

***Hospitals and Communities Moving Forward with
Patient- and Family-Centered Care
Enhancing Quality and Safety for Patients and Their Families
Intensive Training Seminar***

October 26-30, 2008

**Calgary, Alberta, Canada
Seminar Agenda/Objectives**

Seminar Goals

- Describe patient- and family-centered care, and how it can be applied to adult and pediatric inpatient and outpatient care, maternity care, newborn intensive care, primary care, and emergency care.
- Identify strategies for developing and sustaining patient and family advisory councils and other collaborative endeavors.
- Examine examples of excellence and innovation in partnering with patients and families to improve the experience of care and clinical outcomes.
- Discuss how to integrate patient- and family-centered concepts in educating health care professionals, quality improvement, risk management, patient safety, HIPAA and Information and Privacy Legislation (Canada), evaluation, strategic planning, and the use of information technology to facilitate partnerships with patients and families.
- Describe the skills necessary for facilitating and sustaining effective change in hospitals and health systems.
- Explore the roles of senior executives in providing leadership for patient- and family-centered change.
- Discuss approaches to measuring patient- and family-centered change.
- Develop action plans for patient- and family-centered change, individualized for each hospital or health system.

Sunday, October 26

4:00 pm – 7:00 pm **Registration for Seminar**

Monday, October 27

7:00 am — 8:15 am **Registration**

Participants will:

- Receive name badges, notebooks and other materials; and
- Peruse resource table.

7:00 – 8:15 am **Calgary “Stampede” Pancake Breakfast**

- 7:00 – 8:15 am** **Networking Breakfast for Patient and Family Advisors** (*Marie Abraham, Julie Moretz, Juliette Schlucter, Susan Greig, Donna Thompson, and Christine Abbott*)
- 8:15 – 8:30 am** **Welcome and Orientation to the Seminar** (*Bev Johnson*)
Participants will be introduced to:
- Calgary Health Region;
 - The Institute for Family-Centered Care; and
 - The faculty and the overall goals of the seminar.
- 8:30 – 9:50 am** **Hospitals and Communities Moving Forward with Patient- and Family-Centered Care: A Visual Tour** (*Bev Johnson*)
Participants will:
- Define the core concepts of patient- and family-centered care;
 - Discuss how patient- and family-centered care is operationalized in hospital and health system policies, programs, design, practice, and professional education;
 - Describe a variety of advisory roles for patients and families; and
 - Discuss highlights from the literature about the benefits of patient- and family-centered care.
- 9:50 – 10:15 am** **Break**
(Posters, videos, books, and resources / tools for change on display)
- 10:15 am – 11:00 am** **Recognizing Patient- and Family-Centered Care** (*Bill Schwab*)
Participants will:
- Describe the differences between system-centered, patient-focused, family-focused, and patient- and family-centered care.
- 11:00 am – 12:15 pm** **Learning from Patient and Family Stories**
(*Marlene Fondrick, moderator, with Donna Thompson, Christine Abbott, Tony Triano, and Michelle Stasiuk*)
Participants will:
- Discuss the importance of having opportunities to hear patient and family stories, and learn directly from patients and families and their perspectives;
 - Describe the impact of hospital and health system policy and practice on patients and families and the experience of care; and
 - Identify effective methods for facilitating patient/ family panels.
- 12:15 – 12:30 pm** **Logistics for the Seminar** (*Marie Abraham*)
Participants will:
- Review the schedule for the seminar;
 - Learn about the opportunity for special networking meetings;
 - Review the organization of the notebook;
 - Learn about the purpose of the small workgroups with faculty advisors; and
 - Be introduced to the idea of developing an individual plan for change in their hospitals.
- 12:30 – 2:00 pm** **Small Groups with Faculty Advisors**
Participants will:
- Eat lunch with colleagues/ faculty advisors;
 - Get to know the participants from other settings in small groups;

- Describe the practical application of patient- and family-centered care in everyday practice;
- Share learning goals and “burning issues” about patient- and family-centered care; and
- Build a foundation for networking during the seminar (tools, strategies, data, resources, and peers).

2:00 – 2:15 pm **Break**

2:15 – 3:30 pm **The Role of Executive Leadership in Transformational Change: A Conversation with Leaders** (*Jim Conway, Pat Sodomka, Matt Van Vranken, and Kris White*)

Participants will:

- Discuss how executive leaders can encourage and facilitate the implementation of patient- and family-centered care;
- Describe how to leverage fiscal resources; and
- Identify barriers and describe approaches for overcoming these challenges.

3:30 – 3:45 pm **Break**

3:45 – 5:00 pm **Major Breakout Sessions: Profiles of Change (8 Breakouts — Select One)**

A Journey in Patient- and Family-Centered Care: The Dana-Farber Cancer Institute Story (*Maureen Connor and Tony Triano*)

Participants will:

- Describe how Dana-Farber Cancer Institute’s journey in patient- and family-centered care can be applied to other organizations;
- Identify steps for developing and sustaining patient and family participation;
- Identify key barriers to developing and maintaining partnerships with patients and families; and
- Discuss DFCI’s approach to ensuring the patient’s voice is heard.

The Medical College of Georgia Story...Changing Organizational Culture within an Academic Medical Center (*Pat Sodomka, Roslyn Marshall, and Christine Abbott*)

Participants will:

- Discuss strategies for implementing change in fundamental processes;
- Address patient- and family-centered initiatives for pediatrics, adult, and outpatient care.
- Identify barriers and describe approaches for overcoming these challenges; and
- Describe lessons learned.

Maternity Care – Profiles of Change: Practical Strategies and Lessons Learned (*Judy Roudebush and Marie Abraham*)

Participants will:

- Discuss how a patient- and family-centered philosophy of care provides direction for choices you make as you develop a comprehensive maternity program;
- Identify key concepts, strategies, or components of a successful perinatal program;

- Define programs that enhance the continuum of care;
- Identify follow-up programs that can increase access to useful information and support; and
- Identify strategies for overcoming resistance to change.

Newborn Intensive Care – Profiles of Change: Practical Strategies and Lessons Learned (*Terry Griffin and Lauren Pezzullo*)

Participants will:

- Identify potentially better practices for advancing patient- and family-centered care in newborn intensive care;
- Describe practices and programs that support parents as care partners in newborn intensive care;
- Describe roles for family leaders in enhancing family support and changing the culture of a newborn intensive care unit;
- Describe administrative approaches that support staff and the process of change; and
- Identify strategies for overcoming resistance to change.

Pediatric Care – Profiles of Change: Practical Strategies and Lessons Learned (*Kathy Dressman and Juliette Schlucter*)

Participants will:

- Discuss practical strategies for advancing patient- and family-centered care within pediatric units and children’s hospitals;
- Explore strategies for creating partnerships with staff and faculty;
- Discuss how to develop training programs for families that enhances their effectiveness to partner at all levels of the health system;
- Describe the roles of family leaders in changing the culture of a hospital; and
- Identify strategies for overcoming resistance to change.

Applying Patient- and Family-Centered Concepts to Primary Care – Profiles of Change: Practical Strategies and Lessons Learned (*Rich Antonelli and Eric Coleman*)

Participants will:

- Discuss implications of patient- and family-centered care for primary care settings;
- Describe current innovations in primary care especially those related to care coordination; and
- Explore strategies for partnering with patients and families in redesigning primary care.

Applying Patient- and Family-Centered Concepts to Design Planning: Implications for Leaders (*Bev Johnson, Ken Chiang, Sherry Wuetherick, and Gail MacKean*)

Participants will:

- Describe approaches to implement a collaborative, educational process for facility design planning that advances the practice of patient- and family-centered care and applies evidence-based design to design and space allocation.; and

- Discuss the strategies used to partner with children, youth, and families in planning the new Alberta Children’s Hospital and the Calgary South Health Campus.

The Evolution of an Executive Team in Supporting and Maximizing the Potential of Patient and Family Partnerships (*Matt Van Vranken and Kris White*)

Participants will:

- Describe the evolving structure of patient and family councils within this multihospital system and the participation of executive team members on these councils; and
- Describe the role of executive leadership in changing the view of families as visitors across the health system to one of partnership with patients and families.

5:00 pm **An Evening on Your Own to Explore Calgary Dining Delights**

5:00 pm **Faculty Meeting**

Tuesday, October 28

7:00 – 8:00 am **Breakfast - Networking among “Areas of Interest” groups** (*optional*)---*specific topics will be offered.*

Executive Leadership Networking Breakfast (*Bev Johnson, Facilitator*)

Physician Networking Breakfast (*Bill Schwab, Facilitator*)

8:00 – 8:15 am **Welcome and Review of the Day** (*Bev Johnson*)

8:15 – 9:15 am **Collaboration with Patients and Families in Clinical Practice** (*Bill Schwab, Cherie Craft, and Marie Abraham*)

Participants will:

- Review the elements of mutual collaboration and consider barriers to success;
- Explore values that underlie the collaborative process;
- Identify specific strategies for working in collaborative ways with patients and families; and
- Link patient- and family-centered care to an organization’s agenda for quality, safety, and cultural competence.

9:15 – 10:15 am **Partnering with Patients and Families to Enhance Patient Safety: The Calgary Health Region’s Patient/Family Safety Council** (*John Cuthbertson, Deb Prowse, Sharon Nettleton, and possibly other members of the Calgary Patient Safety Council*)

Participants will:

- Describe general attributes of a functioning Patient/Family Safety Council highlighting the Calgary Health Region Patient/Family Safety Council as a case study;
- Identify opportunities for fostering the involvement of patients/families in quality and safety activities in their own hospital or health system

- Discuss important planning and operational activities which contribute to the success of a Patient/Family Safety Council including mandate, recruitment, design, roles and responsibilities, communication, support, reporting, and monitoring of activities.

10:15 – 10:45 am

Break

(Posters, videos, books, and resources/ tools for change on display)

10:45 – 12:00 pm

Topical Sessions (8 Breakouts — Select One)

(Repeat Session Thursday, 1:30)

Supporting the Involvement of Patient and Family Advisors — How to Get Started *(Marlene Fondrick and Donna Thompson)*

Participants will:

- Identify the first steps in developing advisory roles in a hospital or ambulatory setting;
- Discuss approaches that foster a successful beginning;
- Describe ways to raise difficult issues constructively; and
- Identify effective ways to collaborate with staff and avoid role conflict.

Changing the View that Families are Visitors in Pediatric and Newborn Intensive Care Settings *(Terry Griffin and Kathy Dressman)*

Participants will:

- Identify practical approaches for working in the presence of families and collaborating with them;
- Discuss benefits of working with families at the bedside; and
- Problem-solve and identify positive, proactive approaches for dealing with resistance from staff and physicians.

(Repeat Session Thursday, 1:30)

Changing the View that Families are Visitors in Adult Hospital Settings *(Maureen Connor and Roslyn Marshall)*

Participants will:

- Identify practical approaches for working in the presence of families and collaborating with them;
- Discuss benefits of working with families at the bedside; and
- Problem-solve and identify positive, proactive approaches for dealing with resistance from staff and physicians.

Partnering with Patient and Family Advisors to Improve Your Organization's Forms, Information, and Patient and Family Education Materials *(Cezanne Garcia)*

Participants will:

- Discuss rationale for engaging patient and family advisors in designing patient information and education resources;
- Describe methods and approaches for involving advisors in determining key messages in marketing and patient education resource development; and,
- Discuss critical success factors of patient and family advisor involvement in educational and marketing material and documentation forms design.

Enhancing Organizational Diversity Competency: The Calgary Health Region Experience (*Delaine Johnson*)

Participants will:

- Describe organizational diversity competency and how it links with patient- and family-centered care;
- Describe the rationale for using a strength-based approach in addressing barriers to serving patients and families from diverse backgrounds;
- Identify approaches for engaging diverse communities in meaningful ways in decisions that affect their health;
- Identify approaches for developing an organizational infrastructure to enhance diversity competence; and
- Describe practical tools and processes that can be used to conduct an assessment of an organization's diversity competence.

Partnering with Families to Develop a Children's Hospice Facility and Related Programming (*Susan Greig*)

Participants will:

- Discuss processes used to collaborate with families in the creation and ongoing operations of the Canuck Place Children's Hospice;
- Discuss approaches to collaborate with families in all phases of the development of the Griefworks BC resources and other end-of life resources; and
- Describe the key features of these pediatric end-of-life resources.

Collaborating with Youth and Families to Create Successful Transitions to Adult Health Care (*Joanna Kaufman, Julie Moretz, and John Cuthbertson*)

Participants will:

- Discuss issues of concern to patients with special health care needs and their families about the transition to the adult health care system;
- Identify strategies that address these areas of concern; and
- Describe ways to involve patients and families in developing an effective transition to adult services that is responsive to the concerns of patients, families, and pediatric health care professionals.

Using Information Technology to Promote Partnerships and Enhance Patient and Family Access to Useful Information (*Matt Van Vranken and Kris White*)

Participants will:

- Discuss strategies for using information technology to support patient and family engagement in health care decision-making at the level they choose;
- Describe strategies to use information technology to engage patients, families, and patients' broader social networks in care planning; and
- Describe applications of information technology that encourage partnership and demystify for patients and families the goals and activities for each day of a hospital stay.

12:00 – 12:30 pm

Meeting and Lunch in Small Groups

Participants will:

- Eat lunch with their faculty advisors; and

- Informally discuss the material presented thus far and begin to think about applications for their own settings.

12:30 – 2:00 pm **Sharing Personal and Professional Stories** (*In small groups with faculty advisors*)
Participants will:

- Discuss the impact of personal encounters with the health care system and implications for practice; and
- Discuss in small groups the material presented thus far and discuss applications for their own settings.

2:00 pm (Optional) Tours of Alberta Children Hospital
Limited number. Meet in hotel lobby.

Free time — Enjoy the Calgary area!

6:00 – 8:45 pm (Optional) Symons Valley Ranch (Meet in the hotel lobby)
Join your colleagues for an authentic western dining and entertainment experience. Cost: \$60

Wednesday, October 29

7:00 – 8:00 am **Breakfast - Networking Among "Areas of Interest"**
Groups (*optional*)

8:00 – 8:15 am **Welcome and Review of the Day** (*Bev Johnson*)

8:15 – 9:15 am **Using Information Technology to Enhance Communication and Partnerships**
(*Marc Pierson and Christine Abbott*)
Participants will:

- Describe effective ways to partner with patients and families in developing ePHRs that support patient- and family-centered practice.
- Describe strategies for supporting clinicians and patients and families in the effective use of ePHRs.
- Discuss benefits and lessons learned from innovative personal health records and other uses of information technology.

9:15 – 9:30 am **Break**

9:30 – 10:45 am **(8 Breakouts — Select One)**

The Power of Storytelling — A Strategy for Education and Changing Organizational Culture (*Liz Crocker and Donna Thompson*)

Participants will:

- Describe what is meant by the term 'story';
- Identify key components of a powerful story;
- Discuss the importance of sharing stories that portray communication, compassion, and collaboration between patients/family members and health care providers, and stories that contribute to care improvement; and

- Develop (and share) a personal story and an effective strategy to leverage change within a health system or organization.

Partnering with Aboriginal Communities in Developing Health and Mental Health Programming (*Chelsea Crowshoe*)

Participants will:

- Identify spiritual beliefs that provide the foundation for healing experiences for Aboriginal Peoples;
- Describe successful approaches for serving and engaging Aboriginal communities in Southern Alberta including the Elbow River Healing Lodge, the Aboriginal Health Council, the Aboriginal Hospital Liaisons, and creating the “Caring for Life” planning document.
- Discuss how providing health care services for Aboriginal People is strengthened through partnerships with Aboriginal Mental Health Services, the Aboriginal Workforce Consultant and the Aboriginal Spiritual Care Advisor.

Collaborating with Childbearing Women and Families to Improve the Childbirth Experience Across the Continuum of Care and Parenting Programs (*Judy Roudebush*)

Participants will:

- Identify through interactive discussion with participants opportunities to advance the practice of patient- and family-centered maternity care and support staff and physicians for change in practice; and
- Discuss how women and their families can participate in mapping experiences across the continuum of care, and then participate in the evaluation and redesign of care processes and the ways information and support are provided.

Privacy and Confidentiality Policies and the Implications for Patient- and Family-Centered Practice (*Bill Schwab and Susan Greig*)

Participants will:

- Discuss the intent and key requirements of HIPAA/information privacy compliance;
- Discuss the importance of transparency and of having a philosophy of care statement that affirms importance of patient and family access to useful information;
- Describe how families have participated in the development of policies to ensure timely and appropriate access to medical records; and
- Identify strategies to meet HIPAA/information privacy requirements and honor their intent in patient- and family-centered policies, practices, and environments.

Patient- and Family-Centered Approaches to Discharge and Transition Planning in Newborn Intensive Care and Pediatric Intensive Care Settings (*Marie Abraham and Terry Griffin*)

Participants will:

- Identify factors which facilitate or interfere with discharge planning;
- Discuss key elements of successful discharge planning; and

- Identify practical strategies for initiating discharge planning as early as possible and assuring collaboration with families throughout the process.

Patient- and Family-Centered Approaches to Discharge and Transition Planning in Adult Health Care Settings (*Marlene Fondrick, Bev Johnson, and Eric Coleman*)

Participants will:

- Identify factors which facilitate or interfere with discharge / transition planning;
- Discuss key elements of successful discharge / transition planning; and
- Identify practical strategies for initiating discharge / transition planning as early as possible and assuring collaboration with families throughout the process.

Optimal Healing Environments 101: Understanding and Application of an OHE Framework (*Barbara Findlay*)

Participants will:

- Describe the seven domains of an optimal healing environment as characterized in the Samueli Institute Optimal Healing Environments Framework;
- Discuss the barriers and opportunities to creating a health care system that addresses healing as well as cure; and
- Discuss the process of assessing whether an organization is ready for an Optimal Healing Environment.

Palliative and End-of-Life Care

(*Maureen Connor, Moderator, Eric Wasylenko, and David Bruketa*)

Participants will:

- Discuss an initiative for developing, implementing, and evaluating Advance Care Planning as a new standard of care that leads to better informed care choices at any time, but especially during end-of-life care;
- Identify a shift from DNR and "Code Levels" that serve as proxies for decision-making to Goals of Care Designations that more intuitively provide common guidance in decision-making;
- Demonstrate the value of including patients and families in the development of policy, program design, advocacy, and informational materials for this initiative;
- Describe how the end-of-life initiative will help address the current challenge of, "Who gets to decide?", and
- Discuss key features of a successful, patient- and family-centered, integrated and multi-sectoral, palliative care service.

10:45 – 11:00 am Break

11:00 – 12:15 pm Topical Sessions (8 Breakouts — Select One)

Canadian Privacy and Confidentiality Legislation and the Implications for Patient- and Family-Centered Practice (*Franklin Work and Leahann McElveen, with commentary from Bill Schwab*)

Participants will:

- Discuss the intent and key requirements of Alberta's information privacy regulations; and
- Identify strategies to meet Alberta's information privacy requirements and honor their intent in patient- and family-centered policies, practices, environments, and the use of information technology.

Patient- and Family-Centered Rounds: What's in it for Patients, Families, Staff, and Faculty (*Kathy Dressman and Mike Vossmeyer*)

Participants will:

- Describe the practice of patient- and family-centered rounds in critical care and inpatient pediatric settings;
- Discuss the emerging outcome data related to the practice of patient- and family-centered rounds; and
- Discuss the benefits and challenges of patient- and family-centered rounds.

Applying Patient- and Family-Centered Care in Adult Critical Care and Neuroscience Step-Down Settings (*Roslyn Marshall and Pam Holberton*)

Participants will:

- Discuss how to partner with patients and families and apply patient- and family-centered concepts to adult critical care and neuroscience step-down settings; and
- Describe strategies for addressing the special challenges to patient- and family-centered care for these clinical areas.

Applying Patient- and Family-Centered Concepts in Pediatric Critical Care Settings (*Bev Johnson and Sherri Wuetherick*)

Participants will:

- Discuss implications of patient- and family-centered care for pediatric critical care settings; and
- Describe strategies for addressing the special challenges to patient- and family-centered care for this clinical setting.

Developing Patient- and Family-Led Peer Support Programs

(*Julie Moretz, Donna Thompson, and Kristen Christie*)

Participants will:

- Identify strategies for encouraging patient and family leaders in developing peer support programs;
- Describe effective peer support programs for patients and families who have challenging situations; and
- Discuss key elements for education and support for patient and families providing peer support.

Enhancing Research and Evaluation for Patient- and Family-Centered Care

(Marie Abraham, Barbara Findlay, Christine Abbott, and Pat Sodomka)

Participants will:

- Discuss evidence-based framework for including patients and families in research and evaluation; and
- Describe examples of successful initiatives that involve patients and families in evaluation and research.

Involving Patient and Family Faculty in Orientation and Education Programs

(Cezanne Garcia and Juliette Schlucter)

Participants will:

- Discuss varying models of established patient and family faculty programs;
- Describe strategies to incorporate patient and family faculty in hospital and medical education training programs and how to overcome barriers;
- Discuss the importance of patient and family contributions to hospital and medical education training programs; and
- Review strategies for recruitment, hiring, training and evaluation of patient and family faculty.

The Role of the Staff Liaison for Councils and Other Collaborative Roles with Patients and Families

(Alex Harrison, Sharon Nettleton, and Tony Triano)

Participants will:

- Identify opportunities to foster the involvement of patients and families in developing policies, programs and services to enhance the relevance and quality of health care services from the perspective of the consumer;
- Describe the attributes and roles of a successful staff liaison as well as the important contribution in supporting successful collaboration with patients and families; and
- Discuss preparation and activities that will contribute to successful collaboration such as recruitment, orientation, and maintaining momentum.

12:15 – 2:15 pm **Lunch on your own**

2:15 – 3:30 pm **Topical Sessions (8 Breakouts —Select One)**

Transforming the Electronic Medical Record: A Conversation with Innovators

(Marc Pierson, Bill Trafford, and Christine Abbott, with Pat Sodomka, Moderator)

Participants will:

- Discuss changes for existing problem-oriented, electronic medical records that enhance patient and family access to information and promote shared decision-making;
- Discuss lessons to learn from innovative personal health records; and
- Describe effective ways to partner with patients and families in developing records that support patient- and family-centered practice.

*(Repeat Session
Thursday, 1:30)*

Supporting Staff for Family Presence and Participation in Nurse Change of Shift, Rounding, and Other Nursing Practices

(Terry Griffin and Annette Bartley)

Participants will:

- Discuss the process for changing the way nurse change of shift is conducted;

- Describe practical approaches to encourage the presence and participation of patients and families;
- Identify benefits for decision-making and care planning; and
- Discuss approaches for handling challenging or highly sensitive situations.

*(Repeat Session
Thursday, 1:30)*

Dealing with Challenging Situations with Patients and Families *(Bill Schwab)*

Participants will:

- Discuss challenging situations; and
- Identify strategies for handling these situations in ways consistent with patient- and family-centered principles.

Creating Patient and Family Advisory Councils

(Marlene Fondrick and Susan Greig)

Participants will:

- Identify the steps to take in creating an advisory council in a hospital or ambulatory setting; and
- Discuss approaches that avoid “pitfalls” and sustain success and momentum.

Collaborating with Patients and Families for Quality, Safety, and Risk Management *(Maureen Connor and Sharon Nettleton)*

Participants will:

- Discuss patient and family member contributions to quality improvement and patient safety in initiatives;
- Describe strategies to support effective participation by patient and family advisors and leaders in quality improvement and patient safety; and
- Describe how patient and family advisors at the Dana-Farber Cancer Institute and the Calgary Health Region have contributed to disclosure initiatives in their respective organizations.

Engaging Patients, Families, and Communities in the Prevention and Management of Chronic Illness

(Marie Abraham, Karen Freimark, Shahnaz Davachi, Sandra Delon, and Sylvia Donley)

Participants will:

- Describe the comprehensive Chronic Disease Prevention and Management Approach used in the Calgary Health Region;
- Identify how patients and families participate as partners in managing their own care;
- Discuss the peer led program, “Row Your Own Boat”; and
- Identify the ways diverse communities have been involved as partners in tailoring the Chronic Disease management program to meet the unique needs of the ethno-culturally and socially diverse populations, resulting in optimization of care, increased access, and patient/ family and provider satisfaction.

Listen to your Patients: They are Telling you how to Improve the Quality of Their Transitions *(Eric Coleman)*

Participants will:

- Understand how frequently transitions occur in health care;
- Recognize that serious quality problems exist and articulate the challenges to improving quality;

- Understand the value of incorporating the voice of the consumer and family caregiver into the design of new approaches to improving care; and
- Become aware of promising new innovations.

New Approaches in Human Resources: Honoring Effective Partnerships

(Juliette Schlucter and Cezanne Garcia)

Participants will:

- Describe a process for identifying measurable behaviors related to patient- and family-centered practice;
- Discuss human resource tools that support staff in creating partnerships with families; and
- Identify new approaches for creating organizational strategies for consistency, measurement, and effective outcomes that support patient- and family-centered care, building on skills of families to collaborate effectively with other members of the team.

3:30 – 3:45 pm

Break

3:45 – 5:00 pm

Leadership for Patient- and Family-Centered Change

(Bev Johnson, Pat Sodomka, and Bill Schwab)

Participants will:

- Discuss change theory;
- Describe a variety of practical strategies to facilitate change in organizational culture, programs, policies, and staff practices and attitudes;
- Describe ways that physicians and other clinical and administrative leaders incorporate new ideas to make change; and
- Identify specific strategies that have been effective in enlisting physicians in patient- and family-centered activities and define common interests that physicians have with patients and families that include this philosophy of care.

5:15 – 6:45 pm

Meetings of Small Groups with Faculty Advisors

Participants will:

- Identify steps that the hospitals in their group have taken to implement patient- and family-centered care;
- Identify opportunities for implementing patient- and family-centered change in the hospitals represented in their group; and
- Discuss strategies for applying concepts to practice.

6:45 pm

Reception

7:15 pm

Celebratory Dinner with Prizes and Surprises

Participants will:

- Be encouraged to begin a process of change within their institutions;
- Be urged to stay in touch with their new peer support network; and
- Feel that their participation has been appreciated.

Thursday, October 30

- 7:00 – 7:45 am** **Breakfast with Small Groups - (Finalizing Action Plans)**
Participants will:
- Describe key steps in a plan of action to advance the practice of patient- and family-centered care within specific hospitals; and
 - Discuss strategies that will facilitate the process of change and overcome resistance to change or other barriers.
- 8:00 – 8:15 am** **Welcome and Review of the Day** (*Bev Johnson*)
Learning from Personal Stories (*Liz Crocker*)
- 8:15 – 9:30 am** **Measuring Patient- and Family-Centered Practice Outcomes** (*Cezanne Garcia and Juliette Schlucter*)
Participants will:
- Discuss ways to collaborate with patients and families in developing a sustainable monitoring system to track outcomes of patient- and family-centered practice; and
 - Describe specific tools for measuring patient- and family-centered perceptions of care and tools for measuring clinical and other outcomes.
- 9:30 – 10:30 am** **Overcoming Staff Resistance to Change** (*Kathy Dressman and Roslyn Marshall*)
Participants will:
- Describe a conceptual model that has been successfully used to move the concepts of patient- and family-centered care forward;
 - Identify strategies to deal with staff resistance to change; and
 - Discuss the importance of cultural transformation in the successful implementation of patient- and family-centered care.
- 10:30 – 10:45 am** **Break**
- 10:45 – 12:00 pm** **Topical Sessions (8 Breakouts — Select One)**
- Involving Physicians in Patient- and Family-Centered Initiatives: Applying Principles to Practice** (*Bill Schwab*)
Participants will:
- Discuss scenarios and key principles; and
 - Discuss strategies for handling specific situations identified by participants.
- Applying Patient- and Family-Centered Concepts in Emergency Department Settings** (*Bev Johnson*)
Participants will:
- Discuss implications of patient- and family-centered care for emergency department settings; and
 - Describe strategies for addressing the special challenges to patient- and family-centered care for this clinical setting.

Family and Community Resource Centre of Southern Alberta: Building Staff and Patient Capacity (*Ann Harding and Donna Oswell*)

Participants will:

- Discuss how the Southern Alberta Family and Community Resource Centre provides support, resources, information, and education for families, communities, and child-serving partners;
- Describe how the implementation of the Family-Centered Care Learning Vignette can be utilized in professional staff development; and
- Identify ways that staff and families can be equal partners in assisting families to make informed decisions and in contributing to child and youth enhanced outcomes.

Single Room Newborn Intensive Care: Collaborative Design Planning and Supporting Staff for Change in Practice

(*Judy Roudebush*)

Participants will:

- Describe a process and key considerations for designing single room newborn intensive care units; and
- Discuss steps to prepare staff and families for occupancy of this type of unit.

Engaging Children, Youth, and Families in Regional Networks (*Catherine Morrison, Troy Stooke, Patsy Casselman, and Karen Bartell*)

Participants will:

- Learn how the Child and Youth Advisory Council (CAYAC) of the Southern Alberta Child and Youth Health Network (SACYHN) has facilitated the work of Network partners, i.e, feedback to Medical Officer regarding youth involvement during a pandemic, consultation on the new Alberta Children's Hospital, and collaboration with Alberta Mental Health Board on mental health pamphlets;
- Discuss how meaningful youth engagement can be a transformative experience for adult providers; and
- Identify examples of extensive partnering with parents and the utilization of family expertise, specifically with *Family to Family Connections*, for guidance and overall program development as well as the development of resource materials and orientation modules for Supportive Family Volunteers.

Partnering with Patients and Families in Creating the Process for Patient/Family Activation of Rapid Response Teams (*Cezanne Garcia and Kathy Dressman*)

Participants will:

- Describe strategies to support effective patient and family advisor involvement in designing patient and family activation of Rapid Response Team processes;
- Describe different models and specific tools, policies, and resources that support patient and family activation of Rapid Response Teams;
- Learn practical strategies for involving patients and families as advisors in patient safety initiatives;
- Discuss linking patient- and family-centered care to an organization's safety agenda; and

- Identify how partnering with patients and families can enhance patient safety initiatives and improve process, impact, and outcomes measures.

Creating Paid Positions for Patient and Family Leaders: Key Considerations (*Julie Moretz, Juliette Schlucter, and Susan Greig*)

Participants will be able to:

- Describe roles, responsibilities, and benefits of patient and family leaders serving in paid positions;
- Discuss recruitment, training, effective job description tools, and reporting structures;
- Discuss approaches to overcome challenges and other issues including supervision, support, and dealing with boundary issues; and
- Identify funding strategies of several hospitals for these positions.

Applying Patient- and Family-Centered Concepts to Primary Care: The Medical Home Story (*Rich Antonelli*)

Participants will:

- Discuss implications of patient- and family-centered care for primary care settings;
- Describe current innovations in primary care and the medical home; and
- Explore strategies for partnering with patients and families in the redesign of primary care.

12:00 – 1:30 pm

LUNCH BUFFET and Video Sessions

The Birth of Jacob – Honoring the Gift of Jacob
(*Marlene Fondrick*)

Participants will:

- Experience the power of patient and family stories;
- Identify specific staff and physician practices that are patient- and family-centered; and
- Discuss ways to support staff in patient- and family-centered practice.

Partnering with Parents for Improvement
(*Marie Abraham and Joanna Kaufman*)

Participants will:

- Learn practical strategies for involving families as advisors for primary care; and
- Identify how partnering with patients and families can enhance quality improvement initiatives and affect outcomes.

Partners and Allies — Collaborating with Patients and Families
(*Bev Johnson and Cherie Craft*)

Participants will:

- Identify benefits in experiencing the power of patient and family stories;
- Identify benefits in using a strength-based approach to care; and
- Describe ways patients and families, even those living in challenging circumstances, can serve as advisors.

The Josie King Story
(Maureen Connor and Julie Moretz)

Participants will:

- Experience the power of patient and family stories;
- Discuss how partnering with families can enhance communication, care coordination, and the safety of health care; and
- Describe how this video could be used in patient safety programs and in efforts to advance the practice of patient- and family-centered care.

Cultural Diversity
(Cezanne Garcia)

Participants will:

- Experience the power of patient and family stories; and
- Discuss how to create a respectful and comfortable care and decision-making environment for families whose customs and values may be very different than those of western medicine.

Partners: Becoming a Partner on your Child's Health Care Team (Susan Greig)

Participants will:

- Identify important skills for parents to use when communicating with health care professionals; and
- Describe key competencies for successful collaboration efforts with the health care team, including building trust and respect, giving and getting information, making joint decisions, negotiating differences, and managing emotions, for quality and safe outcomes.

Collaborative Rounds in Adult Cardiology/Patient Advisors for Cardiology (Bill Schwab)

- Experience collaborative partnerships with health care professionals and patients and families during rounds;
- Discuss how partnering with patient and families can enhance communication, care coordination, and the safety of health care.

1:30 – 2:45 pm

Topical Sessions (8) Breakouts — Select One)

Applying Patient- and Family-Centered Concepts to Design and Design Planning for Renovation and New Construction Projects
(Bev Johnson)

Participants will:

- Describe innovations in facility design for women's and children's services;
- Discuss how to apply patient- and family-centered principles to design planning, design, and space allocation; and
- Outline a business case for supportive design.

Learning from Patient and Family Perceptions of Care (Liz Crocker, Moderator, Maureen Leahey and Andrea Pritchard)

Participants will:

- Describe how two different groups of patients and families perceive the term, 'patient- and family-centered care';
- Discuss strategies to elicit and reveal patients' and families' perception of the term, 'patient- and family-centered care';

- Identify strategies to increase patient and family involvement in care; and
- Discuss two different strategies for surveying perceptions of care and how to address unique challenges in this program evaluation.

Patient- and Family-Centered Rounds: Supporting Physicians in Change in Practice (*Mike Vossmeier*)

Participants will:

- Describe the practice of patient- and family-centered rounds and how it can be applied in a variety of pediatric settings;
- Discuss the emerging outcome data related to the practice of patient- and family-centered rounds; and
- Discuss the benefits and challenges of patient- and family-centered rounds.

Working with Patients and Families Living in Poverty and Other Difficult Situations (*Cherie Craft and Rich Antonelli*)

Participants will:

- Identify strategies that connect with the priorities of patients and families served and build on their strengths; and
- Discuss practical strategies for successfully collaborating with patients and families from underserved communities in the implementation of programs.

(Repeated Session) Changing the View that Families are Visitors in Adult Hospital Settings (*Maureen Connor and Roslyn Marshall*)

Participants will:

- Identify practical approaches for working in the presence of families and collaborating with them;
- Discuss benefits of working with families at the bedside; and
- Problem-solve and identify positive, proactive approaches for dealing with resistance from staff and physicians.

(Repeated Session) Supporting Staff for Family Presence and Participation in Nurse Change of Shift, Rounding, and Other Nursing Practices (*Terry Griffin and Annette Bartley*)

Participants will:

- Discuss the process for changing the way nurse change of shift is conducted;
- Describe practical approaches to encourage the presence and participation of patients and families;
- Identify benefits for decision-making and care planning; and
- Discuss approaches for handling challenging or highly sensitive situations.

(Repeated Session) Dealing with Challenging Situations with Patients and Families (*Bill Schwab*)

Participants will:

- Discuss challenging situations; and
- Identify strategies for handling these situations in ways consistent with patient- and family-centered principles.

(Repeated Session) Supporting the Involvement of Patient and Family Advisors — How to Get Started (*Marlene Fondrick and Donna Thompson*)

Participants will:

- Identify the first steps in developing advisory roles in a hospital or ambulatory setting;

- Discuss approaches that foster a successful beginning;
- Describe ways to raise difficult issues constructively; and
- Identify effective ways to collaborate with staff and avoid role conflict.

2:45 – 3:00 pm

Break

3:00 – 3:45 pm

The Next Steps in the Process of Change: Answering the Unanswered Questions (*Faculty Panel*)

Participants will:

- Discuss practical strategies for advancing the practice of patient- and family-centered care and facilitating family / professional collaboration; and
- Identify barriers and the strategies to overcome barriers.

3:45 – 5:00 pm

Sharing of Individual Team's Plans for Change
(*Bev Johnson, Facilitator, with other faculty comment*)

Participants will:

- Describe highlights of their individual hospital's action plan for change

5:00 pm

Adjourn

6:00 pm

(Optional) Grey's House of Anatomy at Jubilations Dinner Theatre. (Meet in hotel lobby)

Two of television's top medical dramas rolled into one evening and filled with favorite classic rock tunes of the seventies. Limited space. \$55.00; advance reservations.

Friday, October 31, 2008

8:00 am – 5:30 pm

(Optional) Banff and Lake Louise Excursion (Meet in hotel lobby)

Enjoy the hour-long scenic trip to beautiful Banff and Lake Louise. Visit Banff National Park, ride the Gondola to the top of Sulphur Mountain, and spend time in Banff's downtown shopping mecca. Limited space. \$79; advance reservations; (additional costs: \$26 for Gondola, plus lunch.)