



# Advancing the Practice of Patient- and Family-Centered Care: The Role of Leaders

**Tuesday, December 13, 2011**  
1:00 – 2:30 pm (EST)

Senior leaders of health care organizations are key to advancing the practice of patient- and family-centered care and transforming organizational culture. Whether you are a senior leader—or you are hoping to influence the leadership of your organization—join this webinar to discuss the essential roles of leaders, learn what has made leadership in specific organizations particularly effective, and understand the benefits that these leaders have found in developing meaningful sustained partnerships 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

Administrative, executive, and clinical leaders who want to understand the leader's role in integrating patient- and family-centered care; managers/coordinators/staff who want to approach or advise their senior leader about supporting patient- and family-centered care; and patient and family advisors and leaders who work with health care executives.

## WEBINAR FACULTY

**Beverly H. Johnson**, President and CEO, Institute for Patient- and Family-Centered Care, Bethesda, MD, works with senior health care leaders by providing technical assistance and consultation to advance the practice of patient- and family-centered care in hospitals, health systems, federal, state, provincial agencies, military treatment facilities, and community organizations. She assists hospitals and ambulatory programs with changing organizational culture, facilitation of visioning retreats, and the integration of patient- and family-centered concepts in policies, programs, and practices, as well as in facility design and the education of health care professionals.

Bev is the Project Director of a grant, funded by the Hulda B. and Maurice L. Rothschild Foundation, for developing a leadership package that includes a set of audiovisual and print resource materials for senior executives and managers in hospital, primary and ambulatory care, and long-term care community settings on how to partner with patients/residents and families to improve care quality and safety, support, programming, and facilities across the continuum of care.

Bev serves on the Selection Committee for the American Hospital Association McKesson Quest for Quality Prize and the American Hospital Association National Advisory Committee. Most recently she was a faculty member for Team Up for Health, a California HealthCare Foundation initiative, to advance the practice of self-management support in ambulatory settings that are community-based and/or affiliated with a hospital/health system.

## WEBINAR OBJECTIVES

- Describe the role of administrative and clinical leaders in advancing the practice of patient- and family-centered care;
- Identify opportunities to involve patients and families in safety and improvement efforts; and
- Discuss common barriers in involving patients and families at the organization level and strategies to overcome them.

## 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)

### 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

**TUESDAY, FEBRUARY 7:** Creating Patient and Family Advisory Councils—Getting Started (7 pm EST)\*

**THURSDAY, FEBRUARY 9:** Enhancing the Collaborative Process: Preparing, Supporting, and Mentoring Staff and Patient and Family Advisors to Advance Patient- and Family-Centered Care (4 pm EST)\*

**THURSDAY, FEBRUARY 16:** Developing Patient- and Family-Centered Peer Support Programs (4 pm EST)\*

**TUESDAY, FEBRUARY 21:** 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.

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

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.

## 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](http://ipfcc.org) for registration information.