SEMINAR AGENDA
April 15–18, 2013 • Annapolis, MD

SEMINAR LEARNING OBJECTIVES

• Describe patient- and family-centered care and how it can be applied to adult and pediatric inpatient care; primary care, medical home, and other ambulatory care; maternity care; newborn intensive care; mental health care; emergency care; and long-term care.
• Examine examples of excellence and innovation in partnering with patients and families to improve the experience of care and clinical outcomes.
• Explore patient- and family-centered approaches to address current priorities in health care—specifically, reducing readmissions, decreasing infections and preventable errors, improving medication management, providing safe care transitions, improving cost efficiency, and enhancing workforce capacity.
• Define the roles of senior executives in providing leadership for patient- and family-centered change.
• Discuss how to integrate patient- and family-centered concepts in the education of health care professionals, quality improvement, risk management, patient safety, facility design, HIPAA compliance, evaluation, strategic planning, and the use of information technology to facilitate partnerships with patients and families.
• Identify strategies for developing and sustaining patient and family advisory councils and other collaborative endeavors with patients and families.
• Describe the skills necessary for facilitating and sustaining effective change in hospitals, primary care and other ambulatory care settings, and health systems.
• Discuss approaches to measure patient- and family-centered change.
• Develop action plans for patient- and family-centered change, individualized for each health system, hospital, or practice.

SUNDAY, APRIL 14, 2013

4:00 – 7:00 pm Registration Atrium

4:00 – 6:30 pm Leadership Executive Meeting (Registration/Meeting) Windjammer
(Bev Johnson, Bill Schwab, Maureen Connor, Victoria Bayless, Sherry Perkins, Mitch Schwartz, Anna Roth, Susan Grant, Hal Jones, and other Faculty)
MONDAY, APRIL 15, 2013

7:00 – 8:15 am  Registration  Atrium

7:00 – 8:15 am  Continental Breakfast  Atrium/Ballroom

Networking Breakfast for Patient and Family Advisors  Ballroom
(Hollis Guill Ryan, Nancy DiVenere, Kelly Parent, and Celeste Lee, Facilitators)

Leadership Executive Breakfast  Windjammer

8:15 – 9:00 am  Welcome and Orientation to the Seminar  Ballroom
(Bev Johnson)

9:00 – 10:15 am  1A Moving Forward with Patient- and Family-Centered Care: A Visual Tour (Bev Johnson)  Ballroom
Participants will:
• Define the core concepts of patient- and family-centered care;
• Discuss how patient- and family-centered care is operationalized in hospital and health system 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  Atrium
(posters, videos, books, and resources/tools for change on display)

10:45 – 11:30 am  1B Recognizing Patient- and Family-Centered Care (Bill Schwab)  Ballroom
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 – 12:45 pm  1C Learning from Patient and Family Stories  Ballroom
(Marlene Fondrick, Moderator, with Panelists: Judy Crane, Hala Durrah, Karen Goldman, and Chuck Vogan)
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.
12:45 – 1:00 pm  Logistics for the Seminar  
(Marie Abraham)  
Ballroom

1:00 – 2:30 pm  Leadership Lunch

Lunch and Small Group Meetings with Faculty Advisors
Participants will:
• Eat lunch with their faculty advisors;
• Get to know the participants from other settings in small groups;
• Describe the practical application of patient- and family-centered care in everyday practice;
• Share learning goals and “burning issues” about patient- and family-centered care; and
• Build a foundation for networking during the seminar (tools, strategies, data, resources, and peers).

GROUP  LOCATION
Anchors           Regatta A
Baltimore Checkerspots  Regatta B
Black-eyed Susans  Regatta C
Goats              Windjammer
Legislators       Thomas Point East
                   (Powerhouse – 1st Floor)
Neptunes          Thomas Point West
                   (Powerhouse – 1st Floor)
Old Bays          Windmill Point East
                   (Powerhouse – 2nd Floor)
Orioles           Windmill Point West
                   (Powerhouse – 2nd Floor)
Ravens            Point Lookout
                   (Powerhouse – 3rd Floor)
Sailors           Skipjack (#362)
Seagulls          Topsider (#462)
Skipjacks         Breeze Private
Striped Bass      Breeze
The Capitals      Commodore Lounge
                   (5th Floor)
Thomas Point Lights  Suite 350
Thoroughbreds     Suite 450
Town Criers       Presidential Suite (#614)
USS Constellations  Admiral (#601)
White Oaks        Board Room

2:30 – 2:45 pm  Break
Major Breakout Sessions: Profiles of Change
(8 Breakouts – Select One)

1D Three Paths on the Road to Patient- and Family-Centered Care—Profiles of Change: Practical Strategies and Lessons Learned
(Maureen Connor and Hollis Guill Ryan)

Participants will:
• Describe how the journeys of the Dana-Farber Cancer Institute and the University of Washington Medical Center in patient- and family-centered care can be applied to other organizations;
• Identify steps for developing and sustaining patient and family participation;
• Identify key barriers to developing and maintaining partnerships with patients and families; and
• Discuss how the “power of one” at North Shore Medical Center has advanced patient- and family-centered care.

1E Patients and Families as Partners: The Leadership Imperative
(Anna Roth and Teresa Pasquini)

Participants will:
• Describe leadership’s role in involving patients and families in safety and improvement efforts;
• Identify common barriers to involving patients and families in meaningful partnerships and strategies to overcome them; and
• Discuss potential steps to advance patient- and family-centered services in an organization or community.

1F Maternity Care—Profiles of Change: Practical Strategies and Lessons Learned
(Judy Roudebush and Marie Abraham)

Participants will:
• Discuss how a patient- and family-centered philosophy of care provides direction for choices you make as you develop a comprehensive maternity program;
• Identify key concepts, strategies, or components of a successful perinatal program;
• Define programs that enhance the continuum of care;
• Identify follow-up programs that can increase access to useful information and support; and
• Identify strategies for overcoming resistance to change.
1G Newborn Intensive Care—Profiles of Change: Practical Strategies and Lessons Learned  
(Terry Griffin and Christa Grim)

Participants will:
- Identify potentially better practices for advancing patient- and family-centered care in newborn intensive care;
- Describe practices and programs that support families as care partners in newborn intensive care;
- Describe roles for family advisors and leaders in enhancing family support and changing the culture of a newborn intensive care unit;
- Describe administrative approaches that support staff and the process of change; and
- Identify strategies for overcoming resistance to change.

1H Pediatric Care—Profiles of Change: Practical Strategies and Lessons Learned  
(Kathy Dressman and Juliette Schluter)

Participants will:
- Discuss practical strategies for advancing patient- and family-centered care within pediatric units and childrens’ hospitals;
- Explore strategies for creating partnerships with staff and families;
- Discuss how to develop training programs for families that enhances their effectiveness to partner at all levels of the health system;
- Describe the roles of family advisors and leaders in changing the culture of a hospital; and
- Identify strategies for overcoming resistance to change.

1I Applying Patient- and Family-Centered Concepts to Primary Care  
(Mary Minniti, Doug Niehus, and Bryant Campbell)

Participants will:
- Discuss strategies used to bring about a culture of patient- and family-centered care in primary care;
- Explore patient and family perspectives about the primary care experience;
- Describe current innovations in primary care; and
- Explore strategies for addressing the special challenges for advancing the practice of patient- and family-centered care in primary care settings.

1J Caring for Older Adults with Complex Conditions: Building Partnerships across the Continuum of Care  
(Jeff Schlaudecker, Joseph Parker, and Heidi Wood)

Participants will:
- Describe practices that support the involvement of the patient, family, and other community caregivers in planning and decision-making;
• Discuss strategies for preparing students and trainees to care for this population in a patient- and family-centered manner; and
• Explore key issues, such as having patients define family and how they will be involved in care; managing multiple medications; determining patient’s preference regarding end-of-life care; prevention of errors and injuries in hospitals and long-term care facilities; decreasing caregiver burden; coordinating communication among multiple providers and agencies with the patient and family; and assuring smooth transitions with home and long-term care.

1K The Patient- and Family-Centered Experience: The Power of Stories and the Fostering of Empathy in Medical Education
(Arno Kumagai and Celeste Lee)

Participants will:
• Explore the nature of empathy and the role of stories to enhance perspective-taking, challenge assumptions, and foster an understanding of illness and its care that is based in human values and interactions;
• Describe an undergraduate medical education program that incorporates longitudinal conversations between patient-volunteers and beginning medical students in order to teach patient- and family-centered approaches in clinical care; and
• Provide examples of the impact of such a program, including reflections of a patient-volunteer and examples of artwork produced by students.

4:00 – 4:15 pm Break

4:15 – 5:15 pm 1L Supporting Family Presence and Participation: A Panel Discussion of Leadership Roles in Fostering Partnerships
(Sherry Perkins and Susan Grant, Moderated by Bev Johnson)

Participants will:
• Discuss the role of leaders in changing the concept of families as “visitors” to one where patients and families are viewed as allies for quality and safety;
• Discuss effective strategies for changing policy and practice and overcoming resistance to change;
• Describe ways to partner with patient and family advisors in this process of change; and
• Identify the benefits of family presence and participation for care in hospitals and the transition to home and community care.

6:00 pm Dinner Provided
TUESDAY, APRIL 16, 2013

6:30 – 7:15 am  Yoga with Maret  (optional)  
Skipjack (#362)

7:00 – 8:00 am  Continental Breakfast  
Atrium/Ballroom

Discussion Groups  (optional)

Physician Networking Breakfast  
(Bill Schwab, Facilitator, with Jeff Schlaudecker and Paul Boucher)  
Ballroom

An Informal Breakfast Discussion with Health Care Leaders  
(Anna Roth, Facilitator)  
Windjammer

8:00 – 8:15 am  Welcome and Review of the Day  (Bev Johnson)  
Ballroom

Learning from Personal Stories  (Liz Crocker)

8:15 – 9:15 am  Collaboration with Patients and Families in Clinical Practice  
(Bill Schwab, Cherie Craft, and Marie Abraham)  
Participants will:
• Review the elements of mutual collaboration and consider barriers to success;
• Explore values that underlie the collaborative process;
• Identify specific strategies for working in collaborative ways with patients and families;
• Link patient- and family-centered care to an organization’s agenda for quality and safety; and
• Review published data describing improved clinical outcomes associated with patient- and family-centered communication, collaboration, and systems of care.

9:15 – 9:30 am  Break

9:30 – 10:30 am  Breakout Sessions  (9 Sessions – Select One)

2B  Collaborating with Childbearing Women and Families to Improve the Childbirth Experience Across the Continuum of Care and Parenting Programs  (Judy Roudebush)  
Breeze Private

Participants will:
• Identify, through interactive discussion with participants, opportunities to advance the practice of patient- and family-centered maternity care and support staff and physicians for change in practice; and
• Discuss how women and their families can participate in mapping experiences across the continuum of care, and then participate in the evaluation and redesign of care processes and the ways information and support are provided.
2C The Power of Stories—Strategies to Educate and Change Organizational Culture (Liz Crocker)

Participants will:
- Describe what is meant by the term, “story”;
- Identify key components of a powerful story;
- Discuss why sharing all stories, including those that portray communication, compassion, and collaboration between patients/family members and health care providers, is so important; and
- Develop ideas and strategies to utilize stories to leverage change within a health care system or organization.

2D The Medical Home Journey: Moving from Good Care to Great Care (Bryant Campbell, Doug Niehus, and Angela Mitchell)

Participants will:
- Discuss Medical Home/Health Care Home as a model for primary care;
- Discuss the components of a good Medical Home and review practical examples for each component; and
- Discuss the application of the principles of Medical Home from the patient and family’s perspective.

2E Creating the Process for Patient and Family Activation of Rapid Response Teams (Kathy Dressman)

Participants will:
- Describe strategies to support effective patient and family advisor involvement in designing patient and family activation of Rapid Response Team processes;
- Describe different models and specific tools, policies, and resources that support patient and family activation of Rapid Response Teams; and
- Identify practical strategies for involving patients and families in the development of family-activated Rapid Response Teams.

2F Palliative and End-of-Life Care (Hollis Guill Ryan and Paul Boucher)

Participants will:
- Introduce the concept of quality improvement in end-of-life care;
- Highlight practical aspects using examples of projects aimed at improving end-of-life care in intensive care settings; and
- Discuss strategies for learning from patients and families about priorities and preferences related to end-of-life care.
2G Enhancing Cultural Competence and Building Effective Working Relationships (Cherie Craft and Wendy Jones)

Participants will:
• Identify strategies to link cultural and linguistic competency with patient- and family-centered care in quality improvement initiatives; and
• Discuss approaches for developing effective working relationships among staff, physicians, patients, and families.

2H Involving Patients and Families in Research and Evaluation Initiatives (Marie Abraham and Maret Felzien)

Participants will:
• Discuss an evidence-based framework for including patients and families in research and evaluation;
• Describe examples of initiatives that involve patients and families in research and evaluation; and
• Discuss effective strategies for involving patients and families in research initiatives.

2I Improving Quality of Hospital-Based Psychiatric Services through Partnerships with Community Stakeholders (Anna Roth and Teresa Pasquini)

Participants will:
• Identify benefits of involving community stakeholders in the design of patient- and family-centered psychiatric services;
• Describe methods for engaging patients, families, and community-based organizations in quality improvement; and
• Identify potential barriers to developing relationships with community partners and strategies for overcoming them.

2J Leading a Cultural Transformation to Patient-and Family-Centered Care: Strategy, Tactics, and Lessons Learned (Susan Grant and Hal Jones)

Participants will:
• Discuss administrative and clinical leader practices and behaviors that advance the culture of patient- and family-centered care;
• Explore administrative approaches that support staff and patient and family advisors in facilitating patient- and family-centered change; and
• Describe a multi-level strategy to advance patient- and family-centered care across a large health care system.

10:30 – 10:45 am Break (posters, videos, books, and resources/tools for change on display)
10:45 am – noon

**Topical Sessions (8 Breakouts – Select One)**

**2K Involving Physicians in Patient- and Family-Centered Initiatives: Applying Principles to Practice**  
*Regatta A*  
*(Bill Schwab and Jeff Schlaudecker)*

**Participants will:**
- Explore key principles that can enhance success in involving physicians in patient- and family-centered care initiatives; and
- Apply the principles to common situations in which there are challenges to engaging physicians in patient- and family-centered practices and activities.

**2L Changing the View that Families are Visitors in Pediatric and Newborn Intensive Care Settings**  
*Regatta B*  
*(Terry Griffin, Kathy Dressman, and Kelly Parent)*

**Participants will:**
- Identify practical approaches for working in the presence of families and collaborating with them;  
- Discuss benefits of working with families at the bedside; and  
- Problem-solve and identify positive, proactive approaches for dealing with resistance from staff and physicians.

**2M Changing the View that Families are Visitors in Adult Hospital Settings**  
*Point Lookout*  
*(Powerhouse – 3rd Floor)*  
*(Maureen Connor and Roslyn Marshall)*

**Participants will:**
- Identify practical approaches for working in the presence of families and collaborating with them;  
- Discuss benefits of working with families at the bedside; and  
- Problem-solve and identify positive, proactive approaches for dealing with resistance from staff and physicians.

**2N Creating Patient and Family Advisory Councils**  
*Thomas Point West*  
*(Powerhouse – 1st Floor)*  
*(Marlene Fondrick and Hollis Guill Ryan)*

**Participants will:**
- Identify the first steps in creating an advisory council in a hospital or ambulatory setting including council structure, advisor qualities, recruitment, orientation, rewards/compensation; and  
- Discuss approaches that foster a successful beginning.
2O The Professional Development of the Empathic Provider: Stories, Creative Art, and Encounters with ‘Otherness’ in Teaching Patient-and Family-Centered Care (Arno Kumagai)

Participants will:
• Explore how stories may open the perspectives of students of the health care professions to the experiences of individuals and families with illness;
• Understand how art created by students may allow them to access feelings, insights, and understanding of the human dimensions of medicine; and
• Understand how creative art may also act to allow an assessment of the understanding that students have gained through listening to the stories of their patients and families.

2P Medication Management in the Ambulatory Setting: Engaging Patients, Families, and Caregivers to Enhance Safety (Mary Minniti and Christa Butler)

Participants will:
• Identify the issues and complexities of managing medications in the ambulatory setting;
• Describe ambulatory medication management processes that improve quality and safety; and
• Describe ways in which patients and families can be engaged in the safe, effective process of managing medications.

2Q Measuring Patient- and Family-Centered Practice and Outcomes (Bev Johnson)

Participants will:
• Discuss ways to collaborate with patients and families in developing a sustainable monitoring system to track outcomes of patient- and family-centered practice; and
• Describe specific tools for measuring patient- and family-centered perceptions of care and tools for measuring clinical and other outcomes, including the impact of partnering with patients and families to improve outcomes.

2R Enhancing the Collaborative Process: Preparing, Supporting, and Mentoring Staff and Patient and Family Advisors to Advance Patient-and Family-Centered Care (Juliette Schluter)

Participants will:
• Identify strategies to prepare and mentor staff and patient and family leaders/advisors to be effective collaborators;
• Discuss how to integrate patient and family perspectives in system-wide operational goals;
• Share ideas for goal setting, agendas, timelines, and implementation strategies to move the collaborative process forward.
Noon – 12:30 pm  Lunch with Faculty in Small Groups

12:30 – 1:45 pm  Sharing Personal and Professional Stories

*(In small groups with faculty advisors)*

Participants will:
- Discuss the impact of personal encounters with the health care system and implications for practice; and
- Discuss in small groups the material presented thus far and discuss applications for their own settings.

**GROUP**  
Anchors  
Baltimore Checkerspots  
Black-eyed Susans  
Goats  
Legislators  
Neptunes  
Old Bays  
Orioles  
Ravens  
Sailors  
Seagulls  
Skipjacks  
Striped Bass  
The Capitals  
Thomas Point Lights  
Thoroughbreds  
Town Criers  
USS Constellations  
White Oaks

**LOCATION**  
Regatta A  
Regatta B  
Regatta C  
Windjammer  
Thomas Point East (Powerhouse – 1st Floor)  
Thomas Point West (Powerhouse – 1st Floor)  
Windmill Point East (Powerhouse – 2nd Floor)  
Windmill Point West (Powerhouse – 2nd Floor)  
Point Lookout (Powerhouse – 3rd Floor)  
Skipjack (#362)  
Topsider (#462)  
Breeze Private  
Breeze  
Commodore Lounge (5th Floor)  
Suite 350  
Suite 450  
Presidential Suite (#614)  
Admiral (#601)  
Board Room

2:00 – 2:45 pm  25 Video Theatre *(9 Sessions – Select One)*

#1  The Birth of Jacob – Honoring the Gift of Jacob *(Marlene Fondrick)*

Participants will:
- Experience the power of patient and family stories;
- Identify specific staff and physician practices that are patient- and family-centered; and
- Identify methods to facilitate codes or procedures with families present and ways to support staff in patient- and family-centered practice.
#2 Partners and Allies – Collaborating with Patients and Families

(Windmill Point East (Powerhouse – 2nd Floor)

(Cherie Craft)

Participants will:
• Identify benefits in experiencing the power of patient and family stories;
• Identify benefits in using a strength-based approach to care; and
• Describe ways patients and families, even those living in challenging circumstances, can serve as advisors.

#3 The Josie King Story (Julie Moretz)

(Windjammer)

Participants will:
• Experience the power of patient and family stories;
• Discuss how partnering with families can enhance communication, care coordination, and the safety of health care; and
• Describe how this video could be used in patient safety programs and in efforts to advance the practice of patient- and family-centered care.

#4 Worlds Apart Series— Alicia Mercado’s Story (Wendy Jones)

(Breeze Private)

Participants will:
• Explore the importance of asking patients and families about their perspectives on chronic disease, social stressors, and networks of support; and
• Understand how to create a respectful and comfortable care and decision-making environment for patients and families whose customs and values may be very different than those of western medicine.

#5 Patient- and Family-Centered Rounds: Enhancing the Hospital Discharge Planning Process (Bill Schwab)

(Regatta B)

Participants will:
• Observe collaborative partnerships with health care professionals and patients and families during rounds; and
• Explore how partnering with patients and families can enhance communication, care coordination, and the safety of health care in anticipation of the transition from hospital to home.
#6 When Things Go Wrong: Voices of Patients and Families (Powerhouse – 3rd Floor)
(Maureen Connor)

Participants will:
• Identify how the video scenarios with patients and families can improve the patient/provider relationship; and
• Describe the importance of disclosure, apology, communication, and trust as well as the patient’s feelings of isolation, anger, and frustration after a medical error occurs.

#7 Partnering with Patients, Residents, and Families: Leading the Journey (Regatta C)
(Bev Johnson)

Participants will:
• Share the insights and experiences of leaders in hospitals, clinics, and long-term care who have partnered with the individuals and families they serve to lead transformational culture change within their organizations;
• Showcase a variety of ways to partner with patients, residents, and families; and
• Inspire leaders to develop meaningful, effective, sustained partnerships with patients, residents, and families across the continuum of care and at all levels of their organizations.

#8 Caring for a Patient with Dementia: A Patient- and Family-Centered Approach to Primary Care (Powerhouse – 2nd Floor)
(Jeff Schlaudecker)

Participants will:
• Experience a collaborative partnership with a patient with dementia and his family and his health care provider during a clinic appointment; and
• Explore how partnering with patients and families in a respectful manner can enhance communication, care coordination, and the experience of care.

#9 Creating the Ideal Patient Care Experience at the University of Michigan Health System (Powerhouse – 1st Floor)
(Celeste Lee)

Participants will:
• Learn through the perspective of patients, families, and staff how to best create the ideal patient care experience;
• Understand that every word has meaning, and thereby every interaction with every individual in the health care setting is a critical part of the experience; and
• Identify the importance of providers partnering with patients and families to create an entire culture of caring and to understand that every patient and family member is unique.

2:45 pm  
**Break for the Day – Enjoy Annapolis!**

3:00 pm  
**Tour (optional)**  
Meet in Lobby  
**Anne Arundel Medical Center**  
**Dinner on your own**

**WEDNESDAY, APRIL 17, 2013**

6:30 – 7:15 am  
**Yoga with Maret (optional)**  
Skipjack (#362)

7:00 – 8:00 am  
**Continental Breakfast/ Discussion Groups (optional)**  
**Atrium/Ballroom**

- **Informal Discussion about Patient/Family Advisory Councils Networking Breakfast (Marlene Fondrick, Facilitator)**  
- **Breakfast Discussion—A Closer Look:**  
  **Anne Arundel Medical Center**  
  **(AAMC Colleagues)**

8:00 – 8:15 am  
**Welcome and Review of the Day (Bev Johnson)**  
**Ballroom**

- **Learning from Personal Stories (Liz Crocker)**

8:15 – 9:15 am  
**3A Overcoming Staff Resistance to Change (Kathy Dressman and Roslyn Marshall)**  
**Ballroom**

**Participants will:**
- Describe a conceptual model that has been successfully used to move the concepts of patient- and family-centered care forward;
- Identify strategies to deal with staff resistance to change; and
- Discuss the importance of cultural transformation in the successful implementation of patient- and family-centered care.
9:15 – 9:30 am  
Break

9:30 – 10:45 am  
Topical Sessions (8 Breakouts – Select One)

3B Beyond the Startup of a Patient and Family Advisory Council—An Advanced Session for Seasoned Councils  
(Marlene Fondrick and Maret Felzien)

Participants will:
• Identify strategies for sustaining success and momentum for councils that have been underway for at least one year;
• Discuss common barriers in moving a council to that next level; and
• Describe how to produce effective outcomes by monitoring, measuring, tracking, and improving council activities.

3C Human Resources, Public Relations, and Marketing: Key Allies in Advancing a Patient-and Family-Centered Culture of Care  
(Juliette Schlucter)

Participants will be able to:
• Describe a process for identifying measurable behaviors and honoring best patient- and family-centered care practices;
• Discuss effective internal and external communication strategies that illustrate how staff and patients and families create partnerships for safe, quality care; and
• Identify new approaches for creating organizational strategies for consistent application of organization’s mission, vision, and values that support patient- and family-centered care, and build on skills of patients and families to collaborate with other members of the health care team.

3D Developing Patient- and Family-Led Peer Support Programs  
(Windmill Point East  
(Powerhouse – 2nd Floor)

(Nancy DiVenere and Celeste Lee)

Participants will:
• Identify strategies for encouraging patient and family leaders in developing peer support programs;
• Describe effective peer support programs for patients and families who have challenging situations; and
• Discuss key elements for education and support for patient and families providing peer support.

3E Collaborating with Patients and Families for Quality Improvement  
(Regatta C  
(Mary Minniti and Angela Mitchell)

Participants will be able to:
• Discuss patient and family member contributions to quality improvement projects;
- Describe strategies to support effective participation in quality improvement by patient and family advisors and leaders; and
- Identify patient and family advisory council member involvement in board-level quality committees.

3F Applying Patient- and Family-Centered Concepts in Adult Critical Care and Step-Down Settings
(Roslyn Marshall and Paul Boucher)

Participants will:
- Discuss implications of patient- and family-centered care for adult critical care and step-down settings; and
- Describe strategies for addressing the special challenges to patient- and family-centered care for these clinical areas.

3G Applying Patient- and Family-Centered Concepts in Pediatric Critical Care Settings
(Bev Johnson and Kelly Parent)

Participants will:
- Identify the special needs of families in pediatric critical care units;
- Identify the potential challenges of pediatric critical care unit staff and faculty;
- Discuss implications of patient- and family-centered care for pediatric critical care settings; and
- Describe strategies for addressing the special challenges to promote patient- and family-centered care culture.

3H Disparity Issues and Patient- and Family-Centered Care
(Cherie Craft and Wendy Jones)

Participants will:
- Discuss strategies for incorporating patient- and family-centered care when barriers exist; and
- Discuss research data that addresses future trends.

3I Patient- and Family-Centered Approaches to SMART Discharge and Transition Planning in Adult Health Care Settings
(Sherry Perkins, Joanna Kaufman, and Ida Heck)

Participants will:
- Identify factors which facilitate or interfere with discharge planning;
- Discuss key elements of successful discharge planning; and
- Identify practical strategies for initiating discharge planning as early as possible and assuring collaboration with families throughout the process.
10:45 – 11:00 am  Break

11:00 am – 12:15 pm  Topical Sessions (8 Breakouts – Select One)

3J  Patient- and Family-Centered Rounds: What’s in It for Patients, Families, and Professionals  (Point Lookout)
(Powerhouse – 3rd Floor)
(Kathy Dressman and Jeff Schlaudecker)
Participants will:
• Describe the practice of patient- and family-centered rounds in a critical care and inpatient pediatric setting and an adult medicine unit;
• Discuss the emerging outcome data related to the practice of patient- and family-centered rounds; and
• Discuss the benefits and challenges of patient- and family-centered rounds.

3K  Patient- and Family-Centered Approaches to Discharge and Transition Planning in Newborn and Pediatric Intensive Care Settings  (Windjammer)
(Marie Abraham and Terry Griffin)
Participants will:
• Identify factors which facilitate or interfere with discharge planning;
• Discuss key elements of successful discharge planning; and
• Identify practical strategies for initiating discharge planning as early as possible and assuring collaboration with families throughout the process.

3L  Involving Patient and Family Faculty in Orientation and Education Programs  (Regatta B)
(Juliette Schlucter and Nancy DiVenere)
Participants will:
• Discuss varying models of established patient and family faculty programs;
• Describe strategies to incorporate patient and family faculty in training programs and how to overcome barriers;
• Discuss the importance of patient and family contributions to orientation and training programs; and
• Review strategies for recruitment, hiring, training, and evaluation of patient and family faculty.

3M  HIPAA and the Implications for Patient- and Family-Centered Practice  (Regatta A)
(Bill Schwab)
Participants will:
• Discuss the intent and key requirements of HIPAA;
• Consider common situations in which there may be concerns about possible conflicts between assuring privacy and promoting patient- and family-centered care; and
• Identify strategies to meet HIPAA requirements and honor the intent of HIPAA in patient- and family-centered policies, practices, and environments.

3N Collaborating with Youth and Families

Windmill Point East

to Create Successful Transitions to

Adult Health Care

(Powerhouse – 2nd Floor)

(Joanna Kaufman and Wendy Jones)

Participants will:
• Discuss issues of concern to patients with special health care needs and their families about the transition to the adult health care system;
• Identify strategies that address these areas of concern; and
• Describe ways to involve patients and families in developing an effective transition to adult services that is responsive to the concerns of patients, families, and pediatric health care professionals.

3O Applying Patient- and Family-Centered

Breeze Private

Concepts in Emergency Department Settings

(Powerhouse – 2nd Floor)

(Bev Johnson)

Participants will:
• Discuss implications of patient- and family-centered care for emergency department settings; and
• Describe strategies for addressing the special challenges to patient- and family-centered care for this clinical area.

3P Be an Effective Patient/Family

Thomas Point East

Advisor—Make an Impact in Your

Organization

(Powerhouse – 1st Floor)

(Hollis Guill Ryan and Kelly Parent)

Participants will:
• Recognize key components for being a successful advisor;
• Discuss how to effectively share patient and family stories;
• Understand how to prepare advisors and faculty for partnership;
• Discuss potential challenges facing advisors and solutions to address these challenges; and
• Identify effective ways to collaborate with staff and avoid role conflict.

3Q Advancing the Practice of Patient- and

Regatta C

Family-Centered Care in the Medical Home

(Powerhouse – 1st Floor)

(Angela Mitchell, Bryant Campbell, Doug Niehus, and Mary Minniti)

Participants will:
• Identify strategies and tools for partnering with patients and families to redesign and improve primary care;
• Explore various approaches of measurement to capture the impact of advancing the practice of patient- and family-centered care in primary care; and
• Discuss and identify applications of best practices for participant’s own settings.

12:15 – 1:30 pm  Lunch Buffet  (Atrium/Ballroom)
1:30 – 2:45 pm  Topical Sessions  (8 Breakouts – Select One)

3R  Supporting Staff for Family Presence and Participation in Nurse Change of Shift, Rounding, and Other Nursing Practices  (Terry Griffin)
Participants will:
• Discuss the process for changing the way nurse change of shift and rounds are conducted;
• Describe practical approaches to encourage the presence and participation of families;
• Identify benefits for clinical decision-making, care planning, and medical education; and
• Discuss approaches for handling challenging or highly sensitive situations.

3S  Communication Skills for Negotiating Change and Partnerships  (Liz Crocker)
(Powerhouse – 3rd Floor)
Participants will:
• Explore a variety of elements and skills related to effective and collaborative communication;
• Learn basic negotiating skills to work successfully with others;
• Review the difference between the intentions and effects of communication; and
• Learn how to accept, appreciate, and work with conflict as a normal process of working in a team.

3T  Creating Paid Positions for Patient and Family Leaders: Key Considerations  (Julie Moretz and Juliette Schluter)
(Windjammer)
Participants will be able to:
• Describe roles, responsibilities, and benefits of patient and family leaders serving in paid positions;
• Discuss issues to include in job descriptions, including reporting lines;
• Discuss approaches to overcome challenges and other issues including supervision, support, dealing with boundary issues, and funding strategies; and
• Identify highlights of Institute’s “Patient and Family Leaders in Paid Positions” survey.
3U Applying Patient- and Family-Centered Concepts to Design and Design Planning for Renovation and New Construction Projects  
*Bev Johnson*

**Participants will:**
- Describe innovations in facility design;
- Discuss how to apply patient- and family-centered principles to design planning, design, and space allocation; and
- Outline a business case for supportive design.

3V The Role of Patients, Families, and the Community in Patient Safety: Innovation and Best Practices  
*Paul Boucher and Kelly Parent*

**Participants will:**
- Identify how partnering with patients and families can enhance patient safety initiatives and improve process, impact, and outcomes measures;
- Discuss patient and family advisor contributions to patient safety projects;
- Describe practical strategies to support effective participation in patient safety initiatives by patient and family advisors and leaders; and
- Identify opportunities for patient and family advisory involvement in board-level quality and risk management committees.

3W Advancing the Practice of Self-Management Support in Primary Care and Other Ambulatory Settings  
*Mary Minniti and Celeste Lee*

**Participants will:**
- Describe self-management support as an approach for improving care for individuals with chronic conditions and their families;
- Discuss available resources for facilitating the integration of self-management support into primary care practices; and
- Identify strategies for partnering with patients and families to redesign and improve primary care to facilitate the implementation of self-management support.

3X The Role of the Staff Liaison for Councils and Other Collaborative Roles with Patients and Families  
*Marlene Fondrick and Hollis Guill Ryan*

**Participants will:**
- Identify opportunities to foster the involvement of patients and families in developing policies, programs and services to enhance the relevance and quality of services from the perspective of patients and families;
- Describe the attributes and roles of a successful staff liaison as well as the important contribution in
supporting successful collaboration with patients and families; and
• Discuss preparation and activities that will contribute to successful collaboration such as recruitment, orientation, and maintaining momentum.

3Y “Photo Voice” and “Walk Abouts”— Windmill Point West
Two Practical Strategies to Engage (Powerhouse – 2nd Floor)
Staff and Patient and Family Advisors
(Maret Felzien)
Participants will:
• Discuss “Photo Voice” and “Walk Abouts” as models for patient and family and staff input, engagement, and collaboration;
• Examine the process of using these techniques and outcome examples for each technique; and
• Link these strategies to personal settings.

2:45 – 3:00 pm Break
3:00 – 4:00 pm 3Z A Leader’s Perspective: The Lessons Learned from Changing Organizational Culture Ballroom
(Chuck Hofius)
Participants will:
• Discuss how executive leaders can encourage and facilitate the implementation of patient- and family-centered care and how they can effectively partner with patients and families;
• Describe how to leverage fiscal resources;
• Discuss how patient- and family-centered care will improve quality and safety outcomes, and
• Identify barriers and describe approaches for overcoming these challenges.

4:00 – 4:15 pm Break
4:15 – 5:30 pm Meetings of Small Groups with Faculty Advisors
Participants will:
• Identify steps that the organizations in their group have taken to implement patient- and family-centered care;
• Identify opportunities for implementing patient- and family-centered change in the organizations represented in their group; and
• Discuss strategies for applying concepts to practice.

GROUP LOCATION
Anchors Regatta A
Baltimore Checkerspots Regatta B
Black-eyed Susans Regatta C
Goats Windjammer
Legislators Thomas Point East
(Powerhouse – 1st Floor)
Neptunes: Thomas Point West
(Powerhouse – 1st Floor)

Old Bays: Windmill Point East
(Powerhouse – 2nd Floor)

Orioles: Windmill Point West
(Powerhouse – 2nd Floor)

Ravens: Point Lookout
(Powerhouse – 3rd Floor)

Sailors: Skipjack (#362)
Seagulls: Topsider (#462)
Skipjacks: Breeze Private
Striped Bass: Breeze
The Capitals: Commodore Lounge
(5th Floor)

Thomas Point Lights: Suite 350
Thoroughbreds: Suite 450
Town Criers: Presidential Suite (#614)
USS Constellations: Admiral (#601)
White Oaks: Board Room

6:00 pm  Reception  Atrium
6:30 pm  Celebratory Dinner  Ballroom
Special Entertainment by Cantori, A Women’s Chorus

THURSDAY, APRIL 18, 2013

6:30 – 7:15 am  Yoga with Maret (optional)  Skipjack (#362)
7:00 – 7:45 am  Continental Breakfast  Atrium/Ballroom

Special Meetings (optional)

Discussion with Bev Johnson: Advancing the Practice of Patient- and Family-Centered Care in Health Systems (Across Multiple Hospitals and Ambulatory Settings)

Breakfast with Chuck Hofius  Breeze

Small Groups – Finalizing Action Plans  Ballroom
8:00 – 9:15 am  

**Topical Sessions** *(8 Breakouts – Select One)*

**4A Single Room Newborn Intensive Care:**  
**Collaborative Design Planning and Supporting Staff for Change in Practice**  
*(Judy Roudebush)*

- **Breeze Private**
- **Participants will:**
  - Describe a process and key considerations for designing single room newborn intensive care units; and
  - Discuss steps to prepare staff and families for occupancy of this type of unit.

**4B Dealing with Challenging Situations with Patients and Families**  
*(Bill Schwab)*  
*(Powerhouse – 1st Floor)*

- **Thomas Point East**
- **Participants will:**
  - Review strategies for handling challenging situations in ways consistent with patient- and family-centered principles; and
  - Discuss challenging situations from a patient- and family-centered perspective in open group conversation.

**4C Responding to Adverse Events and Medical Errors**  
*(Maureen Connor and Maret Felzien)*

- **Regatta A**
- **Participants will:**
  - Describe what the literature reports on patients’ attitudes about disclosure of medical errors;
  - Explore several challenges related to disclosure and steps that may be taken to prevent or mitigate them;
  - Identify the elements of an effective apology; and
  - Examine a case study that illustrates how one organization communicated with a patient and family member in the aftermath of a critical event.

**4D Working with Patients, Families, and Health Care Professionals in Building Partnerships Through the Use of Electronic Communication and Documentation Tools (EMRs, Patient Portals, and other Tools)**  
*(Mary Minniti and Scott Joy)*

- **Regatta B**
- **Participants will:**
  - Discuss how electronic medical records can invite patients and families to be effective and valued team members and meet providers’ needs;
  - Discuss how innovative personal health records, and electronic communication strengthens the relationship among patients, families, and their providers; and
  - Explore one case study of a personal health record developed with patients and families and identify ways this approach could be used in organizations through their use of portals and other electronic communication tools.
4E Enhancing Support for Mental Health

Windmill Point East

(Cherie Craft and Teresa Pasquini) (Powerhouse – 2nd Floor)

Participants will:
- Discuss practical strategies to address the needs, priorities, and interests of individuals and families; and
- Identify positive, supportive, and affirming ways to involve individuals and families in planning, implementing, and evaluating mental health programs.

4F Exploring the Role of Leaders in Patient- and Family-Centered Care

Regatta C

(Chuck Hofius)

Participants will:
- Review specific examples of patient- and family-centered care in a hospital and long-term care setting;
- Discuss how executive leaders can encourage and facilitate the implementation of patient- and family-centered care and how to link these efforts to quality and safety;
- Describe how to integrate partnerships with patients and families within organizational priorities and at all levels of the organization; and
- Identify barriers and describe approaches for overcoming these challenges.

4G The Security Department as a Leader in Patient- and Family-Centered Care

Windjammer

(Perry Spencer)

Participants will:
- Recognize that patient- and family-centered care is beneficial to security departments and their traditional mission;
- Discuss how a patient- and family-centered training program for security officers can significantly change an organization’s culture;
- Explore how security officers can play a critical role in the advancement of patient- and family-centered care by supporting 24/7 family presence, significantly impacting the institution’s patient- and family-centered culture through a security officer PFCC training program; and
- Learn how security officers have taken the lead and implemented patient- and family-centered-based programs and councils at UMHS.

4H Expanding Across the System: Strategies for Developing Patient- and Family-Centered Care in Ambulatory Settings

Point Lookout

(Roslyn Marshall and Christa Butler) (Powerhouse – 3rd Floor)

Participants will:
- Discuss strategies to develop partnerships with patients, families, staff, and providers in ambulatory care;
• Identify best practices in creating successful partnerships with patient and family advisors in ambulatory settings; and
• Identify methods for maintaining partnerships with patient and family advisors in ambulatory care settings.

9:15 – 9:30 am  Break

9:30 – 10:15 am  Learning from Personal Stories (Liz Crocker)

4I Sharing of Individual Team’s Plans for Change
(Bev Johnson, Facilitator, with other faculty)  Ballroom

Participants will:
• Describe highlights of several teams’ action plans for change.

10:15 – 11:30 am  Building Partnerships Across the Continuum of Care (Bev Johnson and Juliette Schluter)  Ballroom

Participants will:
• Describe how to apply the concepts and strategies in meaningful ways to the pressing issues in health care;
• Across the continuum of care, identify opportunities to partner with patients, residents in long-term care communities, and families in developing and measuring patient- and family-centered care;
• Discuss timely and strategic approaches to change care practices and strengthen partnerships in hospitals, ambulatory care, home care, and long-term care communities; and
• Discuss the values and benefits of a sustained commitment to patient- and family-centered care and authentic partnerships.

11:30 – 11:45 am  Farewell and Review of the Seminar (Bev Johnson)  Ballroom