

# Engaging Patients to Advance Diagnostic Excellence: A Workshop



**MONDAY, MARCH 2, 2026—NATIONAL ACADEMY OF SCIENCES BUILDING—LECTURE ROOM**

**8:00 AM      BREAKFAST—East Court**

**8:30 AM      Welcome and Opening Remarks**

Cristina Gonzalez, New York University Grossman School of Medicine

Kristen E. Miller, MedStar Health

Planning Committee Co-Chairs and Forum Members, Advancing Diagnostic Excellence

**8:50 AM      Patient Spotlight**

- Phalana Tiller, Bendable Labs
- TBD

**9:15 AM      Keynote Address**

Ilene Corina, Pulse Center for Patient Safety Education & Advocacy

**9:30 AM      Session 1: Engaging Patients, Caregivers, and Families in Advancing Diagnostic Excellence**

*Moderator: Sue Sheridan, Patients for Patient Safety US*

*Kathryn McDonald, Johns Hopkins University*

**Panelists:**

- Hugo Campos, ResearchPartner.org
- Alisa Khan, Boston Children's Hospital
- Mary Dolansky, Case Western Reserve University

**Panel Discussion/Audience Q&A**

**10:30 AM      Patient-Clinician Conversation: Understanding Unique Barriers to Find Shared Solutions in Diagnosis**

*Moderator: Charity Watkins, North Carolina Central University*

**Panelists:**

- Knitasha Washington, ATW Health Solutions **[VIRTUAL]**
- Olajide Williams, Columbia University

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### Panel Discussion/Audience Q&A

**11:15 AM** **BREAK**

### **11:30 AM** **Session 2: Improving the Health Professional's Role in Engaging Patients in Diagnosis**

**Moderators:** Gene Harkless, University of New Hampshire

Mark Schlesinger, Yale School of Public Health

#### **Partnering with Caregivers to Strengthen the Clinician's Role in Engagement**

Alexis Snyder, Engagement Specialist

#### **Strengthening Patient-Clinician Communication to Prevent Dismissal of Patients' Symptoms and Concerns**

Allyson Bontempo, Rutgers University

#### **The Clinician's Role in Aligning Patients' Goals with Diagnostic Care**

Naykky Singh Ospina, University of Florida

### Panel Discussion/Audience Q&A

**12:30 PM** **LUNCH BREAK—East Court**

### **1:30 PM** **Session 3: Designing Health Systems to Empower Patients in the Diagnostic Process**

**Moderators:** Helen Haskell, Mothers Against Medical Error

Anjana Sharma, University of California, San Francisco **[VIRTUAL]**

#### **Empowering Patients in Diagnosis Through Careful and Kind System Design**

Sheila Moroney, The Patient Revolution

#### **Systematic Collection of Patient-Reported Diagnostic Problems**

Jane Evered, University of Wisconsin-Madison

#### **Customer Ownership in Southcentral Foundation's Nuka System of Care**

Donna Galbreath, Southcentral Foundation

### Panel Discussion/Audience Q&A

**2:30 PM** **BREAK**

### **2:45 PM** **Session 4: A Vision for the Future of Engaging Patients to Advance Diagnostic Excellence**

**Moderator:** Charity Watkins, North Carolina Central University

Saul Weingart, Tufts Medical Center

#### **Panelists:**

- Gordon Schiff, Brigham and Women's Hospital
- Phalana Tiller, Bendable Labs
- Carole Hemmelgarn, MedStar Institute for Quality & Safety
- TBD

## Engaging Patients to Advance Diagnostic Excellence: A Workshop

- TBD

### **Panel Discussion/Audience Q&A**

#### **4:15 PM      Workshop Closing Remarks**

Cristina Gonzalez, New York University Grossman School of Medicine

Kristen E. Miller, MedStar Health

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#### **4:30 PM      MEETING ADJOURNS**