



PHASE Learning Community Convening: Engaging Patients as Active Partners

June 11, 2019, 8:30 a.m. – 4:00 p.m. | Hilton Oakland Airport, Oakland

8:30 – 9:00 **Breakfast & Registration**

9:00 – 9:15 **Welcome and Overview of the Day**

- Alexis Wielunski, MPH, Center for Care Innovations
- Kaiser Permanente Northern California Community Health

9:15 – 10:45 **Patient Partnership in Direct Care**

Moderator: Michael Rothman, DrPH, Center for Care Innovations

- Care Neighborhood CHW Case Management Program, Community Health Center Network
- Health Coaching Program for MAs, Livingston Community Health Center
- Using the Patient Activation Measure, Judith Hibbard, PhD, University of Oregon

10:45 – 11:00 Refresh & Stretch

11:00 – 12:30 **Patient Partnership at the Clinic and Systems Levels**

Moderator: Anjana Sharma, MD, UCSF

- Hypertension Equity Workgroup and Patient Advisory Councils, San Francisco Health Network
- Patient Advisory Council, Lifelong Medical Care

12:30 – 1:30 **Nourishment & Networking**

1:30 – 3:00 **Workshops**

1. Engaging Patients in Self-Management

- Kate Lorig, DrPH, Self-Management Research Center
- Virginia Gonzalez, MPH, Self-Management Research Center

2. Using Human Centered Design to Bring Patient Voice to Improvement Projects

- Diana Nguyen, Center for Care Innovations
- Engaging Patient in Self-Measured Blood Pressuring Monitoring using HCD, Health Quality Partners

3. Change Ideas for Patient Engagement

- Denise Armstorff, Performance Improvement Expert, Master Coach, & Trainer

3:00 – 3:15 **Refresh and Stretch**

3:15 – 3:45 **Team Activity: Reflection and Action Planning Session**

- Denise Armstorff, Performance Improvement Expert, Master Coach, & Trainer

3:45 – 4:00 **News from Your Support Partners, Closing & Evaluations**

- Alexis Wielunski, MPH, Center for Care Innovations