

## Wellstar MCG Health Presents 17<sup>th</sup> Annual PFCC Conference



### ***Our Shoes Tell the Story...Bring Power to Your Steps***

In offering inspirational pearls of wisdom to share with colleagues to underscore the importance of patient- and family-centered care, the 17<sup>th</sup> Annual PFCC Conference at Wellstar MCG Health did just that on March 7. The theme, ***"Our Shoes Tell the Story...Bring Power to Your Steps,"*** resonated deeply with 651 participants, reminding us that *every step* we take in the realm of patient- and family-centered care holds the potential to transform lives. This theme set the tone for an inspiring and impactful conference that left an indelible mark on all who attended. Inspired by an executive leader who was recently diagnosed with breast cancer, she took us through her journey. As she underwent the radiation tattoo marking process, face down on the radiation table, she was comforted by seeing her nurse's pink and purple marbled crocs which she recognized and trusted. However, throughout the tattoo process, other 'shoes' came into the procedure room...she didn't recognize them or the clinician's voices, and this caused her great concern—was something wrong? Why didn't they introduce themselves to her? Could they not get the perfect location for the tattoo which was critical to her outcome?

As each speaker came to the stage, they each brought a pair of shoes with them and placed them on the edge of the stage. They shared a bit of their story and who their shoes represented: boots of a husband who just finished chemo, toddler shoes of a 3-year-old little boy diagnosed with epilepsy, a father's shoes representing his journey with dementia, military boots representing a mission in taking care of our own, nursing shoes recognizing that this is where her journey first began...and so many more—everyone has a story. It's about where our shoes have been and where they are taking us.



The thought-provoking presentation by Anthony Carter, Environmental Services Manager, took off his own shoes and placed them at the edge of the stage, reminding us that these are his 'work' shoes...shoes that take him into patient rooms every day. Clad only in colorful socks, he delivered the powerful connection of *'Bringing Power to Your Steps.'* The engaging *'Walk with Me'* staff stories spoke of their personal healthcare experiences to highlight how our own team members are also patients in OUR healthcare system because they trust us and know us best.

The wealth of knowledge shared, the stories exchanged, and the connections made undoubtedly left a lasting impression, inspiring us to continue championing patient- and family-centered care and compassion in our respective roles. How enlightening to hear from Susan Grant, our Executive VP/CNE/CXO, who shared her 'why' that has been with her for 30 years on this patient- and family-centered journey. Then, she and President Ralph Turner, launched expectations of PeopleCare, highlighting the importance of behavior standards that support patient- and family-centered care.

Moreover, the sense of community and camaraderie that permeated throughout the conference was truly remarkable. It was incredibly heartwarming to witness hundreds of like-minded individuals coming together with a shared purpose, united in our commitment to enhancing the patient experience and fostering a culture of empathy and understanding. At the close of the PFCC Conference, several PFCC Awards were presented: PFCC Family Choice awards, the coveted Pat Sodomka Leadership Award, the PFCC Ambassador Award, and the PFCC Partnership Award.