



SEMINAR AGENDA

June 13-14, 2019

May 3, 2019 Draft – Subject to Change

SEMINAR LEARNING OBJECTIVES

- Describe patient- and family-centered care and how it can be applied within and across health care settings including hospitals, primary and other ambulatory care, and health systems.
- Discuss best practice and innovation in partnering with patients and families to improve the experience of care, safety, quality, and clinical outcomes.
- Identify strategies for creating and sustaining high performing patient and family advisory councils (PFACs) and other collaborative roles for patient and family advisors (PFAs).
- Discuss the crisis of misuse and addiction to opioids and opportunities for PFACs and PFAs and individuals with lived experience to collaborate in improving pain management, recovery programs, peer support, and related education and research.
- Define the roles of senior executives in providing leadership for patient- and family-centered change and support for patient and family engagement at all levels within the health system.
- Discuss how to integrate patient- and family-centered concepts into the education of health care professionals, quality improvement, risk management, patient safety, facility design, research and evaluation, and strategic planning.
- Discuss approaches to measure patient- and family-centered change and the impact of collaborative endeavors with PFAs and PFACs.
- Develop action plans for patient- and family-centered change, individualized for each health system, hospital, or ambulatory practice.

WEDNESDAY, JUNE 12, 2019

4:00-7:00 pm **Registration**

THURSDAY, JUNE 13, 2019

7:00-8:15 am **Registration**

Participants will:

- Receive name badges, notebooks, and other materials;
and
- Peruse IPFCC's resource table and posters.

7:00-8:15 am **Continental Breakfast**

7:00-8:00 am **Networking Breakfast for Patient and Family Advisors**
(Deborah Dokken, DeeJo Miller, and Julie Moretz)

- 8:15-9:00 am **Welcome and Opening Remarks from Beaumont Health**
(John Fox, Dave Wood, or Susan Grant)
- 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 **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 organizational policies, programs, design, practice, professional education, and research;
 - Describe a variety of meaningful advisory roles for patients and families;
 - Identify patient- and family-centered strategies that promote high reliability and value-based care; and
 - Discuss the benefits of patient- and family-centered care and relevance to promoting health equity and reducing disparities.
- 10:15-10:45 am **Break** *(MHA and Beaumont Posters, IPFCC Publications, Videos, and Resources on display)*
- 10:45-11:30 am 1B **Recognizing Patient- and Family-Centered Care** *(Bill Schwab)*
- Participants will:
- Develop an expanded definition of “family”; and
 - Describe the differences between system-centered, patient-focused, family-focused, and patient- and family-centered care.
- 11:30 am-12:45 pm 1C **Learning from Patient and Family Stories** *(Liz Crocker, Moderator, with Patient and Family Panelists)*
- 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 organizational 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:

- Learn about special networking meetings;
- Review 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 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
- Discuss action planning.

Small Groups and Rooms to be listed

2:30-2:45 pm

Break

2:45-4:00 pm

Topical Sessions: (*5 Breakouts – Select One*)

1D A Leadership Perspective: Lessons Learned from Changing Organizational Culture (*Susan Grant*)

Participants will:

- Discuss how executive leaders and the Board of Directors can encourage and facilitate the implementation of patient- and family-centered care across a health system and within specific hospitals, ambulatory programs, and other entities;
- Describe how to leverage strategic planning and fiscal resources;
- Discuss how patient- and family-centered care and partnerships with patients and families will improve quality and safety outcomes; and
- Identify barriers and describe approaches for overcoming these challenges.

1E Starting a Patient and Family Advisory Council (*Julie Moretz and Deborah Dokken*)

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 the findings and implications of a recent research study about PFACs, including steps to becoming a high performing PFAC.

1F Building High Performing Patient and Family Advisory Councils (*DeeJo Miller and Pam Dardess*)

Participants will:

- Identify best practices for high performing PFACs;
- Explore strategies for sustaining success and momentum for PFACs that have been underway for at least one year;
- Discuss common barriers in building a high performing PFAC; and
- Describe how to produce effective outcomes by monitoring, measuring, tracking, and improving PFAC activities.

1G Enhancing Support for Mental Health (*Cherie Craft and Sonya Ballentine*)

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 in planning, implementing, and evaluating mental health programs.

1H Leveraging the Power of Patient and Family Partnerships in Primary and Other Ambulatory Care Transformation (*Mary Minniti and Elizabeth Rubinstein*)

Participants will:

- Discuss strategies to bring about a culture of patient- and family-centered care in primary and ambulatory care transformation;
- Identify strategies for building effective partnerships among clinicians, staff, patients, and families in direct care experiences;
- Understand the influence that patient and family advisors can have on promoting wellness and managing chronic conditions in ambulatory care settings; and
- Explore ways to prepare and support patient and family advisors to participate in improvement or redesign in these settings.

4:00-4:15 pm

Break

4:15-4:30 pm

Welcome and Remarks from Michigan Health and Hospital Association (*Brian Peters*)

4:30-5:30 pm

1I Linking Patient- and Family-Centered Care, Quality, and Safety (*Marie Abraham, Moderator with Panelists Brian Peters, Susan Shaw, Kelly Parent, and DeeJo Miller*)

Participants will:

- Describe how an organizational culture grounded in PFCC core concepts contributes to a safety culture;
- Discuss how partnerships among patients, families, and an interdisciplinary team at the care level enhance quality and safety; and
- Explore how patient and family advisors can partner in improvement initiatives to enhance quality and safety.

5:30-7:00 pm **Networking Reception**

FRIDAY, JUNE 14, 2019

7:00-8:00 am **Continental Breakfast**

7:00-7:45 am **Physician Networking Breakfast** (*Bill Schwab and Guest Faculty*)

Networking Breakfast: Large-Scale Implementation of PFCC in Provinces and States (*Guest Faculty*)

Video Breakfast Theatre (*Optional - Select One*)

V1 **Better Together: Partnering with Families** (*Deborah Dokken*)
Learn from leaders, staff, and family members at a public hospital in the Bay Area about their Welcoming Policy for families—the impetus and strategies for change, the results, and hope—for next steps.

V2 **Partnerships to Address the Opioid Epidemic** (*Pam Dardess*)

V3 **Strengthening Diversity in Research Partnerships** (*Marie Abraham*)
Hear from the perspectives of individuals from underserved and vulnerable populations and researchers who collaborate in planning, conducting, and disseminating research.

V4 **More than Words: Practicing Patient and Family Centered Care** (*Kori Jones*)
This video series provides meaningful instruction on the practice of PFCC through the structure of Beaumont's core values by sharing observations from patients and family members, as well as guidance from experienced health care providers, to demonstrate how actions, both big and small, impact the patient and family experience.

8:00-9:00 am **Topical Sessions** (*6 Breakouts - Select One*)

2A **Patient- and Family-Centered Rounds: What's In It for Patients, Families, and Professionals** (*Bill Schwab*)

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.

2B The Role of the Staff Liaison for Councils and Other Collaborative Roles with Patients and Families (*Mary Minniti and Julie Moretz*)

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.

2C Measuring Patient- and Family-Centered Practice and Partnerships with Patients and Families (*Bev Johnson and Pam Dardess*)

Participants will:

- Discuss ways to collaborate with patients and families in developing a system to track the process and impact of advancing the practice of patient- and family-centered care;
- Describe specific tools for measuring patient and family perceptions of care in hospital and ambulatory settings;
- Describe dashboards and annual reports that provide useful profiles of patient- and family-centered practice, patient and family advisory council(s), and other collaborative endeavors; and
- Discuss additional resources and organizations engaged in measuring patient- and family-centered practice and partnerships with patients and families.

2D Advancing Patient- and Family-Centered Care in Newborn Intensive Care Settings (*Terry Griffin and Ewa Panetta*)

Participants will:

- Identify best 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.

2E Advancing Patient- and Family-Centered Care in Pediatric Settings (*DeeJo Miller*)

Participants will:

- Discuss practical strategies for advancing patient- and family-centered care within pediatric settings;
- Explore strategies for creating partnerships with staff and families;
- Discuss how to develop training programs for families that enhance 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.

2F Collaborating with Patient, Family, and Community Partners in Research (*Marie Abraham and Sonya Ballentine*)

Participants will:

- Understand the importance of collaborating with patient, family, and community partners in research;
- Explore a framework for engaging individuals from diverse communities in planning, conducting, and disseminating research; and
- Identify best practices for preparing researchers, patient, family, and community partners to collaborate.

9:00-9:15 am

Break

9:15-10:30 am

Topical Sessions (*6 Breakouts – Select One*)

2G Partnering with Patients and Families to Improve Pain Management (*Pam Dardess and Darin Correll*)

Participants will:

- Describe key best practices for collaborating with patients and families on pain management and appropriate use of opioids;
- Discuss opportunities to partner with patient and family advisors in quality improvement of pain management and the development of information and educational resources; and
- Describe strategies to prepare providers and patient and family advisors to partner in improvement efforts for pain management and use of opioids.

2H **Better Together: Changing the Concept of Families as “Visitors”** (*Deborah Dokken and Nicole Figueroa*)

Participants will:

- Discuss the rationale for changing policy and practice to acknowledge families as partners in care, rather than “visitors”;
- Review key strategies/steps used by other hospitals in the process of changing policy and practice;
- Understand the range of resources available in IPFCC’s Better Together Toolkit for hospitals; and
- Identify initial strategies for beginning the change process within their own hospitals.

2I **Responding to Adverse Events and Medical Errors** (*Maureen Connor and Julie Newland*)

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.

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

Participants will:

- Describe what is meant by the term, “story”;
- Review selected practices that incorporate stories into organizational culture;
- 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.

2K **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.

2L **Promoting Trauma Informed, Culturally Reflective and Responsive Patient- and Family-Centered Care** (*Cherie Craft and Sonya Ballentine*)

Participants will:

- Gain a deeper understanding of what culturally responsive and reflective care looks like in the context of patient- and family-centered practice; and
- Explore new ideas, strategies, and approaches for promoting health equity and reducing disparities by adopting patient- and family-centered practices.

10:30-10:45 am

Break

10:45-11:45 am

Topical Sessions (*6 Breakouts – Select One*)

2M **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.

2N **Implementing PFCC in Rural and Critical Access Hospitals** (*Mary Minniti and Diane Chase*)

Participants will:

- Learn how to implement and sustain effective patient and family advisory programs within the Critical Access Hospital environment;
- Discuss the strengths CAH bring to integration of PFCC into direct care; and
- Explore creative ways CAH can address perceived challenges to implementation.

2O **"Walk Abouts" and "Photo Voice" – Two Practical Strategies to Engage Staff and Patient and Family Advisors** (*Marie Abraham*)

Participants will:

- Discuss "Photo Voice" and "Walk Abouts" as models for patient, family, and staff input, engagement, and collaboration;
- Examine the process and steps for using these techniques; and
- Discuss how to apply these strategies to hospital-based and primary, ambulatory, and other care settings.

2P Involving Physicians in Patient- and Family-Centered Initiatives: Applying Principles to Practice (*Bill Schwab and Susan Shaw*)

Participants will:

- Explore key principles that can ensure success in involving physicians in patient- and family-centered care initiatives; and
- Apply the principles to common situations in which there are challenges to engaging physicians in patient- and family-centered practices and activities.

2Q How to Select and Support Patient and Family Advisors as Members of Governing Boards (*Bev Johnson*)

Participants will:

- Identify the quality and skills of patient and family advisors who can serve effectively on a governing board; and
- Describe ways to prepare patient and family advisors as board members as well as how to prepare the governing to work effectively with patient and family advisors as members.

2R Peer Support: Strengthening Connections for Patients and Families (*Deborah Dokken and Tamela Milan*)

Participants will:

- Discuss the range of peer support programs and define the benefits – for patients and families and for healthcare professionals;
- Review strategies for establishing or strengthening peer support programs;
- Outline mechanisms for maintaining quality and safety in peer support programs; and
- Learn from the story of an experienced community health worker who provides peer support in her community.

11:45 am-12:00 pm

Break

12:00-1:15 pm

Lunch and Learn

A Mother's Story: Her Journey in Becoming a Community Advocate (*Tamela Milan*)

1:15-1:30 pm

Break

1:30-2:30 pm

Small Group Meetings with Faculty Advisors

Sharing Personal and Professional Stories and Action Planning

Participants will:

- Explore the impact of personal encounters with the health care system and implications for practice;
- Discuss in small groups the material presented thus far and discuss applications for their own settings; and
- Develop their Action Plan.

Small Groups and Rooms to be listed

2:30-2:45

Break

2:45-4:00 pm

Topical Sessions (4 Breakouts – Select One)

2S **Patient- and Family-Centered Approaches to Reduce Readmissions and Improve Transitions of Care** (Pam Dardess)

Participants will:

- Explore patient and family perspectives about and experiences with transitions of care, including discharge planning;
- Describe how patient- and family-centered approaches to transition and discharge planning can address common challenges and help prevent readmissions;
- Identify key patient- and family-centered care practices, tools, and resources that promote partnership with patients and families to ensure safe transitions of care; and
- Discuss ways to collaborate with patients and families in developing patient- and family-centered approaches to discharge planning.

2T **Involving Patient and Family Faculty in Medical Education and Orientation Programs** (Julie Moretz)

Participants will:

- Discuss varying models of established patient and family faculty programs;
- Describe strategies to incorporate patient and family faculty in training programs and 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.

2U **Collaborating with Patients and Families for Quality Improvement** (Mary Minniti and Deborah Sprague)

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
- Explore ways that PFACs/PFAs can influence quality improvement priorities and approaches.

2V **Growing Your Skills as a Patient/Family Advisor – Make an Impact in Your Organization** (DeeJo Miller)

Participants will:

- Identify key attributes for being a successful advisor;
- Recognize strategies that strengthen advisor effectiveness; and
- Discuss potential challenges facing advisors and solutions to address these challenges.

4:00 pm

Seminar Ends

