

CHCANYS NYS-HCCN Virtual Workshop

Enhancing the Patient Experience: Connecting Tools, Strategies, and Research for Equitable Care

June 8 & 9, 12:00–2:00 pm

Over two days, this workshop will explore how the patient experience and patient engagement is inextricably linked to health equity, through health literacy, human-centered design, and emerging data and technology that can promote public health and improve access to care. Our goal is to provide health centers with actionable tools to recognize cultural and linguistic barriers for patients and improve organizational health literacy, and to inspire continued leadership in empathetic, patient-centered care.

Agenda

Day 1

Speakers:

- [Cindy Brach](#) (AHRQ) on Health Literacy
- [Dr. Yanshan Wang, PhD](#) (University of Pittsburgh) on AI Health Research
- [Amy Heymans](#) (UnitedHealthCare) on Human-Centered Design

Day 2

Speakers:

- [Trudy Sullivan](#) (HealthCatalyst) on Health Equity
- [Meredith Schanda](#), FNP (Maven Project) on eConsults
- [Dr. Anne Kinderman](#) (UCSF) on Palliative Care

This workshop is free to attend, but pre-registration is required.

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