



Implementing a Patient and Family Faculty Program to Strengthen a Patient- and Family-Centered Culture

Tuesday, February 21, 2012

4:00–5:30 pm (EST)

Understanding the patient and family experience is critical to advancing a patient- and family-centered culture and ensuring the safest and highest quality of care. Patient and Family Faculty programs provide a professional forum for patients and families to share their perspectives as part of the curriculum for staff training. Learn how to recruit and train Patient and Family Faculty to use their personal stories as valued teachable moments as well as how to evaluate a Patient and Family Faculty program.

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.

WEBINAR FACULTY

Juliette Schlucter is the parent of two chronically ill young adults and a consultant in the field of patient- and family-centered care. For eighteen years, Juliette collaborated with leaders at The Children's Hospital of Philadelphia (CHOP) to advance patient- and family-centered care. At CHOP, she partnered with professionals to create an award-winning Family Faculty program in which parents teach physicians, nurses, and other health care professionals about the experience of illness. She wrote and developed *Partners for Excellence*, a workshop and workbook to teach patients and families about using health care resources effectively, and served as chair of the Family Advisory Council.

Juliette received her bachelor degree from Villanova University. She served as guest faculty at the University of Pennsylvania School of Medicine, School of Nursing, and served on The Children's Hospital of Philadelphia Bio-Ethics Committee. Among the honors Juliette has received is the Gene Stanford "Power-of One" Award from the Association for the Care of Children's Health, which recognizes the ability of one individual to bring about significant change in the field of children's health care. She has written articles on aspects of patient-professional collaboration and she co-authored a chapter on Family-Centered Care for the American Academy of Pediatrics' textbook on Pediatric Home care. Juliette has consulted on national patient safety goals, medical education, and served on the board of directors for the Association for the Care of Children's Health.

WHO SHOULD ATTEND

Health care staff from all disciplines engaged in the work of advancing patient- and family-centered care; staff in leadership/liaison roles for Patient and Family Advisory Councils, Patient and Family Faculty, and Patient- and Family-Centered Care Committees; patients/family serving in staff or leadership roles; Human Resource professionals responsible for training and career development for nursing, physician, allied health, and resident education.

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

WEBINAR OBJECTIVES

- Review strategies for recruitment, training, and evaluation of Patient and Family Faculty;
- Describe strategies to incorporate Patient and Family Faculty in training programs;
- Discuss the importance of patient and family contributions to orientation and training programs and advancing a patient- and family-centered culture; and
- Share ideas for advanced curriculum for Patient and Family Faculty teaching.

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

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

FEBRUARY 2012

REGISTER NOW! Implementing a Patient and Family Faculty Program to Strengthen a Patient- and Family-Centered Culture (4 pm EST)*

Creating Patient and Family Advisory Councils—Getting Started (7 pm EST)*

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

Developing Patient- and Family-Centered Peer Support Programs (4 pm EST)*

* NOTE LATER TIMES

A variety of resources and tools will be shared.

Visit www.ipfcc.org for more information or call 301-652-0281.

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

NEW! The SMART Discharge—An 'Always' Event

OTHER WEBINAR TOPICS

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

Exploring the Role of Leaders in Patient- and Family-Centered Care

Integrating Pediatric Palliative Care and Patient- and Family-Centered Care

Patient- and Family-Centered Care in Adult Critical Care Units

Through Their Eyes: Collaborating with Patients and Families from Hospital Design through Moving In

Go to ipfcc.org for registration information.

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.