



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

**Thursday, February 3, 2011**  
1:00 – 2:30 pm (EST)

Discuss how patient and family advisor contributions can make a significant impact on patient safety. In this webinar, participants identify how partnering with patients and families can enhance patient safety initiatives and improve process, impact, and outcomes measures.

## 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

Health care administrators, safety officers, risk management directors, hospital managers and program coordinators charged with implementing patient- and family-centered initiatives, and patient and family members who want to improve quality and safety.

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.

**Kelly Parent** is a family leader and the Patient- and Family-Centered Care Program Manager at the University of Michigan, C.S. Mott Children's Hospital, and Von Voigtlander Women's Hospital in Ann Arbor, MI. Prior to assuming this role in 2007, Kelly served as a volunteer family advisor on Mott's Patient- and Family-Centered Care Committee as well as other hospital committees. She was a family voice during the design of the new children's and women's hospital. It was through Kelly's personal experience that she found her passion for patient- and family-centered care when her nine-year-old daughter was diagnosed with brain cancer. Kelly also consults with the health system's adult care areas.

## WEBINAR OBJECTIVES

- Identify how partnering with patients and families can enhance patient safety initiatives and improve process, impact, and outcomes measures;
- Discuss patient and family advisor contributions to patient safety projects;
- Describe practical strategies to support effective participation in patient safety initiatives by patient and family advisors and leaders; and
- Identify opportunities for patient and family advisory involvement in board level quality and risk management committees.

## WEBINARS OFFERED BY THE INSTITUTE FOR FAMILY-CENTERED CARE

**FOR DATES AND DETAILS, GO TO:**  
[IPFCC.ORG/CALENDAR.HTML](http://IPFCC.ORG/CALENDAR.HTML)

### FEBRUARY 2011



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

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

Creating Patient and Family Advisory Councils—Getting Started

### MARCH 2011

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



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

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

### APRIL 2011

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

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

### MAY 2011

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

**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.**