



# Applying Patient- and Family-Centered Concepts in Dealing with Challenging Situations with Patients and Families

**Tuesday, November 15, 2011**  
1:00 – 2:30 pm (EST)

Learn how to identify situations that challenge hospital staff to develop and maintain partnerships with patients and families. In this webinar, discover strategies to solve challenging situations encountered while implementing patient- and family-centered care. Recognize language that can affect the development of partnerships with patients and families.

## FEES

**\$249 per call-in line**

(A group may participate in the same room with you on this call-in line.)

**\$199 for Pinwheel Sponsors**

(Please call the Institute for details.)

**REGISTER NOW!**

**SPACE IS LIMITED**

[\(CLICK HERE TO REGISTER\)](#)

After your registration is confirmed, you will receive details about joining the webinar.

## WHO SHOULD ATTEND

Health care professionals and clinicians who want to build partnerships with patients and families, program coordinators charged with implementing patient- and family-centered initiatives, and patient and family leaders serving in an advisory role.

Participants will receive a General Certificate of Participation for 1.5 hours.

## WEBINAR FACULTY

**Terry Griffin, RNC, MS, NNP**, is an Advanced Practice Nurse at St. Alexius Medical Center in Hoffman Estates, IL. She has held faculty positions at the Graduate College of Nursing at the University of Illinois at Chicago and the Institute for Patient- and Family-Centered Care. Her clinical experience is in the NICU, as a staff nurse, Clinical Nurse Specialist, and most recently as a Neonatal Nurse Practitioner. Her specialty is patient- and family-centered care, and her area of interest is the relationship among staff, patients, and families. Terry has authored several publications on this topic.

A variety of resources and tools will be shared.

Visit [www.ipfcc.org](http://www.ipfcc.org) for more information or call 301-652-0281.

## WEBINAR OBJECTIVES

- Identify language that can affect the development of partnerships with patients and families;
- Identify situations that challenge hospital staff to develop and maintain partnerships with patients and families; and
- Strategize solutions to challenging situations encountered while implementing patient- and family-centered care.

## WEBINARS OFFERED BY THE INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

FOR DATES AND DETAILS, GO TO: [IPFCC.ORG/CALENDAR.HTML](http://IPFCC.ORG/CALENDAR.HTML)

### NOVEMBER 2011

**REGISTER NOW!** Applying Patient- and Family-Centered Concepts in Dealing with Challenging Situations with Patients and Families

Hospitals and Communities Advancing Patient- and Family-Centered Care: A Beginner's Guide

### DECEMBER 2011

**NEW!** Exploring the Role of Leaders in Patient- and Family-Centered Care

### JANUARY 2012

Enhancing Patient- and Family-Centered Communication Skills at the Bedside and Beyond—From Principles to Practice

**NEW!** Patient- and Family-Centered Care in Adult Critical Care Units

## ESPECIALLY FOR PATIENT AND FAMILY ADVISORS

### FEBRUARY 2012

Creating Patient and Family Advisory Councils—Getting Started **(7 pm EST)\***

Enhancing the Collaborative Process: Preparing, Supporting, and Mentoring Staff and Patient and Family Advisors to Advance Patient- and Family-Centered Care **(4 pm EST)\***

Developing Patient- and Family-Centered Peer Support Programs **(4 pm EST)\***

Implementing a Patient and Family Faculty Program to Strengthen a Patient- and Family-Centered Culture **(4 pm EST)\***

\* NOTE LATER TIMES

## UPCOMING WEBINARS

### MARCH 2012

Advanced Session: Sustaining and Enhancing Your Patient and Family Advisory Council

Collaborating with Youth and Families to Create Successful Transitions to Adult Health Care

Patient and Family Involvement in Change of Shift Report

### APRIL 2012

Enhancing Patient- and Family-Centered Communication Skills at the Bedside and Beyond—From Principles to Practice

Excellence and Innovation in Partnering with Patients and Families to Measure Outcomes of Patient- and Family-Centered Care

### MAY 2012

Engaging Patients, Families, and the Community as Partners in Patient Safety: Innovations and Best Practices

Applying Patient- and Family-Centered Concepts in Dealing with Challenging Situations with Patients and Families

### JUNE 2012

Hospitals and Communities Advancing Patient- and Family-Centered Care: A Beginner's Guide

### JULY 2012

Patient- and Family-Centered Approaches in Transitions from NICU/PICU

Applying Patient- and Family-Centered Concepts and Strategies to the Development of the Medical Home and the Management of Chronic Conditions

### AUGUST 2012

Creating Patient and Family Advisory Councils—Getting Started

**NEW!** The SMART Discharge—An 'Always' Event

Go to [ipfcc.org](http://ipfcc.org) for registration information.

## ABOUT THE INSTITUTE

The Institute for Patient- and Family-Centered Care, a non-profit organization founded in 1992, provides essential leadership to advance the understanding and practice of patient- and family-centered care. By promoting collaborative, empowering relationships among patients, families, and health care professionals, the Institute facilitates patient- and family-centered change in all settings where individuals and families receive care and support.