

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 **Leading from Experience: How Community Voices Drive Change**

Ilene Corina, Pulse Center for Patient Safety Education & Advocacy

9:10 AM **Leading from Experience: A Conversation on Community Partnership**

Phalana Tiller, Bendable Labs

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

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

Kathryn McDonald, Johns Hopkins University

Panelists:

- Hugo Campos, Research Partner
- 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

Panel Discussion/Audience Q&A

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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 [Virtual]*
Mark Schlesinger, Yale School of Public Health

Partnering with Caregivers to Strengthen Engagement and Enhance the Diagnostic Process

Alexis Snyder, Patient and Community 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**

1:15 PM **Session 3: Designing Health Systems to Empower Patients in the Diagnostic Process**

Moderators: *Helen Haskell, Mothers Against Medical Error [Virtual]*
Anjana Sharma, University of California, San Francisco [Virtual]

Improving Caregiver Engagement in Diagnosis

Nancy Netherland, Family Voices of California

Empowering Patients in Diagnosis Through Careful and Kind System Design

Sheila Moroney, The Patient Revolution

Engaging Patients Through Systematic Collection of Narratives About Diagnostic Problems, Mistakes, and Remedies

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:

- Phalana Tiller, Bendable Labs
- Carole Hemmelgarn, MedStar Health and Patients for Patient Safety US

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- Julia Adler-Milstein, University of California San Francisco [Virtual]
- Karen Cosby, Rush University/Cook County Health
- Gordon Schiff, Brigham and Women's Hospital

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

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

4:30 PM

MEETING ADJOURNS