



Through Their Eyes: Collaborating with Patients and Families from Hospital Design through Moving In

Tuesday, October 18, 2011
1:00–2:30 pm (EDT)

Join this webinar to learn best practices in designing a patient- and family-centered facility and how to execute a successful “move-in” from the perspectives of both a health care facility designer and a family leader. Learn strategies utilizing design characteristics to enhance patient safety and improve patient satisfaction by partnering 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

Any health care staff designing or renovating health care facilities, including Medical and Surgical Faculty, Clinical and Support Staff, Hospital Administration, Quality Improvement, Architects and Engineers, and Patient and Family Advisors.

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

WEBINAR FACULTY

Kelly Parent, BS, PFCC Program Coordinator, University of Michigan, C.S. Mott Children’s Hospital and Von Voigtlander Women’s Hospital, is the mother of two children, a son who had several surgeries as an infant and a daughter who has been treated for pediatric cancer. With these experiences, Kelly became a volunteer family advisor at the University of Michigan, C.S. Mott Children’s Hospital and was subsequently hired as the Children’s and Women’s PFCC Program Manager. Additionally, Kelly serves as a PFCC consultant to the University of Michigan adult care facilities, and she has lobbied on Capitol Hill to raise awareness and funding for children’s health care and pediatric oncology issues. Kelly joined the Institute for Patient- and Family-Centered Care faculty in 2010.

Christopher Schlaps, RA, LEED AP, NCARB, is a project manager with the Facilities Planning and Development Department at the University of Michigan Health System, and has been working in the health care design industry for more than 10 years. Over the past several years, Chris and his colleagues have partnered with patients and families through the institution’s PFCC Program to build a patient- and family-centered environment. Currently, Chris is leading the renovation project of 500 adult inpatient beds, which has included patient and family input through surveys, presentations, and mock-up rooms. Recent projects also include the renovation of public and family areas such as welcome centers, gift shops, information desks, waiting rooms, as well as outpatient clinics, operating rooms, and imaging rooms.


WEBINAR OBJECTIVES


- Discuss hospital design characteristics that enhance patient safety and improve health care outcomes while promoting patient/family and staff/faculty partnerships;
- Describe the benefits of patient/family participation in designing, operationalizing, activating, and moving into a new health care unit/facility; and
- Formulate plans that incorporate hospital staff and patient/family collaboration in designing or renovating and activating a new health care unit/facility.

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

FOR DATES AND DETAILS, GO TO:
IPFCC.ORG/CALENDAR.HTML

OCTOBER 2011

 Through Their Eyes: Collaborating with Patients and Families from Hospital Design through Moving In

 Implementing a Patient and Family Faculty Program to Strengthen a Patient and Family-Centered Culture


Changing the View that Families are Visitors—Strategies that Support Family Presence in Newborn Intensive Care and Pediatric Settings

NOVEMBER 2011

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

 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

 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

A variety of resources and tools will be shared.

Visit 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.

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 for registration information.