



NGPX

NEXT GENERATION PATIENT EXPERIENCE

The Retreat For Patient Experience Innovators

November 17-19, 2025 | Westin Rancho Mirage, Palm Springs, CA

SPONSORED BY:



PRODUCED BY:



WHAT IS NGPX?

NGPX is more than a conference—it's a community of passionate changemakers committed to reimagining the patient experience. In a time of rapid transformation, rising expectations, and advancing technologies, NGPX offers a space to connect, share, and grow with peers who believe that putting patients first is not just a goal, but a responsibility. Through actionable strategies, bold ideas, and authentic storytelling, NGPX empowers attendees to spark innovation, drive ROI, and elevate well-being across every touchpoint of the patient journey. Join us to explore the trends, tackle the challenges, and lead the charge toward a more human, connected, and impactful healthcare system.



SEE WHAT PAST ATTENDEES SAY ABOUT NGPX



FAVORITE HEALTHCARE CONFERENCE

“This is my favorite healthcare conference. The topics are relevant, the speakers are inspiring and engaging. I always leave with my bucket filled, new friends and great resources.”

Luli Lameran

Corporate PX Manager Training
**BAPTIST HEALTH SOUTH
FLORIDA**



FANTASTIC & ENRICHING

“This is my 5th time returning to NGPX conference. It has been a fantastic and enriching experience. The speaker selection, the content and the fun networking are what make this conference very unique and worthy of returning each year.”

Swati Mehta

National Director PX
VITUITY



INCREDIBLY VALUABLE

“The event has been incredibly valuable and has offered many different insights into Patient Experience and what has worked well for other organizations and sites.”

Brad Kinnard

*Emergency Department Supervisor
Advocate*
AURORA HEALTHCARE



2025 SPEAKERS

Rick Evans

*SVP and Chief Experience Officer Senior
Vice President and Chief Experience Officer
New York-Presbyterian Hospital **NEW***

Alan Dubovsky

*VP and Chief Patient Experience Officer
Cedars-Sinai*

Amy Searls

*Chief Experience Officer
Prime Healthcare*

Dr. Judith Wolfe

*Chief Medical Officer
University Hospitals
St. John Medical Center*

Alison Soileau, PhD

*Certified Pt Exp Leader (CPXP-L),
System Vice President, Patient
Experience & Service Excellence
Ochsner Health*

Julie Kennedy Oehlert

*Chief Experience and Brand Officer
ECU Health*

Tom Tull

*Chief Experience Officer
Ballad Health*

Christine Cunningham

*Chief Experience Officer
El Camino Health*

Kayla Carey

*Chief Operating Officer
Ambulatory Anesthesia Care **NEW***

Kathryn Gauthier

*MSHCM, CPXP, AVP Patient Experience
Ochsner Health **NEW***

Dwight McBee

*SVP, Chief Experience Officer
RWJBarnabas Health **NEW***

Julie Rish

*VP, Consumer Experience
AdventHealth*

Kristy Gay

*Chief Experience Officer
Baptist Memorial Health Care*

Dr. Eric Leroux

*Chief Quality Officer
Eisenhower Health **NEW***

Brian Carlson

*VP, Patient Experience
Vanderbilt University Medical Center*

David Weisman

*Chief Experience Officer
NYC Health + Hospitals **NEW***

Marcela S. Reyes

*MSN, CPXP, Executive Director,
Experience Learning, Culture &
Sustainment, Consumer Experience
AdventHealth*

Lisa Drumbore

*Vice President, Chief Experience Officer
Saint Peter's Healthcare System **NEW***

Thomas G. Howell, MD

*Former Vice Chair, Patient Experience
Medical Director, Con-OB GYN
Mayo Clinic*

Courtenay Bruce, JD, MA

*Associate Chief Experience Officer
Houston Methodist Hospital System*

2025 SPEAKERS

Dr. Christina Bowen

Chief Wellbeing Officer

ECU Health

Dawn Robbins

System Associate Vice President,
Patient Experience

Baptist Health

Erin Shipley

CEN, MSN, RN,
Vice President of Consumer Experience

Cooper University Health Care

Christina Musser

Sr. Director Virtual Care
& Patient Experience

St. Luke's University Health Network

Swati Mehta, MD

National Director of Quality
& Performance

Vituity

Lou Montana-Rhodes

Vice President,
Office of Patient Experience

ECU Health NEW

Dana J. Caviness

MBA CPXP,
AVP Patient Experience Operations

Wellstar Health System NEW

Alex Wimsatt

BSN, RN, PHN, Director, Care Experience

Providence NEW

Marisa Schwartz

DNP, MBA, Senior Medical Director Network
Patient Experience and Clinical Operations

St. Luke's University Health Network

Barbara Burnes

Director

Atrium Health

Chris Brainard

Associate Vice President,
Patient Experience

UAB Health System NEW

Jessie Reid

AVP Clinical and Operational Excellence

Orlando Health NEW

Michelle Eleby

MHA, MSG, Executive Director,
Clinical Excellence

Providence NEW

Lester Torres

MBA, PMP, CCSP, SSM, Sr. Director,
Practice & Patient Care Improvement

Orlando Health NEW

Grace Paschall

LCSW, ACM-SW, Administrative Director,
Consumer Experience

Cooper University Health Care NEW

Jeremiah Todd

MHA, CXPX, VP, Customer Engagement,
Experience & Language Access

Fairview Health Services NEW

Carol Lewis, MD

MPH FACS CPXP, Chief Patient Experience
Officer ad interim, Professor, Department
of Head and Neck Surgery, Medical
Director, Communication Skills Program

University of Texas MD Anderson

Cancer Center NEW

Stephanie Bayer

Senior Director, Patient Experience

Cleveland Clinic

Amberlee Fay

Enterprise Director,
Office of Patient Experience

UK Healthcare

Rachel Hitt

Medical Director of Patient Experience

Tufts Medicine Integrated Network

NEW

2025 SPEAKERS

Miranda Merriman
System Director,
Ambulatory Patient Experience
Inova Health System NEW

Aida Hozanovic
Patient Experience Performance Advisor
Inova Health System NEW

Carey Shannon
Patient Experience Program Manager
UAB Health System NEW

Kathy Denton
Director Patient Experience
MD Anderson Cancer Center

Erica Steed
Director, Patient Experience
WellStar Health System NEW

Cassandra Cisneros
Director, Patient Experience
Penn Medicine NEW

Robin Huffman
Director of Patient Experience
University of Cincinnati Medical Center

Yasir Khalid, Director
People-Centered Care and Health Justice
William Osler Health System NEW

Lara Burnside
Former Chief Experience Officer
JPS Health Network

Laura Cooley, PhD
Editor-in-Chief
Journal of Patient Experience NEW

Cheristi Cognetta-Riek
Vice Chair Nursing,
Enterprise Transformation
Mayo Clinic

Max Nicholson
Associate Director of Patient Experience
Cedars-Sinai

Natalie Zuniga
Senior Consultant,
System Patient Experience
Houston Methodist NEW

Ashleigh Kamencik-Wright, MBA
BSN, RN, Program Director,
System Patient Experience
Houston Methodist NEW

Terrell Williams
Project Manager,
System Patient Experience
Houston Methodist NEW

Richard Eke, MBA
LSSGB, Project Specialist,
System Patient Experience Operations
Houston Methodist NEW

2025 SPEAKERS

Susan Osborne

*RN, MSN, MBA, CPXP,
Director Patient Experience*
Hamilton Health Care System NEW

Mike Allen

RN, Director Emergency Services
Hamilton Healthcare NEW

Kathie Helms

*Senior Administrator,
Clinical Informatics and Practice Support*
Mayo Clinic NEW

Tatiana Abigail

Practice Administrator
UC Health

Rhonda Joyner

*MS, MBA, CPXP, Director, Patient
Experience*
**Planned Parenthood Federation of
America**

Bianca Mayes

*MPH, CHES®, National Director, Black
Health Equity*
**Planned Parenthood Federation of
America**

Lisa Sator

*PT, DPT, WCS, CLT,
Director of Experience Support Services*
Penn Medicine NEW

Jennifer Baron

CPXP, Chief Experience Officer
NRC Health

Lynn Charbonneau

*Former Director, Patient Experience
and Guest Services*
Tampa General

DeAnn Yoder, BSN, RN, PMP

*Project Lead Manager
Office of Patient Experience*
Michigan Medicine

Valerie Monet

*Executive Director, Consumer Insights &
Marketing Operations*
Banner Health

Kathryn Girardi, MHA

Director, Patient Experience
**Providence Little Company of Mary
Medical Centers San Pedro & Torrance**

Monique Most

Director, Patient Experience
**Providence Santa Rosa Memorial
Hospital**

Sarah Larsen

Director of Patient Experience
**Providence St. Joseph Hospital Eureka
& Redwood Memorial Hospital**

Jennifer Bollinger

Chief Consumer and Brand Officer
Sutter Health

RETURNING FAVORITES FOR 2025



NOVEMBER 17, 2025

Palm Springs Swing: NGPX Pre-Event Golf Outing

(Limited Availability - Sign-Ups Required)

Indulge in a quintessential Palm Springs experience with our NGPX Golf Outing! Nestled amidst the picturesque desert landscape, our outing offers the perfect opportunity to unwind, connect, and enjoy a day of golf in one of the most scenic locations in the world – right here at Westin Rancho Mirage’s renowned course. Take advantage of this opportunity to network and connect with fellow conference attendees. Share stories, swap tips, and build meaningful relationships against the backdrop of Palm Springs’ stunning natural beauty.



NOVEMBER 17, 2025

Morning Wellness Oasis: NGPX Self-Care Retreat

(Limited Availability - Sign-Ups Required)

Start off your NGPX conference experience with a morning of rejuvenation and renewal at our exclusive Self-Care Morning Retreat. Designed to nurture your mind, body and spirit, this tranquil oasis offers a blissful escape from the demands of daily life. We will conclude the morning with a light breakfast.

REQUEST YOUR SPOT

Spots are limited to Hospitals and Health Systems and offered by inquiry only. After you inquire, our team will be in touch to confirm your participation.

NEW AT NGPX

Fresh Faces, Shared Spaces: Coffee House Social Hour for NGPX Newbies

First Time Attending NGPX? Kick off your NGPX journey with this relaxed, coffeehouse-style networking event designed just for first-year attendees. Join fellow newcomers and our welcoming Advisory Board members for casual conversations, light structure, and a low-pressure environment to help you ease into the event. Whether you're looking for industry insights, new connections, or just some friendly faces, this session is the perfect way to start building your NGPX community—it's going to be a latte of fun!

- Meet fellow first-time attendees and start forming lasting connections
- Get guidance and insights from seasoned Advisory Board mentors
- Join lightly structured group discussions to jumpstart meaningful conversations with ease

It's going to be a latte of fun!



FEATURED SESSION



NOVEMBER 18, 2025

C-SUITE RETREAT: CXO THINK TANK

(Limited to 25 CXOs)

Designed exclusively for Chief Experience Officers overseeing their health system/hospital's PX strategy, this distinguished gathering offers and unparalleled opportunity to delve into the forefront of healthcare innovation, strategy and leadership.

Engage in candid discussions, exchange invaluable insights, and collaborate with fellow CXOs in a private, safe space, conducive to strategic exploration and visionary thinking.

Beyond the boardroom, the C-Suite Retreat fosters meaningful connections and networking opportunities with fellow executives, enabling and forging alliances and partnerships that drive innovation and shape the future of patient-centered care.



MON

NOV 17

DAY ONE: ROOTED IN PURPOSE: RECONNECTING WITH THE WHY BEHIND PX

MORNING WELLNESS RETREATS

9AM - Palm Springs Swing: NGPX Pre-Event Golf Outing

10AM - Morning Wellness Oasis: NGPX Self-Care Retreat

CASE STUDY: Improving Patient Experience through FQHC Collaboration

DeAnn Yoder, BSN, RN, PMP, Project Lead Manager, Office of Patient Experience, **Michigan Medicine**

Starts at 2PM

FRESH FACES, SHARED SPACES: Coffee House Social Hour for NGPX Newbies

NGPX Advisory Board Mentors:

Julie Kennedy Oehlert, Chief Experience and Brand Officer, **ECU Health**

Lara Burnside, Former Chief Experience Officer, **JPS Health Network**

Thomas G. Howell, MD, Former Vice Chair, Patient Experience Medical Director, Con-OB GYN, **Mayo Clinic**

Lynn Charbonneau, Former Director, Patient Experience and Guest Services, **Tampa General**

Christine Cunningham, Chief Experience Officer, **El Camino Health**

Kathy Denton, Director Patient Experience, **MD Anderson Cancer Center**

Alan Dubovsky, VP and Chief Patient Experience Officer, **Cedars-Sinai**

PRIVATE WORKSHOP: PX Paint & Chill: Creative Reflection for the Experience-Driven Leader

REGISTRATION & BADGE PICK-UP



Looking for more agenda specifics like session times and full descriptions?

SEE FULL SCHEDULE ONLINE



MON

NOV 17

DAY ONE: ROOTED IN PURPOSE: RECONNECTING WITH THE WHY BEHIND PX

Starts at 3PM

GENERAL SESSION KICK-OFF

Welcome Remarks

Charleen Ring, Event Director, **NGPX**

Chairperson's Opening Remarks by Press Ganey

OPENING KEYNOTE PANEL: Avengers Assemble: Uniting Health Systems to Transform the Patient Experience

Dawn Robbins, System Associate Vice President, Patient Experience, **Baptist Health System**

Tom Tull, Chief Experience Officer, **Ballad Health**

Kristy Gay, Chief Experience Officer, **Baptist Memorial Health Care**

Brian Carlson, VP, Patient Experience, **Vanderbilt University Medical Center**

Amberlee Fay, Enterprise Director, Office of Patient Experience, **UK Healthcare**

KEYNOTE: Elevating Environmental Services as a Pillar of Patient Experience

Lou Montana-Rhodes, Vice President, Office of Patient Experience, **ECU Health**

PARTNER FIRESIDE CHAT: Turning Unstructured Feedback into Actionable Insight

Speaker TBA, PEP Health + Customer, **Health System TBA**

STRETCH & NETWORKING BREAK

PANEL: The ROI of Ingenuity: Transforming PX Through Smarter Strategy, Not Bigger Spend

Moderator: Executive, **Press Ganey**

Erica Steed, Director, Patient Experience, **WellStar Health System**

Cassandra Cisneros, Director, Patient Experience, **Penn Medicine**

Valerie Monet, Executive Director, Consumer Insights & Marketing Operations, **Banner Health**



Looking for more agenda specifics like session times and full descriptions?

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MON

NOV 17

DAY ONE: ROOTED IN PURPOSE: RECONNECTING WITH THE WHY BEHIND PX

CASE STUDY: Reimagining Patient Experience: Weaving Together Technology and Conversation-Based Care

Cheristi Cognetta-Rieke, D.N.P., M.B.O.E., R.N , Vice
Chair Nursing – Enterprise Transformation, **Mayo Clinic**

Kathie Helms, MSN, RN, Senior Administrator of the
Clinical Informatics and Practice Support Division,
Mayo Clinic

The Providence Playbook: System-Wide Collaboration for Local PX Wins – An Interactive Panel

Kathryn Girardi, MHA, Director,
Patient Experience, **Providence Little
Company of Mary Medical Centers
San Pedro & Torrance**

Monique Most, Director, Patient
Experience, **Providence Santa Rosa
Memorial Hospital**

Sarah Larsen , Director of Patient
Experience, **Providence St. Joseph
Hospital Eureka & Redwood
Memorial Hospital**

DAILY REFLECTIONS: Reflect, Unpack, Connect

Laura Cooley, PhD, Editor-in-Chief,
Journal of Patient Experience

6PM **Welcome Reception In The XPERIENCE Lounge**

INVITE-ONLY HAPPY HOUR

Hosted By
Press Ganey



Looking for more agenda specifics like session times and full descriptions?

[SEE FULL SCHEDULE ONLINE](#)



TUE

NOV 18

DAY TWO: FROM INSIGHT TO IMPACT: OPERATIONALIZING PATIENT EXPERIENCE

Day Starts at 7AM

REGISTRATION & BREAKFAST

PRIVATE BREAKFAST WORKSHOP by Zebra Technologies

WELCOME REMARKS

Charleen Ring, Event Director, **NGPX**

CHAIRPERSON'S OPENING REMARKS

Jennifer Baron, CPXP, Chief Experience Officer, **NRC Health**

KEYNOTE: The Patient Experience Revolution – Proving ROI to Drive System-Wide Change

Amy Searls, Chief Experience Officer, **Prime Healthcare**

PANEL: From Silos to Synergy – Embedding PX From the Top - Down

Moderator: **Jennifer Baron**, CPXP, Chief Experience Officer, **NRC Health**

Jeremiah Todd, MHA, CXPX, VP, Customer Engagement, Experience & Language Access, **Fairview Health Services**

Jessie Reid, AVP Clinical and Operational Excellence, **Orlando Health**

Dana J. Caviness, MBA CPXP, AVP Patient Experience Operations, **Wellstar Health System**

PARTNER KEYNOTE BY NRC HEALTH: Elevating the Patient Experience in Healthcare: Insights and Innovations

Jennifer Baron, CPXP, Chief Experience Officer, **NRC Health**

KEYNOTE: Insights from AdventHealth

Julie Rish, VP, Consumer Experience, **AdventHealth**

Marcela S. Reyes, MSN, CPXP, Executive Director, Experience Learning, Culture & Sustainment, Consumer Experience, **AdventHealth**

MORNING GLAZE NETWORKING BREAK IN THE XPERIENCE LOUNGE

XPERIENCE THEATER SPOTLIGHT: Listening Differently: Next-Gen Approaches to Patient Experience Innovation

Stephanie Bayer, Senior Director, Patient Experience, **Cleveland Clinic**

KEYNOTE: Let's Get Granular – Two Key Tools Instrumental in Sustained PX Success

Swati Mehta, MD, National Director of Quality & Performance, Vituity, Adult Hospitalist, **CommonSpirit Health**



Looking for more agenda specifics like session times and full descriptions?

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TUE

NOV 18

DAY TWO: FROM INSIGHT TO IMPACT: OPERATIONALIZING PATIENT EXPERIENCE

Day Starts at 7AM

PARTNER KEYNOTE: Leveraging Technology to Embed Patient Experience into Every Department and Touchpoint

Speaker TBD - **Vital**

CASE STUDY: Redesigning the First 48: Innovation at the Intersection of Patient Experience and Clinical Outcomes

Dr. Eric Leroux, Chief Quality Officer, **Eisenhower Health**

INTERACTIVE ROUNDTABLE DISCUSSIONS

ROUNDTABLE #1: Topic TBA

Moderator TBA, **HID Global**

ROUNDTABLE #2: Topic TBA

Moderator TBA, **Samaritan**

ROUNDTABLE #3: From Scores to Strategy: Using PX Data to Drive Systemwide Change

ROUNDTABLE #4: Guiding the Journey: Enhancing Patient Confidence Through Proactive Navigation

ROUNDTABLE #5: Protecting the Front Line: Addressing Workplace Violence to Safeguard Experience

ROUNDTABLE #6: Healing the Healers: Supporting the Emotional Health of Your PX Workforce

ROUNDTABLE #7: Designing the Digital Front Door: Meeting Patients Where They Are

ROUNDTABLE #8: PX + AI: How Predictive Analytics Are Shaping the Future of Experience

LUNCH FOR ALL ATTENDEES

PRIVATE LUNCH WORKSHOP:
Hosted by Press Ganey



Looking for more agenda specifics like session times and full descriptions?

[SEE FULL SCHEDULE ONLINE](#)



TUE

NOV 18

DAY TWO: FROM INSIGHT TO IMPACT: OPERATIONALIZING PATIENT EXPERIENCE

Day Starts at 7AM

TRACK
A

**CARING FOR CAREGIVERS –
BUILDING A RESILIENT,
SUPPORTED, AND INCLUSIVE
WORKFORCE**

Chairperson's Remarks

PRESENTATION: Burnout in
Healthcare and the Impact on
Safety

Kathy Denton, Director, Patient
Experience, **MD Anderson Cancer
Center**

David Weisman, Chief Experience
Officer, **NYC Health + Hospitals/Queens**

PARTNER FIRESIDE CHAT:
Improving Staff Wellbeing and The
ROI of Investing in Your Workforce

TRACK
B

**REDESIGNING EXPERIENCE –
INNOVATION, PERSONALIZATION,
AND EQUITY AT THE CORE
OF CARE**

Chairperson's Remarks

CASE STUDY: Beyond the Ranks &
Scores – The Impact of Processes

Alison Soileau, PhD, CPXP-L, System
Vice President, Patient Experience &
Service Excellence, **Ochsner Health**

Kathryn Gauthier, MSHCM, CPXP, AVP,
Patient Experience, **Ochsner Health**

PARTNER FIRESIDE CHAT:
Leveraging Data to Deliver
Personalized Care

TRACK
C

**ALIGNING CLINICIANS AND
EXPERIENCE – TURNING
PHYSICIANS INTO PX
CHAMPIONS**

Chairperson's Remarks

CASE STUDY: Rounding
– Roadmap to Emergency
Department Success

Susan Osborne, RN, MSN, MBA, CPXP,
Director Patient Experience, **Hamilton
Health Care System**

Mike Allen, RN, Director Emergency
Services, **Hamilton Healthcare**

PARTNER FIRESIDE CHAT:
Topic TBA

By **Speaker TBA**, **NRC Health**

TRACK
D

WORKSHOPS

PRIVATE WORKSHOP:
Hosted by Sodexo

**Food as Medicine: Partnering with
Food Services to Advance Health,
Wellness & Wellbeing**

Dr. Christina Bowen, Chief Wellbeing
Officer, **ECU Health**

Speaker TBA, **Sodexo**



Looking for more agenda specifics like session times and full descriptions?

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TUE

NOV 18

DAY TWO: FROM INSIGHT TO IMPACT: OPERATIONALIZING PATIENT EXPERIENCE

Day Starts at 7AM

PANEL: Advancing Staff Wellbeing in Healthcare

CASE STUDY: Improving Patient Experience through FQHC Collaboration

DeAnn Yoder, BSN, RN, PMP,
Project Lead Manager, Office of Patient Experience, **Michigan Medicine**

PANEL: Bridging the Gap: Advancing Equity Through Language and Communication Access

Yasir Khalid, Director, People-Centered Care and Health Justice, **William Osler Health System**

Grace Paschall, LCSW, ACM-SW, Administrative Director, Consumer Experience, **Cooper University Health Care**

CASE STUDY:

Max Nicholson, Associate Director of Patient Experience, **Cedars-Sinai**

PANEL: Partners in PX: Strengthening Collaboration Between Physicians and PX Leadership

Lester Torres, MBA, PMP, CCSP, SSM, Sr. Director, Practice & Patient Care Improvement, **Orlando Health**

Lisa Drumbore, Vice President, Chief Experience Officer, **Saint Peter's Healthcare System**

Carol Lewis, MD MPH FACS CPXP, Chief Patient Experience Officer ad interim, Professor, Department of Head and Neck Surgery, Medical Director, Communication Skills Program, **University of Texas MD Anderson Cancer Center**

C-SUITE RETREAT: CXO Think Tank (Invite-Only)

SWEET CHILLIN' AFTERNOON NETWORKING BREAK IN THE XPERIENCE LOUNGE

XPERIENCE THEATER SPOTLIGHT: Fostering Innovation in PX

Understanding Workplace Belonging: Stories of Lived Experiences of Healthcare Workers

Tatiana Abigail, Practice Administrator, **UC Health**



Looking for more agenda specifics like session times and full descriptions?

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TUE
NOV 18

DAY TWO: FROM INSIGHT TO IMPACT: OPERATIONALIZING PATIENT EXPERIENCE

Day Starts at 7AM

PARTNER SPOTLIGHT

CASE STUDY PANEL: Developing and Implementing a Course Focused on Narrating Care: How it Can Impact Behaviors and Results

Courtenay Bruce, JD, MA, Associate Chief Experience Officer, **Houston Methodist Hospital System**

Natalie Zuniga, Senior Consultant, System Patient Experience, **Houston Methodist**

Ashleigh Kamencik-Wright, MBA, BSN, RN, Program Director, System Patient Experience, **Houston Methodist**

Terrell Williams, Project Manager, System Patient Experience, **Houston Methodist**

Richard Eke, MBA, LSSGB, Project Specialist, System Patient Experience Operations, **Houston Methodist**

DAILY REFLECTIONS: Reflect, Unpack, Connect

Laura Cooley, PhD, Editor-in-Chief, **Journal of Patient Experience**

DESIGN THINKING ROUNDTABLE WORKSHOPS: Collaborative Problem-Solving with PX Leaders

ROUNDTABLE WORKSHOP #1: The Disruption Mandala – Making Meaning from Chaos

Julie Kennedy Oehlert, Chief Experience and Brand Officer, **ECU Health**

ROUNDTABLE WORKSHOP #2: From Reactive to Proactive: Rethinking Workplace Violence Prevention in Healthcare

Stephanie Bayer, Senior Director, Patient Experience, **Cleveland Clinic**

ROUNDTABLE WORKSHOP #3: Winning Over the Why: Engaging a Disconnected C-Suite in the Value of Patient Experience

Lisa Drumbore, Vice President, Chief Experience Officer, **Saint Peter's Healthcare System**

ROUNDTABLE WORKSHOP #4: Leading with Intention – Developing the Next Generation of PX Leaders

Alex Wimsatt, BSN, RN, PHN, Director, Care Experience, **Providence**

Michelle Eleby, MHA, MSG, Executive Director, Clinical Excellence, **Providence**

ROUNDTABLE WORKSHOP #5: Designing a Patient Advisory Board That Actually Drives Change

Cassandra Cisneros, Director, Patient Experience, **Penn Medicine**

ROUNDTABLE WORKSHOP #6: Bridging the Discharge Gap: Redesigning the Patient Transition from Hospital to Home

Lynn Charbonneau, Former Director, Patient Experience and Guest Services, **Tampa General**

PARTNER EXPERIENCE: Mix, Mingle & Build: Invite-Only Cocktail Workshop

4:45PM **CAMP NGPX COCKTAIL RECEPTIONPRIVATE PARTNER DINNER**



Looking for more agenda specifics like session times and full descriptions?

SEE FULL SCHEDULE ONLINE



WED

NOV 19

DAY THREE: SUSTAINING THE MOMENTUM: EMBEDDING PX INTO CULTURE AND PRACTICE

Day Starts at 7AM

NETWORKING BREAKFAST IN THE XPERIENCE LOUNGE

PRIVATE BREAKFAST WORKSHOP

Welcome Remarks

Charleen Ring, Event Director, **NGPX**

Chairperson's Opening Remarks

KEYNOTE: Creating The Environment of Rest: Silence, Sooth, & Sleep

Christina Musser, Senior Director Virtual Care & Patient Experience, **St. Luke's University Hospital Network**

Marisa Schwartz, Senior Medical Director, **St. Luke's University Hospital Network**

ASK ME ANYTHING PANEL: Unfiltered PX Insights from the Experts

Rachel Hitt, Medical Director of Patient Experience, **Tufts Medicine Integrated Network**

Dr. Judith Wolfe, Chief Medical Officer, **University Hospitals St. John Medical Center**

Erin Shipley, CEN, MSN, RN, Vice President of Consumer Experience, **Cooper University Health Care**

Dwight McBee, SVP, Chief Experience Officer, **RWJBarnabas Health**

Thomas G. Howell, MD, Former Vice Chair, Patient Experience Medical Director, Con-OB GYN, **Mayo Clinic**

PARTNER FIRESIDE CHAT: The Breaking Point: Addressing Workplace Violence to Protect Staff and Preserve Experience

XPERIENCE THEATER SPOTLIGHT: Rise & Relate Fostering Innovation in PX Networking Break in the Xperience Lounge

Partners in Care

Lester Torres, MBA, PMP, CCSP, SSM, Sr. Director, Practice & Patient Care Improvement, **Orlando Health**

Partner Spotlight

Dr. Aaron Neinstein, Chief Medical Officer, **Notable Health**

KEYNOTE: Designing the Site of Care for the Patient

Kayla Carey, Chief Operating Officer, **Ambulatory Anesthesia Care**



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WED

NOV 19

DAY THREE: SUSTAINING THE MOMENTUM: EMBEDDING PX INTO CULTURE AND PRACTICE

Day Starts at 7AM

PANEL: Looking Ahead: The Future of Patient Experience in a Rapidly Changing Healthcare Landscape

Lisa Sator, PT,DPT,WCS,CLT, Director of Experience Support Services, **Penn Medicine**

Dwight McBee, SVP, Chief Experience Officer, **RWJBarnabas Health**

Jennifer Bollinger, Chief Consumer and Brand Officer, **Sutter Health**

PARTNER FIRESIDE CHAT: How AI Can Help Predict Patient Outcomes and Formulate Patient Care Plans

MORNING NETWORKING BREAK IN THE XPERIENCE LOUNGE

CASE STUDY: Equity in Action: Embedding DEI into Every Patient Experience

Rhonda Joyner, MS, MBA, CPXP, Director, Patient Experience, **Planned Parenthood Federation of America**

Bianca Mayes, MPH, CHES®, National Director, Black Health Equity, **Planned Parenthood Federation of America**

KEYNOTE PANEL: Elevating Insights: What's Keeping Your CXOs Up at Night?

KEYNOTE: Transforming Ambulatory Care Through Experience-Led Innovation

Miranda Merriman, System Director, Ambulatory Patient Experience, **Inova Health System**

Aida Hozanovic, Patient Experience Performance Advisor, **Inova Health System**

KEYNOTE: More Than Words: Using Storytelling to Drive Patient Education

Barbara Burnes, Director, **Atrium Health**

DAILY REFLECTIONS: Reflect, Unpack, Connect

Laura Cooley, PhD, Editor-in-Chief, **Journal of Patient Experience**

CLOSING SESSION: Meditation and Manifesting Successful Patient Experience Through 2026

Facilitator: **Dr. Christina Bowen**, Chief Wellbeing Officer, **ECU Health**

Event ends at 2:00PM

Take away lunch and end of NGPX 2025. See you next year!

INTERACTIVE LUNCH DISCUSSION: Well-Being as a Strategy, Not a Perk: Rethinking Staff Support and Personal Wellness

Dr. Christina Bowen, Chief Wellbeing Officer, **ECU Health**



Looking for more agenda specifics like session times and full descriptions?

SEE FULL SCHEDULE ONLINE



PICTURE YOURSELF AT NGPX



Stay connected with us! Follow us on LinkedIn to stay updated on all things NGPX.

[CLICK HERE](#)

THE NGPX SOLUTIONS ZONE

Here are the top 5 reasons why NGPX is the leading forum to invest your marketing and business development dollars:

- 1

Full exposure to over 250 qualified conference attendees comprised of senior-level executives responsible for their company’s strategy: you gain direct access to the senior decision makers leading the way in patient experience.
- 2

Extensive networking opportunities, allowing for face-toface customer contact and one-to-one meetings.
- 3

Tailor-made sponsorship packages enable you to competitively position your company the way you want.
- 4

Opportunity to promote your brand and align it with the other industry leaders participating in the conference.
- 5

Increased flow of traffic through the solutions zone during breakfast, networking breaks and receptions.

NGPX provides you with an opportunity to meet potential business partners in the event’s solutions zone.

Instead of having numerous meetings scattered throughout many months, investigate future patient experience partners in one place at one time to start implementing and seeing ROI almost immediately! And as NGPX is not a trade show, only the most reputable and effective solutions providers – as found during production research for this conference –will exhibit at the event.

Interested in sponsorship and exhibition opportunities at NGPX?

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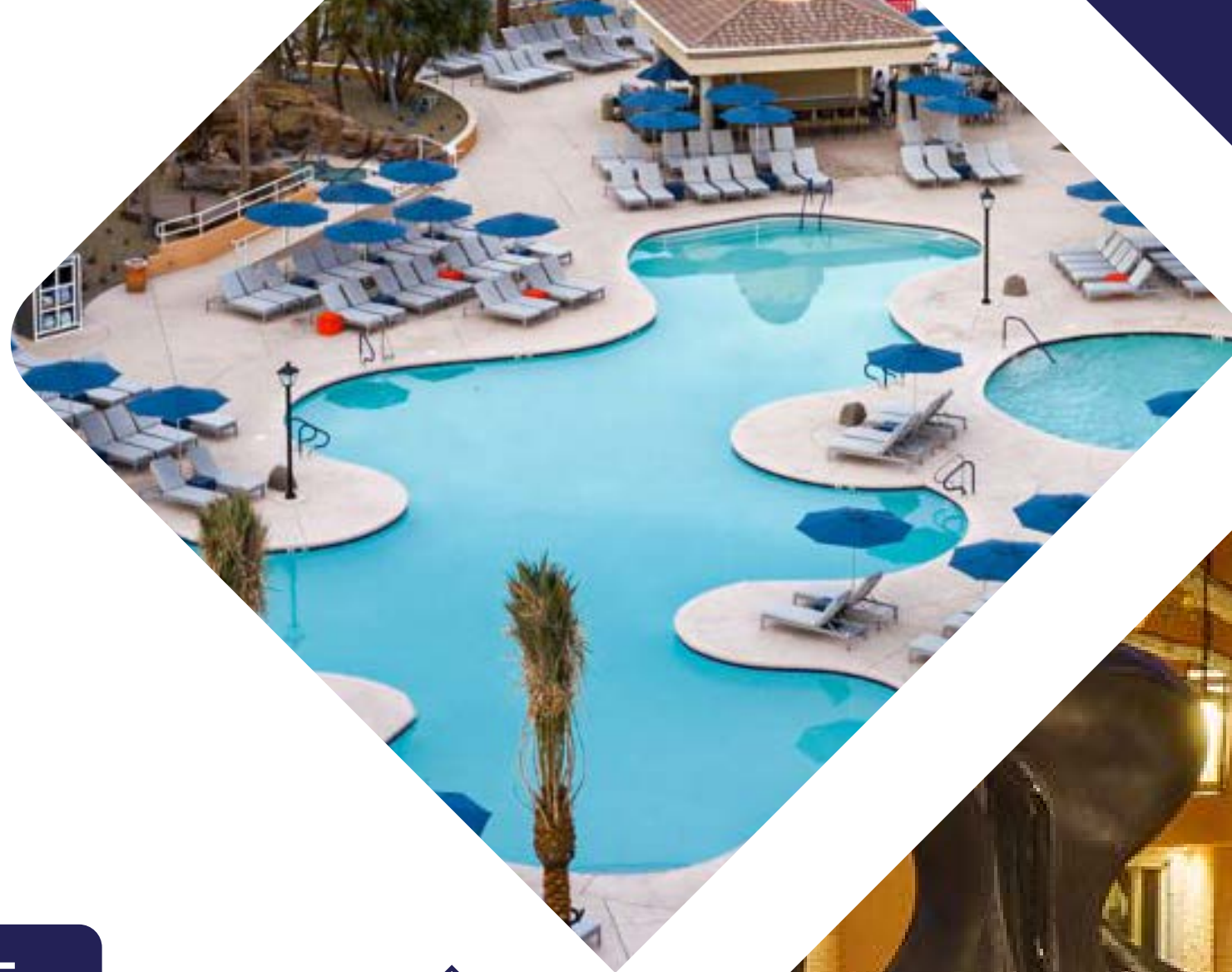
71333 Dinah Shore Drive
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CUTOFF DATE: October 26, 2025

The Westin Rancho Mirage Golf Resort & Spa sits on 360 acres in the Greater Palm Springs area. Our redesigned resort features the new Backyard Experience with a celebrity chef-inspired outdoor kitchen, perfect for groups and highlights the surrounding mountains as well as the resort's golf course. Golfers of all levels can enjoy the Pete Dye designed championship course named one of the Top 50 Golf Resorts in North America by Golf Digest. Take a splash in our newly renovated Las Brisas pool featuring dual waterslides. Enjoy dinner at Pinzimini, cocktails at Fireside Lounge or a family-friendly setting at Pinz & Pints featuring duck pin bowling. Begin your day at the WestinWORKOUT® Fitness Studio or recharge in the exclusive HalolR™ sauna at our onsite spa. Meet for a conference or social event in over 129,000 sq. ft. of meeting space with flexible outdoor and indoor venues. End the day in one of our guest rooms for a deep sleep on a Westin Heavenly Bed®. Paradise is personal – yours awaits.



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