



# 2019 HCEA Conference

October 23-25, 2019  
The Inn at Opryland, Nashville, TN  
Striking a Chord:  
Creating Harmony in  
Patient Education

## 2019 Preliminary Program

### WEDNESDAY, OCTOBER 23

7:30am-8:00am | Location

**Breakfast Buffet for Tour Attendees**

8:00am-1:00pm

**HCEA Registration Open**

8:00am-11:30am

**Tour of the Monroe Carell Jr. Children's Hospital at Vanderbilt (VUMC)**

11:30am-1:00pm

**Attendee Lunch (on your own)**

1:00pm-1:15pm | McGavock Ballroom

**Conference Opens,  
Welcome Address**

Carolyn Cutilli, PhD, RN-BC

1:15pm-3:00pm | McGavock Ballroom

**Opening Plenary Session 1A:**

Sunil Kripalani, MD, MSc, SFHM

3:00pm-4:00pm | McGavock Ballroom

**Plenary Session 1B:**

*National Guidelines*

Carolyn Cutilli, PhD, RN-BC

4:00pm-4:30pm

**Refreshment Break (Vendor Time)**

4:30pm-5:30pm

**Breakout Session 1**

**Pennington**

**Session A**

*Teach Back Use Among Health Professions Students*

Iris Feinberg, PhD; Michelle Ogrodnick, MPH: Georgia State University

**Donelson B**

**Session B**

*Human-Centered Design: Not Just for Designers!*

Kathleen White, MSN, RN: Medical University of South Carolina

**Donelson A**

**Session C**

*Leveraging Technology to Address the Opioid Crisis*

Natalie Friedman; Katherine Martinko, MPH:

GetWellNetwork

**McGavock A**

**Session D**

*Passing the Test: Collecting Constructive & Implementable Patient Feedback About Patient Education*

Ruti Volk, MSI, AHIP; Karelyn Munro, BA; Amy Hyde, MILS;

Julie Wietzke, MHSA, MLS; Yvette Salamey, BA; Quinlan

Davis, BA: University of Michigan

5:45pm-6:30pm | Donelson A/B

**Poster Session 1**

6:30pm-8:00pm | McGavock Ballroom

**Evening Welcome Reception (Vendors Welcome)**

### Thursday, October 24, 2019

7:30am-8:15am | McGavock / Atrium

**Breakfast Buffet**

8:00am-8:15am

**Opening and Announcements**

8:15am-9:45am | McGavock Ballroom

**Plenary Session 2A:**

*Relationship – Centered Communication and Workshop  
Communication Rx Academy of Communication in  
Healthcare*

Laura Cooley, PhD

9:45am-10:15am

**Refreshment Break (Vendor Time)**



## 2019 Preliminary Program

10:15am-11:15am

### Breakout Session 2

#### McGavock A

##### Session A

*Toolbox for Success: Teaching Clinicians How to Teach*

Licia Harper, PT, DPT; Sonya Flanders, DNP, APRN, ACNS-BC, CCRN-K: Baylor, Scott & White Health System

#### Donelson A

##### Session B

*Take a Deep Breath: Stepping Stones to Better Asthma Care*

Suma Rao-Gupta, MPH, MBA; Laura Shreffler, BSN, RN, AE-C: Ann & Robert H. Lurie Children's Hospital of Chicago

#### Donelson B

##### Session C

*Improving the Patient and Family Experience through Tele-Education*

Linda Bevington; Jeneane Sullivan

#### Pennington

##### Session D

*Introduction to Patient & Family Educator Mentoring Program*

Erica Ailes, BSN, RN, CPN; Marie Sosebee, MS, RN-BC; Britney Eyster, BSN, RN, CPN, CPHON; Heather McKern, BSN, RN, CPHON: Children's Healthcare of Atlanta

11:30am-12:30pm | McGavock

### Plenary Session 2B:

*HLE2: Health Literacy Environment of Hospitals and Health Centers Tool – University of Tennessee Health Literacy Task Force*

Kelsey Grabeel, MSIS, AHIP

12:30pm-2:00pm | Atrium

**Lunch Buffet with Vendor Presentations and Award Presentations**

2:00pm-3:00pm

### Breakout Session 3

#### McGavock A

##### Session A

*Maternal Mortality Through a Health Literacy Lens*

Teresa Wagner, DrPH, MS, CPH, RD/LD, CHWI #393: University of North Texas

#### Donelson A

##### Session B

*Exceptional Lives: Online Tools for Parents of Children with Disabilities*

Julie McKinney, MS: Exceptional Lives

#### Pennington

##### Session C

*Harmony in Patient Education: How a Synchronous Educational Message Creates Positive Outcomes*

Maureen Bonnell, BSN, RN, CMSRN; Sarah E. Medina, MSN, CRNP, FNP-C, CBC: Hospital of the University of Pennsylvania

#### Donelson B

##### Session D

*Partnering with Simulation to Increase Knowledge & Confidence in Parents Performing Tracheostomy Care*

Luke Vohsing, MBA, BSN, RNF: Nationwide Children's Hospital

3:00pm-3:30pm

**Break (Vendor Time)**

3:30pm-4:00pm | McGavock Ballroom

**Poster Session 2**

4:00pm-5:00pm | McGavock Ballroom

*Patient Engagement*

Lane Stiles, Terrell Smith

5:00pm

**Free Night to Explore Nashville**

**Friday, October 25, 2019**

7:30-8:15am | McGavock / Atrium

**Breakfast Buffet**

8:15am-9:15am | McGavock Ballroom

**Breakfast Plenary 3A:**

*Resilience: What it is, How it Works, and How to Build It*

Janette Helm, RN, MCHES: Indiana University

9:15am-10:15am

**Breakout Session 4**

#### Pennington

##### Session A

*Calming Stormy Waters: Streamlining Patient Education Across a Healthcare System*

Sonya Flanders, DNP, APRN, ACNS-BC, CCRN-K; Licia Harper, PT, DPT: Baylor, Scott & White Health System



## 2019 Preliminary Program

### Donelson B

#### Session B

*An Appreciative Inquiry Approach to Patient Education Transformation*

Jessica Begley, MPH: Maine Health System

### McGavock A

#### Session C

*Show Me the Money! Tips for Writing Winning Funding Proposals*

Michelle Burda, BS, MT, MLS: University of Pittsburgh

### Donelson A

#### Session D

*What Can we Do About Dr. Google?*

Ruti Volk, MSI, AHIP; Amy Hyde, MILS; Karelyn Munro, BA; Nabeel Obeid, MD: University of Michigan

10:15am-10:30am

#### Refreshment Break

10:30am-12:00pm | McGavock Ballroom

#### Closing Plenary Session 3B:

*Project ACHIEVE, UK Center for Health Services Research*  
Jing Li, MD, MS

12:00-12:30pm

#### Closing Announcements, Final Business Conference Adjourns

12:30pm-12:45pm

#### Turn in Evaluations Pick Up CE Certificates

## Poster Sessions

### Poster Session 1

POSTER A

*Technological Education and Assistance for Patients at a Comprehensive Cancer Center*

Kathryn Jinkins, BSN, MEd, MCHES; Adela V. Justice, MS, AHIP

POSTER B

*Clear As A Bell: The Process of Applying Plain Language Guidelines to Patient Education*

Karelyn Munro, Ruti Volk, MSI, AHIP; Amy Hyde, MILS; Maureen Thompson, MSN, RN

POSTER C

*Process or Process: The Intestinal Rehab Track to Home*  
Wayne Neal; Janel Talley

POSTER D

*Harmonizing Effects: A Trio of Patient Education Services*

Antonio DeRosa, MS, MLIS, AHIP; Judy Stribling, MA, MLS, AHIP

POSTER E

*Design Thinking to Create Health Education Interventions for Sickle Cell Disease*

Lisa Shook, MA, MCHES; Ryhanne McDade, PhD, MCHES; Lori E. Crosby, PsyD

POSTER F

*Stop, Watch, Go: Using Visual Tools to Educate Hematology/Oncology Families on Fever Emergencies*

Britney Eyster, BSN, RN, CPN, CPHON; Heather McKern, BSN, RN, CPHON

POSTER G

*Clinical Practice and Education Collaboration: Improving the Patient Experience in a Pediatric Autonomic Dysfunction Clinic*

Julie Hathaway, MC; Jill Walters, MPH; Amie Jones, MD; Jen Langdon, RN; Kay Comisky, RN; Jeannie Clark, RN; Philip Fischer, MD; Kristin Vickers, PhD

### Poster Session 2

POSTER A

*MD Anderson's Enhanced Recovery Program and Patient Education: Helping Patients Feel Better Now*

Desiree Phillips, MS, MCHES

POSTER B

*Health Literacy Assessment of BC Cancer*

Devon Poznanski, MHA

POSTER C

*Evaluation of Patient Education Materials from Identified Databases*

Marjorie Schirado

POSTER D

*Reorganization of Vascular Surgery Patient Education Materials to Maximize Access and Usability*

Amy Hyde, MILS; Bethany Lee-Lehner, MSN, RN; Karelyn Munro, BA; Ruti Volk, MSI, AHIP