



## Agenda September 30, 2005

JW MARRIOTT HOTEL  
 1331 Pennsylvania Avenue NW  
 Washington, DC 20004  
 Tel: (202) 393-2000

<b>AGENDA – September 30, 2005 (Salon 1)</b>	
8:00 AM	Registration
8:30 AM	<b>Welcome / Bienvenidos</b> – Pam Dickson, Senior Program Officer, RWJF
8:45 AM	Opening Comments - Hablaamos Juntos in Review, Overarching lessons learned - Yolanda Partida, Director NPO
9:30 AM	Keynote Address – ‘Language Access is More Than Language’ Hilda Solis, Congresswoman 32 <sup>nd</sup> District of California
10:00 AM	Keynote Address – ‘The Impact of Language and Culture on Health Care’ Paul Schvye, Senior Vice President, JCAHO
10:30 AM	Break
10:45 AM	CEO Panel Panel members
11:05 AM	<ul style="list-style-type: none"> <li>○ Joint ventures to improve quality and control cost of language services. <b>John Miller</b>, President of Medverse Board of Trustees</li> </ul>
11:25 AM	<ul style="list-style-type: none"> <li>○ Culture change to meet the needs of changing demographics. <b>Knox Singleton</b>, CEO of Inova Health System</li> </ul>
11:45 AM	<ul style="list-style-type: none"> <li>○ Organization culture change in changing markets. <b>“Chip” Marshall</b>, CEO Temple University Health System</li> </ul>
Noon	<ul style="list-style-type: none"> <li>○ The business case means patient safety. <b>Brenita Crawford</b>, Chief Operating Officer of The Regional Medical Center at Memphis</li> <li>○ Questions for the panel</li> </ul>
<b>12:15 PM</b>	<b>Lunch – Poster Sessions</b>
1:15 PM	Reactor Panel
1:35 PM	<ul style="list-style-type: none"> <li>○ Reflections from the Field - Susan Ridgley</li> <li>○ Implications for the Future - Chris Koller</li> </ul>
2:00 PM	Facilitated discussion – Q&A <ul style="list-style-type: none"> <li>○ Implications of lesson learned</li> <li>○ Practical next steps for hospitals/health organizations</li> </ul>
2:45 PM	Break
3:00 PM	Policy implications – Guiding principles for language access <ul style="list-style-type: none"> <li>○ Mara Youdelman</li> </ul>
3:30 PM	Signs That Work <ul style="list-style-type: none"> <li>○ Jim Bolek and Jamie Cowgill</li> </ul>
4:00 PM	Closing Remarks
8:00 – 5:00 PM	Grantee Poster Display