Welcome to your #IAmTheFix Kit!

People kicking the hell out of health care.

Brought to you by HEALTHSPARQ.
Welcome to a new kind of health care conference.

We’re so glad you’re joining us—it’s going to be an amazing day!

This conference is about the people working outside—and in spite of—the system: everyday people like your neighbors, friends and family who needed help, were let down by the system and took matters into their own hands. They represent the other side of health care. Today you’ll hear from people demanding change, organizations changing thinking and a panel discussion with moms—health care’s secret weapon.

Your #IAmTheFix kit

To help you make the most of your #WTFix experience, we’ve put together this kit with all the event details, plus ideas and resources to help you put your commitment into action.

Stay connected to the conference

Connect with an amazing online community of fellow attendees before, during, and after the event. We’ll be live Tweeting, sharing peaks behind the scenes, interviews, plus other fun surprises.

#WhatTheHealthCare
#WTFix
#IAmTheFix

I’m committing to change healthcare at #WTFix, an event dedicated to ppl changing health-care from the outside in. www.whatsthefix.live

#WTFix is a FREE digital healthcare event taking place tomorrow! Read all about it & register to attend at: www.whatsthefix.info

I’m ready to change healthcare, are you? Join me for #WTFix & get inspired! Watch live now at: www.whatsthefix.live
Here’s the plan

**MORNING**

8:30AM PACIFIC / 11:30AM EASTERN / 4:30PM BST  
Welcome

8:40AM PACIFIC / 11:40AM EASTERN / 4:40PM BST  
*Naveen Rao (@naveen101)*  
How you can help change health care: Commitments for the day and beyond

8:55AM PACIFIC / 11:55AM EASTERN / 4:55PM BST  
*Susannah Meadows (@susannahmeadows)*  
Amazing stories about people overcoming health care obstacles and what makes them so special

9:45AM PACIFIC / 12:45PM EASTERN / 5:45PM BST  
*Dana Lewis (@danamlewis)*  
Building the artificial pancreas open source

10:40AM PACIFIC / 1:40PM EASTERN / 6:40PM BST  
*Morgan Gleason (@morgan_gleason)* & *Jamie Rich (@jameson_rich)*  
Using YouTube to bring the hospital experience to life

**AFTERNOON**

12:20PM PACIFIC / 3:20PM EASTERN / 8:20PM BST  
Lunch - take a minute to grab a bite to eat, but don’t miss special online-only speaker interviews and discussions

1:15PM PACIFIC / 4:15PM EASTERN / 9:15PM BST  
Panel Discussion: How to teach the next generation of med students  
Moderator: *Dan Munro (@danmunro)*  
Panelists: *Andrew Richards (@andrewwintech)* & *Beto Lopez*

2:20PM PACIFIC / 5:20PM EASTERN / 10:20PM BST  
Panel Discussion: Moms—health care’s secret weapon  
Moderator: *Beth Lambert (@bethlambert2)*  
Panelists: *Amy Gleason (@thepatientsside)*, *Jennifer Giustra-Kozek (@adhdnoharmmeds)* & *Dr. Madiha Saeed (@holisticmommd)*

3:45PM PACIFIC / 6:45 EASTERN / 11:45PM BST  
*Tami Rich (@bostonheartmom)*  
Bridging the gap between caregiver and industry changer

4:30PM PACIFIC / 7:30PM EASTERN / 12:30AM BST  
Connection time: keep your social channels open as we share commitment cards, make connections and continue the conversation from throughout the day

Make a commitment to change #healthcare. Join me for #WTFix RIGHT NOW & let’s get talking! www.whatsthefix.live #IAMTheFix

Amazing people w/amazing stories are talking about how regular people can help change #healthcare. Join me: www.whatsthefix.live

Please visit www.WhatsTheFix.info for more information on today’s speakers.
Here are some commitment examples to help get you started:

I am a patient or caregiver. I will use my voice and my story to drive improvement.

- Tell my care team about my practical concerns, like out-of-pocket costs or side effects of a treatment plan
- Join a patient advisory board or advocacy organization
- Write a blog post sharing my perspective and ideas for improvement

I am a business, product or program professional who works with the health system. I will empathize with patients and bring their experience into my workplace.

- Interview real patients as part of my marketing strategy
- Hold a lunch & learn for patients to share their perspectives
- Find or hire patients for user group testing or journey mapping

I am a health care system professional. I will bring patient feedback and ideas back into the system.

- Give patients an avenue to provide feedback on things like scheduling, support and service
- Solicit patients for improvement ideas via waiting room posters, social media input or e-mail campaigns
- Connect with colleagues outside my organization to learn how they’re improving the patient experience
- Sponsor patients to attend industry events, meetings or conferences
I’m committed!

If we take away the sophisticated technology, the convoluted coverage schemes, all of the Latin vocab words, the policy-making, the diagnosis codes and strange sounding drug names, we’re left with two basic things: a person and a problem.

What’s The Fix? Is about everyone—from everyday people to health care insiders—coming to together and committing to do what they can to change health care.

Here’s your commitment card. Print it out, write down your commitment, and pin it next to your desk, on your fridge, anywhere else you can think of to remind you throughout the year of your commitment.

Once you’ve filled out your card, share a pic on your social channels of choice using hashtag #IAmTheFix. After the conference, we’ll send you a message over social media as a reminder to keep the momentum going!

Need help figuring out how to bring your commitments to life? Reach out to @WEGOHealth or @HealthSparq on Twitter or Facebook we’ll be happy to help!

I’m committed to kicking the hell out of health care.

- I am a patient or caregiver. I will use my voice and my story to drive improvement.
- I am a business, product or program professional who works with the health system. I will empathize with patients and bring their experience into my workplace.
- I am a health care system professional. I will bring patient feedback and ideas back into the system.
- Other (please describe):