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

- Jermane 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