MOVING FORWARD WITH PATIENT- AND FAMILY-CENTERED CARE: PARTNERSHIPS FOR QUALITY AND SAFETY

June 13 – 14, 2019
Crowne Plaza Detroit Downtown Riverfront • Detroit, MI

With leadership support from

MHA Michigan Health & Hospital Association
Beaumont
Why Attend This Seminar?

Learn from internationally recognized leaders in patient- and family-centered care and gain knowledge, skills, and innovative strategies for advancing patient- and family-centered care and developing and sustaining partnerships with patients and families to improve the experience of care, quality, and safety.

Authentic partnerships among health care professionals, patients, and families are essential to address the serious and complex challenges we currently face in health care.

Who Should Attend?

We encourage health systems, hospitals, primary and other ambulatory care practices, and community organizations to send an interdisciplinary team of participants that includes two or more of the following:

- Health Care Administrative Leaders and Board Members
- Physicians, Nurses, Social Workers, Pharmacists, Child Life Professionals, Therapists, and other Staff
- Patient and Family Advisors and Leaders
- Quality, Safety, Diversity, Human Resources, and Patient Experience Personnel
- Support and Ancillary Staff
- Volunteer Services Directors
- Faculty and Students in Schools of Medicine, Nursing, Allied Health, and Health Administration

“Thank you for a top-notch meeting. I learned so much and feel confident to move forward with PFCC at our hospital.”
SEMINAR SCHEDULE

WEDNESDAY, JUNE 12
4:00 pm – 7:00 pm
Registration

THURSDAY, JUNE 13
7:00 am – 8:15 am
Registration/Continental Breakfast
Networking Breakfast for
Patient and Family Advisors

8:15 am – 5:15 pm
Educational Sessions including
Working Lunch

5:30 pm – 7:00 pm
Networking Reception

FRIDAY, JUNE 14
7:00 am – 8:00 am
Continental Breakfast
Networking Breakfast for Physicians
Additional Networking Breakfasts
Breakfast Video Theatres

8:00 am – 4:00 pm
Educational Sessions including
Working Lunch

“This whole seminar was
amazing and very helpful as we
continue our PFCC journey!”

SEMINAR TOPICS

• Leadership for Transformative Change
• Creating and Sustaining High Performing
  Patient and Family Advisory Councils
• Enhancing Patient Safety Through
  Partnerships with Patients and Families
• Involving Patients and Families in Quality
  Improvement, Research, and Evaluation
• Partnerships with Patients and Families to
  Address the Opioid Epidemic
• Including Patient and Family Advisors
  on Governing Boards
• Developing Patient and Family
  Faculty Programs
• Changing the View that Families are
  Visitors—Supporting Family Presence and
  Participation
• Patient- and Family-Centered Approaches
  to Reduce Readmissions and Improve
  Transitions of Care
• Partnerships in Primary and Other
  Ambulatory Care
• Enhancing Support for Mental Health
• Promoting Trauma Informed, Culturally
  Reflective and Responsive Patient- and
  Family-Centered Care
• Measurement of Patient- and Family-
  Centered Care

These are a sampling of topics. Visit the
IPFCC website to view a detailed agenda:
www.ipfcc.org/events/seminars.html
What Makes This Seminar So Unique?

Faculty team of over 15 experts in patient- and family-centered care—administrative leaders, nurses, physicians, staff, and patient and family leaders.

Faculty review of pre-seminar personal learning goals.

Two days of intensive training including plenary sessions and over 25 breakout sessions to tailor the program to meet your organization’s specific needs and priorities.

Faculty-led small group discussion time each day and assistance in creating an effective Action Plan to enact change at your organization.

Online access to over 100 resources for use in strategic planning; presentations, orientation, other educational sessions; and evaluation.

“This seminar provides clear direction for advancing patient- and family-centered care for professional and support staff leadership and their employees...a must attend on your conference calendar!”
Attendees will learn about:

- 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.

- Best practice and innovation in partnering with patients and families to improve the experience of care, safety, and quality.

- Strategies for creating and sustaining high performing patient and family advisory councils (PFACs) and other collaborative roles for patient and family advisors (PFAs).

- Opportunities for PFACs, PFAs, and individuals with lived experience to collaborate in improving pain management, recovery programs, peer support, and related education and research.

- 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.

- Integrating 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.

- Approaches to measure patient- and family-centered change and the impact of collaborative endeavors with PFAs and PFACs.

Attendees will develop action plans for patient- and family-centered change, individualized for each health system, hospital, ambulatory practice, or community agency.

Continuing Education Credit

Nurses: Approval is pending for this activity by the Maryland Nurses Association which is accredited as an approver of continuing education in nursing by American Nurses Credentialing Center’s Commission on Accreditation.

Physicians: Application for CME credits has been filed with the American Academy of Family Physicians. Determination of credit hours is pending.

Child Life Professionals: For child life professionals seeking professional development units (no longer referred to as ‘hours’), the content of the IPFCC seminar is related to the Child Life Council’s exam content outline: Domain 1 – Professional Responsibility. A certificate of attendance will be required as documentation of your IPFCC seminar participation.
Faculty

Our expert faculty of health care executives, clinicians, staff, and patient and family leaders draw upon their real-world experiences in leading transformation to give you the knowledge, skills, and tools to advance patient- and family-centered care at your organization.

**BEVERLEY H. JOHNSON, BSN, FAAN**
President and CEO
IPFCC
Bethesda, MD

**SUSAN M. GRANT, DNP, RN, FAAN**
Executive Vice President & Chief Nursing Officer
Beaumont Health
Southfield, MI

**MARIE R. ABRAHAM, MA**
Vice President, Programming and Publications
IPFCC
Old Lyme, CT

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Neonatal Nurse Practitioner
Special Care Nursery
St. Alexius Medical Center
Hoffman Estates, IL

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Project Manager
Chicago Health Disparities Center
Illinois Institute of Technology
Chicago, IL

**TAMELA MILAN, MPPA, MCH**
Partnership and Outreach Worker
Access Westside Healthy Start Community Action Network
Chicago, IL

**MAUREEN CONNOR, RN, MPH**
Healthcare Consultant
Claremont Consulting Partners
Arlington, MA

**DEEJO MILLER, BA**
Patient and Family Engagement Program Manager
Children’s Mercy Hospital
Kansas City, MO

**CHERIE A. CRAFT, MEd**
Executive Director
Smart from the Start
Boston, MA and Washington, DC

**MARY MINNITI, BS, CPHQ**
Senior Policy and Program Specialist
IPFCC
Eugene, OR

**LIZ CROCKER, BA, MEd**
Patient Advocate
Vice President, Board of Directors
IPFCC
East Chester, Nova Scotia, Canada

**JULIE GINN MORETZ**
Family Leader / Chief Experience Officer / AVP
Patient- and Family-Centered Care
Augusta University Medical Center
Augusta, GA

**PAM DARDESS, MPH**
Vice President, Strategic Initiatives & Operations
IPFCC
Durham, NC

**WILLIAM E. SCHWAB, MD**
Professor and Vice Chair, Department of Family Medicine
University of Wisconsin School of Medicine and Public Health
Madison, WI

**DEBORAH DOKKEN, MPA**
Coordinator for Patient and Family Partnerships
IPFCC
Bethesda, MD

**SUSAN SHAW, MD**
Chief Medical Officer
Saskatchewan Health Authority
Saskatoon, Saskatchewan, Canada

Want to learn more about the faculty and the experience they bring? CLICK HERE to view their bios.
MHA Keystone Center

The MHA Keystone Center was founded in 2003. Over the years, the nonprofit organization has helped create an overall culture shift in Michigan hospitals by providing its member hospitals with educational opportunities to share evidence-based, best practices to improve patient safety and quality, and reduce healthcare costs and harm. The center’s efforts have gained global recognition and been adopted in hospitals and health systems across the world. To date, the center has been funded by MHA-member hospitals, the Centers for Medicare & Medicaid Services, Blue Cross Blue Shield of Michigan, the Agency for Healthcare Research and Quality, the Centers for Disease Control and Prevention, and the Michigan Department of Health and Human Services. For more information, visit www.mhakeystonecenter.org. Follow the MHA Keystone Center on Twitter and LinkedIn.

Beaumont

Beaumont Health is Michigan’s largest health care system and provides patients with compassionate, extraordinary care, no matter where they live. With eight hospitals, 145 outpatient locations, nearly 5,000 physicians and more than 38,000 employees, Beaumont’s commitment to patient and family-centered care contributes to the health and well-being of residents throughout the community and beyond.

Come Explore Detroit!

Plan to spend a day or two exploring Detroit before or after the seminar. Detroit is nicknamed “Motor City” as the birthplace of many automotive brands, most notably Ford. Visit the Ford Piquette Avenue Plant to stand on the same floors that the first Model T’s were made at the start of the 20th century.

The Crowne Plaza hotel is located on the Detroit Riverwalk from which you can see the shores of Canada right across the river. Enjoy a meal on the Detroit Princess Riverboat or venture out to Belle Isle to immerse yourself in nature.

For history buffs, Detroit has plenty to offer through various tours and museums including the Detroit Historical Museum and Detroit Underground Railroad Historical Society.

Today, Detroit remains a vibrant area filled with culture and the arts. Take some time to travel up to Midtown where you can find a variety of art museums including the Museum of Contemporary Art and the Detroit Institute of Arts. Don’t miss the iconic Motown Museum just north of Midtown, which was previously the Hitsville U.S.A. studio in the 1960’s!

For sports fans, cheer on the Detroit Tigers as they play against the Cleveland Indians on June 14-16 in Comerica Park.
The seminar will be held at:
Crowne Plaza Detroit Downtown Riverfront
2 Washington Blvd
Detroit, MI 48226

Attire: Business casual.
Please bring a sweater, wrap, or jacket to sessions as the temperature in meeting rooms and hotel can vary.

Hotel Reservations
The Crowne Plaza Detroit Downtown Riverfront is holding a limited number of rooms for seminar participants at a special group rate until May 20, 2019. Rooms may sell out before this date so make your reservations early. To make a reservation, use the group reservation link or contact the hotel at 866-710-7531 and indicate that you are with “IPFCC Moving Forward with Patient- and Family-Centered Care” in order to receive the special group rate.

The room rate is $169 per night for single/double occupancy, U.S. funds. This rate does not include taxes. Hotel reservations must be guaranteed by a major credit card. To cancel a reservation, the hotel requires cancellations 72 hours prior to arrival.

Check-in is at 4:00 pm and check-out is 11:00 am. The special group rate will be in effect three days before and after the seminar for those arriving early or extending their stay to enjoy Detroit.

For planning purposes, the seminar begins at 8:15 am on Thursday, June 13, and ends at 4:00 pm on Friday, June 14. Participants should plan to arrive on Wednesday and leave Friday early evening, after the seminar concludes.

Transportation/Parking
The Crowne Plaza Detroit Downtown Riverfront is 25 minutes away from Detroit Metropolitan Wayne County Airport (Airport Code: DTW).

The Crowne Plaza offers front door valet parking in a secured underground garage. The valet drop off location is located on the Larned Street entrance.

For local participants or those driving to the hotel, on-site parking fees for IPFCC seminar attendees are as follows:
• Overnight valet parking: $20/night
• Daily valet parking: $10/day

The approximate cost of a taxi from the airport is $45/one way.

A fleet of registered taxicabs is located nearby, offering efficient service locally and to/from Detroit Metropolitan Wayne County Airport.

Please Note: The hotel does not offer a complimentary shuttle to/from the Detroit Metropolitan Wayne County Airport.

“This is the best PFCC seminar I have ever attended. Thanks for all the good information.”
### 2019 Pinwheel Sponsors

IPFCC appreciates the support of our Pinwheel Sponsors for their commitment to advancing the understanding and practice of patient- and family-centered care. These recognized leaders continue to make a significant difference in promoting this approach and thus serve as role models to us all.

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Commitments as of March 2019

Become a Pinwheel Sponsor! Call 301-652-0281 or CLICK HERE for more information.
Since 1992, the Institute for Patient- and Family-Centered Care (IPFCC) has provided essential leadership for advancing the practice of patient- and family-centered care in all settings where individuals and families receive care and support. Through the development and dissemination of materials, policy and research initiatives, training, technical assistance, and on-site consultation, IPFCC serves as a central resource for increasing the understanding and skills necessary to build effective partnerships with patients and families.

Collaboration among health care professionals, patients, and families is essential to health care transformation. This seminar presents an unparalleled opportunity to experience and learn best practices for creating and sustaining authentic and productive partnerships.