



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

Tuesday, June 28, 2011
1:00 – 2:30 pm (EDT)

This webinar covers a lot of ground and offers specific examples to prepare you to be successful in measuring important elements of patient- and family-centered care. Discuss ways to collaborate with patients and families in developing a sustainable monitoring system to track process, impact, and outcomes of patient- and family-centered practice.

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

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

WEBINAR OBJECTIVES

- Discuss ways to collaborate with patients and families in developing a sustainable monitoring system to track process, impact, and outcomes of patient- and family-centered practice;
- Describe specific tools for measuring patient- and family-centered perceptions of care and tools for measuring clinical and other outcomes; and
- Describe practical strategies to support effective participation in quality and patient safety initiatives by patient and family advisors and leaders.

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

WEBINAR FACULTY

Cezanne Garcia, MPH, Senior Program and Resource Specialist, Institute for Patient- and Family-Centered Care, provides on-site training and technical assistance to health care organizations, develops publications and resources, and serves as faculty for the Institute's seminars and conferences. Previously, Cezanne was the Associate Director of Patient- and Family-Centered Care and Education at the University of Washington Medical Center. She is adjunct faculty of University of Washington's School of Public Health where she serves as lecturer and preceptor.

A variety of resources and tools will be shared.

Visit www.ipfcc.org for more information or call 301-652-0281.

WHO SHOULD ATTEND

Health care administrators, hospital directors, and program coordinators charged with implementing patient- and family-centered initiatives, clinicians, staff, and patients and family members who want to improve quality and safety.

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

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

JANUARY 2011

JUNE 2011

NEW! Enhancing the Collaborative Process: Preparing, Supporting, and Mentoring Staff and Patient and Family Advisors to Advance Patient- and Family-Centered Care

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

JULY 2011

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

Applying Patient- and Family-Centered Practices in Ambulatory Care: Successful Approaches in Patient- and Family-Centered Medical Homes and Self-Management Support Initiative

AUGUST 2011

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

Creating Patient and Family Advisory Councils—Getting Started

OTHER WEBINAR TOPICS

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

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

Changing the View that Families are Visitors

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

Developing Patient- and Family-Centered Peer Support Programs

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

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

Integrating Patient- and Family-Centered Care in Staff Education: Best Practices and Curricula Design

Patient and Family Involvement in Change of Shift Report

Patient- and Family-Centered Care in Adult ICU's

The Road Less Traveled: Integrating Pediatric Palliative Care and Patient- and Family-Centered Care