



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

SAMPLE ORGANIZATIONAL ASSESSMENT SITE VISIT SCHEDULE

DAY ONE Date	DAY TWO Date	DAY THREE Date
8:00-9:00AM Meeting with team/leaders responsible for the site visit and advancing the practice of patient- and family-centered care	8:00-9:00AM Clinical Nursing Managers	8:00-9:00AM Meeting with staff in specific clinical areas
9:00-11:00AM Tour of public spaces and inpatient and outpatient clinical areas with _____	9:00-10:00AM Patient- and Family-Centered Care Steering Committee With patient and family advisors	9:00-10:00AM Director, Quality & Patient Safety & Professional Affairs, Risk Manager and Chief Privacy Officer
	10:00-11:00AM Pastoral Care/Chaplaincy, Social Work, Volunteer Department	10:00-11:00AM Director of Physical Plant, Parking/ Security
11:00AM-12:00PM VP of Clinical Programs and Chief Nursing Executive	11:00AM-12:00PM Director, Human Resources, Organizational Development	11:00AM-12:00PM Director, Health Information Management
12:00-12:45PM Working Lunch with President and CEO	Lunch – 12:00-1:00PM	Lunch – 12:00-1:00PM
1:00-2:00PM Director of Medical Affairs and Director for Graduate Medical Education and other Medical Leadership	1:00-2:00PM Director for Patient Experience and Patient Relations	1:00-2:00PM Meeting with staff in specific clinical areas
2:00-3:00PM Meeting with staff from specific clinical areas	2:00-3:00PM Education Session: PFCC - Partnerships for Quality, Safety, and the Experience of Care	2:00-2:30PM Prep for Debriefing
Break - 3:00-3:15PM	Break - 3:00-3:15PM	2:45-4:00PM Debriefing
3:15-4:00PM Director, Communications, Marketing, Strategic Planning	3:15-4:00PM Director, ED/OR and Patient Access and Flow Services	
	6:00PM Meeting with Patient and Family Advisory Council	