



Enhancing the Collaborative Process:

Preparing, Supporting, and Mentoring Staff and Patient and Family Advisors to Advance Patient- and Family-Centered Care

Thursday, February 9, 2012
4:00 – 5:30 pm (EST)

The hallmark of health care organizations that have achieved leadership in patient- and family-centered care is the ability to consistently integrate the shared perspectives of patients, families, and staff. This webinar focuses on the how-to's of the collaborative process: strategies on how to prepare patient and family advisors, as well as staff, to be effective collaborators and to move from sharing perspectives to action and implementation.

FEES

\$249 per call-in line

(A group may participate in the same room with you on this call-in line.)

\$199 for Pinwheel Sponsors

(Please call the Institute for details.)

**REGISTER NOW!
SPACE IS LIMITED**

(CLICK HERE TO REGISTER!)

After your registration is confirmed, you will receive details about joining the webinar.

WHO SHOULD ATTEND

Clinicians and staff from all disciplines who are engaged (or who are planning to be) in collaborating with patient and family advisors; staff in leadership or liaison roles for patient and family advisors, or Patient- and Family-Centered Care Committees; staff leaders of committees that include patient, family, or community advisors; patient and family advisors; and patients and families serving in staff or leadership roles.

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


WEBINAR OBJECTIVES

- 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; and
- Share ideas for goal setting, agendas, timelines, and implementation strategies to move the collaborative process forward.

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

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

FEBRUARY 2012

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

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

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

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

* NOTE LATER TIMES

A variety of resources and tools will be shared.

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

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.

UPCOMING WEBINARS

MARCH 2012

Advanced Session: Sustaining and Enhancing Your Patient and Family Advisory Council

Collaborating with Youth and Families to Create Successful Transitions to Adult Health Care

Patient and Family Involvement in Change of Shift Report

APRIL 2012

Enhancing Patient- and Family-Centered Communication Skills at the Bedside and Beyond—From Principles to Practice

Excellence and Innovation in Partnering with Patients and Families to Measure Outcomes of Patient- and Family-Centered Care

MAY 2012

Engaging Patients, Families, and the Community as Partners in Patient Safety: Innovations and Best Practices

Applying Patient- and Family-Centered Concepts in Dealing with Challenging Situations with Patients and Families

JUNE 2012

Hospitals and Communities Advancing Patient- and Family-Centered Care: A Beginner's Guide

JULY 2012

Patient- and Family-Centered Approaches in Transitions from NICU/PICU

Applying Patient- and Family-Centered Concepts and Strategies to the Development of the Medical Home and the Management of Chronic Conditions

AUGUST 2012

Creating Patient and Family Advisory Councils—Getting Started

 The SMART Discharge—An 'Always' Event

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.