INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

MOVING FORWARD WITH PATIENT- AND FAMILY-CENTERED CARE:
PARTNERSHIPS FOR QUALITY AND SAFETY — SKILL BUILDING FOR
RESIDENTS AND FELLOWS

AGENDA
November 2, 2015 • Tampa, FL
Hilton Tampa Downtown

MONDAY, NOVEMBER 2, 2015

7:00–8:15 am   Registration

7:00–8:00 am   Introductory Breakfast with IPFCC Faculty
Participants will:
• Meet faculty; and
• Discuss attendee goals for the day.

8:15–9:00 am   Welcome and Orientation to the Seminar *(Bev Johnson)*
Participants will be introduced to:
• The Institute for Patient- and Family-Centered Care;
• The sponsoring organization; and
• The faculty and the overall goals of the seminar.

9:00–10:15 am  Moving Forward with Patient- and Family-Centered Care: A Visual Tour *(Bev Johnson)*
Participants will:
• Define the core concepts of patient- and family-centered care;
• Discuss how patient- and family-centered care is operationalized in
  organizational policies, programs, design, practice, and professional
  education;
• Describe a variety of advisory roles for patients and families; and
• Discuss highlights from the literature about the benefits of patient- and
  family-centered care.

10:15-10:45 am  Break *(Posters, publications, videos, and resources/tools for change on display)*

10:45-11:30 am  Recognizing Patient- and Family-Centered Care *(Bill Schwab)*
Participants will:
• Develop an expanded definition of “family”; and
• Describe the differences between system-centered, patient-focused,
  family-focused, and patient- and family-centered care.
11:30 am–
12:45 pm  Learning from Patient and Family Stories *(Liz Crocker, Moderator, with Debra Tuzzolino, Robert Wilson, and additional Patient and Family Advisors)*

Participants will:
• Discuss the importance of having opportunities to hear patient and family stories, and learn directly from patients and families and their perspectives;
• Describe the impact of hospital and health system policy and practice on patients and families and the experience of care; and
• Identify effective methods for facilitating patient/family panels.

1-1:45 pm  Lunch Discussion: Personal Experiences with Patient- and Family-Centered Care *(Bill Schwab, Patricia Kritek, Jeff Schlaudecker, Julie Moretz, and Kelly Parent as Facilitators)*

Participants will:
• Discuss your previous experiences with effective patient- and family-centered care;
• Discuss the benefits and perceived barriers to partnering with patients and families.

1:45-2:45 pm  Applying Patient and Family Centered Skills During Residency *(Bill Schwab) (interactive session)*

Participants will:
• Learn strategies to perform a patient-centered physical exam;
• Understand how to implement effective PFCC rounds;
• Be prepared to include family members in outpatient care encounters to enhance quality and safety; and
• Consider how patients and family members can teach residents.

3:00-4:30 pm  Small Group – Skill Building Practice *(All Faculty, led by Patricia Kritek)*

Participants will:
• Work through and discuss cases relevant to trainees’ clinical practice; and
• Focus on developing two to three new skills relevant to the trainee’s specific clinical setting(s).

4:30-5:30 pm  Small Group – Developing an Action Plan *(All Faculty)*

Participants will:
• Develop action plan for implementation of new strategies for patient and family partnerships;
• Determine who will need to be engaged for success of action plan; and
• Report out action plan to larger group.