

Stakeholder Meeting Patient Experience Matters

March 6, 2012
8:00 a.m. – 10:00 a.m.
Maine Medical Association
30 Association Drive, Manchester Maine



AGENDA

GOAL: Learn about patient experience surveys & plans for implementation in Maine

- 7:30 a.m. Continental breakfast
- 8:00 a.m. Welcome and Purpose
Robert Keller MD, Chair of DHA's Maine Quality Forum Advisory Council
Karynlee Harrington, Executive Director, Dirigo Health Agency
- 8:10 a.m. Why Patient Experience Matters – A National Perspective
Dale Shaller, Principal, Shaller Consulting Group
Q & A – Open Discussion
- 8:45 a.m. Why Patient Experience Matters – The Maine Perspective
Josh Cutler MD, Facilitator
Panelists:
Kathy Record, Patient Advisory Council, Winthrop Family Practice
Elizabeth Mitchell, CEO, Maine Health Management Coalition
Claire Cote, Director Clinical Standardization, CMMC
Mary Mayhew, Commissioner, ME Dept. of Health and Human Services
Q & A – Open Discussion
- 9:20 a.m. How Do We Implement a Statewide Strategy?
Lisa Letourneau, Executive Director, Maine Quality Counts
Maureen Booth, Muskie School of Public Service
- 9:45 a.m. Feedback from Providers and Follow-Up Steps
Alexander Dragatsi, DHA/Maine Quality Forum