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.