



# Patient- and Family-Centered Care in Adult Critical Care Units

**Tuesday, January 24, 2012**  
1:00 – 2:30 pm (EST)

This webinar is designed to outline successful strategies that encourage and support patient and family engagement during the intensive care phase of treatment.

## 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

Critical care staff; hospital directors and managers in critical care management (risk management, quality improvement); staff in leadership or liaison roles for patient- and family-centered programs; and patient and family leaders serving in an advisory role.

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

## WEBINAR OBJECTIVES

- Identify key elements of a patient- and family-centered practice model in an adult intensive care unit;
- Describe strategies for clear communication, joint goal setting, and decision-making; and
- Discuss some non-traditional approaches to patient and family support such as peer mentor programs and Child Life consult service.

## 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)

### JANUARY 2012

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



Patient- and Family-Centered Care in Adult Critical Care Units

## WEBINAR FACULTY

**Terrell Smith, MSN, RN**, is the Director of Patient- and Family-Centered Care for Vanderbilt University Medical Center. Terrell began her career as a pediatric intensive care unit nurse at The Children's Hospital of Alabama and she has served in Brazil as a Peace Corps volunteer. Terrell has held leadership positions at Children's Hospital of Alabama and Ochsner Hospital in New Orleans. She was Administrative Director/Director of Nursing at Vanderbilt Children's Hospital for thirteen years before assuming her current position in 2005. Terrell received her undergraduate degree at Samford University in Birmingham, AL, and her graduate degree from the University of Alabama in Birmingham.

## ESPECIALLY FOR PATIENT AND FAMILY ADVISORS

### FEBRUARY 2012

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

**THURSDAY, FEBRUARY 9:** Enhancing the Collaborative Process: Preparing, Supporting, and Mentoring Staff and Patient and Family Advisors to Advance Patient- and Family-Centered Care **(4 pm EST)\***

**THURSDAY, FEBRUARY 16:** Developing Patient- and Family-Centered Peer Support Programs **(4 pm EST)\***

**TUESDAY, FEBRUARY 21:** Implementing a Patient and Family Faculty Program to Strengthen a Patient- and Family-Centered Culture **(4 pm EST)\***

\* NOTE LATER TIMES

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.

## 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



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.