



## IPFCC Mini Seminar

### Patient- and Family-Centered Care: Partnerships for Enhancing Quality, Safety, and the Experience of Care

#### AGENDA

- 7:30 – 8:00 am **Registration and Networking**
- 8:00 – 8:15 am **Welcome and Introductions**
- 8:15 – 9:30 am **Patient- and Family-Centered Care: Partnerships for Enhancing Quality, Safety, and the Experience of Care**
- Develop a shared understanding of the core concepts of patient- and family-centered care and how they are applied in policy, program, and practice to improve the experience of care, safety, and quality.
  - Describe how successful community hospitals, academic medical centers, ambulatory programs and health systems have advanced the practice of patient- and family-centered care and realized tangible benefits for their organizations.
  - Discuss supporting and sustaining effective partnerships with patients and families as core strategies to achieve strategic priorities and business metrics.
- PowerPoint, short video, and discussion*
- 9:30 – 10:00 am **Break**
- 10:00 – 10:45 am **Recognizing Patient- and Family-Centered Care: The Driving Forces:**
- Describe the differences between system-centered, patient-focused, family-focused, and patient- and family-centered care.
  - Develop an appreciation about what it looks like to partner **with** patients and families and not just do **to and for** them.
- Interactive exercise and discussion at tables*
- 10:45 – 11:30 am **Learning from Patient and Family Perspectives: A Panel**
- Discuss the importance of having opportunities to hear patient and family stories, and learn directly from patients and families and their perspectives.
- Facilitated panel with discussion*

- 11:30 – 11:35 am **Stretch Break**
- 11:35 am – 12:30 pm **Partnering with Patients and Families: Strategies for Success**
- Review and discuss best practices for how to partner with patient and family advisors and front-line staff in healthcare redesign, improvement, professional education, and research.
  - Discuss effective strategies for developing a group of advisors who have the interest, experience, skills and attitudes to be partners for change and improvement.
  - Describe strategies for measuring and celebrating the work of advisors.
- PowerPoint and Discussion*
- 12:30 – 1:30 pm **Working Lunch**
- Facilitate table reflections on morning presentations: Reflection Questions on Tables
- 1:30 – 2:15 pm **Sharing Stories: A Strategy for Improving the Patient and Family Experience of Care**
- Experience the power of sharing personal and professional stories.
  - Discuss a variety of ways to create a culture of storytelling and outline a variety of ways to include stories in key meetings, in educational sessions, and as part of task forces to improve the experience of care.
- Short PowerPoint, sharing stories, interactive exercises, and possible video clip.*
- 2:15 – 3:00 pm **Creating Welcoming Supportive Partnerships with Patients and Families to Enhance Quality, Safety, and Transitions of Care: The Role of Leaders**
- Discuss best practices in hospital policies and practices related to welcoming and supporting patient partnerships and family presence and participation.
  - Discuss why families should be viewed as partners and allies for quality and safety rather than as “visitors.”
  - Describe specific communication strategies to encourage patient and family partnerships in care and care planning
  - Discuss myths, misperceptions, and current data regarding family presence and participation.
  - Outline the role of leaders in implementing a welcoming family policy and bringing about profound change in organizational culture and improvement in transitions of care.
- PowerPoint, short video clips, and discussion*
- 3:00 – 3:15 pm **Break**

3:15 – 3:55 pm **Advancing the Practice of Patient- and Family-Centered Care: Planning and Next Steps**

- Discuss next steps and strategies for partnering with patient and family advisors in advancing the practice of patient- and family-centered care in care, education, and research.

*Magic Wand exercise with tabletop and large group discussion*

3:55 – 4:00 pm **Summary and Closing Remarks**

**NOTE: IPFCC “Mini Seminars” are always tailored to each organization’s specific goals and priorities. IPFCC can provide one-day and multi-day Mini Seminars for hospitals, ambulatory programs, and health systems.**