COMMUNITY HEALTH CARE ASSOCIATION of New York State

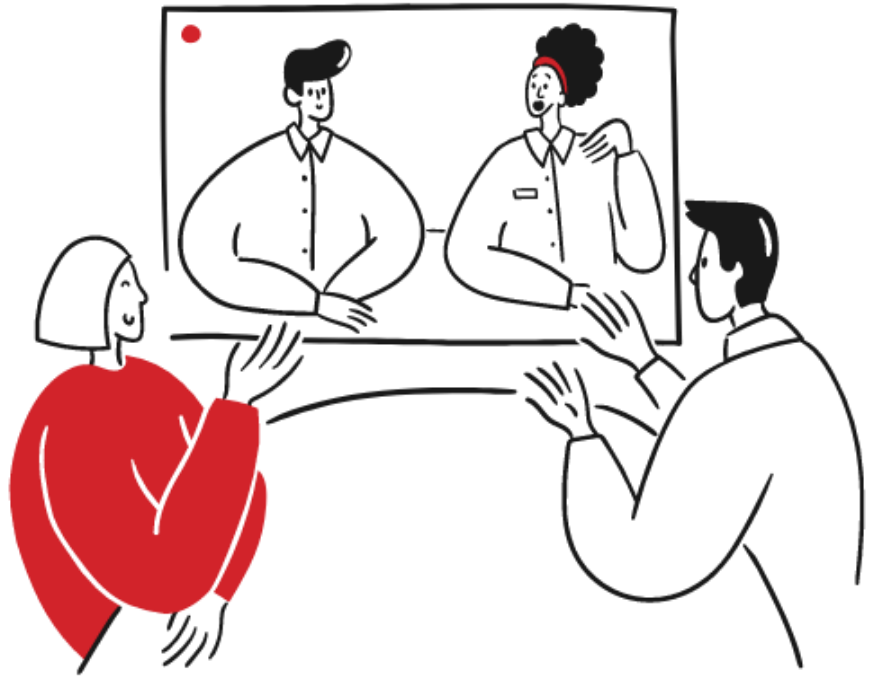
CHCANYS NYS-HCCN presents

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

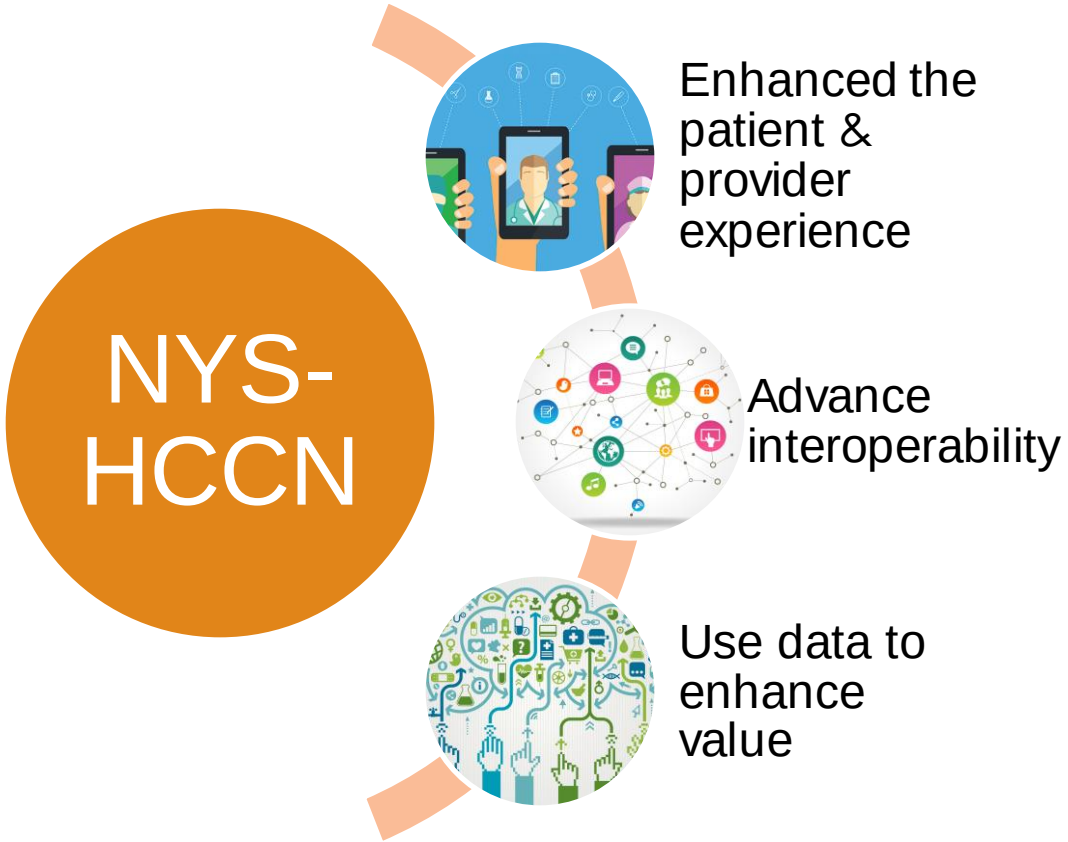
Day 1 – June 8, 2022

Zoom Guidelines

- You have been muted upon entry. Please respect our presenters and stay on mute if you are not speaking.
- Please share your questions in the chat. CHCANYS staff will raise your questions to our speakers and follow up as needed if there are unanswered questions.
- The workshop is being recorded.



The New York Statewide Health Center Controlled Network

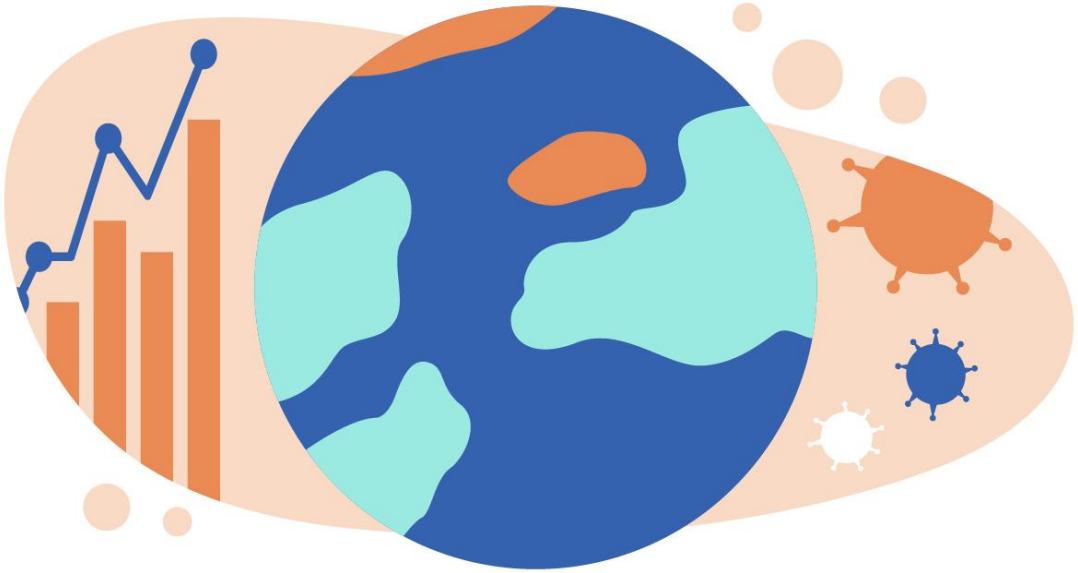


Agenda

1. Cindy Brach (AHRQ) on Delivering Health Literate Healthcare

2. Dr. Yanshan Wang, PhD (University of Pittsburg) on Using AI to Improve Health Literacy and Health Equity

3. Amy Heymans (UnitedHealthcare) on Human-Centered Design?



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Delivering Health Literate Healthcare

Cindy Brach, MPP

Agency for Healthcare Research and Quality (AHRQ)

Using Artificial Intelligence and Natural Language Processing Technologies to Improve Health Literacy and Promote Health Equity

Dr. Yanshan Wang, PhD, FAMIA

Vice Chair of Research and Assistant Professor, University of Pittsburgh

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Human-Centered Design

Amy Heymans

Chief Design Officer, UnitedHealthcare

Continue the Conversation: Thursday June 9, 12PM-2PM

Tomorrow's Agenda

1. Trudy Sullivan (HealthCatalyst) on Using Data to Overcome Disparities in Care

2. Meredith Schanda, FNP-BC (Maven Project) on eConsults for FQHCs

3. Dr. Anne Kinderman (UCSF) on Enhancing Palliative Care for Vulnerable Patients

We hope to see you then!

Workshop Evaluation Survey

Please share your feedback on this session. This should take less than 3 minutes to complete.

Survey Link:
https://forms.office.com/Pages/ResponsePage.aspx?id=YSZl7iDhjEqs_lCzVbYzoqmlH89zfFNPhDWTC9uAhXZUQldVSzVMT1lYVkVKOFpGTjBRVUlFT1lHQy4u