

# Submission Guidelines

## Deadline Friday, February 28, 2020

If your organization has successfully implemented an innovative strategy, practical improvement initiative, or collaborative approach to transform safety, quality, workforce engagement or experience of care, we invite you to share your story and submit a proposal to speak at the 2020 Press Ganey National Client Conference, to be held Nov. 16-18 in Orlando.

Each year, more than 3,000 health care professionals gather at this industry-leading event seeking proven strategies to transform care. Our attendees are pursuing proven approaches, tactics and best practices that lead to improvements in and transformation across safety, quality, experience, and caregiver engagement. Each session shares fresh ideas and real-life examples of successful programs that leaders and caregivers can implement at their own organizations.

If your proposal is selected, you will be invited to present a breakout session. Selected proposals will also be considered for a Press Ganey Success Story Award®.

We are seeking stories in and across the following areas:

### **Patient Experience & Consumerism**

- Innovative Patient Experience Approaches
- Patient Experience Improvement Best Practices
- Nurturing a Culture of Patient-Centered Care
- Medical Practice Strategies
- Digital Strategies to Increase Engagement and Brand Loyalty
- Prioritizing Patient Experience Focus and Alignment through Mergers & Acquisitions

### **Safety & High Reliability**

- Using High Reliability Principles to Build a Safety-Focused Culture
- Implementing Patient Safety Best Practices (huddles, safety coaches, just culture, rounding, etc.)
- Implementing Workforce Safety Best Practices
- Applying HPI Methodologies (SEC® taxonomy, SSER® measures, Cause Analysis)
- Maximizing Learning through Patient Safety Organization (PSO)
- Reporting and Analyzing Safety Events Beyond Inpatient Settings

**Nursing Leadership for Clinical Excellence**

- NDNQI® Data Strategies
- LEAN Process Improvement
- Journey to Magnet
- Developing Nurse Manager Talent
- Addressing Nurse Burnout and Turnover
- Nursing Leadership in the Patient Experience

**Physician Leadership for Clinical Excellence**

- Engaging Physicians in PX and Performance Improvement
- Addressing Physician Burnout
- Physician Leadership in the Patient Experience

**Caregiver Engagement & Workforce Culture**

- Developing and Retaining a High-Performing Workforce
- Building Resilience and Mitigating Burnout
- Building Cultural Alignment during Mergers & Acquisitions
- Innovative Approaches to Use Caregiver Feedback to Drive Action
- Improving Key HR Performance Metrics (Turnover Reduction, Continuous Listening, Competency Modeling, Talent Assessments)

**Breaking Down Barriers with Cross-Department Approaches**

- Connecting Engagement to Experience, Quality and Safety Initiatives
- Connecting Nursing Driven Quality Improvements to Experience, Engagement and Safety Initiatives
- Connecting Patient Experience with Safety, Quality and Engagement Initiatives
- Connecting Safety with Patient Experience, Engagement and Quality Initiatives
- Developing High Reliability across the Organization

[To submit a proposal](#), please create a user account in the submission platform and then complete the submission's tasks. Your information is saved as you complete the tasks and so you may come back to your submission and make needed updates to your submission until the deadline of **Friday, February 28, 2020**. Additionally, a worksheet with the submission's tasks and details is available for download.