Health

Transforming Healthcare Grand Rounds

“Transforming the People Experience”

Adrienne Boissy, MD, MA
Chief Experience Officer
Cleveland Clinic

Tuesday, May 9, 2017, 5:00-6:30 pm

TAC Auditorium (N107)

Open to the public without charge

Refreshments will be served at 4:30 pm

Registration is not required, but please sign the attendance sheet to receive CME credit.

Contact: Marcia Johnson at (203) 688-8475 or Marcia.Johnson@ynhh.org

There is no corporate support for this activity

This course will fulfill the licensure requirement set forth by the State of Connecticut

ACCREDITATION

The Yale School of Medicine is accredited by the Accreditation Council for Continuing Medical Education thru to provide continuing medical education for physicians.

NEEDS ASSESSMENT

Patient experience has become a focus on many healthcare organizations. Yet, we have a long way to go in meeting expectations of patients and families and perhaps even further to exceed them. At the same, the demands on caregivers are unprecedented. We'll talk about disruptions on the experience landscape that will transform us all.

LEARNING OBJECTIVES

At the conclusion of this activity, participants will be able to:

- Review where the field of patient experience has been
- Discuss current realities and expectations
- Describe future innovative disruptions for the “people experience”

DESIGNATION STATEMENT

The Yale School of Medicine designates this live activity for 1.5 **AMA PRA Category 1 Credit(s)**™. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

FACULTY DISCLOSURES

It is the policy of Yale School of Medicine, Continuing Medical Education, to ensure balance, independence, objectivity and scientific rigor in all its educational programs. All faculty participating as speakers in these programs are required to disclose any relevant financial relationship(s) they (or spouse or partner) have with a commercial interest that benefits the individual in any financial amount that has occurred within the past 12 months; and the opportunity to affect the content of CME about the products or services of the commercial interests. The Center for Continuing Medical Education will ensure that any conflicts of interest are resolved before the educational activity occurs.