

***Hospitals and Communities
Moving Forward with Patient- and Family-Centered Care
An Intensive Training Seminar
Partnerships for Quality and Safety***

November 7-10, 2011

Madison, WI

Seminar Agenda/Objectives

Subject to Modification—10/21/11

Sunday, November 6, 2011

4:00 – 7:00 pm Registration

5:00 – 7:00 pm Invitational Leadership Track (pre-registered)
(Bev Johnson, Maureen Connor, Anna Roth, and Paul Boucher)

Monday, November 7, 2011

7:00 – 8:30 am Registration
Participants will:

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

7:00 – 8:30 am Continental Breakfast

– **Leadership Track Breakfast**

– **Networking Breakfast for Patient and Family Advisors** *(Hollis Guill Ryan, Nancy DiVenere, Mark Albertson, and Patty Black, Facilitators)*

8:30 – 9:00 am Welcome and Orientation to the Seminar *(Bev Johnson)*
Participants will be introduced to:

- The Institute for Patient- and Family-Centered Care;
- The sponsoring organizations; and
- The faculty and the overall goals of the seminar.

9:00 – 10:15 am 1A 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.

10:15 – 10:45 am

Break

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

10:45 – 11:30 am

1B 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.

11:30 – 12:45 pm

1C Learning from Patient and Family Stories

(*Marlene Fondrick, Moderator; Panelists: Shannon Fenske, Beth Weiler, Amy Whitehead, and Greg Milward*)

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.

12:45 – 1:00 pm

Logistics for the Seminar (*Marie Abraham*)

Participants will:

- Review the schedule for the seminar and learn about special networking meetings;
- Review of seminar resource materials;
- Review the purpose of the small workgroups with faculty advisors; and
- Be introduced to the idea of developing an individual plan for change in their organizations.

1:00 – 2:30 pm

Leadership Track Lunch

Participants will:

- 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).

Lunch and Small Group Meetings with Faculty Advisors

Participants will:

- Eat lunch with their 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).

2:30 – 2:45 pm

Break

2:45 – 4:00 pm

Major Breakout Sessions: Profiles of Change (6 Breakouts – Select One)

1D Three Paths on the Road to Patient- and Family-Centered Care—Profiles of Change: Practical Strategies and Lessons Learned (*Maureen Connor and Hollis Guill Ryan*)

Participants will:

- Describe how the journeys of the Dana-Farber Cancer Institute and the University of Washington Medical Center 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 how the “power of one” at North Shore Medical Center has advanced patient- and family-centered care.

1E Rural Community Practices and Hospitals—Profiles of Change: Practical Strategies and Lessons Learned (*Marlene Fondrick, Sandy Hobbs, and Maret Felzien*)

Participants will:

- Discuss practical strategies for advancing patient- and family-centered care in rural community practices and hospitals;
- Describe practices and programs that support patients and families as partners in a rural community setting;
- Discuss specific challenges that rural facilities face with integrating patient- and family-centered care; and
- Identify strategies for overcoming barriers including resistance to change.

1F 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.

1G Newborn Intensive Care—Profiles of Change: Practical Strategies and Lessons Learned (*Terry Griffin and Mary Beske*)

Participants will:

- Identify potentially better practices for advancing patient- and family-centered care in newborn intensive care;
- Describe practices and programs that support families as care partners in newborn intensive care;
- Describe roles for family advisors and 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.

1H Pediatric Care—Profiles of Change: Practical Strategies and Lessons Learned (*Kathy Dressman*)

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 families;
- 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 advisors and leaders in changing the culture of a hospital; and
- Identify strategies for overcoming resistance to change.

1I Applying Patient- and Family-Centered Concepts to Primary Care (*Gordy Harvieux and Mary Minniti*)

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 addressing the special challenges for advancing the practice of patient- and family-centered care in primary care settings.

4:00 – 4:15 pm

Break

4:15 – 5:15 pm

1J Patients and Families as Partners: The Leadership Imperative (*Anna Roth*)

Participants will:

- Describe leadership’s role in involving patients and families in safety and improvement efforts;
- Identify common barriers to involving patients and families in meaningful partnerships and strategies to overcome them; and

- Discuss potential steps to advance patient- and family-centered services in an organization or community.

Dinner on your own

Tuesday, November 8, 2011

7:00 – 8:00 am Continental Breakfast

Discussion Groups (*optional*)

– **Physician Networking Breakfast** (*Bill Schwab, Facilitator, with Jeff Schlaudecker and Paul Boucher*)

– **Facilitated Discussion with Participants Who Have Attended Previous Seminars** (*Bev Johnson and Marie Abraham*)

8:00 – 8:15 am Welcome and Review of the Day (*Bev Johnson*)
Learning from Personal Stories (*Liz Crocker*)

8:15 – 9:15 am 2A 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 – 9:30 am Break

9:30 – 10:30 am Breakout Sessions (7 Sessions – Select One)

2B 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.

2C The Power of Stories—Strategies to Educate and Change Organizational Culture (*Liz Crocker*)

Participants will:

- Describe what is meant by the term, 'story';
- Identify key components of a powerful story;
- Discuss why sharing all stories, including those that portray communication, compassion, and collaboration between patients/ family members and health care providers, is so important; and
- Develop ideas and strategies to utilize stories to leverage change within a health care system or organization.

2D Primary Care that Feels Like Home - Lessons from an Active Medical Home (*Gordy Harvieux and Mark Albertson*)

Participants will:

- Discuss Medical Home/ Health Care Home as a model for primary care;
- Discuss the components of a good Medical Home and review practical examples for each component.; and
- Discuss the application of the principles of Medical Home from the patient and family's perspective.

2E Transforming the Electronic Medical Record: Making It Work for Patients, Families, and Health Care Professionals Across Settings

(*Mary Minniti*)

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.

2F Palliative and End-of-Life Care (*Maureen Connor, Moderator, Hollis Guill Ryan, and Paul Boucher*)

Participants will:

- Introduce the concept of quality improvement in end-of-life care;
- Highlight practical aspects using examples of projects aimed at improving end-of-life care in the ICU; and
- Discuss strategies for learning from patients and families about priorities and preferences related to end-of-life care.

2G Enhancing Cultural Competence and Building Effective Working Relationships (*Wendy Jones and Cherie Craft*)

Participants will:

- Identify strategies to link cultural and linguistic competency with patient- and family-centered care in quality improvement initiatives; and
- Discuss approaches for developing effective working relationships among staff, physicians, patients, and families.

2H Involving Patients and Families in Research and Evaluation Initiatives

(Marie Abraham and Maret Felzien)

Participants will:

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

10:30 – 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)

2I Creating Patient and Family Advisory Councils *(Marlene Fondrick and Hollis Guill Ryan)*

Participants will:

- Identify the first steps in creating an advisory council in a hospital or ambulatory setting including council structure, advisor qualities, recruitment, orientation, rewards/ compensation; and
- Discuss approaches that foster a successful beginning.

2J Changing the View that Families are Visitors in Pediatric and Newborn Intensive Care Settings *(Terry Griffin, Kathy Dressman, and Kelly Parent)*

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.

2K 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.

2L Collaborating with Youth and Families to Create Successful Transitions to Adult Health Care *(Joanna Kaufman, Wendy Jones, and Mark Albertson)*

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.

2M Involving Physicians in Patient- and Family-Centered Initiatives: Applying Principles to Practice (*Bill Schwab and Jeff Schlaudecker*)

Participants will:

- Discuss scenarios and key principles; and
- Discuss strategies for handling specific situations identified by participants.

2N Medication Management in the Ambulatory Setting: Engaging Patients, Families, and Caregivers to Enhance Safety (*Mary Minniti and Patty Black*)

Participants will:

- Identify the issues and complexities of managing medications in the ambulatory setting;
- Describe ambulatory medication management processes that improve quality and safety; and
- Describe ways in which patients and families can be engaged in the safe, effective process of managing medications.

2O Integrating Patient- and Family-Centered Concepts in the Development of the Medical Home: A State Leader's Perspective (*Marie Maes-Voreis*)

Participants will:

- Describe approaches to medical home certification that encourage patient- and family-centered care innovation and authentic partnerships with patients and families; and
- Discuss the strategies for partnering with patients and families at the state/regional level and at the practice level.

2P Measuring Patient- and Family-Centered Practice Outcomes (*Bev Johnson*)

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.

12:00 – 12:30 pm

Lunch and Meetings with Faculty 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 setting.

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.

2:15 – 2:45 pm

2Q Video Theatre (8 Breakouts – Select One)

#1 *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
- Identify methods to facilitate codes or procedures with families present and ways to support staff in patient- and family-centered practice.

#2 *Partners and Allies – Collaborating with Patients and Families*

(*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.

#3 *The Josie King Story*

(*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.

#4 *Worlds Apart Series—Alicia Mercado's Story*

(*Wendy Jones*)

Participants will:

- Explore the importance of asking patients and families about their perspectives on chronic disease, social stressors, and networks of support; and
- Understand 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.

#5 Partnering with Parents for Improvement

(Joanna Kaufman)

Participants will:

- Identify 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.

#6 Collaborative Rounds in Adult Cardiology/Patient Advisors for Cardiology *(Bill Schwab and Jeff Schlaudecker)*

Participants will:

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

#7 When Things Go Wrong: Voices of Patients and Families

(Maureen Connor)

Participants will:

- Identify how the video scenarios with patients and families can improve the patient/provider relationship; and
- Describe the importance of disclosure, apology, communication, and trust as well as the patient's feelings of isolation, anger, and frustration after a medical error occurs.

#8 Partnering with Patients, Residents, and Families: Leading the Journey *(Bev Johnson)*

Participants will:

- Share the insights and experiences of leaders in hospitals, clinics, and long-term care who have partnered with the individuals and families they serve to lead transformational culture change within their organizations;
- Showcase a variety of ways to partner with patients, residents, and families; and
- Inspire leaders to develop meaningful, effective, sustained partnerships with patients, residents, and families across the continuum of care and at all levels of their organizations.

2:45 pm

Break for the Day – Enjoy Madison!

3:00 pm

Tour (optional)

– American Family Children's Hospital

Dinner on your own

Wednesday, November 9, 2011

- 7:00 – 8:00 am **Continental Breakfast / Discussion Groups (*optional*)**
- Informal Discussion about Patient/Family Advisory Councils Networking Breakfast** (*Marlene Fondrick, Facilitator*)
- **Networking Among “Areas of Interest” Groups**
- 8:00 – 8:15 am **Welcome and Review of the Day** (*Bev Johnson*)
Learning from Personal Stories (*Liz Crocker*)
- 8:15 – 9:15 am **3A 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.
- 9:15 – 9:30 am **Break**
- 9:30 – 10:45 am **(8 Breakouts – Select One)**
- 3B Beyond the Startup of a Patient and Family Advisory Council—An Advanced Session for Seasoned Councils** (*Marlene Fondrick and Maret Felzien*)
Participants will:
- Identify strategies for sustaining success and momentum for councils that have been underway for at least one year;
 - Discuss common barriers in moving a council to that next level; and
 - Describe how to produce effective outcomes by monitoring, measuring, tracking, and improving council activities.
- 3C Human Resources, Public Relations, and Marketing: Key Allies in Advancing a Patient- and Family-Centered Culture of Care** (*Juliette Schlucter and Sandy Hobbs*)
Participants will be able to:
- Describe a process for identifying measurable behaviors and honoring best patient- and family-centered care practices;
 - Discuss effective internal and external communication strategies that illustrate how staff and patients and families create partnerships for safe, quality care; and
 - Identify new approaches for creating organizational strategies for consistent application of organizations' mission, vision, and values that support patient- and family-centered care and build on skills of

patients and families to collaborate with other members of the health care team.

3D Developing Patient- and Family-Led Peer Support Programs

(Nancy DiVenere)

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.

3E Collaborating with Patients and Families for Quality Improvement

(Mary Minniti and Patty Black)

- Discuss patient and family member contributions to quality improvement projects;
- Describe strategies to support effective participation in quality improvement by patient and family advisors and leaders; and
- Identify patient and family advisory council member involvement in board level quality committees.

3F Applying Patient- and Family-Centered Concepts in Adult Critical Care and Step-Down Settings

(Roslyn Marshall and Paul Boucher)

Participants will:

- Discuss implications of patient- and family-centered care for adult critical care and step-down settings; and
- Describe strategies for addressing the special challenges to patient- and family-centered care for these clinical areas.

3G Applying Patient- and Family-Centered Concepts in Pediatric Critical Care Settings

(Bev Johnson and Kelly Parent)

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.

3H Disparity Issues and Patient- and Family-Centered Care

(Cherie Craft and Wendy Jones)

Participants will:

- Discuss strategies for incorporating patient- and family-centered care when barriers exist; and
- Discuss research data that addresses future trends.

3I Patient- and Family-Centered Approaches to Discharge and Transition Planning in Adult Health Care Settings

(Joanna Kaufman and Hollis Guill Ryan)

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.

10:45 – 11:00 am Break

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

3J Patient- and Family-Centered Rounds: What's In It for Patients, Families, and Professionals (*Kathy Dressman and Jeff Schlaudecker*)

Participants will:

- Describe the practice of patient- and family-centered rounds in a critical care and inpatient pediatric setting and an adult medicine unit;
- 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.

3K Patient- and Family-Centered Approaches to Discharge and Transition Planning in Newborn 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.

3L Involving Patient and Family Faculty in Orientation and Education Programs (*Juliette Schlucter and Nancy DiVenere*)

Participants will:

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

3M HIPAA and the Implications for Patient- and Family-Centered Practice

(*Bill Schwab*)

Participants will:

- Discuss the intent and key requirements of HIPAA;
- Discuss the importance of transparency and of having a philosophy of care statement; and

- Identify strategies to meet HIPAA requirements and honor the intent of HIPAA in patient- and family-centered policies, practices, and environments.

3N Responding to Adverse Events and Medical Errors (*Maureen Connor and Maret Felzien*)

Participants will:

- Describe what the literature reports on patients' attitudes about disclosure of medical errors;
- Explore several challenges related to disclosure and steps that may be taken to prevent or mitigate them;
- Identify the elements of an effective apology; and
- Examine a case study that illustrates how one organization communicated with a patient and family member in the aftermath of a critical event.

3O Enhancing Support for Mental Health (*Cherie Craft*)

Participants will:

- Discuss practical strategies to address the needs, priorities, and interests of individuals and families; and
- Identify positive, supportive, and affirming ways to involve individuals and families and patients in planning, implementing, and evaluating mental health programs.

3P Be an Effective Patient/Family Advisor—Make an Impact in Your Organization (*Hollis Guill Ryan and Kelly Parent*)

Participants will:

- Discuss key components for being a successful advisor while balancing life and personal activities;
- Discuss how to effectively share patient and family stories;
- Describe ways to raise difficult issues constructively, and
- Identify effective ways to collaborate with staff and avoid role conflict.

3Q Advancing the Practice of Patient- and Family-Centered Care in the Medical Home (*Marie Maes-Voreis and Patty Black*)

Participants will:

- Explore strategies for addressing the unique challenges in advancing the practice of patient- and family-centered care in primary care settings;
- Explore various approaches to measurement to capture the impact of advancing the practice of patient- and family-centered care in primary care; and
- Identify strategies and tools for partnering with patients and families to redesign and improve primary care.

12:15 – 1:30 pm

(Lunch on your own)

1:30 – 2:45 pm

Topical Sessions (8 Breakouts – Select One)

3R Supporting Staff for Family Presence and Participation in Nurse Change of Shift, Rounding, and Other Nursing Practices (*Terry Griffin*)

Participants will:

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

3S 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.

3T Creating Paid Positions for Patient and Family Leaders: Key Considerations (*Julie Moretz and Juliette Schlucter*)

Participants will be able to:

- Describe roles, responsibilities, and benefits of patient and family leaders serving in paid positions;
- Discuss issues to include in job descriptions, including reporting lines;
- Discuss approaches to overcome challenges and other issues including supervision, support, dealing with boundary issues, and funding strategies; and
- Identify highlights of Institute's Patient and Family Leaders in Paid Positions survey.

3U 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;
- Discuss how to apply patient- and family-centered principles to design planning, design, and space allocation; and
- Outline a business case for supportive design.

3V The Role of Patients, Families, and the Community in Patient Safety: Innovation and Best Practices (*Paul Boucher and Kelly Parent*)

Participants will:

- 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.

3W Advancing the Practice of Self-Management Support in Primary Care and Other Ambulatory Settings (*Gordy Harvieux, Mary Minniti, and Marie Abraham*)

Participants will:

- Describe self-management support as an approach for improving care for individuals with chronic conditions and their families;
- Discuss available resources for facilitating the integration of self-management support into primary care practices; and
- Identify strategies for partnering with patients and families to redesign and improve primary care to facilitate the implementation of self-management support.

3X The Role of the Staff Liaison for Councils and Other Collaborative Roles with Patients and Families (*Marlene Fondrick and Hollis Guill Ryan*)

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 services from the perspective of patients and families;
- 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.

3Y Improving Quality of Hospital-Based Psychiatric Services through Partnerships with Community Stakeholders (*Anna Roth*)

Participants will:

- Identify benefits of involving community stakeholders in the design of patient- and family-centered psychiatric services;
- Describe methods for engaging patients, families, and community-based organizations in quality improvement; and
- Identify potential barriers to developing relationships with community partners and strategies for overcoming them.

2:45 – 3:00 pm

Break

3:00 – 4:00 pm

3Z A Leader’s Perspective: The Lessons Learned from Changing Organizational Culture (*Chuck Hofius*)

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.

4:00 – 4:15 pm

Break

4:15 – 5:30 pm

Meetings of Small Groups with Faculty Advisors

Participants will:

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

6:00 – 6:30 pm

Reception

6:30 pm

Celebratory Dinner with Prizes and Surprises

Participants will:

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

Thursday, November 10, 2011

7:00 – 7:45 am

Continental Breakfast

Special Meetings (*optional*)

— **Discussion with Bev Johnson: Advancing the Practice of Patient- and Family-Centered Care in Health Systems (Across Multiple Hospitals and Ambulatory Settings)**

— **Breakfast with Chuck Hofius**

— **Small Groups – Finalizing Action Plans**

8:00 – 9:15 am

Topical Sessions (6 Breakouts – Select One)

4A 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.

4B Communication Skills for Negotiating Change and Partnerships (*Liz Crocker*)

Participants will:

- Explore a variety of elements and skills related to effective and collaborative communication;
- Learn basic negotiating skills to work successfully with others;
- Review the difference between the intentions and effects of communication; and
- Accept, appreciate, and work with conflict as a normal process of working in a team.

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

- Identify strategies to prepare and mentor staff and patient and family leaders/ advisors to be effective collaborators;
- Discuss how to integrate patient and family perspectives in system-wide operational goals;
- Share ideas for goal setting, agendas, timelines, and implementation strategies to move the collaborative process forward.

4D Creating the Process for Patient and Family Activation of Rapid Response Teams (*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; and
- Identify practical strategies for involving patients and families in the development of family-activated Rapid Response Teams.

4E 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 area.

4F Exploring the Role of Leaders in Patient- and Family-Centered Care (*Chuck Hofius*)

Participants will:

- Discuss how executive leaders can encourage and facilitate the implementation of patient- and family-centered care and how to link these efforts to quality and safety;
- Describe how to integrate partnerships with patients and families within organizational priorities and at all levels of the organization; and
- Identify barriers and describe approaches for overcoming these challenges.

- 9:15 – 9:30 am** **Break**
- 9:30 – 11:00 am** **4G Building Partnerships Across the Continuum of Care** (*Bev Johnson and Juliette Schlucter*)
 Participants will:
- Describe how to apply the concepts and strategies in meaningful ways to the pressing issues in health care;
 - Across the continuum of care, identify opportunities to partner with patients, residents in long-term care communities, and families in developing and measuring patient- and family-centered care;
 - Discuss timely and strategic approaches to change care practices and strengthen partnerships in hospitals, ambulatory care, home care, and long-term care communities; and;
 - Discuss the values and benefits of a sustained commitment to patient- and family-centered care and authentic partnerships.
- 11:00 – 11:15 am** **Learning from Personal Stories** (*Liz Crocker*)
Farewell and Review of the Seminar (*Bev Johnson*)
- 11:15 am – noon** **4H Sharing of Individual Team’s Plans for Change**
 (*Bev Johnson, Facilitator, with other faculty*)
 Participants will:
- Describe highlights of their individual team’s action plan for change.