

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

*November 1-4, 2010*  
*Village of Pinehurst, NC*  
**Seminar Agenda/Objectives**

*Subject to Modification*  
*9/11/10*

## Seminar Goals

- 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 health 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.

Sunday, October 31, 2010

4:00 - 7:00 pm      **Registration**

## Monday, November 1, 2010

- 7:00 - 8:30 am**      **Registration**  
Participants will:
- Receive name badges, notebooks and other materials; and
  - Peruse resource table.
- 7:00 - 8:30 am**      **Breakfast**
- Networking Breakfast for Patient and Family Advisors** (*Juliette Schlucter, Hollis Guill Ryan, Kelly Parent, Tara Bristol, and Brenda Boberg, 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**      **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**      **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**      **Learning from Patient and Family Stories**  
(*Marlene Fondrick, Moderator, and Patients and Family Members*)  
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**

**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)**

**A Tale of Two Hospitals – 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 approaches to ensuring the voice of the patient and family is heard.

**Rural Community Practices and Hospitals – Profiles of Change: Practical Strategies and Lessons Learned** (*Sandy Hobbs and Marlene Fondrick*)

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.

**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 Tara Bristol*)

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.

**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 advisors and 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** (*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**      **Patient Safety and Quality – Partnering with Patients and Families at All Levels of an Organization** (*Jim Conway*)

Participants will:

- Describe the role of administrative and clinical leaders in advancing patient- and family-centered care within an organization;
- Discuss the importance of linking partnerships with patients and families to quality and safety to improve outcomes; and
- Discuss regional, national, and international efforts to further the development of effective, sustained partnerships with patients and families

**6:00 – 8:00 pm**      **Carolina Low Country Boil (optional)**  
**Cash Bar/Carolina Shag Dancers (cost: \$55 per person plus tax, gratuities)**

**Tuesday, November 2, 2010**

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

– **Physician Networking Breakfast** (*Bill Schwab, Facilitator*)

– **Patient/Family Advisory Councils – Overcoming Barriers**  
**Networking Breakfast** (*Marlene Fondrick, Facilitator*)

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

**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 am – 9:30 am Break**

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

**The Role of Patients, Families, and the Community in Patient Safety: Innovation and Best Practices** (*Cezanne Garcia 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.

**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.

**Implementing Health Care Home in a Clinical Practice** (*Gordy Harvieux*)

Participants will:

- Discuss the experience of Medical Home/Health Care Home in Minnesota;
- Discuss the differences between traditional practice and Medical Home/Health Care Home; and
- Explore the use and discuss the importance of a Care Plan and Emergency Care Plan.

**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.

**Palliative and End-of-Life Care** (*Maureen Connor, Moderator, Mark Mazer, Hollis Guill Ryan, and Brenda Boberg*)

Participants will:

- Discuss strategies for learning from patients and families about priorities and preferences about end-of-life care;
- Discuss strategies to support staff in changing and improving end-of-life care in a critical care setting; and
- Describe models for supportive end-of-life care in a variety of settings.

**Exploring the Role of Board Leaders in Patient- and Family-Centered Care: A Conversation** (*Jim Anderson*)

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.

**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.

**10:30 – 10:45 am**

**Break**

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

**10:45 – 12:00 pm**

**Topical Sessions (7 Breakouts – Select One)**

**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.

**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.

**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.

**Collaborating with Youth and Families to Create Successful Transitions to Adult Health Care** *(Joanna Kaufman and Brenda Boberg)*

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.

**Involving Physicians in Patient- and Family-Centered Initiatives: Applying Principles to Practice** *(Bill Schwab and Mike Vossmeier)*

Participants will:

- Discuss scenarios and key principles; and

- Discuss strategies for handling specific situations identified by participants.

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

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.

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

Participants will:

- Identify personal learning goals; and
- Share progress and lessons learned in advancing the practice of patient- and family-centered care.

**Video Theatre and Discussion (7 Breakouts – Select One)**

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

***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.

### ***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.

### ***Rebirth***

*(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.

### ***Partnering with Parents for Improvement***

*(Joanna Kaufman)*

Participants will:

- Discuss 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.

### ***Collaborative Rounds in Adult Cardiology/Patient Advisors for Cardiology***

*(Bill Schwab and Mike Vossmeier)*

Participants will:

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

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

*(Maureen Connor)*

Participants will:

- Discuss how the video scenarios with patients and families can improve the patient/provider relationship; and

Discuss 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.

**2:45 pm**                    **Break for the Day** – Enjoy Pinehurst activities or the Village of Pinehurst!

**3:00 - 4:15 pm**           **Historical Walking Tour and High Tea** (optional) \$10

**Dinner on your own**

**Wednesday, November 3, 2010**

**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*)  
**Learning from Personal Stories** (*Liz Crocker*)

**8:15 – 9:15 am**           **Transforming the Culture of an Organization: Partnering with Patients and Families** (*Jim Anderson*)

- Discuss opportunities and methods for establishing productive partnerships with patients and families;
- Examine the impact of hospital-patient/family partnerships on the culture of the organization; and
- Discuss the impact of hospital-patient/family partnerships on the quality and safety of care.

**9:15 – 9:30 am**           **Break**

**9:30 – 10:45 am**        **(7 Breakouts – Select One)**

**Beyond the Startup of a Patient and Family Advisory Council – An Advanced Session for Seasoned Councils** (*Marlene Fondrick*)

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;
- Describe how to produce effective outcomes by monitoring, measuring, tracking, and improving council activities.

**A Conversation: Hospital-Based and Community-Based Administrators and Board Leaders** (*Jim Anderson*)

Participants will:

- Discuss how executive leaders can encourage and facilitate the implementation of patient- and family-centered care;
- 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.

### **Developing Patient- and Family-Led Peer Support Programs**

*(Juliette Schlucter and Brenda Boberg)*

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.

### **Collaborating with Patients and Families for Quality Improvement**

*(Kathy Dressman, Mary Minniti, and Tara Bristol)*

Participants will:

- 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.

### **Applying Patient- and Family-Centered Concepts in Adult Critical Care and Step-Down Settings** *(Roslyn Marshall)*

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.

### **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.

### **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.

**10:45 – 11:00 am Break**

**11:00 – 12:15 pm Topical Sessions (7 Breakouts – Select One)**

**Patient- and Family-Centered Rounds: What’s In It for Patients, Families, and Professionals** (*Kathy Dressman and Mike Vossmeier*)

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.

**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.

**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.

**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 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.

## **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.

## **Responding to Adverse Events and Medical Errors** *(Maureen Connor)*

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.

## **Enhancing Support for Mental Health** *(Libby Jones, Terri Shelton with 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.

**12:15 – 1:30 pm**      **(Lunch on your own)**

**1:30 – 2:45 pm**      **Topical Sessions (7 Breakouts – Select One)**

## **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.

## **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 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, and dealing with boundary issues; and
- Identify funding strategies of several organizations for these positions.

### **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.

### **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.

### **Advancing the Practice of Self-Management Support in Primary Care and Other Ambulatory Settings**

*(Marie Abraham, Mary Minniti, and Gordy Harvieux)*

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.

**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.

**2:45 - 3:00 pm**      **Break**

**3:00 - 4:00 pm**      **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.

**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 4, 2010**

**7:00 - 7:45 am**      **Breakfast Sessions** (*optional*)

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

**Breakfast with Small Groups in Carolina Dining Room – 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 organizations; and
- Discuss strategies that will facilitate the process of change and overcome resistance to change or other barriers.

8:00 – 9:15 am

**Topical Sessions (7 Breakouts – Select One)**

**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.

**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.

**New Approaches in Human Resources: Honoring Effective Partnerships** (*Juliette Schlucter and Sandy Hobbs*)

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.

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

**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.

**Using Research to Understand the Relationship Between Patient Satisfaction and Patient- and Family-Centered Care** (*Marie Abraham and Kim Crickmore*)

Participants will:

- Examine research that demonstrates correlation between patient- and family-centered care (PFCC) and standardized assessment of the patient experience/satisfaction;
- Examine opportunities for PFCC practices and engagement of patient and family advisors based on the outcomes identified in this research; and
- Explore roles for patient and family advisors on research teams.

**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.

**9:15 – 9:30 am**

**Break**

**9:30 – 10:45 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.

**10:45 – 11:00 am**     **Learning from Personal Stories** (*Liz Crocker*)  
**Farewell and Review of the Seminar** (*Bev Johnson*)

**11:00 – 11:45 am**     **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.