



INSTITUTE FOR FAMILY-CENTERED CARE

Hospitals and Communities Moving Forward with Patient- and Family-Centered Care

*An Intensive Training Seminar
Partnerships for Quality and Safety*

Dallas

April 19 – 22, 2010 • Sheraton Dallas Hotel • Dallas, Texas

This seminar provides three and a half days of comprehensive and practical sessions designed to help administrative leaders, physicians, nurses and other clinical staff, patients, and families become effective agents for patient- and family-centered change in their institutions. Participants will gain the knowledge and skills to begin to transform health care within hospitals, ambulatory care settings, and community practices to address the challenges and recommendations discussed in the Institute of Medicine's report, *Crossing the Quality Chasm: A New Health System for the 21st Century* and more recently, the National Priorities Partnership's report, *National Goals and Priorities: Aligning Our Efforts to Transform America's Healthcare*.

With leadership support from



Who Should Attend?

We urge health systems, hospitals, and community programs to send an interdisciplinary team of participants that includes administrative leaders, physicians, nurses and other clinical staff, as well as patient and family leaders whose primary association with the hospital is as consumers of health services. Team members can include:

- Patient and Family Advisors and Leaders
- Health Care Administrators and Managers
- Clinicians—Hospitalists and other Physicians, Nurses, Social Workers, Psychologists, and Developmental Specialists
- Respiratory, Occupational, and Physical Therapists
- Hospital and Other Community Trustees
- Quality Management and Patient Safety Personnel
- Care Coordinators/ Discharge Planners
- Directors of Residency and Training Programs/Medical Student Clerkships
- Organization Development Professionals
- Researchers and Evaluators
- Facility Planning Staff

Registration Fees

(Please see page 7)

This is an intensive training seminar which includes many working meals.

The registration fee for this seminar includes continental breakfasts, working lunches, a celebratory dinner, breaks per the agenda, and educational materials. The registration fee does not include hotel accommodations. Please see page 5 for hotel information.

Join us to create new partnerships and develop action plans for change and innovation.

Seminar Learning Objectives

Upon completion of this seminar, participants will be better able to:

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

What Makes This Seminar So Unique?

Participants will benefit from a wide range of resources including:

- Faculty review of pre-seminar self-assessment;
- Three and a half days of intensive training, including a variety of plenary presentations, as well as small-group, interactive topical sessions, offering the opportunity to tailor the program to meet specific needs and interests;
- Focused sessions for administrative and clinical leaders;
- Individualized planning time with faculty;
- Take-home resources for presentations, orientation, and inservice sessions; and
- Post-seminar follow-up telephone technical assistance with seminar faculty.

Continuing Education Credit

Please check the Institute's registration website for updated information about continuing education credit.

Physicians: This activity has been reviewed and is acceptable for up to 25.50 Prescribed credits by the American Academy of Family Physicians. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category 1.

Nurses: This continuing nursing education activity was approved by the Maryland Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This activity has been awarded 26 contact hours.

Social Workers: This program is verified by the National Association of Social Workers (Approval #886381593) for 23 continuing education contact hours.

“During the seminar, I had an ‘ah-ha’ moment and realized exactly why I needed to practice patient- and family-centered care and where I needed to begin.”

—Seminar Participant, MN 2009

Faculty

Beverly H. Johnson

President and CEO
Institute for Family-Centered Care

Marie R. Abraham, MA

Senior Policy and Program Specialist
Institute for Family-Centered Care

Marlene Fondrick, BSN, MSN, RN

Program Specialist
Institute for Family-Centered Care

Cezanne Garcia, MPH

Senior Program and Resource Specialist
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Joanna Kaufman, RN, MS

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Julie G. Moretz, BS

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*Former Vice President, Quality Improvement
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Boston Centers for Youth and Families
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Pediatrics Pulmonary Business Unit
Cincinnati Children's Hospital
Medical Center
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Eileen Forlenza, BS

*Consultant, Patient- and Family-
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Highlands Ranch, CO

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*Neonatal Nurse Practitioner, Special
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St. Alexius Medical Center
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Chuck Hofius

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*Vice Chair, Department of
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University of Wisconsin
Madison, WI

Ronald Stock, MD

*Medical Director, Center for Medical
Education & Research*
Executive Medical Director
The Gerontology Institute at Sacred Heart
Medical Center
PeaceHealth Oregon Region
Eugene, OR

James W. Walton, DO

*Vice President and Chief Health
Equity Officer*
Office of Health Equity
Baylor Health Care System
Dallas, TX

Seminar Topics

- Patient- and Family-Centered Innovations
- Executive Leadership for Transformative Change
- Creating and Maintaining Patient and Family Advisory Councils
- Enhancing Patient Safety through Partnerships with Patients and Families
- Developing Patient and Family Faculty Programs
- Collaboration with Patients and Families in Clinical Practice and Chronic Care Management
- Changing the View that Families are Visitors—Supporting Family Presence and Participation in Rounds and Nurse Change of Shift Report
- Supporting Patients and Families in Shared Decision-Making
- Applying Patient- and Family-Centered Concepts in Emergency and Intensive Care Settings
- HIPAA and Implications for Patient- and Family-Centered Practices
- Supporting Staff and Dealing with Resistance to Change
- Enhancing Patient and Family Access to Information and Support
- Patient- and Family-Centered Approaches to Discharge and Transition Planning
- Changing the Problem-Oriented Electronic Medical Record to a Patient- and Family-Centered Health Record
- Patient- and Family-Centered Primary Care, Medical Homes, and Ambulatory Practices
- Developing Patient- and Family-Led Peer Support Programs
- Enhancing Support for Mental Health
- Working with Families Living in Poverty and Other Difficult Situations
- Enhancing Cultural Competence
- Developing the Business Case and Designing Facilities to Support Patient- and Family-Centered Care
- Patient- and Family-Centered Measurement
- Palliative and End of Life Care

Special Thanks to...

Baylor Health Care System



Baylor Health Care System is a faith-based not-for-profit health care provider. Located in

North Texas, Baylor has a growing network of hospitals, primary care and specialty care centers, rehabilitation clinics, senior health centers, and affiliated ambulatory surgery centers. Patient care is guided by the STEEEP™ challenge to provide...safe, timely, effective, efficient, equitable, and patient-centered care. The Office of Patient Centeredness was formed to improve the quality of the patient and family experience throughout the System, focusing on:

- Respect for patients' values, preferences, and expressed needs
- Involvement of family and friends
- Spiritual and emotional support
- Physical comfort
- Coordination and integration of care
- Information, communication, and education

Patient and family member volunteers help other patients and families through their own experiences. Chaplains, social workers, and other care providers support spiritual and emotional health along with physical health for patients and employees alike. With more than 19,000 employees and 3,400 physicians, Baylor truly is a "community" of care.

Baylor Health Care System is nationally recognized for excellence in health care and has received the 15th annual National Quality Forum Award, National Quality Healthcare Award, and the first Leapfrog Patient-Centered Care Award.

Baylor University Medical Center at Dallas, the 1,000-bed flagship hospital of the System has been ranked a top hospital for 17 consecutive years in *U.S. News & World Report's* "America's Best Hospitals" guide.

Our Children's House (OCH) is a licensed pediatric hospital where children from infancy through age 18 come from all over the country to receive care for developmental or birth disorders, traumatic injury, and severe illness. OCH is a safe place where kids can heal and where parents are partners in the healing process.

Children's Medical Center



Children's Medical Center is private, not-for-profit, and is one of the largest pediatric

health care providers in the nation. As the only academic health care facility in North Texas dedicated exclusively to the comprehensive care of children from birth to age 18, Children's provides patient care ranging from simple eye exams to specialized treatment in areas such as heart disease, hematology-oncology, and cystic fibrosis. In addition, Children's is a major pediatric kidney, liver, intestine, heart and bone marrow transplant center. As the primary pediatric teaching facility for The University of Texas Southwestern

Medical Center at Dallas, the medical staff at Children's conducts research that is instrumental in developing treatments, therapies, and greater understanding of pediatric diseases.

The Children's system is licensed for 559 beds and has more than 50 subspecialty programs. The Dallas hospital was the first designated Level I trauma center for pediatrics in Texas. To better serve the region's growing pediatric population, the 72-bed Children's Medical Center at Legacy was added in 2008.

Children's enjoys a stellar reputation as one of the finest pediatric facilities in the United States. Children's is accredited by the Joint Commission, and is a Magnet designated facility, the highest national recognition granted to a hospital or medical center for nursing excellence. In addition, both *U.S. News & World Report* and *Child* magazine have named Children's as one of the nation's top pediatric providers, and in 2006, the *Dallas Business Journal* recognized Children's as a "Best Place to Work." Children's makes life better for the patients it sees during more than 360,000 visits each year.

Being patient- and family-centered at Children's means patients and families serve as an essential part of the care team working alongside physicians and nurses to establish the best plan of care; serving on critical committees making important decisions affecting the entire organization; and working diligently to support Children's in its mission to make life better for children.

TOURS (All tours start at 2 pm)

Our Children's House at Baylor (Sunday, April 18)

Our Children's House is a unique pediatric specialty hospital whose multi-disciplinary team works in collaboration with families to provide care for children who have had life-changing experiences, helping to ensure a successful transition from hospital to home care. Although OCH is not big, the warm Victorian exterior, bright interior colors—even a nurses' station whimsically modeled after a boat sailing the seas—create a warm, safe environment for children, with restful spaces they and their families can enjoy, including a chapel, family room, prayer garden, and courtyard area.

Children's Medical Center Dallas (Tuesday, April 20)

Children's Medical Center is proud to showcase its patient- and family-centered facility. See firsthand one of the nation's top pediatric providers. Tour participants will learn about Children's patient- and family-centered

programs and will tour a number of areas that have embraced the philosophy and implementation of patient- and family-centered care, including the Emergency Department, the Center for Cancer and Blood Disorders, and the Krissi Holman Family Resource Library.

Baylor University Medical Center (Tuesday, April 20)

A tour of Baylor University Medical Center at Dallas, Baylor Health Care System's 1,000-bed flagship hospital, includes the Cvetko Center, an education and support center for cancer patients and families by patients and families; a visit with Caring Hearts patients and families who partner with those undergoing a similar cardiovascular experience; and the opportunity to learn about the new Pastoral Care initiative. Tour highlights include Baylor's 2003 centennial exhibit — a permanent collection of Baylor's milestones — and a visit with leaders and patient advisors from its nationally ranked rehabilitation hospital.

Hotel Information



Accommodations

The seminar's official host hotel—the Sheraton Dallas Hotel, 400 North Olive, Dallas, TX—is situated in the heart of the downtown Arts and Financial district. This 19-block area, easily within walking distance, is the largest urban arts district in the country.

The hotel is connected via skywalk to Plaza of the Americas, an upscale extensive shopping center, which is also home to Americas Ice Gardens, an indoor ice skating rink. The DART light rail stops right at the hotel, and is just a short ride to sports and convention complexes, tourist attractions, and entertainment venues in Dallas.

The Sheraton Dallas recently underwent a \$91 million renovation of its guestrooms, lobby, and restaurants. All guest rooms feature a large work space, stunning city views, and all the Sheraton amenities. Other hotel services include a Business Center and a fully equipped complimentary Fitness Center, whirlpool, and sauna. The lobby also features a 32-seat docking station with complimentary PC workstations and Wi-Fi. Three restaurants are on site including The Kitchen Table, which offers American cuisine.

Reservations

To make a reservation, call the Sheraton Dallas Hotel at 214-922-8000, or toll-free, 888-627-8191. Online reservations can be made via the Institute's website at

www.familycenteredcare.org. To receive the special group rate, mention the code: IFCC. The room rate is \$149 per night for single/double occupancy (in U.S. funds) and does not include tax or service charges. The hotel requires a non-refundable first night's deposit. Also, please note that a \$50 fee will apply for an early departure prior to the confirmed check-out date. Check-in is at 3 pm and check-out is noon.

The Sheraton Dallas Hotel is holding a limited number of rooms for seminar participants at the group rate until March 19, 2010. Rooms typically sell out before this date so make your reservation as soon as possible. The special group rate will be in effect three days before and after the seminar for those arriving early or extending their stay to enjoy the area. Make plans to extend your stay and experience all that Dallas has to offer.

The seminar plenary session begins at 8:30 am on Monday, April 19 and extends through 12:30 pm on Thursday, April 22. Participants should plan to arrive Sunday evening and leave Thursday afternoon to ensure adequate time for departure.

Transportation

The Sheraton Dallas Hotel is about 20 miles from the Dallas/Ft. Worth International Airport with an estimated shuttle fee of \$17 per person or \$50 taxi fare. The hotel is six miles from the Dallas Love Field with shuttle services estimated at \$19 per person or \$20 by taxi. The hotel uses SuperShuttle for transportation services to the airport. Reservations can be made online in advance at supershuttle.com or by calling 800-258-3826.

For those driving in to Dallas, the hotel offers daily and overnight valet services. Valet parking rates are: \$16/daily and \$25/overnight. Self-parking rates are \$15 per day.

Explore Dallas!

Dallas is known for "living large and thinking big!" This dynamic city was built on big dreams, freshly blazed trails, and an attitude that all things are possible. The nation's ninth-largest city, Dallas offers a thriving culinary scene, leading arts district, professional sports, trendy entertainment districts, and endless shopping opportunities.

The Sheraton is within walking distance to the Nasher Sculpture Center, the Myerson Symphony, Dallas Center of Performing Arts, and three museums, including the 6th Floor Museum which chronicles the assassination and legacy of President John F. Kennedy. Walk to the Dallas World Aquarium or take a short ride to the beautiful Dallas Arboretum.

Seminar Schedule

Sunday, April 18

2:00 pm
Hospital Tour (*optional*)
4:00 pm – 7:00 pm
Registration

Monday, April 19

7:00 am – 8:30 am
Registration/Continental Breakfast
8:30 am – 5:30 pm
Educational Sessions including Working Lunch
*Dinner on your own**

Tuesday, April 20

7:00 am – 8:00 am
Networking Continental Breakfast
8:00 am – 2:00 pm
Educational Sessions Including Working Lunch
2:00 pm
Hospital Tour (*optional*)
*Dinner on your own**

Wednesday, April 21

7:00 am – 8:00 am
Networking Continental Breakfast
8:00 am – 5:30 pm
Educational Sessions
6:00 pm
Celebratory Dinner
*Lunch on your own**

Thursday, April 22

7:00 am – 7:45 am
Working Continental Breakfast
7:45 am – 12:30 pm
Educational Sessions
** Additional cost — not included in registration fee*

2010 PINWHEEL SPONSORS

The Institute for Family-Centered Care appreciates the support of our Pinwheel Sponsors for their commitment to advancing the understanding and practice of patient- and family-centered care. These recognized leaders continue to make a significant difference in promoting this philosophy of care, and thus serve as role models to us all.

PINWHEEL CHAMPION

Baptist Health South Florida
Miami, FL

Baptist Memorial Hospital for Women
Memphis, TN

Baylor Health Care System
Dallas, TX

Beth Israel Deaconess Hospital
Boston, MA

Bloorview Kids Rehab
Toronto, Ontario, Canada

Brigham and Women's Hospital
Boston, MA

Bronson Healthcare Group
Kalamazoo, MI

Catholic Healthcare West
San Francisco, CA

Children's Cancer Hospital at The University of Texas M.D. Anderson Cancer Center
Houston, TX

Children's Hospital Boston
Boston, MA

Children's Hospitals and Clinics of Minnesota
Minneapolis, MN

Children's Hospital at Providence
Anchorage, AK

Children's Hospital of Michigan
Detroit, MI

Children's Medical Center
Dallas, TX

Children's Mercy Hospitals and Clinics
Kansas City, MO

Cincinnati Children's Medical Center
Cincinnati, OH

Columbia St. Mary's
Milwaukee, WI

Dana-Farber Cancer Institute
Boston, MA

East Tennessee Children's Hospital
Knoxville, TN

Hasbro Children's Hospital/Rhode Island Hospital
Providence, RI

IWK Health Centre
Halifax, Nova Scotia, Canada

Joe DiMaggio Children's Hospital at Memorial
Hollywood, FL

Johns Hopkins Children's Center
Baltimore, MD

MCG Health System
Augusta, GA

Memorial Healthcare System
Hollywood, FL

Methodist LeBonheur Healthcare
Memphis, TN

Miami Children's Hospital
Miami, FL

Moffitt Cancer Center
Tampa, FL

National Association of Children's Hospitals and Related Institutions
Alexandria, VA

Nationwide Children's Hospital
Columbus, OH

North Carolina Children's Hospital
Chapel Hill, NC

Poudre Valley Health Care System
Fort Collins, CO

Riley Hospital for Children
Indianapolis, IN

San Jacinto Methodist Hospital
Baytown, TX

Seattle Cancer Care Alliance
Seattle, WA

Seattle Children's
Seattle, WA

South Shore Hospital
South Weymouth, MA

St. Louis Children's Hospital
St. Louis, MO

Thunder Bay Regional Health Sciences Centre
Thunder Bay, Ontario, Canada

University Health Systems of Eastern Carolina
Greenville, NC

University Medical Center
Tucson, AZ

University of Minnesota Amplatz Children's Hospital
Minneapolis, MN

University of Pittsburgh Medical Center (UPMC)
Pittsburgh, PA

Vanderbilt University Hospital
Nashville, TN

Women and Infants Hospital of Rhode Island
Providence, RI

PINWHEEL SUPPORTER

Kasian Architecture Interior Design
Vancouver, British Columbia, Canada

KI
Green Bay, WI

** Commitments as of February 25, 2010*



The pinwheel symbolizes the Institute's commitment to enhance partnerships among health care providers, patients of all ages, and their families in hospitals and community settings. The pinwheel represents interaction and synergy. When all parts of the pinwheel work well together, each part plays a vital role. This is our vision for patient- and family-centered systems of care.

Become a Pinwheel Sponsor! Call 301-652-0281 for information.

DALLAS

APRIL 19 – 22, 2010

EASY Online Registration!!!

Visit our website to register online: www.familycenteredcare.org

Hospitals and Communities Moving Forward with Patient- and Family-Centered Care

REGISTRATION INFORMATION—If online registration is not an option, please fax form to: 301-652-0186. **Registration Fees – please check one. The seminar fee includes tuition, materials, and working meals.**

Early Bird—On or before February 19, 2010

- Individuals.....\$1350
- Teams of 3 or more.....\$1325 per person
- Patient & Family Leaders.....\$750
- Pinwheel Sponsors.....\$1300

After February 19, 2010

- Individuals.....\$1390
- Teams of 3 or more.....\$1365 per person
- Patient & Family Leaders.....\$790
- Pinwheel Sponsors.....\$1340

Cancellation Policy (\$50 cancellation fee before February 19; \$20 participant substitution fee)

After February 19, 2010.....\$200 cancellation fee

After March 19, 2010..... No Refunds

I have reviewed this cancellation policy.

Please call the Institute if registering after March 19, 2010 for space availability. Seminar may sell out early.

Tax Deductibility

Expenses for training, tuition, travel, lodging, and meals to maintain or improve professional skills may be TAX DEDUCTIBLE. Consult your tax advisor.

Teams of 3 or more, please list other team members (attach list of names if more space is needed):

Tours (no cost; please register)

Sunday, April 18, 2010

2 pm Our Children's House at Baylor

Tuesday, April 20, 2010

2 pm Baylor University Medical Center

2 pm Children's Medical Center

Hotel Accommodations: The host hotel is the Sheraton Dallas Hotel, 400 North Olive Street, Dallas, TX; To make a reservation, call 214-922-8000 or 888-627-8191. To receive seminar rate, use code 'IFCC' and make reservation by March 19, 2010. Make online reservations at www.familycenteredcare.org.

Please complete a separate form for each participant; reproduce as necessary. Type or print clearly. **Registrations cannot be confirmed unless entire form is complete and full payment is received. You will receive a confirmation number once registered.**

Participant's Full Name _____ Preferred Name (Nickname) _____

Degree(s) _____ Email (required) _____

Organization _____ City _____ State/Province _____

Position/Title _____ Department _____

Preferred Mailing Address Office Home (If hospital address, please include department, unit location, mail code, etc.)

Complete Address _____

City _____ State/Province _____ Zip/Mail Code _____

Daytime Phone _____ Fax _____

Please indicate special needs: (i.e., dietary, audiovisual, mobility) _____

Major Area of Interest (please check one) Adult Health Care Pediatrics Maternity Adult Critical Care NICU

PICU Ambulatory/Primary Care Cancer Care Emergency Care Administration Other _____

Continuing Education Credit – Please note if you will be pursuing continuing education credits for:

Nurses Physicians Social Workers Other (General Attendance Certificates will be available upon request)

Total Amount of Payment \$ _____ U.S. Funds **Registration is not complete until full payment is received.**

Choose payment type: Credit Card No. (Visa or Master Card Only) _____ Exp. _____

Name on Card _____ CCV Code _____

Billing Address _____

Check (Make check payable to: Institute for Family-Centered Care) Purchase Order No. (Please attach copy of PO) _____

I understand that my registration gives permission to the Institute for Family-Centered Care to use my name and contact information in the seminar notebook, and that photos taken at the seminar, in which I appear, may be used for Institute projects.

For further information, contact: Institute for Family-Centered Care

7900 Wisconsin Avenue, Suite 405, Bethesda, MD 20814 • Ph: 301-652-0281 • www.familycenteredcare.org

REGISTER NOW!

*H*ospitals and Communities Moving Forward with Patient- and Family-Centered Care

*An Intensive Training Seminar
Partnerships for Quality and Safety*

April 19 – 22, 2010
Sheraton Dallas Hotel
Dallas, Texas

*F*or more than a decade, there has been growing recognition of the enormous benefits patient- and family-centered care offers to health care organizations, clinicians, staff, patients, and families. As hospitals, practices, and health systems struggle with issues related to quality, safety, cost efficiency, HIPAA and other privacy regulations, workforce capacity, the use of information technology, and the need to renovate or build new facilities, they are recognizing that patient- and family-centered approaches and the perspectives of patients and families are critical to their efforts.

*T*he Institute for Family-Centered Care provides essential leadership for advancing the practice of patient- and family-centered care. Through the development and dissemination of materials, policy and research initiatives, training, technical assistance, and on-site consultation, the Institute serves as a central resource for increasing the understanding and skills necessary to build effective partnerships with patients and families.

“Given the current economic climate, NOW is the time to invest in patient- and family-centered care. This seminar provides various business models that indicate how PFCC initiatives help the bottom-line.”

—Seminar Participant, Boston 2009