

***Save the Date***  
***The 5<sup>th</sup> Annual Patient Experience Conference***  
***Raising Up the Patient Voice***

Provided By:  
Baystate Health Office of Patient Experience  
And Baystate Continuing Interprofessional Education

**Wednesday, October 30, 2019**  
**8:00 am – 4:30 pm**

**The Log Cabin Banquet and Meeting House**  
**500 Easthampton Road**  
**Holyoke, MA**

[education.baystatehealth.org](http://education.baystatehealth.org)

**Keynote Speaker:**  
***Tiffany Christensen, CPXP***  
**Double Lung Transplant Recipient**  
**Vice President, Experience Innovation, The Beryl Institute**

**Topics Include:**

- Taking in Multiple Perspectives: The Impact on Family Care
- Raising Their Voices Through Partnership: Patient-Family Advisory Council
- Taking in Multiple Perspectives: A Visual Training Skills Workshop
- To Care is Human: What's Love Got to Do with It

**Audience:**

This course is designed for healthcare providers in all disciplines and specialties, and patient and family advisory council (PFAC) members and administrators.

**Goal:**

The goal of this program is to provide efficient, effective, compassionate, patient-centered care that benefits the individual patients and the communities we serve.



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, Baystate Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.