



# Enhancing Patient- and Family-Centered Communication at the Bedside and Beyond

## From Principles to Practice

**Thursday, April 12, 2012**  
1:00 – 2:30 pm (EDT)

It is one thing to know the concepts of patient- and family-centered care but there may be challenges along the way to ensuring that everyone is practicing the principles of respect and dignity, partnership, and collaboration. This webinar will provide tools and techniques to enhance your communication skills—whether you find yourself with patients and family members at the bedside as a clinician, or as a patient trying to get information at the doctor's office, or as an administrator proposing change in a leadership meeting.

### 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?

Clinicians, health care administrators, hospital directors and program coordinators charged with implementing patient- and family-centered initiatives, and patient and family members who also want to establish effective partnerships.

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

### WEBINAR FACULTY

**Liz Crocker** is a successful businesswoman, author, teacher, environmentalist, and health care advocate. She consults with hospitals in Canada and the U.S., and serves as a Simulated Patient and Clinical Teaching Associate with the Dalhousie School of Medicine. Liz established the Child Life Program at the IWK Children's Hospital which developed an international reputation of excellence. She is a life-long strong and vocal advocate for children and youth and has served as Chair of the Canadian Institute for Child Health and President of the Association for the Care of Children's Health. Liz has presented on the topic of patient- and family-centered communication at Institute seminars.

**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; however, her speciality is patient- and family-centered care. Her area of interest is the relationship among staff, patients, and families. Terry has authored several publications on this topic and presents nationally.

### WEBINAR OBJECTIVES

- Explore a variety of elements and skills related to effective and collaborative communication;
- Learn basic negotiating skills to work successfully with others; and
- Review the difference between the intentions and effects of communication.

### 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)

#### 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

### UPCOMING WEBINARS

*More topics to be announced...*

#### 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

#### SEPTEMBER 2012



The SMART Discharge—An 'Always' Event

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

**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.**

### 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.