



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

WEBINAR SCHEDULE

SUMMER • 2012

AN EDUCATIONAL OPPORTUNITY OFFERED BY THE INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

The Institute is offering webinars on 'hot topics!'

The Institute offers educational webinars on 'hot topics' to advance the practice of patient- and family-centered care. Generally an hour and a half, webinars include presentations by Institute faculty members and nationally recognized experts, followed by the opportunity for participants to ask questions and discuss the topic.

Handouts and supplemental resources are included with registration. Invite your colleagues to join you on a webinar—you may have as many people in the room with you for just one registration price. Pinwheel Sponsors, be sure to call the Institute to receive your webinar discount.

FEES

\$249 per call-in line (A group of any size may participate in the same room with you on this call-in line.)

\$199 for Pinwheel Sponsors (Please call the Institute for details.)

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

WHO SHOULD ATTEND

Health care administrators, hospital directors and program coordinators, nurses, clinicians, other health care professionals, and patient and family leaders/advisors who want to advance patient- and family-centered initiatives.

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

Read about our webinar faculty on our website – www.ipfcc.org

Check our website for dates and registration information.

May 2012

The Role of Patients, Families, and the Community in Patient Safety: Innovation and Best Practices

(Faculty: Paul Boucher/Kelly Parent) Wed., May 23, 2012; 1 pm EDT

NEW! Discuss how patients, family members, and communities may make a significant impact on patient safety. In this webinar, participants learn practical strategies in how to form partnerships among staff/faculty, patients/families, and community to enhance safety initiatives and to improve processes and outcomes.

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

(Faculty: Terry Griffin) Tues., May 15, 2012; 1 pm EDT

Learn how to identify situations that challenge hospital staff to develop and maintain partnerships with patients and families. In this webinar, discover strategies to solve challenging situations encountered while implementing patient- and family-centered care. Recognize language that can affect the development of partnerships with patients and families.

June 2012

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

(Faculty: Marie Abraham/Julie Moretz) Thurs., June 21, 2012; 1 pm EDT

As patient- and family-centered care continues to gain national attention, join this webinar to learn how to turn these key concepts into outcomes. Learn fundamental strategies for building infrastructure in your organization and how patient- and family-centered care can improve quality, safety, and the experience of care for your patients.

For more information and registration details about webinars and other educational opportunities, visit:
www.ipfcc.org or call 301-652-0281.

July 2012

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

(Faculty: Terry Griffin/Marie Abraham) Tues., July 17, 2012; 1 pm EDT

Patient- and family-centered care encourages families to be partners in caregiving and decision-making. Traditionally, planning for the transition to home in newborn and pediatric intensive care settings has been done without significant involvement of the family. In fact, family participation in caregiving may be limited until discharge is imminent. This webinar reviews common practices and processes in NICU/PICU settings and offers strategies to assist clinicians and staff in integrating a patient- and family-centered approach into planning for the transition home.

Creating a Patient- and Family-Centered Medical Home

(Faculty: Beverley Johnson) Thurs., July 26, 2012; 4 pm EDT

NEW! We have an opportunity to redesign primary care to work more effectively and efficiently for patients and families, to create a better quality of worklife for primary care clinicians and staff, and to provide value to the purchasers of health care. A true patient- and family-centered medical home is a profound change in organizational culture. Join this webinar to discuss promising practices to advance the practice of patient- and family-centered care and to build effective, sustained partnerships with patients and families in primary care.

August 2012

Creating Patient and Family Advisory Councils—Getting Started

(Faculty: Marlene Fondrick/Julie Moretz) Tues., August 14, 2012; 1 pm EDT

Developing partnerships with patients and families as advisors is a good investment for your organization. Discuss how to create a patient and family advisory council for your hospital or health care organization. Discussions are geared for those planning to create a council or for councils that were established a year ago. Also, join in even if you just want a refresher course for some good ideas to keep the momentum going.

September 2012

The SMART Discharge—An 'Always' Event

(Faculty: Kristina Andersen/Joanna Kaufman)

Tues., September 18, 2012; 1 pm EDT

NEW! As children we are told to ALWAYS look both ways when crossing the street. In hospitals, we are taught to NEVER operate on the wrong patient or wrong site. This webinar will focus on an Always Event, the SMART Discharge Protocol created by AAMC. The faculty will discuss the successes and challenges of including patients and families in the discharge process and the methods used to implement this new system of care in a community hospital.

Other Webinar Topics Offered by the Institute

- **Advanced Session: Sustaining and Enhancing Your Patient and Family Advisory Council**
- **Changing the View that Families are Visitors—Strategies that Support Family Presence in Newborn Intensive Care and Pediatric Settings**
- **Collaborating with Youth and Families to Create Successful Transitions to Adult Health Care**
- **Developing Patient- and Family-Centered Peer Support Programs**
- **Enhancing Patient- and Family-Centered Communication at the Bedside and Beyond**
- **Enhancing the Collaborative Process: Preparing, Supporting, and Mentoring Staff and Patient and Family Advisors to Advance Patient- and Family-Centered Care**
- **Excellence and Innovation in Partnering with Patients and Families to Measure Outcomes of Patient- and Family-Centered Care**
- **Exploring the Role of Leaders in Patient- and Family-Centered Care**
- **Implementing a Patient and Family Faculty Program to Strengthen a Patient- and Family-Centered Culture**
- **Patient and Family Involvement in Change of Shift Report**
- **Patient- and Family-Centered Care in Adult Critical Care Units**
- **The Road Less Traveled: Integrating Pediatric Palliative Care and Patient- and Family-Centered Care**
- **Through Their Eyes: Collaborating with Patients and Families from Hospital Design through Moving In**

Let us know if you have a specific topic of interest as we continue to expand our webinar series.

To learn more about Pinwheel Sponsor discounts, please call the Institute.