

NEPAC Schedule

**Date:**

October 14, 2025

**Time:**

8:30 AM–4:00PM

**Location:**

Assumption Univeristy

8:45–9:00 AM

Welcome & Opening Remarks

- Brief introduction and meeting objectives
- Key updates or announcements

9:00–9:50 am

Keynote - Susan Edgman-Levitan

Through the eyes of the Patient: A History of Patient and Family-Centered Care

In her keynote, she will share practical strategies to elevate the patient's voice in healthcare and build stronger partnerships between providers, patients, and families.

10:00–10:50 AM

Workshops

- **Ilene Corina** - TakeCHARGE 5 Steps to Safer Health Care
- **Caryn Isaacs** - The Aging Icon: Changing the perception of Aging
- **Deb Gordon** - The Business of Patient Advocacy

11:00–11:50 AM

Workshops

- **Teri Frykenberg & Brad Schwartz** - A Day in the Life of a Patient Advocate
- **Shiella Dowlatshahi Radel & Amanda Trask**
- **Randi Lebar** - Music and Memory: the accidental creation of a 92-year-old social media sensation

12:00–1:10 PM

Lunch

1:10–2:00 PM

Keynote - Dr. Gordy Schmidt

Learning from and Reducing Diagnostic Errors: 5 New exciting Approaches

This keynote will explore systemic improvements and practical steps that healthcare professionals and advocates can take to safeguard patients and improve outcomes.

2:10–3:00 PM

Workshops

- **Steve Goodstein** - Conflict Resolution Skills in Healthcare
- **Nicole Broadhurst** - Top 3 Financial Risks Patients Face During the Course of Care

3:10–4:00 PM

Keynote - Sharon Kuhn

The Science of Empathy in Advocacy

This keynote will explore the science behind empathy and offer practical insights for advocates, caregivers, and professionals alike.

4:00 PM

Closing Remarks - End of Conference