

PATIENT-CENTERED CARE IN THE REAL WORLD:

# How One Carrier Makes It Work

Reserve Officer's Club,  
Washington DC Minuteman  
Ballroom

Tuesday, September 19  
11:00 AM – 1:00 PM

**11:00 AM** **Welcome and Introductions** (Lunch Available for Attendees)

**Jon Blum**

Executive Vice President of Medical Affairs, CareFirst BlueCross  
BlueShield

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**11:05 AM** **Opening Remarks**

**Chet Burrell**

President & CEO, CareFirst BlueCross BlueShield

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**11:35 AM** **Panel Introduction**

**Chet Burrell**

President & CEO, CareFirst BlueCross BlueShield

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**11:40 PM** **Panel Discussion: Patient-Centered Care in the Real World**

**Chet Burrell, Moderator**

**Lewis Levy, MD, FACP**

Chief Medical Officer, Teledoc

**Gordon W. Thiesz, MD**

Family Medicine in Falls Church

**Jennifer Baldwin, MPA, RN**

Senior Vice President of PCMH and Care Coordination

**Len Nichols**

Director, Center for Health Policy Research and Ethics George Mason  
University

**Cynthia S. Robins, Ph.D.**

Westat, Center for Healthcare Delivery Research & Evaluation

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**12:40 PM** **Audience Q&A; Closing Remarks**