



**National Patient  
Advocate Foundation**

**Fall 2019 Policy Consortium  
November 13, 2019**

*Trust Your Patient. Trust Your Provider.  
Building Trust to Reduce Health Disparities*

**AGENDA**

- 8:30 am**                    **Registration and Continental Breakfast**
- 9:00 am**                    **Welcome and Introduction**
- **Alan Balch, PhD**  
*Chief Executive Officer*  
Patient Advocate Foundation & National Patient Advocate Foundation
  - **Gwen Darien**  
*Executive Vice President, Patient Advocacy and Engagement*  
Patient Advocate Foundation & National Patient Advocate Foundation
- 9:15 am**                    **The Patient Experience: Evaluating Underserved Populations' Experience with Trust and Identity in the Health System**
- **Kathleen Gallagher, MPH**  
*Senior Director of Health Services Research*  
Patient Advocate Foundation
- 9:30 am**                    **Setting the Stage: How Patients' Identities Impacts Trust**  
**Moderator: Kellan Baker, Centennial Scholar**  
Johns Hopkins Bloomberg School of Public Health, Department of Health Policy and Management
- Panelists:**
- **Alma McCormick, MA**  
*Member & Patient Advocate*  
Crow Nation  
*Executive Director*  
Messengers for Health
  - **Olga Lucia Torres, JD, MS**  
*Patient Advocate*  
*Professor*  
City University of New York School of Medicine
  - **Amy Williams, MD**  
*Chair*  
Department of Internal Medicine, Mayo Clinic  
*Professor*  
Division of Hypertension and Nephrology, Mayo Clinic

**Q&A**

- 10:45 am**                      **Break**
- 11:00 am**                      **Building Interpersonal Connections to Promote Trust Between Patients & The Health System**  
**Moderator: Rebekah Angove, PhD, Vice President, Patient Experience and Program Evaluation**  
Patient Advocate Foundation
- Panelists:**
- **Lolita Maria Alkureishi, MD**  
*Associate Professor*  
Section of Academic Pediatrics, University of Chicago
  - **Jermame Bond, PhD**  
*Senior Director, Quality Measurement*  
National Quality Forum
- Q&A**
- 12:00 pm**                      **Lunch**
- 12:15 pm**                      **How Employers Can Address Health Disparities and Improve Access to Care**
- **Preeti N. Malani, MD, MSJ**  
*Chief Health Officer & Professor of Medicine*  
Division of Infectious Diseases, University of Michigan
- 1:00 pm**                      **The Change Agents Among Us**  
**Moderator: Michelle Johnston-Fleece, MPH, Senior Program Officer**  
Patient-Centered Outcomes Research Institute
- Panelists:**
- **Mercy Adetoye, MD**  
*Third-Year Resident*  
Department of Family Medicine, University of Michigan
  - **Kayla Cooper**  
*Intramural Research Trainee Fellow*  
National Genome Research Institute, National Institutes of Health
  - **Karen Y. Moore**  
*Patient Advocate*  
*Founder*  
James D. Moore Memorial Foundation for Sepsis Awareness
- Q&A**
- 2:15 pm**                      **Summary & Closing**
- **Gwen Darien**