



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

Tuesday, August 24, 2010
1:00-2:30 pm (EDT)

This webinar will describe patient- and family-centered approaches in the design of innovations in patient-centered medical home and collaborative self-management-support initiatives. Promising practices and challenges to advancing the practice of patient- and family-centered care in outpatient care will be discussed.

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.

WHO SHOULD ATTEND

Who Should Attend: Health care professionals and clinicians in ambulatory care and those engaged in chronic disease management support as well as managers, program coordinators, quality improvement leaders, other staff, and patients and families working to redesign ambulatory practice initiatives.

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 onsite 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.

Eileen Forlenza serves on several state and national advisory councils including *Multi-Stakeholder Patient Centered Medical Home Pilot Project*, *National Summit on Patient and Family-Centered Care*, *National Initiative for Child Health Quality (NICHQ)*, and *Patient Centered Primary Care Collaborative (PCPCC)*. Eileen is nationally recognized for her efforts and innovation to braid family leadership with health care reform initiatives. She is the parent of a young adult with chronic health care needs/cognitive disabilities and is committed to keeping patient- and family-centered care at the epicenter of health care.

WEBINAR OBJECTIVES

- Describe current innovations in primary care and the medical home;
- Explore strategies for addressing the special challenges in advancing the practice of patient- and family-centered care in primary care settings; and
- Identify strategies and tools for partnering with patients and families to redesign and improve primary care to facilitate collaborative self-management support and patient-centered medical home practice transformation.

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

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

Patient and Family Involvement in Change of Shift Report

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

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

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

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

Developing Patient- and Family-Centered Peer Support Programs

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

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

AUG. 3! Creating Patient and Family Advisory Councils

AUG. 5! Integrating Patient- and Family-Centered Care in Staff Education: Best Practices and Curricula Design

REGISTER NOW! Applying Patient- and Family-Centered Practices in Ambulatory Care: Successful Approaches in Patient-Centered Medical Home and Self-Management Support Initiatives

A variety of resources and tools will be shared.

Visit www.ipfcc.org for more information.

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