



RESOURCES

2018

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Receive 10% off IPFCC Resources when purchased at our 8th International Conference and online until August 31st!

Please visit www.ipfcc.org/resources to purchase materials through our simple and secure online marketplace. Use discount code **baltimore** for a 10% discount, valid until August 31st, 2018.

IPFCC, a non-profit organization, 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, IPFCC facilitates patient- and family-centered change in all settings where individuals and families receive care and support.

Guidance Publications

Practical resources offer guidance and strategies for providing leadership for patient- and family-centered care, developing and sustaining patient and family advisory programs, creating patient and family faculty programs, designing new health care environments, and other relevant topics.

Publication Title	Item Number	Price
<i>Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities</i>	Item No. 3215	\$65
	Item No. 3218 (5 copies)	\$300 (Save \$25)
<i>Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons</i>	Item No. 32063	\$65
	Item No. 32163 (3 copies)	\$175 (Save \$20)
<i>Words of Advice: A Guide for Patient, Resident, and Family Advisors</i>	Item No. 32061	\$20
	Item No. 32161 (12 copies)	\$220 (Save \$20)
<i>Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements</i>	Item No. 32098	\$40
	Item No. 32198 (12 copies)	\$440 (Save \$40)
<i>Privileged Presence: Personal Stories of Connections in Health Care, 2nd Edition</i>	Item No. 3221	\$16.95
<i>Creating Patient and Family Faculty Programs</i>	Item No. 32088	\$50
	Item No. 32188 (12 copies)	\$550 (Save \$50)
<i>Partnering with Patients and Families to Design a Patient- and Family-Centered Health Care System: Recommendations and Promising Practices</i>	Item No. 3212	\$60
	Item No. 3213 (5 copies)	\$275 (Save \$25)

PINWHEEL SPONSORS

IPFCC invites you to become a Pinwheel Sponsor.

As a Pinwheel Sponsor, your organization will enjoy the recognition that other leaders and supporters across North America and internationally receive as a role model in advancing the practice of patient- and family-centered care. Additionally, receive a 10% discount on all publication orders!

Become a Pinwheel Sponsor Today!

www.ipfcc.org/about/pinwheel.html



Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities

This groundbreaking resource shows how partnerships with patients, residents living in long-term care communities, and families have been essential to organizational change in many different health care settings. The guide provides a framework for senior leaders to create and sustain such partnerships and offers specific steps that leaders can take to develop partnerships to redesign and improve health care. Best practices from over 130 exemplary organizations provide concrete and real-world examples. Several practical tools and a detailed list of helpful written, audiovisual, and online resources are included.

Item No. 3215 **\$65**

Item No. 3218, 5 copies **(Save \$25) \$300**

See also the companion video, "Partnerships with Patients, Residents, and Families: Leading the Journey" (Item No. 32108)

Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons

This completely updated publication is a practical, how-to-guide for clinicians and staff who are responsible for coordinating partnership endeavors with patient, resident, and family advisors. It includes advice, strategies, resources, and a wealth of examples from organizations. A flash drive containing over 200 tools, materials, and templates accompanies the written guide.

Item No. 32063 **\$65**

Item No. 32163, 3 copies **(Save \$20) \$175**

Words of Advice: A Guide for Patient, Resident, and Family Advisors

This workbook is for patients, residents in long-term care communities, and families who are new to advisory roles. Many self-assessment tools and exercises to help identify skills and interests are included, as well as "words of advice" from expert patient, resident, and family advisors.

Item No. 32061 **\$20**

Item No. 32161, 12 copies **(Save \$20) \$22**

Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements

This second edition is a practical resource to guide health care organizations, hospitals, departments, units, long-term care communities, and clinics through the process of developing vision, mission, and philosophy of care statements that support and advance the practice of patient- and family-centered care. Designed for administrative leaders, as well as clinicians, staff,

and patient and family advisors who are interested in transforming organizational culture. Sample statements from a variety of organizations are included.

Item No. 32098 **\$40**

Item No. 32198, 12 copies **(Save \$40) \$440**

Privileged Presence: Personal Stories of Connections in Health Care, 2nd Edition

Privileged Presence: Personal Stories of Connections in Health Care is a collection of over 65 stories that reflect people's health care experiences from the points of view of compassion, communication, collaboration, respect, and dignity...or their absence. This new edition uses real-world experiences recounted by patients and their families, nurses, doctors, and other health care professionals to illustrate what works and what doesn't, what increases or diminishes people's sense of confidence and wellbeing. Tools for improving care and creating partnerships are included in the book.

Item No. 3221 **\$16.95**

Creating Patient and Family Faculty Programs

This publication can help organizations create ways for patients and families to be educators in graduate and undergraduate programs, and to be actively involved in staff orientation and development programs. Includes recommendations for recruitment, training, and support for patient and family faculty. Over 50 programs are highlighted.

Item No. 32088 **\$50**

Item No. 32188, 12 copies **\$550 (Save \$50)**

Partnering with Patients and Families to Design a Patient- and Family-Centered Health Care System: Recommendations and Promising Practices

This publication, with funding support from the California HealthCare Foundation, is based on the deliberations and key recommendations that emerged from a unique meeting convened by the IPFCC in collaboration with the Institute for Healthcare Improvement and funded by the Robert Wood Johnson Foundation. Highlighted are examples of best practices drawn from hospitals, ambulatory programs, medical and nursing schools, funders of health care, patient- and family-led organizations, and other health care entities that are partnering with patients and families to enhance quality and safety and to improve the experience of care. (For more information on the meeting, see *Partnering with Patients and Families...A Roadmap for the Future*, available for download at <http://www.ipfcc.org/resources/Roadmap.pdf>)

Item No. 3212 **\$60**

Item No. 3213, 5 copies **(Save \$25) \$275**

Videos

We offer multimedia resources exploring topics such as leadership roles, patient and family participation in rounds, and bedside nurse change of shift.

All videos are sent as online downloads.

Partnerships with Patients, Residents, and Families: Leading the Journey (20 minutes)

This video focuses on the accomplishments and ongoing activities of key leaders who have created exemplary partnerships in two health care organizations representing very different types of care settings—an urban academic center with a large ambulatory program and a rural, critical access hospital with a long-term care community. The video captures the experiences of leaders in these organizations and shares their insights regarding the benefits of collaborating with patient, resident, and family advisors in a variety of advisory roles.

See also the publication, *Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities* (Item No. 3215)

Getting Started with Patient- and Family-Centered Care (11:30 minutes and 10:32 minutes)

These two videos, *Patient- and Family-Centered Care: The Valley Hospital's Journey* and *Patient- and Family-Centered Care: Building the Foundation*, along with the Video Discussion Guide are an educational resource

for hospitals or health systems that are considering implementation of patient- and family-centered concepts and strategies in their organizations or are in the early stages of their journey to advance PFCC.

Bedside Nurse Change of Shift Report (5 minutes)

This video presents two nurses and an adult patient participating in an actual bedside nurse change of shift report at Perham Memorial Hospital in Perham, MN.

Collaborative Rounds in Adult Cardiology (10 minutes) and Patient Advisors for Cardiology (6 minutes)

The first video portrays a model for rounds that is nonhierarchical, encourages the participation of the patient, family, and all other members of the team, and provides the opportunity to discuss problems in care and identify solutions. The structured communications protocol for rounds featured in this video received the John M. Eisenberg Patient Safety Award in 2002. In the second video, an adult cardiac patient and other cardiology team members discuss the improvements and benefits of having patients serve as peer mentors and advisors.

Video Title	Item Number	Price
<i>Partnerships with Patients, Residents, and Families: Leading the Journey</i>	Item No. 32108	\$95
<i>Bedside Nurse Change of Shift Report</i>	Item No. 32106	\$35
<i>Getting Started with Patient- and Family-Centered Care</i>	Item No. 32111	\$120
<i>Collaborative Rounds in Adult Cardiology and Patient Advisors for Cardiology</i>	Item No. 32104	\$85

Resource Packages

Executive Leadership Team Resource Package

This package includes the following resources:

- Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities (10 copies)
- Partnerships with Patients, Residents, and Families: Leading the Journey (Video with Discussion Guide) (1 copy)
- Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements (1 copy)
- Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons (1 copy)
- Words of Advice: A Guide for Patients, Residents, and Family Advisors (3 copies)

Item No. 3209A

\$820 (Save \$90)

Geriatric Resource Package

This package includes the following publications:

- Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities (1 copy)
- Partnerships with Patients, Residents, and Families: Leading the Journey (Video with Discussion Guide) (1 copy)
- Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements (1 copy)
- Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons (1 copy)
- Words of Advice: A Guide for Patients, Residents, and Family Advisors (2 copies)

Item No. 3207A

\$275 (Save \$30)

Patient and Family Leadership Package

This package includes the following publications:

- Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons (1 copy)
- Words of Advice: A Guide for Patients, Residents, and Family Advisors (1 copy)
- Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities (1 copy)

Item No. 3206A **\$140 (Save \$10)**

Pinwheel Resources

Pinwheel Lapel Pin

The Pinwheel symbol is the official emblem of IPFCC. This Pinwheel lapel pin is a perfect way to recognize patient and family advisors and other patient- and family-centered care champions. The .75" cloisonné lapel pin is two-tone blue, encased in polished silver, with an 8mm post and butterfly clutch.

Item No. 33001 **\$10**

Item No. 33101, 12 pins **(Save \$20) \$100**

Self-Assessment Tools for Evaluating Patient- and Family-Centered Practices

These in-depth self-assessment inventories provide detailed questions for interdisciplinary patient/family teams in hospitals and outpatient settings. These tools can help to assess patient and family-centered care in a hospital, clinical area, unit, or outpatient clinic or practice, and to develop a plan to advance the practice of patient- and family-centered care. (PDF downloads)

Each self-assessment inventory costs **\$10**

Self-Assessment Tool	Item Number
Patient- and Family-Centered Adult Intensive Care: A Self-Assessment Inventory	Item No. SAT14
Patient- and Family-Centered Ambulatory Care: A Self-Assessment Inventory	Item No. SAT12
Patient- and Family-Centered Care in the Emergency Department: A Self-Assessment Inventory	Item No. SAT03
Patient- and Family-Centered Hospital Design: A Self-Assessment Inventory	Item No. SAT02
Patient- and Family-Centered Medical Education: A Self-Assessment Inventory for Medical Schools	Item No. SAT10
Personnel Practices to Advance the Practice of Patient- and Family-Centered Care: A Self-Assessment Inventory	Item No. SAT05
GERIATRIC CARE	
Patient- and Family-Centered Geriatric Care: The Short Tool	Item No. SAT15
MATERNITY CARE	
Patient- and Family-Centered Maternity Care: A Self-Assessment Inventory	Item No. SAT09
Patient- and Family-Centered Outpatient Maternity Care: A Self-Assessment Inventory	Item No. SAT09a
NEWBORN INTENSIVE CARE	
Advancing Family-Centered Newborn Intensive Care: A Self-Assessment Inventory	Item No. SAT15
PEDIATRIC CARE	
Patient- and Family-Centered Pediatric Ambulatory Care: A Self-Assessment Inventory	Item No. SAT13
Patient- and Family-Centered Pediatric Care in Hospitals: A Self-Assessment Inventory	Item No. SAT06
Patient- and Family-Centered Pediatric Intensive Care: A Self-Assessment Inventory	Item No. SAT07