

The 7th International **CONFERENCE ON PATIENT- AND FAMILY-CENTERED CARE**

PARTNERSHIPS IN CARE, INTERPROFESSIONAL EDUCATION, AND RESEARCH



With leadership
support from



And program
support from

**Patient-Centered
Outcomes Research
Institute (PCORI)**

July 25–27, 2016 • New York Marriott Marquis • New York, NY



Partnerships In Care, Interprofessional Education, and Research



NEW YORK CITY

provides an exhilarating backdrop for **The 7th International Conference on Patient- and Family-Centered Care.**

We invite you to join us in New York City, a global hub for international business, commerce, and entertainment. Recognized as one of the world's most spectacular cities, New York City's excitement and energy is an ideal learning environment for patient and family leaders, health care professionals, educators, and researchers. Inspiration will be stimulated, innovation celebrated, and partnerships nurtured. Patient- and family-centered care offers a framework and strategies for responding to the incredible challenges facing health care in the 21st century—access to care, coordination of care across settings, risk of medical error, increases in our aging population and number of people living with chronic conditions, disparities in health care, translating research into practice, educating health care professionals to work in new ways, and pressure to control costs.

The 7th International Conference on Patient- and Family-Centered Care: Partnerships in Care, Interprofessional Education, and Research

showcases exemplary programs that promote partnerships with patients and families that are essential to redesigning health care, transforming organizational culture, and improving the quality, safety, and experience of care.

This can't-miss event offers a great lineup of plenary speakers, more than 100 sessions, 80 posters, continuing education credits, unparalleled networking opportunities, and a first-rate exhibit.

Whether you are in the early stages of implementing the practice of patient- and family-centered care, or further along in your journey, this conference offers an inspirational and informative program that will expand your knowledge, enhance your skills, and provide you with strategies and tools to help you become an effective change agent in health care.

Conference Programming

The 7th International Conference on Patient- and Family-Centered Care showcases innovative and exemplary programs in care, improvement, health professional education, and research that are dedicated to collaboration among health care professionals, patients, and families. The conference provides programming for advancing patient- and family-centered care and for creating and sustaining meaningful partnerships at the direct care level as well as at the organizational, community, regional, provincial, and national levels.

Presenters include a significant number of patient and family leaders, health care administrators, clinicians, medical educators, researchers, architects, and others from across the United States, Canada, United Kingdom, Netherlands, and other countries. They represent hospitals, health systems, community-based programs, patient- and family-led organizations, physician practices, research institutions, accreditation organizations, and schools of medicine, nursing, allied health, and other health professions.

Be a part of this important meeting!

With leadership support from



And program support from

**Patient-Centered
Outcomes Research
Institute (PCORI)**

Who Should Attend

- Patient and Family Advisors and Leaders
- Trustees of Health Care Organizations
- Health Care Administrators and Managers
- Patient Experience Personnel
- Faculty and Students in Schools of Medicine, Nursing, Pharmacy, Social Work, Allied Health, and other related fields
- Researchers and Evaluators
- Health Care Practitioners, Clinicians, and Staff
- Pharmacists
- Respiratory, Occupational, and Physical Therapists and Developmental Specialists
- Child Life Specialists, Social Workers, Chaplains, and Other Support Staff
- Health Care Educators and Information Specialists
- Psychologists/Psychiatrists
- Quality Management, Patient Safety, Risk Management Personnel
- Care Coordinators/Discharge Planners
- Organizational Development Professionals
- Architects, Interior Designers, and Facility Planning Staff
- Health Care Planners, Policy Makers, and Government Agency Leaders
- Funders of Health Care Programs

Important: Visa Requirements for Your Trip to the U.S.

IPFCC welcomes attendees, presenters, and exhibitors from all over the world to New York City for *The 7th International Conference on Patient- and Family-Centered Care*. To attend, some foreign nationals will need to obtain a visitor visa. Tourist or business travelers who are citizens of participating countries may be eligible to visit the United States without a visa. The Visa Waiver Program (VWP) allows citizens of participating countries to travel to the US without a visa for stays of 90 days or less. If you need to apply for a Visa, IPFCC can issue you a Letter of Invitation to attend the conference. For more information about travel tips and requirements, visit the Visa Requirements section of the conference site: www.ipfcc.org/events/conference.html.

Conference Learning Objectives

- **Gain understanding** of patient- and family-centered care and how it can be applied to all settings across the continuum of care to enhance quality, safety, and the experience of care.
- **Identify strategies** to support and sustain patient and family engagement and meaningful partnerships among patients, families, health care professionals, educators, and researchers.
- **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, research, quality improvement, risk management, patient safety, facility design, HIPAA and other privacy regulations, evaluation, and strategic planning.
- **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.
- **Delineate** patient- and family-centered best practices and related benefits, value, and outcomes.

Continuing Education

Nurses: Approval is pending for this activity by the Maryland Nurses Association which is accredited as an approver of continuing education in nursing by American Nurses Credentialing Center's Commission on Accreditation.

Physicians: Application for CME credits has been filed with the American Academy of Family Physicians. Determination of credit hours is pending.

Social Workers: This program is pending approval from the National Association of Social Workers.

Child Life Specialists: This program is pending approval from the Child Life Council.

Conference Partners



LEADERSHIP SUPPORT

NYU Langone Medical Center is one of the nation's premier academic medical centers. Our trifold mission to serve, teach, and discover is achieved daily through an integrated academic culture devoted to excellence in patient care, education, and research.

Located in Manhattan, with facilities throughout the New York City area, NYU Langone is listed number 12 in the nation on U.S. News & World Report's "Best Hospitals 2015–16 Honor Roll," with 12 nationally ranked specialties. In 2013, 2014, and 2015, NYU Langone was ranked number 1 for overall patient safety and quality among leading academic medical centers that were included in the University Health System Consortium Quality and Accountability study.

At NYU Langone's Hassenfeld Children's Hospital, infants, children, and adolescents receive highly comprehensive and advanced care. Our doctors are leaders in their fields and offer medical and surgical care for simple or complex childhood conditions, in outpatient and inpatient settings.

We understand that when we treat children, we treat families. The Sala Institute for Child and Family Centered Care was established to create a new model for the care of children and families at Hassenfeld Children's Hospital. We nurture a family-centered culture, where children and their families are integral members of the healthcare team.

Patient-Centered Outcomes Research Institute (PCORI)

PROGRAM SUPPORT FOR PARTNERSHIPS IN RESEARCH

This conference was partially funded through a PCORI Engagement Award Initiative (EA-1467-IPFCC). The content does not necessarily represent the views of the Patient-Centered Outcomes Research Institute (PCORI), its Board of Governors, or Methodology Committee.



Program At-A-Glance

Sunday, July 24, 2016		
1:00 pm–6:00 pm	Registration	
Monday, July 25, 2016		
7:00 am–8:00 am	Registration, Continental Breakfast, Exhibits, Poster Displays	
8:00 am–9:45 am	Opening Keynote	
9:45 am–10:30 am	Break Exhibits/Poster Presentations (<i>Staffed</i>)	
		
10:45 am–11:45 am	Concurrent Sessions	A1–A10
11:45 am–1:15 pm	Lunch—Exhibits/Poster Presentations (<i>Staffed</i>)	
		
1:15 pm–2:15 pm	Concurrent Sessions	B1–B8
2:30 pm–3:30 pm	Concurrent Sessions	C1–C10
3:30 pm–4:00 pm	Break—Exhibits/Poster Displays	
4:00 pm–5:00 pm	Concurrent Sessions	D1–D10
5:30 pm–7:00 pm	Welcome Reception  Ronald McDonald House Charities® Keeping families close	
Tuesday, July 26, 2016		
7:00 am–8:00 am	Registration, Continental Breakfast, Exhibits, Poster Displays Networking Breakfast: Better Together—Changing the Concept of Families as Visitors	
8:00 am–9:30 am	Plenary Session	
9:30 am–10:00 am	Break—Exhibits/Poster Displays	
10:00 am–11:00 am	Concurrent Sessions	E1–E8
11:15 am–12:15 pm	Concurrent Sessions	F1–F10
12:15 pm–1:45 pm	Lunch—Exhibits/Poster Displays	
2:00 pm–3:00 pm	Concurrent Sessions	G1–G9
3:15 pm–4:15 pm	Concurrent Sessions	H1–H10
4:30 pm–5:30 pm	Concurrent Sessions	I1–I9
Wednesday, July 27, 2016		
7:00 am–8:00 am	Registration, Continental Breakfast Networking Breakfast: Partnering with Patients and Families in Research Additional Informal Networking Breakfasts	
8:00 am–9:00 am	Concurrent Sessions	J1–J10
9:15 am–10:15 am	Concurrent Sessions	K1–K10
10:15 am–10:45 am	Break	
10:45 am–12:15 pm	Spotlight on Exemplars	L1–L7
12:15 pm–1:45 pm	Lunch Break (<i>On your own</i>)	
1:45 pm–2:45 pm	Concurrent Sessions	M1–M8
3:00 pm–4:00 pm	Closing Plenary	

Exhibit Hall Activities and Special Events

Poster Presentations

Interactive poster sessions with the presenters will be featured on Monday during the morning break and at lunch. Come meet the presenters and discuss their work. Posters can be viewed at any time in the Exhibit Hall on Monday and Tuesday.

Monday's poster presentations sponsored by



StoryCorps

A team from the nationally acclaimed StoryCorps will be onsite facilitating and recording stories on Monday and Tuesday. Come and learn more about how the StoryCorps process and technology can assist your efforts in capturing the lived experiences of patients, families, clinicians, and staff for inspiration and transformation.

Book Signings

Find books written by conference speakers at our onsite bookstore, and meet some of your favorite authors at the book signing.

Exhibits

Selected vendors will feature products, services, and resources that promote and support patient- and family-centered care. Participants are encouraged to take advantage of this opportunity to network with our exhibitors in an informal atmosphere.

Participant Meals

For your planning purposes, a continental breakfast is included as a part of your registration Monday–Wednesday. Lunch tickets are also provided to all participants for Monday and Tuesday and can be redeemed in the Exhibit Hall.

Guest Badge

Guest badges may be purchased for these special activities: (Guest badge does not include participation in or attending any educational sessions.)

- Welcome Reception and Continental Breakfasts (Monday–Wednesday) Cost: \$200



ACTIVITIES AT-A-GLANCE

Sunday, July 24, 2016

1:00 pm–6:00 pm Registration

Monday, July 25, 2016

7:00 am–8:00 am Registration, Continental Breakfast—Exhibits/Poster Displays

9:45 am–10:30 am Break Exhibits/Poster Presentations (*Staffed*)

11:45 am–1:15 pm Lunch—Exhibits/Poster Presentations (*Staffed*)

3:30 pm–4:00 pm Break—Exhibits/Poster Displays

5:30 pm–7:00 pm Welcome Reception Exhibits/Poster Displays and Book Signing

Tuesday, July 26, 2016

7:00 am–8:00 am Registration, Continental Breakfast, Exhibits, Poster Displays
Networking Breakfast: Better Together—Changing the Concept of Families as Visitors

9:30 am–10:00 am Break—Exhibits/Poster Displays

12:15 pm–1:45 pm Lunch—Exhibits/Poster Displays

Wednesday, July 27, 2016

7:00 am–8:00 am Registration, Continental Breakfast
Networking Breakfast—Partnering with Patients and Families in Research

10:15 am–10:45 am Break

12:15 pm–1:45 pm Lunch Break (*On your own*)



MONDAY, JULY 25

9:45–10:30 am

Poster Presentations

All poster presenters will be present for discussion and questions. Refreshments served.



5:30–7:00 pm

Welcome Reception

Join colleagues for this social gathering in the Exhibit Hall. Cash bar; light hors d'oeuvres. Guest badges are available.



Ronald McDonald House Charities®

Keeping families close

Book Signings

Meet the distinguished authors, William Schwalbe and Tilda Shalof, at the book signing table at our onsite book store.

TUESDAY, JULY 26

7:00–8:00 am

Special Networking Breakfast: “Better Together – Changing the Concept of Families as Visitors”

Join us for breakfast to learn more about IPFCC's *Better Together: Partnering with Families* campaign and how you can change visiting policies at your hospital.

Other networking breakfasts can be arranged based on interest and will be announced during the conference.

7:00 pm

Informal Networking Dinners

For anyone interested we will organize small groups to dine at local restaurants. Please refer to information at the registration desk.

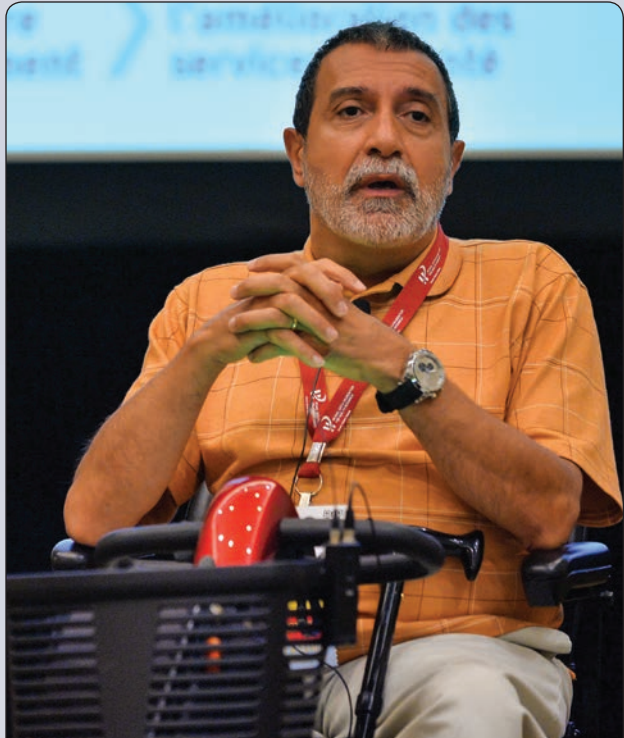
WEDNESDAY, JULY 27

7:00–8:00 am

Special Networking Breakfast: Partnering with Patients and Families in Research

Are you interested in learning more about how to create meaningful and sustainable partnerships or want to meet others with experience in collaborating with patients and families in research? Join us for this networking event.

Other networking breakfasts can be arranged based on interest and will be announced during the conference.



Hotel Information

All conference events will be held at the spectacular New York Marriott Marquis in New York City.

HOTEL INFORMATION

The New York Marriott Marquis is located at 535 Broadway – the “Crossroads of the World.” Nestled in the heart of Times Square, the Marriott Marquis is steps from the best attractions of the city like Rockefeller Center, Radio City Music Hall, Central Park, Madison Square Garden, the Museum of Modern Art, Fifth Avenue shopping, and much more!

The New York Marriott Marquis opened in 1985 and was designed by architect John Portman. It is located on Times Square at Broadway and 45th Street. The hotel is famous for its high-tech elevators and atrium lobby rising 49 stories to “The View”, New York’s only rooftop revolving restaurant and lounge. The Marquis Theatre is located within the hotel at the 3rd floor.

RESERVATIONS

The New York Marriott Marquis is holding a limited number of rooms for conference participants at the group rate until July 5, 2016. We encourage you to make your reservations early, as rooms may sell out before the cut-off date. To make your reservations, contact the hotel at (877) 303-0104 and indicate that you are with the “IPFCC 2016 International Conference” to receive the special group rate. Hotel reservations may also be made online at www.ipfcc.org/conference-hotel.html.

The room rates are \$259 single/double occupancy and \$499 suite occupancy, with \$30 per night fee for an additional person (U.S. funds). All room rates are subject to 14.75% state and local taxes, plus \$3.50 occupancy per room per night. Hotel reservations must be guaranteed by a major credit card. To cancel a reservation, the hotel requires cancellations 24 hours prior to arrival. Check-in is at 4:00 pm and check-out is at 12:00 pm. The special group rate will be in effect three days before and after the conference for those arriving early or extending their stay to enjoy the city.

AIRLINE DISCOUNTS

United Airlines is the official carrier for *The 7th International Conference on Patient- and Family-Centered Care*. United offers discounted fares for any United Airlines, Inc. flights, including first class. To take advantage of these discounted fares, make your reservations by calling United Reservations Meetings Desk at (800) 426-1122 or by booking your reservations online via united.com. Please note: If you book your reservations by contacting the United Reservations Meetings Desk, you will be charged a \$25 per ticket service fee. If you book your reservations online via united.com you will receive an additional discount without being charged a service fee. Please provide the Z Code and Agreement Code “ZVF6568605” to obtain



your discount. You or your travel agent should make your airline reservations today as seats may be limited. Mileage plus members receive full credit for all miles flown when attending this conference.

TRANSPORTATION & PARKING

Parking is conveniently located nearby the hotel. The daily valet parking rate is \$85; off-site self-parking rate is \$60 per night; and valet parking only in offsite garages (24 hour rate with in/out privileges) is \$60 car, \$70 SUV, \$85 Oversized Vehicle. Area residents are encouraged to use the New York City Subway system (a 4-minute walk from hotel to the 42nd Street/Times Square subway station) or nearby taxis.

Three airports serve New York City:

- LaGuardia Airport (Airport Code: LGA) – 9.5 miles from the hotel
- John F. Kennedy Airport (Airport Code: JFK) – 18.5 miles from the hotel
- Newark Liberty International Airport (Airport Code: EWR) – 16.5 miles from the hotel

Visit the Transportation & Parking section on the IPFCC conference website for complete details: www.ipfcc.org/events/conference.html

Please Note: The hotel does not provide shuttle service.

DRESS

We encourage relaxed and comfortable business dress throughout the conference. Bring a sweater or jacket to sessions as the temperature in meeting rooms often varies. The weather in New York City is typically very humid in late July with highs in the high 80's and lows around the mid 70's.

SPECIAL NEEDS

If you have mobility challenges or other special needs, IPFCC would like to know so we can be sure your needs are met. If IPFCC can assist in making your stay more comfortable by accommodating for special needs, please let us know.

PLENARY SPEAKER PROFILES

MONDAY

Partnerships in Care, Interprofessional Education, and Research

EILEEN WHALEN, MHA, RN



Eileen Whalen, MHA, RN, serves as the President of the University of Vermont (UVM) Medical Center. The UVM Medical Center, formerly Fletcher Allen Health Care, is part of the University of Vermont Health Network, a four hospital network serving a population of more than 1 million people in Vermont and northern New York. The

UVM Medical Center provides a full range of tertiary-level inpatient and outpatient services and provides primary care services at ten Vermont locations. UVM Medical Center has earned the distinction of being designated a Level I Trauma Center and serves as the home to the University of Vermont Children's Hospital.

Ms. Whalen has over 35 years of experience in health care. She joined UVM Medical Center from Harborview Medical Center in Seattle, WA where she served as chief executive. Harborview is the largest public hospital in the State of Washington and an academic medical center, part of the UW Medicine Network. Prior to taking the position at Harborview, she served as executive vice president at the University of Arizona Medical Center, Tucson, AZ. Ms. Whalen has also held numerous leadership positions in trauma, emergency and critical care services. She is a nationally recognized trauma systems expert and has served as the President and a founding member of the Society of Trauma Nurses, a published author and a Board member of prominent health care societies and associations. Ms. Whalen is a graduate of Niagara University, Niagara Falls, NY, where she received a Bachelor's of Science in Nursing. She also holds a Master in Health and Hospital Administration degree from Chapman University, Sacramento, CA.

TUESDAY

Standards and Accreditation As a Catalyst for Achieving Transformative Change: The Canadian Health Care Experience

LESLEE THOMPSON, BSCN, MSCN, MBA



Leslee Thompson joined Accreditation Canada as President and CEO on February 1, 2016. Leslee is an experienced senior executive who has led multiple public and private sector organizations through major change, including Kingston General Hospital where she served as President and CEO for seven years. She has been

appointed to many system leadership roles over the years and most recently these include: former Chair of Canadian Foundation for Healthcare Improvement, former chair of Council of Academic Hospitals of Ontario, and member of the Ontario Health Innovation Council. Leslee is internationally recognized for her pioneering work on co-creating the future of health and health care with patients and families.

ANGELA MORIN



Angela Morin has been partnering with healthcare professionals in quality improvement initiatives, policy and program development as a Patient and Family Experience Advisor at Kingston General Hospital since November 2011. She currently sits as Co-Chair of the KGH Patient and Family Advisory Council and as a member of the

Southeast Regional Cancer Centre PFAC.

Angela has partnered with Accreditation Canada bringing the patient voice to the 2016 Accreditation Standards which support healthcare providers in the implementation of client and family centred care in their organizations. She is a Core Faculty Member and Collaborative Coach for the Canadian Foundation for Healthcare Improvement and was appointed as a Member of the Ontario Health Quality Council (HQO) in November 2014.

Angela believes partnering with patients and families at every level of the healthcare system is the right thing to do. Angela's personal experiences as a patient and while supporting loved ones through their healthcare journeys, continues to motivate her to bring the patient and family voice to health care.

FEATURED SPEAKERS

MONDAY

1:15–2:15 pm

OpenNotes and Psychotherapy: Is This Oil and Water for Patient Care? (B5)

STEPHEN F. O'NEILL, LICSW, BCD, JD



Stephen F. O'Neill, LICSW, BCD, JD, is the Associate Director of the Ethics Support Service at Beth Israel Deaconess Medical Center and is the Social Work Manager for Psychiatry, Primary Care, and Infectious Disease. He completed a Fellowship in Bioethics in the Division of Medical

Ethics at Harvard Medical School, is a Clinical Instructor in the Department of Social Medicine and on Faculty in the Center for Bioethics at Harvard Medical School, and is an Adjunct Assistant Professor at Simmons College School of Social Work. Mr. O'Neill holds the positions of Director of Medical Education in Social Work at BIDMC and Social Work Consultant at the Massachusetts Medical Benevolent Society in Waltham. He chairs the National Association of Social Work's Massachusetts Chapter's Committee on Ethics and Professional Review, the adjudicatory arm of NASW and is a member of the National Ethics Committee of NASW. He has extensive teaching experience, numerous committee assignments including the Professional Review Task Force of NASW, Harvard Medical School's Clinical Ethics and Organizational Ethics Consortia and Harvard Medical School's Ethics Leadership Group. Through the OpenNotes Program, he started the first ever program in making behavioral health therapist notes transparent and available to patients. And he is member of the Preventable Harm to Respect and Dignity initiative within health care at BIDMC. He is the author/co-author of a number of articles, chapters and a book entitled, *Legal Issues in Social Work*.

STACEY WHITEMAN



Stacey Whiteman serves on the Patient and Family Advisory Council at the Beth Israel Deaconess Medical Center (BIDMC) in Boston, MA. Additionally, she serves on the BIDMC Universal Access Advisory Council, the BIDMC Patient Site Steering Committee, and a

new pilot program, Patient and Family Advisor Rounding, gathering information and observations from patients and families to help guide improvement efforts and staff training.

She is an advocate for Patient Site, BIDMC's patient portal, and OpenNotes. She has shared her understanding of the importance of OpenNotes to patients by participating in panel discussions with the UK's NHS Leadership Academy, as well as with several news organizations. She enjoys the opportunity to share her perspective "through the patient's eyes" with the ultimate goal to help others.

Stacey began her volunteer work as an advisor after her 2012 diagnosis with progressive Multiple Sclerosis. Prior to the diagnosis, she had many years of experience supporting executive leaders in a number of companies. She lives in Dedham, MA with her family.

4:00–5:00 pm

Why Stories Matter: Writers Reflect on Experiences, Motivations, and Hopes (D9)

TILDA SHALOF, RN, BSCN, CNCC



Tilda Shalof has been an intensive care staff nurse for over 20 years in New York, Israel, and Canada. She currently works in the Medical-Surgical Intensive Care Unit at Toronto General Hospital of the University Health Network.

Tilda is the author of several books, starting in 2004 with the bestseller, *A Nurse's Story* followed in 2007 by *The Making of a Nurse* and *Camp Nurse* in 2010. *Opening My Heart*, published in 2011, chronicles Tilda's experience of having heart surgery herself and being a patient in the intensive care environment where she worked. Tilda's most recent book, *Bringing It Home*, examines health care beyond hospitals.

Tilda Shaloff is an outspoken patient advocate and passionate nurse leader and her books have received wide critical acclaim in North America and internationally. *A Nurse's Story* has been translated into French, Chinese, Japanese, and Vietnamese.

WILLIAM SCHWALBE



Will Schwalbe is the author of the New York Times bestseller, *The End of Your Life Book Club* (2012). This moving memoir about a mother-son book club earned an "A" from Entertainment Weekly, was an Indie Next pick, one of Amazon's Top Ten books of 2012, and has been translated into thirteen languages. Will is also the co-author,

with David Shipley, of the acclaimed book *Send: Why People Email So Badly and How to Do It Better*, a business shortlisted for the Quill Award for the Best Business Book of the Year.

In 2008, Will founded Cookstr.com, the world's #1 collection of cookbook recipes available online. In 2013,

he sold Cookstr to Macmillan publishers. He is now Executive Vice President, Editorial Development and Content Innovation for Macmillan.

Until 2008, he was Senior Vice President and Editor-in-Chief of Hyperion Books, a division of the Walt Disney Company. Previously he was a journalist, writing articles and reviews for such publications as The New York Times, the South China Morning Post, Insight for Asian Investors, Ms. Magazine, and Business Traveller Asia. He is on the board of governors of Yale University Press, the Asian American Writers' Workshop, and the Kingsborough Community College Foundation. He has appeared several times on National Public Radio, and on Today, Good Morning America, CBS Sunday Morning, The Colbert Report, CNBC's Power Lunch, and BBC's The Money Programme, and has been quoted in publications around the world.

TUESDAY

10:00–11:00 am

A Conversation Exploring Current Progress and Additional Opportunities for CMS Quality and Innovation Programs to Enhance Partnerships with Patients and Families (E4)

DEBRA L. NESS, MS



Debra L. Ness, MS, is President of the National Partnership for Women & Families. Before assuming her current role as president in 2004, she served as executive vice president of the National Partnership for 13 years. Ness has played a leading role in positioning the organization as a powerful and effective advocate for

today's women and families.

Ness is a member of the Board of Directors and chairs the Consumer Advisory Council of the National Committee for Quality Assurance (NCQA). She was recently elected to serve as the first public member on the American College of Cardiology (ACC) Board of Trustees and sits on the management board of the National Cardiovascular Data Registry (NCDR). She is also one of the first public members of the American Board of Internal Medicine Board of Directors. Ness co-chairs the Consumer-Purchaser Alliance, a group of leading consumer, employer, and labor organizations working to promote high value care through the use of quality measurement, smarter payment, and effective Health Information Technology (HIT). She serves on the Executive Committee of the Health Care Transformation Task Force (HCTTF), and recently completed service on the Board of Directors of the National Quality Forum (NQF).

In addition, Ness serves on the Executive Committee of the Leadership Conference on Civil and Human Rights and co-

chairs its Health Care Task Force. She also serves on the Board of Directors of the Economic Policy Institute (EPI).

Ness graduated summa cum laude from Drew University with a bachelor's degree in psychology and sociology. After completing graduate work in social welfare and public health policy, she received her Masters of Science from Columbia University School of Social Work.

DENNIS WAGNER, MPA



Dennis Wagner is the Director of the Quality Improvement and Innovation Group in the Center for Clinical Standards and Quality. He also serves as the Co-Director of both the Partnership for Patients and the Transforming Clinical Practice Initiative. In these roles, Dennis leads a team of committed individuals in developing

and delivering innovative and collaborative initiatives to improve healthcare.

Prior to his current roles at CMS, Dennis served as the Associate Deputy Director and then Acting Director of CMS' Office of Clinical Standards and Quality. Dennis worked for 12 years at the Health Resources and Services Administration (HRSA), including a final stint as Acting Director of HRSA's Office of Health Information Technology and Quality. While at HRSA, Dennis led major national initiatives to increase the donation and transplantation of organs. After years of relatively flat national organ donation levels, this work generated unprecedented and lasting national increases in organ donation over a four-year period.

Dennis is a national and international leader in the fields of healthcare quality improvement, the environment and social marketing. He is a frequent keynote speaker at national conferences and symposia, and has received numerous honors and awards for his work in

public service. Dennis is recognized by his peers as an enthusiastic, thoughtful and strategic person who believes in committing to and delivering on bold aims in work and life.

Dennis received his undergraduate and graduate degrees from Montana State University. He recently co-authored a chapter entitled "The Key Elements of Effective Collaborative Design" in the book, *All In: Using Healthcare Collaboratives to Save Lives and Improve Care*.

2:00–3:00 pm

Partnering with Patients and Families: The Changing Roles of Risk Management (G4)

FRANCESCA J. CHARNEY, RN, BS, MSHA, CPHRM, CPHQ, CPSO, CPPS, DFASHRM



Fran Charney is the Director of Risk Management for the American Society for Healthcare Risk Management (ASHRM) in Chicago. Fran has written numerous professional journal articles and has participated in several speaking engagements for national organizations. Fran has testified before the Commonwealth of

Pennsylvania Legislative Committee for the 100K lives program. Fran's participation in the Pennsylvania Color of Safety Initiative along with several other Pennsylvania hospitals won a HAP Innovation Award and Patient Safety Achievement Award. Fran also serves as faculty for the patient safety curriculum and TeamSTEPPS for ASHRM and has completed the HERT Patient Safety Leadership Fellowship. She served as a member of the Board of Directors for ASHRM prior to joining the American Hospital Association.

Fran began her career in 1980 as a registered nurse working in the ICU, OR and PACU units of hospitals in New Jersey and Pennsylvania. Most recently she has served as Director of Educational Programs for the Pennsylvania Patient Safety Authority.

Fran served as President of the Central PA Association of Health Care Risk Management, sat on the PA Medical Society Executive Council on Patient Advocacy, Patient Safety Advisory Group and Committee for Quality and Care Management for HAP. Fran has been accepted as a Population Health Associate for the Health Policy Forum for Jefferson School of Population Health. She is a certified trainer in Just Culture and a master trainer in TeamSTEPPS. Fran has also furthered her knowledge in Healthcare Risk Management by achieving certificates in Health Care Law and ASHRM Barton and Patient Safety Curriculums. Charney also has a certificate in Lean Six Sigma and Black Belt.

ELLEN GRADY VENDITTI, RN, MS, CPHRM, FASHRM



Ellen Grady Venditti has recently expanded her area of practice from hospital and healthcare-system based risk management to the broader world of risk management and patient safety consulting. Venditti, has had a long career in healthcare, with the past 17 years spent as a healthcare risk management leader in a variety

of roles and healthcare system settings. She has been responsible for directing loss prevention and patient safety programs in academic and community settings, as well as administering a self-insured/captive claims program for a small captive insurance company.

As a consultant, Venditti's goals remain the same. That is, to foster implementation of risk management and patient safety strategies that will prevent harm to patients, faculty, staff, and entire organizations. Venditti is passionate about the application of human factors principles and the application of those principles in the healthcare setting and frequently speaks on that subject on a local, national and international level. Venditti has been actively involved in ASHRM and its Massachusetts chapter (MSHRM) since the beginning of her risk management career. She currently serves as President of ASHRM for 2015.

WEDNESDAY

9:15–10:15 am

Partnering with Patient and Family Faculty in Interprofessional Education: The Perspectives of Leaders (K3)

STEVEN E. WEINBERGER, MD, MACP, FRCP



Steven Weinberger became Executive Vice President and CEO of the American College of Physicians (ACP) in 2010, after having served for 6 years as ACP's Senior Vice President for Medical Education and Publishing. An internist and pulmonologist, Dr. Weinberger is also Adjunct Professor

of Medicine at the University of Pennsylvania and Senior Lecturer on Medicine at Harvard Medical School. Prior to joining ACP, Dr. Weinberger served on the full-time faculty of Harvard and Beth Israel Hospital/Beth Israel Deaconess Medical Center for more than 25 years. He was Executive Vice Chair of the Department of Medicine at Beth Israel Deaconess Medical Center, Executive Director of the Carl J. Shapiro Institute for Education and Research, and Professor of Medicine and Faculty Associate Dean for Medical Education at Harvard. Dr. Weinberger has authored over 140 articles and book chapters as well as a popular textbook, *Principles of Pulmonary Medicine*, now in its sixth edition and available in several languages. He has served on the Editorial

Board of The New England Journal of Medicine and was the Founding Editor-in-Chief of the Pulmonary and Critical Care Medicine component of UpToDate.

Dr. Weinberger received his M.D. from Harvard Medical School and residency training in internal medicine at the University of California-San Francisco Medical Center, followed by fellowship training in pulmonary medicine at the National Heart, Lung and Blood Institute. He is the recipient of numerous Harvard Medical School teaching awards. He has also received multiple national awards, including the Robert J. Glaser Distinguished Teacher Award from Alpha Omega Alpha and the Association of American Medical Colleges, the Clinical Educator Award from the Alliance for Academic Internal Medicine, and Mastership from the American College of Physicians.

SUSAN GRANT, MS, RN, NEA-BC, FAAN



Susan Grant, MS, RN, NEA-BC, FAAN, is Executive Vice President and Chief Nursing Officer at Beaumont Health. Beaumont is a not-for-profit organization formed by Beaumont Health System, Botsford Health Care and Oakwood Healthcare to provide patients with the benefit of greater access to the highest quality, compassionate care, no matter

where they live in southeast Michigan. The organization consists of eight hospitals with 3,337 beds, 168 outpatient sites, nearly 5,000 physicians, 35,000 employees and about 3,500 volunteers. In 2015, the organization had 4.1 billion in net revenue with 177,934 inpatient admissions, 17,151 births and 530,860 emergency visits.

Susan joined Beaumont in 2015 to oversee the nursing practice for the 10,000 nurses across Beaumont. She came from Emory Healthcare in Atlanta where she served as Chief Nurse Executive and Chief Patient Services Officer since 2006. Under her leadership, Emory University Hospital achieved its first Magnet designation and Emory Saint Joseph Hospital achieved its fifth designation. Susan also served on the system executive team managing the successful admissions and communications related to the first two patients with Ebola virus disease treated in the United States. In addition, she served as Interim Dean of the Nell Hodgson Woodruff School of Nursing at Emory University and Associate Dean for Clinical Leadership.

Prior to joining Emory, Susan was Chief Nursing Officer and Senior Associate Administrator for Patient Care Services at the University of Washington Medical Center in Seattle, and Chief of Nursing and Patient Care Services at the Dana-Farber Cancer Institute in Boston. She began her career as a staff nurse at Emory University Hospital and the Medical College of Georgia.

Susan earned a Bachelor of Science in Nursing at the Medical College of Georgia and a master's degree in psychiatric and community mental health nursing at the University of South Carolina. She was a Robert Wood Johnson Executive Nurse Fellow and a Wharton Nursing

Executive Fellow. She is currently completing her doctorate of nursing practice at Vanderbilt University.

GEORGE E. THIBAUT, MD



George E. Thibault, MD became the seventh president of the Josiah Macy Jr. Foundation in January 2008. Immediately prior to that, he served as Vice President of Clinical Affairs at Partners Healthcare System in Boston and Director of the Academy at Harvard Medical School (HMS).

He was the first Daniel D. Federman Professor of Medicine and Medical Education at HMS and is now the Federman Professor, Emeritus.

Dr. Thibault previously served as Chief Medical Officer at Brigham and Women's Hospital and as Chief of Medicine at the Harvard affiliated Brockton/West Roxbury VA Hospital. He was Associate Chief of Medicine and Director of the Internal Medical Residency Program at the Massachusetts General Hospital (MGH). He is Chairman of the Board of the MGH Institute of Health Professions, and he serves on the Board of the New York Academy of Sciences, the Institute on Medicine as a Profession, and the Lebanese American University. He serves on the President's White House Fellows Commission and for twelve years he chaired the Special Medical Advisory Group for the Department of Veteran's Affairs.

Dr. Thibault graduated summa cum laude from Georgetown University in 1965 and magna cum laude from Harvard Medical School in 1969. He completed his internship and residency in Medicine and fellowship in Cardiology at Massachusetts General Hospital (MGH). He also trained in Cardiology at the National Heart and Lung Institute in Bethesda and at Guys Hospital in London, and served as Chief Resident in Medicine at MGH.

AMIR KARMALI



Amir Karmali joined Holland Bloorview as a parent advisor after his son went there for rehab after a sporting accident. He now oversees the Family Leadership Program at Holland Bloorview and is the staff lead for the Family Advisory Committee and staff advisor for the Bloorview Research Institute Family Engagement

Committee. He is also the Enrollment Lead and sits on the project team for the newly launched client and family health portal. Amir is also a certified Healthcare Simulationist and teaches client and family centred care principles to all new clinical staff, existing staff and students through the use of simulations.

DEBORAH DOKKEN, MPA

Deborah L. Dokken, MPA, is currently a consultant to the Institute for Patient- and Family-Centered Care. Deborah's career in family advocacy grew out of her own personal experiences, including the loss of two infants due to prematurity and her husband's long battle with a rare abdominal cancer.

As a result, Deborah became involved in programs that improve family support and enhance family participation in health care.

Deborah was the Associate Director of the Initiative for Pediatric Palliative Care (IPPC). She co-founded the nonprofit, community-based organization Partners in Intensive Care, and was a founding member of the Parent Partners Group at The George Washington University Hospital. Deborah has been a member of committees of the Institute of Medicine, the Food and Drug Administration, and the National Institutes of Health. At Sibley Memorial Hospital in Washington, DC, she is a member of the Patient and Family Advisory Committee. She is also co-editor of the Family Matters section of Pediatric Nursing journal, the co-author of several articles related to family-centered and pediatric health care, and has presented at many conferences.

JULIE MORETZ

Inspired by her son's battle with heart disease—his multiple heart surgeries and heart transplant—Julie has spent the better part of her career as a family leader to improve health care for patients and families. Julie is the Associate Vice Chancellor for Patient- and Family-Centered Care at the University of Arkansas for Medical

Sciences in Little Rock where she has overall institution leadership responsibility for the development of clinical and academic programs related to patient- and family-centered care.

Julie was the Director of Special Projects with the Institute for Patient- and Family-Centered Care (IPFCC) for nearly seven years. Julie oversaw IPFCC's nationally acclaimed intensive training seminars, international conferences, and other educational programs. She has presented throughout North America and led a faculty team to Saudi Arabia to share the concepts of patient- and family-centered care.

Initially, Julie was Chair of the Family Advisory Council at the Medical College of Georgia in Augusta, and then hired as a family leader in the role of Director of Family Services Development to oversee programs supporting adult and pediatric services. This included managing advisory councils, developing the Family Faculty program to incorporate patient- and family-centered care concepts in medical education, and serving as a faculty tutor for first-year medical students.

Julie serves on the Patient-Centered Outcomes Research Institute's (PCORI) Advisory Panel on Patient

Engagement. Julie is the co-founder of the Children's Heart Program, which supports special programs for children with heart disease and their families. She is a recipient of the Woman of Excellence in Health Care Award and the American Heart Association's Lifetime Achievement Award. Julie and her family were featured in the PBS remaking American Medicine series, Hand-in-Hand, where she was named "Champion of Change." Julie and her husband, David, have three children – Lee, Morgan, and Daniel, forever 14.

9:15–10:15 am**Building Partnerships in the Research Community: Promising Practices and Future Directions (K8)****SUSAN E. SHERIDAN, MIM, MBA, DHL**

Susan E. Sheridan is currently the Director of Patient Engagement of the Patient-Centered Outcomes Research Institute. (PCORI). She is responsible for creating networks and engaging patients across the nation to provide broad-based input on the development and execution of PCORI's research.

Sheridan is Co-Founder and Past President of Parents of Infants and Children with Kernicterus, which works in partnership with private and public health agencies to eradicate kernicterus. In 2003, Sheridan co-founded Consumers Advancing Patient Safety, a nonprofit organization that seeks a safe, compassionate and just healthcare system through proactive partnership between consumers, providers of care and policy makers. Sheridan served as President of CAPS from 2003-2010.

Sheridan served as Program Lead from 2004-2011 for the World Health Organization's Patients for Patient Safety initiative, a program under the WHO Patient Safety Program who embraces the collective wisdom of the patient, patient empowerment and patient centered care.

10:45 am–12:15 pm**Patient and Family Faculty in High Impact Interprofessional Education—From Classroom to Simulation Center (L1)****JULIETTE SCHLUETER**

Juliette Schluter has over two decades of experience leading health care professionals in patient- and family-centered care assessment, programming and implementation. She is currently the Director of The Center for Child and Family Experience at the Sala Institute for Child and Family-Centered Care at NYU Langone Medical Center.

From 1995 through 2010, Juliette provided leadership for hospital-wide implementation of patient- and family-centered care at The Children's Hospital of Philadelphia (CHOP). While at CHOP, Juliette created and served as lead author of The Promise of Partnership, a toolkit

used to teach health care professionals best practice behaviors for patient- and family-centered care. Juliette also co-created the Family Faculty, an award-winning program in which parents teach health care professionals about the experience of illness.

Juliette has served as a contributing author for numerous publications, including *Partnering with Patients and Families to Design a Patient- and Family-Centered Health Care System*.

Since 1996, Juliette has served as Faculty to IPFCC. She has also served on advisory councils for the Accreditation for Graduate Medical Schools and the Association of American Medical Colleges. Juliette came to her work, over 22 years ago, following her son and daughter's diagnosis with Cystic Fibrosis.

JEREMY DONOVAN



Jeremy Donovan is a teacher, coach, and administrator at The Stony Brook School, a college preparatory boarding school in Stony Brook, NY. Jeremy grew up in Maryland and North Carolina, where he earned a BS in Mathematics from Campbell University. Jeremy and his wife, Jennie, have two children: Caroline, 4, and William, 3.

William was born with hypoplastic left heart syndrome, and the outstanding care that he received from the Congenital Cardiovascular Care Unit at NYU Langone Medical Center has inspired Jeremy's involvement with the Family Advisory Council. Through the NYU Langone Family Faculty program, Jeremy teaches physicians, medical students and other healthcare professionals about the practices and approaches that are most effective to support strong partnerships between families, patients and health care teams.



DENNIS SKLENAR



Dennis Sklenar, LCSW is the Assistant Director of Social Work and Child Protection Coordinator at New York University Langone Medical Center. In this role he has administrative responsibility for facilitating the daily operations of a large department of clinical social work staff. He has helped establish the medical center's

robust Child Protection Consultation Team. He has over 30 years of clinical experience working with children and families who have a wide range of medical diagnoses and chronic conditions. He is the supervisor for the social work clinical staff for the pediatric and obstetric units. He sits on a number of inter-hospital committees and two steering committees at the Sala Institute for Child and Family-Centered Care. His work to promote child and family-centered care involves work with the Sala's Center for Family Resilience, Center for Child and Family Experience and Center for Quality and Safety. Dennis graduated with a Masters in Social Work from the New York University's Silver School of Social Work, and is an Adjunct Professor at NYU Silver School of Social Work and at the Columbia School of Social Work.

LEA DEVINS



Lea Devins is the Nurse Manager of the Pediatric Intensive Care Unit at NYU Langone Medical Center in New York. In her role, Ms. Devins provides and integrates clinical leadership and management of patient care activities and support to sustain an environment dedicated to providing patient and family-centered care. Ms. Devins is

the co-leader of several quality improvement projects and committees. She began her nursing career as a staff nurse working on the Pediatrics unit for 3 years before moving into a leadership role as the Assistant Nurse Manager of the same unit. Prior to her career in Nursing, Ms. Devins worked as a Public Relations Executive in New York. During her time working in public relations, she worked with a variety of clients in the entertainment and travel and tourism industries.



CONFERENCE TOPICS

The symbols listed below represent the various topics that are featured in the Conference Sessions and Posters. A brief description of each topic is provided. To help you in your selection, each Session and Poster is identified with the appropriate topic symbols.



BETTER TOGETHER

Strategies and resources developed with patients and families that use a comprehensive approach to change hospital policies from restrictive to those that welcome family presence and participation in care and decision-making.



PATIENT EDUCATION AND SUPPORT

Strategies, tools, and programs that provide patients and families with information, education, and support and have been developed in partnership with patients and families.



DESIGN

Environment and design projects that have meaningfully involved patient and family advisors in the planning process.



QUALITY IMPROVEMENT

Best practices for creating partnerships among patients, families, and health care professionals in improving health care.



HEALTH EQUITY

Initiatives that demonstrate how partnerships with patients, families, and communities help reduce disparities in health care and increase access for all.



RESEARCH

Projects and innovative strategies that prepare and support researchers, health care professionals, patients, and families to partner in all phases of research.



INTERPROFESSIONAL EDUCATION

Approaches, curricula, and programs for interprofessional education that have been guided by collaboration with patients and families.



SAFETY

Initiatives that prepare and support patients and families to be key allies for enhancing safety and reducing harm.



LEADERSHIP

Effective practices that leaders can use to advance patient- and family-centered care and achieve widespread adoption and measureable change.



TOOLS AND STRATEGIES FOR ADVISORS

Methods and materials to strengthen the knowledge and skills of patient and family advisors and patient and family advisory councils.

MONDAY, JULY 25, 2016

8:00–9:45 am

WELCOME

KEYNOTE



Partnerships in Care, Interprofessional Education, and Research

Eileen Whalen, MHA, RN, President and Chief Operating Officer; The University of Vermont of Medical Center, Burlington, VT

9:45–10:30 am

EXHIBIT HALL AND POSTER SESSION

Visit the exhibitors, meet with the Poster Presenters to discuss innovations in patient- and family-centered care.

Poster session sponsored by



10:45–11:45 am

CONCURRENT SESSIONS (A1-A10)

A1

Point of Care Interviews by Patient Partners (Advisors): Do We Make a Difference in the Patient/Family Hospital Experience?

Marlene Fondrick, BSN, MSN, Patient Partner; Perham Health and Perham Living; Jill Carlson, MSN, RN, Director, Family Centered Care; Perham Health, Perham, MN



A2

Initiating and Sustaining Improvements in Patient- and Family-Centered Practice Through the Partnership and Collaboration with Patient and Family Advisors

DeeJo Miller, BA, Coordinator, Family-Centered Care; Sheryl Chadwick, BS, Coordinator, Family-Centered Care; Katie Taff, MBA, Patient Experience Specialist; Children's Mercy Kansas City, Kansas City, MO



A3

Provincial Coordination = Advancing PFCC for One Million People

Malori Keller, BA, MPA, Kaizen Specialist - Patient Engagement; Darlene Dyk, Family Advisor; Saskatchewan Health Quality Council, Saskatoon; Bernie Doecker, Director, Community Engagement; Five Hills Health Region, Moose Jaw, Saskatchewan



DAY AT-A-GLANCE

Monday, July 25, 2016

7:00 am–8:00 am	Registration, Continental Breakfast, Exhibits, Poster Displays
8:00 am–9:45 am	Opening Keynote
9:45 am–10:30 am	Break Exhibits/Poster Presentations (<i>Staffed</i>)
10:45 am–11:45 am	Concurrent Sessions
11:45 am–1:15 pm	Lunch—Exhibits/Poster Presentations (<i>Staffed</i>)
1:15 pm–2:15 pm	Concurrent Sessions
2:30 pm–3:30 pm	Concurrent Sessions
3:30 pm–4:00 pm	Break—Exhibits/Poster Displays
4:00 pm–5:00 pm	Concurrent Sessions
5:30 pm–7:00 pm	Welcome Reception Exhibits/Poster Displays and Book Signing

A4

Shifting the Paradigm: An Innovative Leadership Model Integrating Patient Experience, Safety, Quality and Resilience Anchored in Partnership with Patients and Families

Fiona Levy, MD, Executive Director; Lucy Pereira-Argenziano, MD, Director, Patient Safety and Quality; Juliette Schlucter, BS, Director, The Center for Child and Family Experience; Karen Liaw, MD, Director, Center for Child and Family Resilience; Sala Institute for Child and Family Centered Care, NYU Langone Medical Center, New York, NY



A5

Enacting Family-Centered Care in Situations of Required Social Separation

Rachel Biblow, LCSW, MSW, Senior Director, Patient and Family Services; Julia Sammons, MD, MSCE, Medical Director, Infection Prevention and Control; Amy Kratchman, BA, Family Consultant; The Children's Hospital of Philadelphia, Philadelphia, PA



A6

Building Health Literacy – Focus on Standardization of Patient Education at Vidant Health

Kimly Blanton, MIS, MLS, Patient Family Advisor; Rose Simmons, MPH, Administrator, Patient Family Engagement; Vidant Health, Greenville, NC



A7

Effectively Integrating Patient and Family Advisors as Co-Investigators in PCORI Initiatives

Janet Cross, MEd, CCLS, Administrative Director, PFCC; Susan Morley, MBA, MS, PharmD, Chair Elect, Family Advisory Council; Monroe Carell Jr. Children's Hospital at Vanderbilt; Assistant Professor of Pharmacy Practice; Lipscomb University College of Pharmacy, Nashville, TN



A8

Partnering with Patient and Family Advisors to Validate a Patient-Centered Primary Care Tool

Celene Wong, MHA, Project Manager; Maureen Fagan, MHA, DNP, WHNP-BC, FNP, Associate Chief Nurse OB/GYN Executive Director for the Center for Patients and Families; Martha Carnie, BA, Senior Patient Advisor; Brigham & Women's Hospital, Boston, MA



A9

Seeking and Embedding the Voice of the Patient: Partnering with Patients and Families to Deliver Sunnybrook's Interprofessional "Education Bundles"

Isabella Cheng, BSc, BHSc(OT), MSc, Professional and Education Leader, Occupational Therapy, Corporate Lead, Person-Centred Care; A.J. Lopez, BScN, MN/MHSc, Professional Leader, Nursing and Manager of Clinical Informatics; Guna Budrevics, CPHQ, CCHSA (A), Performance Improvement Specialist; Paul Kocher, CPA, CA, BMATH, Patient and Family Partner; Sunnybrook Health Sciences Centre, Toronto, Ontario



A10

Partnering with Patients and Families to Develop, Implement, and Evaluate Five Novel PFCC Communication Simulation Programs Across the Medical Education Continuum

Kori Jones, MEd, Parent Advisor; Colleen Schomaker, BA, Parent Advisor; Deborah Rooney, PhD, Director, Education and Research, Clinical Simulation Center; University of Michigan; Julie Blaszcak, BS, Medical Student, University of Michigan Medical School; Jen Stojan, MD, Assistant Professor, Internal Medicine and Pediatrics; University of Michigan Health System and University of Michigan Medical School, Ann Arbor, MI



11:45 am–1:15 pm

LUNCH/EXHIBITS/POSTER PRESENTATIONS

Pick up a boxed lunch, visit the exhibitors and meet with the Poster Presenters to discuss innovations in patient- and family-centered care.

Poster session sponsored by



1:15–2:15 pm

CONCURRENT SESSIONS (B1-B8)

B1

An Integrated Approach to Patient Engagement in Quality Improvement

Karine Vigneault, PhD, Patient Partnership Coordinator; Alain Biron, PhD, RN, Assistant to the Director, Quality, Patient Safety, and Performance; Emmanuelle Simony, Patient Advisor; McGill University Health Centre, Montréal, Quebec



B2

Preparing Patient and Family Advisors by Developing the Core Competencies for Effective Partnership

Julie Barnes, MSN, RN, Manager, Patient and Family Centered Care; Wake Forest Baptist Medical Center; Jodi Pardue, Patient Family Advisor; Brenner Children's Hospital, Winston Salem, NC; Libby Hoy, BS, Founder/CEO; Patient Family Centered Care Partners, Long Beach, CA; Tara Bristol Rouse, MA, Director, Patient & Family Partnerships; Perinatal Quality Collaborative of North Carolina, Chapel Hill, NC



B3

Start a Movement: Influencing, Cultivating and Spreading a Culture of Patient- and Family-Centered Care

Linda Fahey, RN, NP, MSN, Regional Director, Quality and Patient Safety, Lead and Co-Chair, Regional Patient Advisory Council; Amiee Andujo, Co-Chair, Regional Member Advisory Council; Kerry Litman, MD, Assistant Area Medical Director for Performance Excellence and Complete Care Physician Coordinator, Regional Member Advisory Council & eAutopsy Mortality Study; Kaiser Permanente Southern California, Pasadena, CA



"Absolutely the best organized conference I have ever attended—and I have attended many! Congratulations to IPFCC on a job well done."

—Archie MacEachern, Patient Representative, Cancer Care Nova Scotia

B4

Better Together – Spreading Family Presence Policy and Practice in Canada

Margaret Melanson, BA, MS, MBA, Vice President, Quality & Patient Centred Care; Elizabeth Cormier, BA, Regional Director Volunteers, Auxiliary, Alumnae and PFCC Liaison; Horizon Health Network, Saint John, New Brunswick; DeAnn Adams, BA, MA, Director, Patient and Family Centred Care; Fraser Health, Surrey, British Columbia; Angela Morin, BA, CFHI Coach and Faculty, Patient Experience Advisor; Christine Maika, BSc, Improvement Lead; Maria Judd, MSc, Senior Director, Patient Engagement and Improvement; Canadian Foundation for Healthcare Improvement, Ottawa, Ontario



B5

OpenNotes and Psychotherapy: Is This Oil and Water for Patient Care?

Stephen F. O'Neill, LICSW, BCD, JD, Social Work Manager for Psychiatry and Primary Care; Associate Director, Ethics Support Service Faculty; Center for Bioethics, Harvard Medical School; Stacey Whiteman, Patient Advisor; Beth Israel Deaconess Medical Center, Boston, MA

B6

Novel Interventions, Meaningful Outcomes: A Multi-Tiered Approach to Building Patient and Family Partnerships in Delivery System Research

Karen Liaw, MD, Director, Center for Child and Family Resilience; Beth Silber, MPA, Family Consultant; Sala Institute for Child and Family Centered Care, NYU Langone Medical Center; Mary Ann Harris, LCSW, Senior Pediatric Clinical Social Worker, Co-Leader, Patient and Family Advisory Council; NYU Langone Medical Center, Fink Children's Ambulatory Care Center; Bonnie Kerker, MD, MPH, Senior Health Services Researcher, Associate Professor; NYU School of Medicine, New York, NY



B7

Family Partnerships in a National Professional Medical Society

Betsy Anderson, Co-Chairperson; Hadleigh Thompson, Executive Committee Member; Julie Beckett, Co-Chairperson; AAP Family Partnerships Network; Carole Allen, MD, FAAP, Member, Board of Directors; American Academy of Pediatrics, Elk Grove Village, IL



B8

Leading Meaningful Patient- and Family-Centered Care Design Projects: How Partnering with Patients and Families Impacts and Improves Building Design and Operational Workflow

Kelly Loyd, BA, Chair, Patient/Family Advisory Council; Caroline DeLongchamps, BS, Manager, Patient- and Family-Centered Care, Staff Liaison, Patient/Family Advisory Council; J. Melinda Biller, BA, CCRN, MSN, MSW, NE-BC, RN, Clinical Project Manager; Medical University of South Carolina, Charleston, SC; Laura Poltronieri, AIA, Principal; Poltronieri Tang & Associates, Swarthmore, PA



2:30–3:30 pm

CONCURRENT SESSIONS (C1-C10)

C1

Enhancing Timely Patient Access to Care: Collaboration in Action

Margot Wilson, MSN, Director, Chronic Disease Management; Robert Levy, MD, FRCPC, Specialist Lead Shared Care; Garey Mazowita, MD, FCFP, Family Physician Lead, Providence Health Care Shared Care; Delia Cooper, BA, Patient Representative, Patient Voices Network; Providence Health Care, Vancouver, British Columbia



C2

Involving Patients and Families in Every Serious Safety Event Review

Sheryl Kalbach, MSW, LICSW, Family-Centered Care Specialist; Jen Faultner, Senior Family Advisor; Seattle Children's Hospital, Seattle, WA



C3

May Your Voice Be Louder: Enhancing the PFA Story by Aligning with Organizational Goals

Tiffany Christensen, BA, TeamSTEPPS Master Trainer, Respecting Choices Instructor, PFE Performance Improvement Specialist; North Carolina Quality Center, Cary, NC



C4

Harnessing Technology: Impact on Culture, Practice, and Outcomes When Inpatients Have an Electronic Health Record Portal in Their Hands: A Leadership and Patient/Family View

Michele Lloyd, BSN, Vice President, Children's Services; Jacquelyn Fuller, BSN, Nurse Manager; Nancy Beale, BSN, MSN, RN-BC, Vice President, Clinical Systems and Integration; Kimberly Kilcoyne, BA, MS, Family Advisor and Family Faculty; NYU Langone Medical Center, New York, NY



C5

Power of Partnering: Improving Healthcare by Including Families and Patients as Partners

Elizabeth Dapp, Parent Lead, IBD Parent Group; Darla Cohen, MS, Coordinator, Patient- and Family-Centered Care; Riley Hospital for Children at IU Health, Indianapolis, IN



C6

Peer Support in Primary Care – Improving Health Outcomes

Amy Gibson, MS, RN, Chief Operating Officer; Patient-Centered Primary Care Collaborative (PCPCC), Washington, DC; Brad Thompson, MA, LPC-S, Director; The Hali Project, Amarillo, TX; Edwin Fisher, PhD, Professor; University of North Carolina-Chapel Hill, Chapel Hill, NC



C7

Developing a Meaningful Research Agenda Through Integrated Patient and Family Engagement

Lori Beesley, Family-Centered Care Specialist; Amir Karmali, Family-Centered Care Specialist; Gideon Sheps, Family Advisor; Holland Bloorview Kids Rehabilitation Hospital, Toronto, Ontario



C8

Building Meaningful Patient Engagement Within a Clinical Data Research Network

Nathaniel Warren, MPH, Patient Engagement Coordinator; John Lind, Patient/Family Advisor; OCHIN, Portland, OR



C9

One Patient, One Student, Two Processes: Integrating Health and Education Transition

Angela Miney, BA, Family Partner; Susan Horky, LCSW, MSW, Co-Director, UF PPC Training Program and Social Work Faculty; University of Florida, Gainesville, FL



C10

Partnering with Patient/Family Advisors in the Development of Patient/Family/Staff/Physician Educational Resources

Joan Forte Scott, BSN, MBA, CNE-BC, Administrative Director, Patient and Community Engagement; Laura Steuer, BA, Patient Leader, Patient and Family Faculty Program; Stanford Health Care, Palo Alto, CA



4:00–5:00 pm

CONCURRENT SESSIONS (D1-D10)

D1

PFCC: Setting the Patient Experience with New Admission Orientation and Point of Care Rounds

Bernard Roberson, BA, MS, Administrative Director, Patient- and Family-Centered Care; Erica Steed, BS, MBA, BBA, BAppSc, Manager; Christine Abbott, Administrative Specialist, Patient/Family Advisor; Augusta University Health, Augusta, GA



D2

A Partnership for Safety: Staff and Family Collaboration in Reducing Never Events

Linda Hurwitz, BS, MS, RN, NEA-BC, Vice President, Patient Care Services; Mazen Maria, BS, MD, FAAP, Associate Director, Pediatric Hospital Medicine; Megan Busenbark, BA, MS, Patient/Family Advisor; Polly Vander Woude, BA, MHA, Patient/Family Advisor; Annmarie Shisler, BSN, RN, Patient/Family Advisor; Maria Fareri Children's Hospital at Westchester Medical Center, Valhalla, NY



D3

Goal Setting: Developing an Annual Operating Model with Your Patient/Family Advisory Council

Tony Serge, BA, BS, Co-Chair, Adult Patient Family Advisory Council; Patricia Stahl, MEd, Manager, Volunteer Services and Programs, Staff Liaison, PFAC; Dana-Farber Cancer Institute, Boston, MA



CONFERENCE SESSIONS

D4

Dynamic Duo: Parent Partner and Care Coordinator

Liz Wall, BA, URLEND, Parent Partner; Dustina Housel, MA, URLEND Trainee, Care Coordinator; Summit Pediatrics, Park City, UT



D5

Bedside Shift Report: Bedside Scanning Ensures an Innovative, Simple, Reproducible Solution to a Complex Problem

Lillian Banchero, MSN, RN, Clinical Director, Patient Access, Observation Unit, ACE, Flex Nursing Unit, Central Staffing Office; Sherry Perkins, PhD, RN, Chief Operating Officer; Charlene VanMeter, Patient/Family Advisor; Kristina Andersen, BSN, RN, Clinical Informatics Specialist; Jan Clemons, MS, RN, OCN, Clinical Director, Oncology Unit & Neuro Care Unit; Christine Frost, MBA, MSN, Senior Director, Acute Care Services & Critical Care; Jeanne Morris, BSN, RN, Coordinator, Patient and Family Centered Care; Jill Smitley, BSN, RN, Clinical Director, Labor & Delivery; Anne Arundel Medical Center, Annapolis, MD



D6

Empowering Families in Transition from Pediatric to Adult Care Through Family-Centered Education

Kristin Erikson, MA, CHES, Health Education Project Manager and Editor; Susan Shanske, LICSW, Clinical Social Worker and Family Partnerships Coordinator; Amy Rucki, Former Co-Chair, Teen Advisory Committee; Boston Children's Hospital, Boston, MA



D7

Developing UMHS Peer Mentoring Standards and Guidelines for System Wide Program and Developing Online Peer Management Toolkit

Stacy Brand, MBA, Outreach Manager, Transplant Center; Celeste Lee, MA, Patient Advisor; Cedric Clark, Patient Advisor/Peer Mentor; Melissa Cunningham, BA, Family Advisor for Cardiovascular Center, Volunteer Coordinator; University of Michigan Health System, Ann Arbor, MI



D8

Development of Patient- and Family-Centered Research Training for Multiple Stakeholders

Katherine Bevans, PhD, Assistant Professor, Pediatrics; Anna de la Motte, MEd, Senior Clinical Research Assistant; Amy Kratchman, BA, Family Consultant; The Children's Hospital of Philadelphia, Philadelphia, PA



D9

Why Stories Matter: Writers Reflect on Experiences, Motivations, and Hopes

Liz Crocker, Co-Author of *Privileged Presence: Personal Stories of Connections in Health Care*; Will Schwalbe, Author of *The End of Your Life Book Club*; Tilda Shalof, Author of *Opening My Heart: A Journey from Nurse to Patient and Back Again*



D10

Partnerships in Training: Patients as Faculty and Collaborators in Simulation for Enhancing Patient- and Family-Centered Care

Mary Toye, MS, RN, CCRP, ACRN, Director, Nursing Practice Research, PFAC Co-Facilitator/Founder; Diane Thomas, BSN, RN, Director, Patient Relations, PFAC Co-Facilitator/Founder; Jessica Hagerman, BS, CCLS, Manager, Child Life Department, Co-Facilitator, Children's Hospital PFAC; Debra Smith, BSN, RN, Spirit of the Child Coordinator, Patient Experience Program Co-Facilitator, Children's Hospital PFAC; Anna Symington, MS, PFAC Chair-Elect, BCM Adult PFAC; Linda McShane, MEd, Chair, BMC Adult PFAC; Baystate Medical Center, Springfield, MA



5:30–7:00 pm

WELCOME RECEPTION



Please join us at the Conference's Welcome Reception. Meet with colleagues, network with other attendees, visit with the exhibitors, get your favorite book signed by the authors, while enjoying light hors d'oeuvres and refreshments. Cash bar available.

"I've learned so much at this conference! I will continue to share information with our senior leaders to incorporate key concepts of patient- and family-centered care at our organization."

—Donna Provenzano, Director of Patient & Family Centered Care, Children's Specialized Hospital

TUESDAY, JULY 26, 2016

7:00-8:00 am

SPECIAL NETWORKING BREAKFAST

Better Together—Changing the Concept of Families as Visitors

Join us for breakfast to learn more about IPFCC's *Better Together: Partnering with Families* campaign.

8:00-9:30 am

PLENARY SESSION



Standards and Accreditation As a Catalyst for Achieving Transformative Change: The Canadian Health Care Experience

Leslee Thompson, BScN, MScN, MBA, President and CEO; Angela Morin, Member, Client and Family-Centred Care Advisory Group; Accreditation Canada, Ottawa, Ontario

9:30-10:00 am

BREAK

Visit the exhibitors and Poster Displays

10:00-11:00 am

CONCURRENT SESSIONS (E1-E8)

E1

Improving Care in the Emergency Department Through Successful Parent Advisory Council Partnerships

Kerry Gold, BSN, CCRN, CEN, Administrative Nurse/Pediatric Liaison Nurse Emergency Department; Ronald Reagan UCLA Medical Center; Alison Beier, Member, Parent Advisory Council; Mattel Children's Hospital UCLA, Los Angeles, CA



E2

Going Home with Patient and Family-Centered Care: One Program's Experience in Imbedding a Concept into a Home Care Culture

Tammie Ryan, MSN, RN, Clinical Director; Julie Kembel, EdD, MS, Patient/Family Advisor; Richard Elliot, MEd, Patient/Family Advisor; South Shore Visiting Nurse Association, Rockland, MA



DAY AT-A-GLANCE

Tuesday, July 26, 2016

7:00 am-8:00 am	Registration, Continental Breakfast, Exhibits, Poster Displays Networking Breakfast: Better Together—Changing the Concept of Families as Visitors
8:00 am-9:30 am	Plenary Session
9:30 am-10:00 am	Break—Exhibits/Poster Displays
10:00 am-11:00 am	Concurrent Sessions
11:15 am-12:15 pm	Concurrent Sessions
12:15 pm-1:45 pm	Lunch—Exhibits/Poster Displays
2:00 pm-3:00 pm	Concurrent Sessions
3:15 pm-4:15 pm	Concurrent Sessions
4:30 pm-5:30 pm	Concurrent Sessions

E3

When the Rubber Hits the Road in Patient Engagement and Quality Improvement

Mireille Brosseau, MA, Patient/Family Engagement Specialist; Linda Jones, MPA, Patient/Family Partner; Angela Jones, MSW, Patient/Family Partner; Christine Kouri, MHA, Manager, Patient Experience & Acting Chief Privacy Officer; Morgan Cunningham-Fetch, Lean Black Belt, Six Sigma Black Belt, Lean Specialist & Quality Team Lead; Children's Hospital of Eastern Ontario, Ottawa, Ontario



E4

A Conversation Exploring Current Progress and Additional Opportunities for CMS Quality and Innovation Programs to Enhance Partnerships with Patients and Families

Debra Ness, MS, President; National Partnership for Women & Families, Washington, DC; Dennis Wagner, MPA, Director, Quality Improvement and Innovation Group, Center for Clinical Standards and Quality; Centers for Medicare and Medicaid Services (CMS), Baltimore, MD



E5

Developing a Family Caregiver Center: Supporting Families During Hospitalization at an Academic Medical Center

Karen Anderson, MSN, RN, PMHCNS-BC, Clinical Nurse Specialist, Patient and Family Centered Care; Anita McGinn-Natali, BFA, Co-Chair, PFAC; The Hospital of the University of Pennsylvania, Philadelphia, PA



E6

Developing a Tool to Measure Patient Partnership at the Clinical and Organizational Level

Marie-Pascale Pomey, MD, PhD, Professor; University of Montréal; Edith Morin, Patient Advisor; CIUSSS Mauricie, Trois Rivières, Quebec



E7

A Cold Splash of Reality: Nobody Owns a Single Task in Health Care—A Unique IPE Course to Bring Us All Together

Julie Moretz, BS, Family Leader/Associate Vice Chancellor for Patient- and Family-Centered Care; Kathy Lease, PhD, Patient/Family Advisor, Adjunct Faculty for College of Health Professions; Erna Boone, DrPH, RRT, Associate Professor and Chair, Dept. of Respiratory and Surgical Technologies, College of Health Professions; University of Arkansas for Medical Sciences, Little Rock, AR



E8

Without Me You Have Nothing: Partnering with Families to Teach Patient-Family Centered Rounds

Alyssa Stephany, FAAP, MD, Physician Champion for Patient-Family Centered Care; Laura Fisher, BS, PE, Patient/Family Advisor; Jonathan Fisher, Patient/Family Advisor; Layna Langley, BS, Patient/Family Advisor; Duke Children's Hospital, Durham, NC



11:15 am–12:15 pm

CONCURRENT SESSIONS (F1-F10)

F1

Beyond Advisory Councils: The Role of Patients and Families as Coaches in Accelerating Sustainable Patient- and Family-Centered Improvement

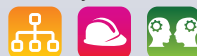
Heather Thiessen, CFHI Coach, Patient Advisor; Carolyn Canfield, BA, CFHI Coach, Volunteer, Citizen-Patient and UBC Honorary Lecturer; Angela Morin, BA, CFHI Coach and Faculty, Patient Experience Advisor; Christine Maika, BSc, Program Officer, Patient Engagement and Improvement; Canadian Foundation for Healthcare Improvement, Ottawa, Ontario



F2

After Medical Error, Disclosure, Transparency and Collaboration Can Meet the Needs of Everyone

Abdul Hamamsy, MPH, JD, MBBCh, ARM-E, Assistant Vice President, Claims & Litigation; Leilani Schweitzer, BA, Assistant Vice President, Communication & Resolution; The Risk Authority at Stanford Health Care, Palo Alto, CA



F3

Building Partnerships Between Family Consultants and Leaders for Culture Change

Rachel Biblow, LCSW, MSW, Senior Director, Patient and Family Services; Kathryn Conaboy, BA, Patient & Family Experience Manager; Amy Kratchman, BA, Family Consultant; The Children's Hospital of Philadelphia, Philadelphia, PA; Jill Golde, BA, MS, Partner; Language of Caring, LLC, Saint Louis, MO



F4

Restructuring Leadership, Embracing Partnership

Elizabeth Kruvand, BSc, Coordinator, Family Care Initiatives; St. Louis Children's Hospital, Saint Louis, MO



F5

Families Are More Than “Visitors” – Bringing the Voice of Patient/Family Advisors and Family Members into Quality Improvement Discussions

Denise Williams, MS, PhD, SPHR, SHRM-SCP, Staff/Patient Equity and Inclusion Consultant; University of Michigan Health System; Perry Spencer, MS, CPP, CHPA, Interim Manager; University of Michigan Health System and Hospitals Security, Ann Arbor, MI



F6

Getting Back into Life Through Peer to Peer Mentoring: One Hospital's Journey

Mary Beth Tubiolo, MSN, RN-BC, Clinical Education Specialist; Kamila Frederick, PT, MPT, NCS, Director, Inpatient Rehabilitation and Respiratory Care Services; Judy Crane, Patient/Family Advisor; Karla Balch-Reno, JD, Patient & Family Advisor; Anne Arundel Medical Center, Annapolis, MD



F7

Collaborating in Asthma Research: Patient and Family Partners in PCORI's Asthma Evidence to Action Research Network

Judith Schaefer, MPH, Senior Research Associate; MacColl Center for Health Care Innovation; Group Health Research Institute, Seattle, WA; Lisa Stewart, MA, Engagement Officer; Patient-Centered Outcomes Research Institute (PCORI), Washington, DC



F8

Parent and Teen Engagement in Pediatric Health Services Research Training

Brenda Allair, MEd, Volunteer; Member, Family Advisory Council; Bill O'Donnell, BS, Parent Co-Chair, Family Advisory Council; Erinn Rhodes, MD, MPH, Associate Director, Harvard-wide Pediatric Health Services Research Fellowship Program and Director of Endocrinology Healthcare Research and Quality; Boston Children's Hospital, Boston, MA



F9

Patient Led Feedback Forums: A Tool for Improving the Patient Experience

Daryl Bell, BA, MDiv, Lead, Patient- and Family-Centred Care; Angela Morin, BA, Patient and Family Experience Advisor; Kingston General Hospital, Kingston, Ontario



F10

Patient and Family Centered Care Management – What Does It Look Like?

Betty St. Hilaire, CCP, Care Navigator; Judy Ward, CCP, Care Navigator; Community Health Options, Lewiston, ME



12:15–1:45 pm

LUNCH/EXHIBITS/POSTER DISPLAYS

Pick up a boxed lunch, visit the exhibitors and Poster Displays.

2:00–3:00 pm

CONCURRENT SESSIONS (G1-G9)

G1

From Harm to Healing: Partnering in Quality Improvement

Valrie Stewart, MA, RN, Manager, Patient- and Family-Centred Care; Alberta Health Services, Calgary, Alberta; Deborah Prowse, MSW, LLB, Alberta Health Advocate; Jody Lee Farrah, MSW, RSW, Office of Alberta Health Advocate, Manager, Analysis and Investigation; Alberta Health Services, Edmonton, Alberta



G2

Applying Process Improvement to Patient and Family Engagement

Mary Song, MPH, Manager, Patient/Family Partner Program; Paula Holwell, Patient Chair, Neuroscience Patient Family Advisory Council; Stanford Health Care, Palo Alto, CA



G3

Thunder Bay Regional Health Sciences Centre: A Patient Family Centred Care Success Story

Rhonda Crocker Ellacott, BScN, MSN, EdD, Chief Executive Officer; Nipigon District Memorial Hospital; Nipigon; Executive VP, Patient Services and Chief Nurse Executive; Thunder Bay Regional Health Sciences Centre; Keith Taylor, Co-Chair, Patient Family Advisory Council; Bonnie Nicholas, BSN, CNCC(C), CPTC, RN, Lead, Patient Family Centred Care, Patient Advocate; Thunder Bay Regional Health Sciences Centre, Thunder Bay, Ontario



G4

Partnering with Patients and Families: The Changing Roles of Risk Management

Francesca Charney, RN, MS, CPHRM, CPHQ, CPPS, CPSO, FASHRM, Director, Risk Management; Ellen Grady Venditti, MS, RN, CPHRM, FASHRM, Risk Management and Patient Safety Consultant; American Society for Healthcare Risk Management, Chicago, IL; Deborah Dokken, Family Leader, Consultant, Institute for Patient- and Family-Centered Care, Bethesda, MD



G5

A Shared Experience: Integrating Peer-to-Peer Support Models into Care Delivery Across Diverse Health Conditions

Dexter Janet Borrowman, BA, CHIE, CN-BA, Director, Kaiser National Service Quality, National Champion for Peer Navigation and Peer Navigator; Kaiser Permanente National Headquarters; Judey Miller, Peer Navigation Volunteer, Virtual Peer Navigation Facilitator; Marlene Zuehlsdorff, Peer Navigation Volunteer & Volunteer Coordinator, National KP Member Champion for Peer Navigation; Kaiser Permanente Oakland Medical Center; Paris Ivory, MBA, Senior Consultant, Peer Support Program Administrator; Kaiser Permanente National Headquarters, Oakland, CA



G6

Patient Engagement in Outcomes Research: Perspectives on Patient Roles in a Large Research Project on Shared Decision Making for Asthma Care

Hazel Tapp, BS, PhD, Research Director; Diane Derkowski, RN; Melissa Calvert, MA, Patient Research Team Member; Carolinas HealthCare System, Charlotte, NC



G7

Rethinking “Patient Engagement” Evaluation: A Mixed Methods Approach to Measuring the Impact of Partnering with Patients and Families in Quality Improvement

Maria Judd, MS, BS, Senior Director, Patient Engagement and Improvement; Keesa Elicksen-Jensen, MA, Analyst, Evaluation and Performance Measurement; Anya Humphrey, Patient/Family Advisor; Canadian Foundation for Healthcare Improvement, Ottawa, Ontario; Carole Orchard, Professor and Coordinator, Interprofessional Health Education and Research; Western University, London, Ontario



G8

Enhancing Interprofessional Clinical Practice and Compassionate Communication with Patient/Family Advisor Faculty

Dorothea Handron, EdD, RN, APRN, Patient Advisor; Kathy Dutton, MSN, NEA-BC, RN, FABC, Senior Administrator, Office of Patient and Family Experience; Vidant Medical Center; Niti Armistead, MD, FACP, Medical Director, Quality Clinical Associate Professor of Medicine; East Carolina University, Greenville, NC



G9

Family as Faculty: Students Experience Childhood Disability Through Innovative Home Visiting Program

Amir Karmali, Family-Centred Care Specialist/Parent Advisor; Holland Bloorview Kids Rehabilitation Hospital, Toronto, Ontario



3:15–4:15 pm

CONCURRENT SESSIONS (H1-H10)

H1

Minnesota’s Transformative Partnerships

Bonnie LaPlante, MHA, RN, Interim Director, Health Care Homes; Melissa Winger, Patient/Family Advisor; Rosemarie Rodriguez-Hager, BA, Community Integration Practice Transformation Supervisor; Minnesota Department of Health, St. Paul, MN



H2

Partnerships in Safe Care: Increasing Accountability from Principles to Practice

Lucy Pereira-Argenziano, MD, Director, Patient Safety and Quality; Liza Cooper, LMSW, Coordinator, Child and Family Education; Jorge Navarro, MHA, Project Coordinator, Quality, Safety, and Strategic Initiatives; Beth Silber, BS, MPA, Family Consultant; Sala Institute for Child and Family Centered Care, NYU Langone Medical Center, New York, NY



H3

Creating an Environment of Mutual Respect: Training PFAC Members to Effectively Communicate

Tiffany Christensen, BA, PFE Performance Improvement Specialist; North Carolina Quality Center, Cary, NC; Allison Chrestensen, MPH, OTR/L, CHWC, Program Specialist; Duke University Health System, Durham, NC



H4

Yes! The Doctor Is In! Physician Partnerships to Improve the Experience of Care

Julie Moretz, BS, Family Leader/Associate Vice Chancellor for Patient- and Family-Centered Care; Richard Turnage, MD, Chair, Department of Surgery, Executive Associate Dean for Clinical Sciences, Chief Service Line Officer for UAMS Medical Center, Former Interim Dean, College of Medicine, Past Chair, Hospital Medical Board; University of Arkansas for Medical Sciences, Little Rock, AR



“This conference provided best practices and emerging practices related to patient- and family-centered care, including the data showing how PFCC and patient engagement positively impact the outcomes of care.”

—Dawn Wavra, Patient and Family Advisor, University of Wisconsin Hospital and Clinics

H5

Let Them In: Collaborative Approaches to the Engaged, Humanized Intensive Care Unit

Chris Benda, Patient/Family Advisory Council, Shock Trauma ICU; Lorie Mitchell, RN, MSN, Nurse Manager, Shock Trauma ICU; Ramona Hopkins, PhD, BSN, Clinical Research Investigator; Samuel Brown, MD, MS, Director, Center for Humanizing Critical Care; Assistant Director, Critical Care Echocardiography Service; Intermountain Medical Center, Murray, UT; Sarah Beesley, MD, Pulmonary and Critical Care Fellow; University of Utah, Salt Lake City, UT



H6

Salud Para Todos: A Community-Based Approach to Enhancing Family-Centered Care for Hispanic Children and Their Families

Luz Matiz, FAAP, MD, Associate Professor of Pediatrics; Columbia University, New York, NY; Alexandra Kuznetsov, BS, RD, Program Manager, National Center for Medical Home Implementation; American Academy of Pediatrics, Elk Grove Village, IL; Crismilda Faxas, Family and Peer Navigator; Rhode Island Parent Information Network, Providence, RI



H7

Family Partnership in the Discharge Process: Improving the Transition from Hospital to Home

Sandra Gage, FAAP, MD, PhD, SFHM, Associate Professor of Pediatrics, Division of Hospital Medicine; Medical College of Wisconsin, Milwaukee, WI; Jennifer Small, BA, Honorary Chair, Komansky Center Family Advisory Council; New York-Presbyterian Hospital/Weill Cornell Medical College, New York, NY



H8

Creating Capacity for Sustainable Partnerships with Patient and Family Advisory Councils in Research

Kelly Parent, BS, Program Specialist for Patient and Family Partnerships; Marie Abraham, MA, Vice President for Programming and Publications; IPFCC, Bethesda, MD



H9

Advancing Compassionate, Collaborative Care (the "Triple C") with Patients, Families, Interprofessional Educators, and Clinicians

Beth Lown, MD, Medical Director; The Schwartz Center for Compassionate Healthcare, Boston, MA; Sharrie McIntosh, MHA, Senior VP and Chief Program Officer; The Arnold P. Gold Foundation, Englewood Cliffs, NJ; Juliette Schluter, BS, Director, The Center for Child and Family Experience; Sala Institute for Child and Family Centered Care, NYU Langone Medical Center, New York, NY



H10

Ask One Question to Learn and Act on What Matters to Patients

Carolyn Canfield, BA, CPSI, Honorary Lecturer, Department of Family Practice, Faculty of Medicine; University of British Columbia, Vancouver, British Columbia; Andrew Carson-Stevens, PhD, Lead, Patient Safety Research; Wales School of Medicine, Cardiff University, Cardiff, Wales, UK; Nick Cork, BA, BM Bchir, BSc, Medical Student; University of Cambridge School of Clinical Medicine, Cambridge, UK



4:30–5:30 pm

CONCURRENT SESSIONS (I1-I9)

I1

Patient and Family Advisors – Allies Co-Designing Quality Improvements in the Emergency Department

Jeannie Faubert, Patient/Family Advisor; Lisa Beck, BScN, CCRN, CNS, MSN, Director, Trauma Program, Emergency & Critical Care Services; Bonnie Nicholas, BSN, PFCC Lead & Patient Advocate; Thunder Bay Regional Health Sciences Centre, Thunder Bay, Ontario



I2

Engaging Patients and Families: Experience-Based Co-Design of the Admission Process

Jackie Eli, MSN, RN, Senior Director, Complexity Medicine & Rehabilitation Centres of Excellence; Nancy Evans, Family Advisor; Bridgepoint Active Healthcare, Toronto, Ontario



I3

Power Tools for High Impact Patient and Family Advisory Councils

Zelia de Sousa, BArch, Chair, Patient and Family Advisory Council; Annette Mercurio, MPH, MCHES, Director of Programs, Department of Supportive Care Medicine and PFAC Co-Chair; City of Hope, Duarte, CA



After this conference, as a physician I am really motivated to implement patient- and family-centered care in my practice.

—Physician, Vancouver, BC, Canada

CONFERENCE SESSIONS

14

Engaging Patient and Family Partners in the Governance Structure for Significant Strategic Initiatives

Joan Forte Scott, BSN, MBA, NEA-BC, Administrative Director, Patient and Community Engagement; Bev Anderson, BA, Patient/Family Partner Consultant, Chair, Cancer Center PFAC; Stanford Health Care, Palo Alto, CA



15

Family Bedside Orientations: Where Peer Support, Quality & Safety, and Experience of Care Meet

Jessie Checkley, MCPM, Senior Improvement Lead; Canadian Foundation for Healthcare Improvement, Ottawa, Ontario; Heather Mattson McCrady, BA, MThS, Manager, Family Centred Care; Nicole Lyste, BA, Patient Experience Advisor, Member, NICU Family Advisory Care Team & Family Centred Care Network; Stollery Children's Hospital, Edmonton, Alberta



16

Show Me the Impact!!! Transferrable Lessons from the Independent Evaluation of a Canadian Patient-Led Program

Ioana Popescu, MBA, Lead, Patient Safety Improvement; Canadian Patient Safety Institute; Judy Birdsell, BScN, MSc, PhD, Chair, Membership Committee; Patients for Patient Safety Canada, Edmonton, Alberta



17

Patient Engagement: Policy, Programs, and Behavior Change

Lorna Milkovich, BSN, MBA, RN, Executive Director; Cindy Jefferies, BA, Board Member; Red Deer Primary Care Network, Red Deer, Alberta



18

Patient Engagement in Research: How To Get It Right

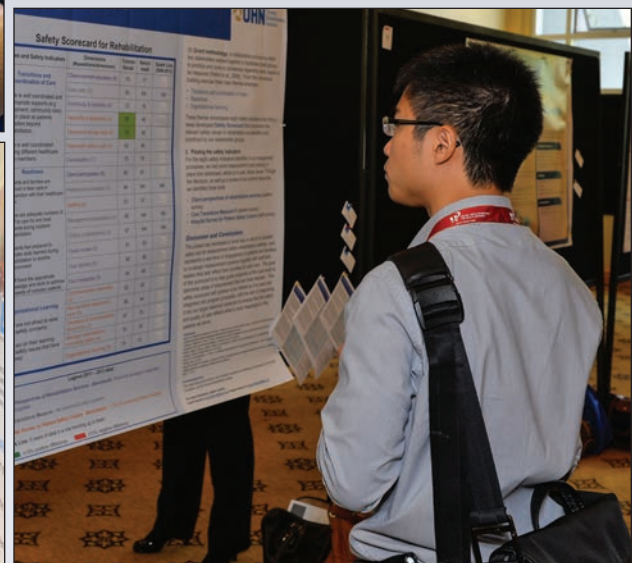
Bev Holmes, BA, MA, PhD, Vice President, Research & Impact; Michael Smith Foundation for Health Research; Colleen McGavin, BA, EdD, Interim Lead, Patient & Stakeholder Engagement; British Columbia SUPPORT Unit, Vancouver, British Columbia



19

Patient Family Centered Care Theatre

Julie Newland, MFA, Owner; PFCC Theatre, Pigeon, MI



WEDNESDAY, JULY 27

7:00–8:00 am

SPECIAL NETWORKING BREAKFAST

Partnering with Patients and Families in Research

Join us for breakfast and network with others—patients, families, researchers, and health care professionals—who are partnering in research efforts.

8:00–9:00 am

CONCURRENT SESSIONS (J1-J10)

J1

GOOD TO GO: Partnering with Patients and Families to Improve Experience for a Smooth and Safe Transition Home After Fragility Hip Fracture

Valerie MacDonald, BSN, CNS, MS, Clinical Nurse Specialist, Orthopaedics; Fraser Health; Judy Battista, Patient Advisor; Vancouver Coastal Health and Fraser Health; Dolores Langford, MS, BScPT, Physiotherapy Practice Coordinator, Coastal Community of Care; Vancouver Coastal Health, Vancouver, British Columbia



J2

Innovative Family-Centered Care Bundle: One Hospital's Journey of Working with Family and Staff to Significantly Improve Both Family-Centered Care and Satisfaction in the NICU

Lori Chudnofsky, BSN, MSN, RNC, NICU Nurse Manager; Swedish Medical Center; Andrianna Jang, March of Dimes Parent Mentor; Swedish NICU Parent Experience Council Member; Andrew Beckstrom, MD, Neonatologist; Pediatrix Medical Group, Seattle, WA



J3

How Healthy Is Your Patient and Family Advisory Council?

Deborah Sprague, BS, Program Manager, Patient and Family Services; Stephenie Young, BS, PMP, Program Manager, Patient and Family Services; Anita Jones, BA, Patient and Family Advisory Council Member; Spectrum Health, Grand Rapids, MI



DAY AT-A-GLANCE

Wednesday, July 27, 2016

7:00 am–8:00 am	Registration, Continental Breakfast Networking Breakfast— Partnering with Patients and Families in Research Additional Informal Networking Breakfasts
8:00 am–9:00 am	Concurrent Sessions
9:15 am–10:15 am	Concurrent Sessions
10:15 am–10:45 am	Break
10:45 am–12:15 pm	Spotlight on Exemplars
12:15 pm–1:45 pm	Lunch Break (On your own)
1:45 pm–2:45 pm	Concurrent Sessions
3:00 pm–4:00 pm	Closing Plenary

J4

Alberta Puts Patients First! The Strategy That Is Making Patient- and Family-Centered Care a Reality Across an Entire Provincial Health Care System

Verna Yiu, MD, FRCPC, Interim President, Chief Executive Officer; Joanne Ganton, BComm, Executive Director, Engagement & Patient Experience; Alberta Health Services, Edmonton, Alberta; Deb Runnalls, RSW, Patient Advisor, Co-Chair, Patient First Steering Committee, Vice-Chair, Provincial Patient & Family Advisory Group, Alberta Health Services, Senior Manager of Wellness and Support Services; The Kerby Centre, Calgary, Alberta



J5

Transforming the Patient Care Experience in a Sub-Acute (Post-Acute) Setting Through Partnership, Engagement, and Co-Design During Transitions and at the Bedside

Maria Judd, MS, BS, Senior Director, Patient Engagement and Improvement; Canadian Foundation for Healthcare Improvement; Jacqueline Tetroe, MA, Family Advisor; Sandra Schmidt, BSN, MEd, Project Lead, Transforming the Patient Care Experience; Bruyere Continuing Care; Beverley Shea, BScN, MS, PhD, Research Scientist; Bruyere Research Institute, Ottawa, Ontario



J6

Improving the Quality of the Patient/Family Emergency Department Experience Through a Family Advisory Directed Ambassador Program

Cheryl Miranda, BS, Director, Patient and Family Centered Care; Arline Riordan, BSN, Family Advisor, Patient & Family Partnership Council; Huntington Hospital, Huntington, NY



J7

Implementing a Pragmatic Framework for Authentic Patient-Researcher Partnership in Clinical Research

Maureen Fagan, MHA, DNP, WHNP-BC, FNP, Associate Chief Nurse OB/GYN, Executive Director, Center for Patients and Families; Martha Carnie, BA, Senior Patient Advisor; Dena Salzberg, RN, Patient Family Advisor; Brigham & Women's Hospital, Boston, MA



J8

Partnering with Patients, Families, and Members to Conduct Patient-Centered Research Within a Learning Health Organization

Jane Duncan, MPH, Strategic Programs Manager; Christine Norton, MA, Patient Research Co-Investigator, HealthPartners Institute, Minneapolis, MN



J9

Decolonizing Health Care: Walking the Healing Journey Together

Scott Harrison, BScN, MA, RN, CCHNC, Director, Urban Health, HIV, Addictions; Carol Kellman, BSN, RN, Aboriginal Nurse Practice Leader; Neil Fowler, Program Assistant, HIV/AIDS & Aboriginal Health; Providence Health Care, Vancouver, British Columbia



J10

Children's PFCC Roadmap: Patients and Families as Faculty Educators

Jill Sangha, MSW, RSW, Patient- and Family-Centred Care Specialist; Jennifer Banting, Patient Experience Associate; Children's Hospital, London Health Sciences Centre, London, Ontario



9:15–10:15 am

CONCURRENT SESSIONS (K1-K10)

K1

Voices of Experience: Advisors Rounding on Patients in the Hospital

Caroline Moore, MPH, Program Leader, Patient and Family Engagement; Barbara Sarnoff Lee, MSW, LICSW, Senior Director, Social Work and Patient/Family Engagement; Randy Goncher, MBA, Patient/Family Advisor; Beth Israel Deaconess Medical Center, Boston, MA; Licia Berry-Berard, MSW, LICSW, Manager, Patient- and Family-Centered Care; Meg Seely, MEd, Volunteer Patient/Family Advisor; Dartmouth-Hitchcock Medical Center, Lebanon, NH



K2

Engaging Patients/Families in Harm Prevention – From Board to Bedside

Daniel Hyman, MD, MMM, Chief Quality and Patient Safety Officer; Amy Jacquemard, Patient Family Experience Leader; Maria Hopfgarten, BA, Parent Partner; Chair, Family Advisory Council; Member, Quality and Safety Committee of the Board; Children's Hospital Colorado, Aurora, CO



K3

Partnering with Patient and Family Faculty in Interprofessional Education: The Perspectives of Leaders

Steven E. Weinberger, MD, MACP, Executive Vice President and Chief Executive Officer; American College of Physicians, Philadelphia, PA; Susan Grant, MS, RN, NEA-BC, FAAN, Executive Vice President and Chief Nursing Officer; Beaumont Health, Southfield, MI; George E. Thibault, MD, President; Josiah Macy, Jr. Foundation, New York, NY; Julie Ginn Moretz, BS, Associate Vice Chancellor, Patient- and Family-Centered Care, Center for Patients and Families; University of Arkansas for Medical Sciences, Little Rock, AR; Deborah Dokken, MPA, Family Leader/Consultant; Institute for Patient- and Family-Centered Care, and formerly Associate Director; Initiative for Pediatric Palliative Care, Bethesda, MD; Amir Karmali, Certified Simulationist, Family-Centred Care Specialist; Holland Bloorview Kids Rehabilitation Hospital, Toronto, Ontario



K4

Matchmaker, Matchmaker, Make Me a Match: Meaningful Engagement of Patient/Family Advisors

Charlene VanMeter, Patient/Family Advisor; Earl Shellner, Patient/Family Advisor; Jeanne Morris, BSN, PFCC Coordinator; Matthew LeBlanc, BSN, OCN, Oncology Rehabilitation Nurse Navigator; Anne Arundel Medical Center, Annapolis, MD



K5

Courageous Followership: The Key to Patient and Provider Partnerships

Austin Bunch, PhD, Senior Associate Provost; East Carolina University; Wanda Bunch, PhD, Patient and Family Advisor; Vidant Health, Greenville, NC; Sue Collier, BSN, MSN, FABC, Clinical Content Development Lead; American Hospital Association/Health Research and Educational Trust (AHA/HRET), Chicago, IL



K6

Partnering with Patients and Families to Bring Shift Report to the Bedside: A Recipe for Success!

Dianne Gaffney, BSc, MSc, Corporate Lead, Professional Practice; Donnalene Tuer-Hodes, BSN, MSN, CNE, Program Director, Surgery, Mat/Child, and Central Processing Department; Cathy Bachner, BSc, BEd, Patient Lead; Huron Perth Healthcare Alliance, Stratford, Ontario



K7

A New Medicine for Patient Engagement: Patient/Family Advisors Play Key Role in Implementation and On-Going Assessment of Open Notes for Kaiser Permanente Northwest Region

Jonathan Bullock, BA, Regional Program Manager, Patient and Family Centered Care Programs; Mickie Aerne-Bowe, Patient/Family Advisor; Kaiser Permanente, Portland, OR



K8

Building Partnerships in the Research Community: Promising Practices and Future Directions

Susan Sheridan, MIM, MBA, DHL, Director of Patient Engagement; Patient-Centered Outcomes Research Institute (PCORI), Washington, DC



K9

Improving Quality and Safety – Designing a New Pavilion by Engaging Patients and Families in an Experience Mapping Project

Yasmin Yusuf, MHA, Administrator, Center for Patient Safety & Quality; Nicole Duncan, BS, Assistant Vice President, Patient Advocacy & International Services; Steven Coffee, Patient/Family Advisor; MedStar Georgetown University Hospital, Washington, DC; Upali Nanda, PhD, AIA, EDAC, Vice President, Director of Research; HKS, Houston, TX



K10

Patient Voices: Outcomes of a Brief Health Care Provider Education Intervention Featuring Persons with Disabilities as Teachers

Ellen Hunt, Administrative Director; Autism Resource Community Hub; Judith Sabino, MPH, CDP, Diversity/Cultural Awareness Liaison; Sweetie Jain, MD, Faculty, Lehigh Valley Family Medicine Residency Program; Assistant Professor, Morsani College of Medicine, USF Director, Medical Home Project; Lehigh Valley Health Network, Allentown, PA



10:45 am–12:15 pm

SPOTLIGHT ON EXEMPLARS (L1-L7)

L1

NYU LANGONE MEDICAL CENTER

Patient and Family Faculty in High Impact Interprofessional Education—From Classroom to Simulation Center

Juliette Schlucter, Director, Child and Family Experience; Jeremy Donovan, Family Advisor and Family Faculty; Jennifer Daly, Family Advisor and Family Faculty; Dennis Sklenar, LCSW, Assistant Director of Social Work and Child Protection Coordinator; Lea Devins, MSN, RN, Nurse Manager, Pediatric Intensive Care Unit; Sala Institute for Child and Family-Centered Care; NYU Langone Medical Center, New York, NY



L2

CHILDREN'S SPECIALIZED HOSPITAL

Build a Fully Integrated Patient- and Family-Centered Care Organization Through Sustainable and Committed Family and Staff Partnerships

Donna Provenzano, BS, CTRS, Director, Family-Centered Care; Pat O'Hanlon, Family Faculty Coordinator; Children's Specialized Hospital, New Brunswick, NJ; Josanne Pearsall, BA, MBA, Family Faculty; Children's Specialized Hospital, Mountainside, NJ; Michele Tomaino, MSN, RN, Family Faculty; Children's Specialized Hospital, Toms River, NJ

Engaging Collaborative Efforts Between Family Faculty and Strategic Improvement to Design and Implement Technology-Based Solutions to Enhance and Streamline our Patient and Family Experience

Donna Provenzano, BS, CTRS, Director, Family-Centered Care; Carrie Snyder, BA, Family Faculty; Children's Specialized Hospital, New Brunswick, NJ; Linda Waddell, BS, Family Faculty; Nancy Panarese, Family Faculty; Children's Specialized Hospital, Mountainside, NJ



L3

PROVIDENCE HEALTH CARE

The PFCC Journey: Leveraging Leadership and Partnerships to Enact an Organizational Strategy

Sara-Grey Charlton, BSN, MSN, RN, Practice Consultant, Patient and Family Centred Care; Betty Murray, RN, PCC, MA, Patient Partner; Leanne Heppell, BSN, MA, MSN, Vice President, Acute Clinical Programs and Chief Nursing Officer; Candance (Candy) Garossino, BSN, MSN, Director, Nursing and Professional Practice; Providence Health Care, Vancouver, British Columbia

Patients and Families as Partners for Staff Hiring and Promotion

Sara-Grey Charlton, BSN, MSN, RN, Practice Consultant, Patient and Family Centred Care; Providence Health Care, Vancouver, British Columbia



L4

UNIVERSITY OF WASHINGTON MEDICAL CENTER

Please, I Need to Be with Her – Supporting Family Presence at Resuscitation

Katy Folk-Way, BA, Patient/Family Advisor; Carol Kummet, MSW, Palliative Care Social Worker; Patricia Kritek, BA, MD, MEd, Medical Director, Critical Care; Amy Furth, MDic, BCC, Spiritual Care, Manager & Educator; University of Washington Medical Center, Seattle, WA

Keep My Loved One Safe! Involving Patient and Family Advisors in Infection Prevention Helps Achieve Better Results

Katy Folk-Way, BA, Patient/Family Advisor; Robin Olsen-Scribner, BS, MPH, Infection Control Practitioner, Epidemiology; University of Washington Medical Center, Seattle, WA



L5

UNIVERSITY OF MICHIGAN HEALTH SYSTEM

Think Disruptively!...Engineering the Perfect PFCC Storm #LeadershipMatters

Stefanie Peters, MSW, Administrative Director; Mary Shaw, Coordinator, PFCC; University of Michigan C.S. Mott Children's Hospital Congenital Heart Center; Ann Green-Ramsey, MS, Member, University of Michigan, C.S. Mott Congenital Heart Center National Advisory Board; Ann Arbor, MI

Integration of Patient- and Family-Centered Care in an Outpatient Clinic Supporting Families and Their Children Who Are Deaf/Hard of Hearing

Jennifer Wilcox, BA, PFCC Coordinator and Parent Liaison; Jaynee Handelsman, PhD, CCC-A, Director, Pediatric Audiology; Angelique Boerst, MA, CCC-A, Audiologist; University of Michigan Health System, Ann Arbor, MI



L6

THE CHILDREN'S HOSPITAL OF PHILADELPHIA

Engaging Parents in Research: Creation of a Parent Research Advisory Board in a Pediatric PBRN

Amy Kratchman, BA, Family Consultant; James Massey, BSN, MBA, RN, Network Director; Erica Evans, MS, Patient/Family Advisor; The Children's Hospital of Philadelphia, Philadelphia, PA

Family Partners in Research: A System for Enabling Authentic Family Engagement in Pediatric Health Research

Amy Kratchman, BA, Family Consultant; Anna De La Motte, MEd, Senior Clinical Research Assistant; Anne Marie Richards, Family Centered Care Program Coordinator; Katherine Bevans, PhD, Assistant Professor of Pediatrics; The Children's Hospital of Philadelphia, Philadelphia, PA



L7

PATIENT-CENTERED PRIMARY CARE COLLABORATIVE

Patients and Families as Partners in Clinical Transformation

Amy Gibson, MS, RN, Chief Operating Officer; Tara Hacker, MPH, Director, Programs; Patient-Centered Primary Care Collaborative (PCPCC), Washington, DC



CONFERENCE SESSIONS

12:15–1:45 pm

LUNCH

Lunch on your own. Enjoy lunch in one of the culinary capitals of the world. A list of nearby New York City restaurants is available at the IPFCC registration desk.

1:45–2:45 pm

CONCURRENT SESSIONS (M1-M8)

M1

Patient Partnership in Quality Improvement of Healthcare Services: Patient Input and Challenges Faced

Marie-Pascale Pomey, MD, PhD, Professor; Paule Lebel, MD, MSc, CSPQ, FRCPC, Associate Professor; Vincent Dumez, MBA, Patient/Family Advisor; Edith Morin, Patient/Family Advisor; University of Montréal, Montréal, Quebec



M2

The Reality of Real Time Patient Experience Measurement: Cancer Treatment Questionnaire

Simron Singh, MD, MPH, Clinical Lead, Person-Centred Care and Medical Oncologist; Cancer Care Ontario and Sunnybrook Health Sciences Centres, Odette Cancer Centre; Patricia Pottie, BS, Patient and Family Partner; Cancer Care Ontario, Toronto, Ontario



M3

Bridging the Gap: Finding Meaning Through Collaboration Between Families and Medical Staff in a Developing Pediatric Complex Care Clinic

Rebecca Barkhuizen, Patient/Family Advisor; Aide Benson, Patient/Family Advisor; Laura Romero, Patient/Family Advisor; Kim Wirth, BSN, Staff Nurse Day Surgery; Children's Comprehensive Care Clinic, Austin, TX



M4

Patient Family Advisor Rounding with Leaders and Independently for Patient Safety, Experience and Engagement

Sherrill Beaman, BS, CPHQ, MPH, Director, Quality Programs; Terry Martin, BSN, RN, Coordinator, Quality Improvement; Barbara Haymon, Patient Family Advisor; Vidant Edgecombe Hospital, Tarboro, NC



M5

Creating Capacity for Sustainable Partnerships with Patient and Family Advisory Councils in Research

Kelly Parent, BS, Program Specialist for Patient and Family Partnerships; Marie Abraham, MA, Vice President for Programming and Publications; IPFCC, Bethesda, MD



M6

Patient/Family Partnership in Designing the Environment of Care

Katie Abbott, MHA, Senior Program Manager, Business Operations; Linda Toeniskoetter, BA, RYT, Patient/Family Partner, South Bay Patient and Family Advisory Council; Stanford Health Care, Palo Alto, CA



M7

Using Simulation to Teach Family-Centred Care in an Interprofessional Environment

Amir Karmali, Certified Simulationist, Family-Centred Care Specialist; Rebecca Quinlan, MEd, RECE, Family Partner/Family-Centred Care Specialist; Holland Bloorview Kids Rehabilitation Hospital, Toronto, Ontario



M8

Real-Time Intentional Patient and Family Check-Ins: A Catalyst for Cultural Change

Kathryn Conaboy, BA, Manager, Patient & Family Experience; Danielle Flynn, BSN, CPN, MS, RN, Nurse Manager; Karen Ross, BSN, MA, RN, Nurse Manager; The Children's Hospital of Philadelphia, Philadelphia, PA



3:00–4:00 pm

CLOSING PLENARY

POSTER SESSIONS

A Design in Time: The Architectural Project that Established a Patient- and Family-Centered Culture

Jane Lasdow, MEd, Chair and Founding Member, Cancer Patient Care Advisory Council; Marianne Clark, MA, Founding Member, Former Chair, Cancer Patient Care Advisory Council; Marian Gilmore, OCN, RN, Nurse Navigator; Dana Farber/Brigham and Women's Cancer Center in Clinical Affiliation with South Shore Hospital, South Weymouth, MA



A Grass Roots Approach to Creating a Patient and Family/Caregiver Advisory Council at a Comprehensive Cancer Center

Katherine Pisano, BA, Patient Advisor; Gail Zephyr, BSN, OCN, Nurse Clinician III; Colleen Apostol, BSN, CHPN, MSN, OCN, Nurse Manager; Sharon Krumm, BSN, MS, PhD, Clinical Administrator and Director of Nursing; Karla Viloria, BSN, RN, Nurse Clinician IIE; The Sidney Kimmel Comprehensive Cancer Center at the Johns Hopkins Hospital, Baltimore, MD



A Quality Initiative Endorsed by Cancer Care Ontario in Partnership with the Program in Evidence-Based Care: The Person-Centred Care Guideline

Brett Nicholls, BScN, MBA, Specialist, Person-Centred Care; Cancer Care Ontario, Toronto, Ontario



A Vital Voice in Healthcare: Partnering with Teenage Patients as Advisors and Teachers for the Best Care

Erin Lauinger, LCSW, MSW, Senior Pediatric Social Worker; NYU Langone Medical Center, Hassenfeld Children's Hospital, New York, NY



Advance Primary Care: Spectrum Health Transforms the Culture to Meet the Needs of the Patient

Stephenie Young, BS, PMP, Program Manager, Patient and Family Services; Deborah Sprague, BS, Program Manager, Patient and Family Services; Spectrum Health, Grand Rapids, MI



Advancing Awareness of Young Adult Issues: Reviewing the Benefits and Deliverables Created by a Young Adult Advisory Council Following Implementation of a New Goal-Setting Model

Wendy Griffith, MSSW, Senior Social Work Counselor; MD Anderson Cancer Center, Houston, TX



CONFERENCE POSTER SCHEDULE

Monday, July 25, 2016

- 7:00 am–8:00 am Poster Displays
- 9:45 am–10:30 am Poster presenters available for questions and discussion
- 11:45 am–1:15 pm Poster presenters available for questions and discussion

Tuesday, July 26, 2016

- 7:00 am–8:00 am Poster Displays
- 9:30 am–10:00 am Poster Displays
- 12:15 pm–1:45 pm Poster Displays

Advancing Family Advisors into State and National Leaders

Kara Adams, Immediate Past President, Family Advisory Council; Monroe Carell Jr. Children's Hospital at Vanderbilt; Program Coordinator/Family Consultant; Family Voices of Tennessee; Tennessee Disability Coalition; Belinda Hotchkiss, BS, Family Advisor, NICU Clinical Advisory Group; Monroe Carell Jr. Children's Hospital at Vanderbilt; Director, Family Voices of Tennessee; Tennessee Disability Coalition; Janet Cross, BS, MEd, CCLS, Administrative Director, Patient and Family-Centered Care; Monroe Carell Jr. Children's Hospital at Vanderbilt, Nashville, TN



"Agents of Little Acts of Human Kindness": The Powerful Role of Family Resource Center Volunteers in Advancing Family-Centered Care Within a Children's Hospital

Mary Delaney, MSW, LCSW-R, Director, Family Support and Family Resource Center; Annmarie Shisler, RN, BSN, Member, Family Advisory Council; Carol Havlin, BA, MA, Volunteer, Family Resource Center; Maddy Yeager, Volunteer, Family Resource Center; Maria Fareri Children's Hospital at Westchester Medical Center, Valhalla, NY



All Teach All Learn: A Collaborative Strategy for Spread of Family Engagement in Safety and Quality Across Children's Hospitals in New York State

Juliette Schlacter, BS, Director; The Center for Child and Family Experience, Sala Institute for Child and Family Centered Care, NYU Langone Medical Center, New York, NY





Ask the Experts: How to Make Your Patients and Families Active Members of Your Facility Design Team

Rachel Knox, AIA, ACHA, EDAC, LEED AP, Pediatric Practice Leader; HKS Inc, Dallas, TX



Beyond the Bedside: Patient and Family Engagement in Key Organizational Priorities

John Trotsky, Patient/Family Advisor, Volunteer; Valerie Leatherman, MSN, RN, CMSRN, Charge Nurse; Mary Flaherty, CHPN, MS, OCN, RN-BC, CNML, SCRn, Clinical Nurse Manager; University of Maryland Upper Chesapeake Health, Bel Air, MD



Beyond the Patient Handout: How Patients and Families Have Transformed Health Education

Liza Cooper, MSW, Coordinator, Child and Family Education; Jennie Donovan, BA, MEd, Family Advisor; Jeremy Donovan, BS, Family Advisor; Sala Institute for Child and Family Centered Care, NYU Langone Medical Center, New York, NY



Bridging the Disconnected: Empowering Advisors for Change Through Social Media

Jessica Lamb, BSc, MScOT, Senior Patient Engagement Advisor, Strategic Clinical Networks; Alberta Health Services; Deb Runnalls, RSW, Patient Advisor, Co-Chair, Patient First Steering Committee; Vice-Chair, Provincial Patient & Family Advisory Group; Alberta Health Services; Senior Manager of Wellness and Support Services; Kerby Centre, Calgary, Alberta



Building Better: Partnering with Families from Ground Breaking to Ribbon Cutting and Beyond

Amy Kratchman, BS, Family Consultant; The Children's Hospital of Philadelphia, Philadelphia, PA



Building Community for Dialysis Patients

Cynthia Bryson, BScN, Clinical Manager, Outpatient Kidney Care Program; Anna Cobian, Web & New Media Coordinator; Elaina Orlando, MPH, BPH, PhD(c), Quality & Patient Safety Advisor; Kirsten Ernesaks, Patient Moderator; Niagara Health System, St. Catharines, Ontario



Children and Young People's Voices: Using Child-Friendly Surveys to Obtain Feedback from Young Inpatients to Move Towards Improving Patient-Centred Paediatric Care

Sarah-Ann Burger, MSc, Senior Project Manager; Picker Institute Europe, Oxford, United Kingdom



Choosing Words Wisely: Communication Tools During and Immediately Following the Delivery of a Baby with Hypoxic-Ischemic Encephalopathy

Joan Smith, BSN, MSN, NNP, PhD, RN, Advanced Practice Clinical Scientist; St. Louis Children's Hospital and Goldfarb School of Nursing at Barnes-Jewish College; Maggie Wolf, BSN, MSN, NNP, RN, Director, Newborn Intensive Services; Karin Jackson, MS, CCC-SLP, Lead Partner, Family Care Initiatives; St. Louis Children's Hospital, Saint Louis, MO



Chronicling Childhood Cancer: Illuminating the Illness Experience Through Narrative

Trisha Paul, BS, Lead Investigator, Chronicling Childhood Cancer Research Project, Medical Student; University of Michigan, Ann Arbor, MI



Clinical Practices that Increase Active Patient and Family Involvement in Care: Are These Being Utilized at Your Institution? How Do You Know?

Terrell Smith, MSN, RN, Director, Patient and Family Engagement; Lynn Ferguson, Chair, Patient and Family Advisory Council; Vanderbilt University Medical Center, Nashville, TN



Code Help – A Mixed Methods Evaluation of a Patient and Family Activated Safety System

Cindy Elliot, BScN, Practice Consultant; Sara-Grey Charlton, BScN, MSN, RN, Practice Consultant, Patient and Family Centred Care; Betty Murray, MA, RN, Patient and Family Partner; Providence Health Care, Vancouver, British Columbia



Community Collaborations Foster Successful Health Care Partnerships

Ellen Hunt, Mother, Child with Autism, Parent Trainer, P-DAT(Patients with Disabilities as Teachers), Member, Program Steering Committee Medical Home Project, Administrative Director; Autism Resource Community Hub; Sweetie Jain, MD, Assistant Professor, Morsani School of Medicine Faculty, Family Medicine Residency Program Director; Medical Home Project; Lehigh Valley Health Network, Allentown, PA



Developing a System-Level Approach to Measure the Delivery of Person-Centred Care in Ontario

Simron Singh, MD, MPH, Clinical Lead, Person-Centred Care and Medical Oncologist; Cancer Care Ontario & Sunnybrook Health Sciences Centre; Naomi Peek, BA, Engagement Specialist; Saurabh Ingale, BS, MHA, Analyst, Person-Centred Care; Cancer Care Ontario, Toronto, Ontario



Engaging Families in the Journey to Becoming a High Reliability Organization

Julie Gouthro, MBA, Program Manager, Patient Care Services; Serena Hadsell, MA, LMHC, Member, Family Advisory Council; Bill O'Donnell, BS, Co-Chair, Family Advisory Council; Boston Children's Hospital, Boston, MA



Engaging Patient and Family Partners in the Governance Structure for Significant Strategic Initiatives

Ann Cullen, MSN, RN, Clinical Director, Transition Strategy; Gretchen Brown, BSN, MSN, Administrative Director, Patient Care Services; Wendy Foad, Associate CNO; Susan Ganz, Administrative Director, Transition Strategy; Lovester Law, Patient and Family Partner; Joan Scott, BSN, MBA, CNE-BC, Administrative Director, Patient and Community Engagement; Stanford Health Care, Palo Alto, CA



Engaging Patients and Families as Partners: Transforming the Out-Patient Cancer Center Experience

Deborah Panetta, BS, Director, Radiation Oncology; Brian Byrne, AB, Patient Advisor; The Valley Hospital, Paramus, NJ



Engaging Patients and Families in Leading Research to Inform and Advance Patient and Family Centred Care in Critical Care

Jessica Lamb, BSc, MScOT, Senior Patient Engagement Advisor, Strategic Clinical Networks; Alberta Health Services, Calgary, Alberta



Engaging Patients and Families in Patient-Centered Outcomes Research on Care Transitions

Michelle Johnston-Fleece, MPH, Engagement Officer; Patient-Centered Outcomes Research Institute (PCORI), Washington, DC; Peter W. Thomas, JD, Principal, Powers, Pyles, Sutter & Verville, Washington, DC; Carol Levine, Director, Families and Health Care Project; United Hospital Fund, New York, NY; Sari Siegel, PhD, MA, CPHQ, Senior Study Director; Westat, Rockville, MD



Engaging Patients in Practice Transformation: Theory and Practice

Lucia Angel, MHA(c), Lead, Care Experience; Amy Petersen, MPH, Healthcare Analyst, Care Experience; Hali Hammer, MD, Director, Primary Care; Sofia Solorzano, BA, Coordinator, Patient Advisory Council; San Francisco Health Network-Department of Public Health; UCSF Department of Family and Community Medicine, San Francisco, CA



"The conference provided an excellent opportunity to network and develop relationships that can be helpful in your patient- and family-centered care journey."

—Sue Moss, Chief Clinical Social Worker, UCLA Resnick Neuropsychiatric Hospital

Enhancing Family-Centered Care Within Pediatric Practices: A Quality Improvement Approach

Michelle Esquivel, MPH, Director, National Center for Medical Home Implementation, Director, AAP Division of Children with Special Needs; Alexandra Kuznetsov, RD, Program Manager; American Academy of Pediatrics/National Center for Medical Home Implementation, Elk Grove Village, IL



Every Birth an Extraordinary Birth

Betsey Lewis Snow, BSN, MPH, RN, CNLM, Senior Director, Women and Children's Services; Jill Smitley, BSN, RN, Clinical Director, Labor and Delivery; Lisa Davis, MSN, RNC, RNC-OB, Unit Charge Nurse, Labor and Delivery; Kristen Deboy Caminiti, LICSW, LSCW-C, Patient Family Advisor; Anne Arundel Medical Center, Annapolis, MD



Experience Is the Best Teacher: Patient/Family Advisors at the Forefront of Provider Education

Barbara Sarnoff Lee, MSW, LICSW, Senior Director, Social Work and Patient/Family Engagement; Caroline Moore, MPH, Program Leader, Patient and Family Engagement; Kristin O'Reilly, MPH, RN, Manager, Critical Care Quality; Kathryn Zieja, BS, Project Manager of Critical Care Quality; Beth Israel Deaconess Medical Center, Boston, MA



Extending the Culture of Patient-Centered Care in Physician Practices at Vidant Health

Paige Irons, MHA, Program Manager; Melissa Thomason, BS, Patient Family Advisor; Vidant Health, Greenville, NC



Families Influencing Safety Initiatives: Partnering to Prevent Patient Falls at The Children's Hospital of Philadelphia

Amy Kratchman, BA, Family Consultant; The Children's Hospital of Philadelphia, Philadelphia, PA



Family Presence in Hospital: The Results from a Rapid Evidence Assessment and Policy Implementation

Sara-Grey Charlton, BScN, MSN, RN, Practice Consultant, Patient and Family Centred Care; Providence Health Care, Vancouver, British Columbia



Family-Centered Collaborative Care for Children with Undiagnosed Complex Conditions

Angel Mitchell, CPN, MSN, RN, Nurse Coordinator, Declan Donoghue Collaborative Care Program; Nicole Donoghue, Family Consultant; Brenner Children's Hospital of Wake Forest Baptist Health, Winston-Salem, NC



From Idea to Implementation: The Formation of a Patient and Family Partnership Council Utilizing Project Management Processes

Deborah Feehan, MSN, RN, RNC, CPM, Assistant Director, Nursing; Cheryl Miranda, BSN, Director, Family Centered Care; Huntington Hospital, Huntington, NY



From Patient to Partner: How Truly Partnering with Parents/Patients Can Improve Care

Lindy Moake, CPNP, MSN, RN, Manager, Advanced Practice Service, Heart Center; Scott Prewett, JD, Family Advisor; Childrens Health, Childrens Medical Center, Dallas, TX



Getting Excellent Advice Isn't Enough, Getting that Advice Implemented Is Key: Optimizing the Implementation of Patient and Family Advisory Council Advice – Newton-Wellesley Hospital's Story

Bert Thurlo-Walsh, CPHQ, RN, MM, Vice President, Quality and Patient Safety; Gloria Plottel, MBA, MS, Patient and Family Lead; Brian O'Dea, BS, Director, Public Affairs & Marketing; Newton-Wellesley Hospital, Newton, MA



Getting It Right from the Start: The Transformation of ICU Clerical Front Desk Staff into Patient and Family Advocates

Katy Folk-Way, BS, Patient and Family Advisor, Co-Lead, ICU Volunteer Liaison; University of Washington Medical Center, Seattle, WA



Going Beyond the Advisory Council – An Innovative Approach to Engaging and Sustaining Family and Patient Partnership in Outcomes Improvement

Jennifer Chamberlin, Family & Patient Engagement Specialist; Cincinnati Children's Hospital, Cincinnati, OH



Helping Patients and Families Ask Their Own Right Questions

Kathleen Nelson, BS, MPA, RN, CPHRM, Director, National Risk Management and Patient Safety, National Leader, Patient- and Family-Centered Care and Healthcare, Mediator/Ombudsman Program; Kaiser Permanente, Oakland, CA



Honoring America's Heroes: A Veteran-Centered Design Chronicle

Susan Bower, BSN, MBA, EDAC, Principal; NBBJ, Columbus, OH



Implementation of Patient and Family-Centered Care in a Children's Hospital in the Netherlands: The Dutch Experience

Barbara Sibbles, MD, MSc, Pediatrician-Developmental and Genetic Pediatrics; Vivi Buijs, MA, Nurse Manager, Coordinator, PFCC Steering Committee; Patricia Kalkman, MD, MSc, Pediatrician; Erasmus Medical Centre, Rotterdam, Netherlands



Implementing the S.M.A.R.T. Transition Always Event® to Engage Patients and Families in Their Health Care

Kimly Blanton, MIS, MLS, Patient/Family Advisor; Rose Simmons, MPH, Administrator, Patient Family Engagement; Vidant Health, Greenville, NC



Improving Interdisciplinary Rounds: Patient and Family Advisors Partner with Unit-Based Clinical Leaders to Strengthen Patient and Family Presence and Participation

Anita McGinn Natali, Co-Chair, Patient and Family Advisory Committee; Karen Anderson, MSN, RN, PMHCNS-BC, Clinical Nurse Specialist for Patient- and Family-Centered Care; Jeff Greenblatt, MD, Medical Director; Michael Newcomb, BSN, Nurse Manager; The Hospital of the University of Pennsylvania, Philadelphia, PA



Improving the Lives of Alzheimer's Patients and Their Caregivers: A Patient-Centered Statewide Approach

Holly Garcia, BS, Research Coordinator; Billings Clinic, Billings, MT



Improving with Our Patients: Tools from Kaiser Permanente for Involving Patients in Co-Design for Performance Improvement

Kathleen Nelson, BS, MPA, RN, CPHRM, Director, National Risk Management and Patient Safety, National Leader, Patient- and Family-Centered Care and Healthcare, Mediator/Ombudsman Program; Kaiser Permanente, Oakland, CA



Learning from and Engaging Patients/Families During the Implementation of a New Medical Record System

Kathleen Horvath, BA, Program Manager, Patient/Family Relations; Patricia Jahoda Stahl, MEd, Manager, Volunteer Programs & Services, Staff Liaison, Patient/Family Advisory Councils; Tony Serge, BS, Co-Chair, Adult Patient and Family Advisory Council; Dana-Farber Cancer Institute, Boston, MA



Lessons Learned from Creating a Member Advisory Group for a Large, Non-Profit Insurer

Maureen Maurer, MPH, Principal Researcher; American Institutes for Research, Chapel Hill, NC; Dawn Porter, MPH, Healthcare Program Developer; Blue Cross and Blue Shield of North Carolina, Durham, NC



#MakeTheTransition: Building an Interprofessional Curriculum on Youth with Special Healthcare Needs Entering Adulthood Through Partnerships with Patients and Families

Eduardo Del Rosario, MSN, FNP-BC, Senior Pediatric Orthopaedic Nurse Practitioner; Megan Strong Conklin, PT, DPT, PCS, Supervisor of Pediatric Physical Therapy; Michelle Romano-Shami, LCSW, Assistant Director of Social Work; Hospital for Joint Diseases, NYU Langone Medical Center, New York, NY



Moving Toward Truly Family-Centered Bedside Rounds: Changes in Parental Perceptions of Patient- and Family-Centered Care During Bedside Rounds Following a Healthcare Provider Workshop

Chantelle Barnard, MD, FRCPC, Hospital Pediatrician; Alberta Children's Hospital, Calgary, Alberta



NICU Parent Education: Using Parents to Help Develop a Comprehensive, Standardized Educational Program

Melissa Gehl, MSW, Manager, NICU Family Support; Lori Goser, MEd, NICU Family Support Specialist/Site Manager; March of Dimes, White Plains, NY



NICU University – CHKD’s College of NICU Knowledge

Rachel Houck, LCSW, NICU, Clinical Social Worker; Marnie Dyer, Parent Support Coordinator; Maureen Heald, Parent Support Coordinator; Elizabeth Moll, BSN, CPNP, MSN, RN, Developmental Care Specialist; Children’s Hospital of the King’s Daughters, Norfolk, VA



Nurturing Authentic Parent Engagement: Families Leading the Development of a Transition Portal

Scott Wilson, Coordinator, Family Centered Care; Catherine Jones, BSW, RSW, Manager, Social Work; Glenrose Rehabilitation Hospital, Alberta Health Services, Edmonton, Alberta



Once in a Lifetime – Changing the ICU Culture at the End of Life

Carol Kummet, LICSW, MTS, Palliative Care Social Worker; University of Washington Medical Center, Seattle, WA



Parent Hour and a Family-to-Family Information Series: Providing Families with a Peer-to-Peer Support Program

Jill Sangha, MSW, RSW, Patient and Family-Centred Care Specialist; Jennifer Banting, Patient Experience Associate; London Health Sciences Centre, London, Ontario



Parents Co-Facilitating Staff Helpfulness Trainings at Mass General Hospital for Children

Sandra Clancy, PhD, Program Manager/Patient Advocate; Mass General Hospital for Children; Sharon Badgett-Lichten, LCSW, Graduate Certified Executive Coach, Senior Organizational Development Specialist; Mass General Hospital; Lisa Cimino, Co-Chair, Family Advisory Council; Mass General Hospital for Children, Boston, MA



Partnering with Family Advisors for High-Quality Video Monitoring

Deborah Mulloy, PhD, RN, CNOR, Associate Chief Nurse, Quality and Center for Nursing Excellence; Brigham & Women’s Hospital, Boston, MA



Partnering with Patients – A Guide to Effective Onboarding

Malori Keller, BA, MPA, Kaizen Specialist-Patient Engagement; Saskatchewan Health Quality Council, Saskatoon, Saskatchewan; Laura Jensen, BHSc, Quality Improvement Consultant; Ken Wiest, Patient Advisor, Prince Albert Parkland Health Region, Prince Albert, Saskatchewan



Partnering with Patients for Quality Improvement - Results of Pan-Canadian Collaborative

Maria Judd, MS, BS, Senior Director, Patient Engagement and Improvement; Angela Morin, BA, Patient Experience Advisor; Canadian Foundation for Healthcare Improvement, Ottawa, Ontario; Patricia O’Connor, RN, MScN, CHE, FCCHL, Senior Advisor, Patient Engagement and the McGill Nursing Collaborative; McGill University Health Center, Montréal, Quebec



Partnering with Patients to Improve Quality and Patient Satisfaction Results in a Canadian Academic Ambulatory Care Hospital

Jennifer Sawyer, Specialist, Patient Relations and Quality Improvement; Elizabeth Bardon, BA, MA, CHE, Chief of Public Relations & Community Engagement; Hotel Dieu Hospital, Kingston, Ontario



Patient and Family Advisors. . .Frontline Engagement Opportunities

Liz Tortorella, MSW, CAVS, Director, Volunteer Resources; Claudia Allocco, MS, Director, Library Services; Janet Weis, BS, MS, Patient Family Advisor; The Valley Hospital, Ridgewood, NJ



Patient Experiences as Drivers of Change: A Unique Model for Reducing Transgender Health Care Disparities at an Academic Medical Center

Aron Janssen, MD, Assistant Professor of Child and Adolescent Psychiatry, Clinical Director, NYU Gender and Sexuality Service; NYU Langone Medical Center, New York City, NY



Patient Organizations as Drivers of Research: Where Are We Now? What Can We Learn from “Research-Engaged” Groups?

Barbara Norton, BS, MBA, MPH, PhD, Assistant Professor, Research; University of Oklahoma Health Sciences Center Department of Family & Preventive Services, Oklahoma City, OK



PFAC's Role in Evolving Patient Education in Changing Times at the Mass General Cancer Center

Theodore Groves, BFA, Principal; Myriad Inc. Member, Patient/Family Advisory Council, Mass General Cancer Center; Ann Buckley, BA, Independent Consultant; Arbonne, Inc., Boston, MA



PFAs, Emory Healthcare's Most Powerful Partners

Michelle Gray, BSN, CCRN, MSN, NEA-BC, RN, Corporate Director, Care Transformation; Don Boykin, Patient and Family Advisor; Emory Healthcare, Atlanta, GA



PFCC in the ED: A Bundle Approach

Andrea Ennis, MSN, Clinical Team Manager, Emergency Services Program; Ann Shook, BScN, Clinical Coordinator, Emergency Services Program; Helen Kelly, MSN, Clinical Nurse Educator, Emergency Services Program; Jennifer Page, BScN, Clinical Nurse Educator; North York General Hospital, Toronto, Ontario



Profile of a Model Peer-to-Peer Program

Anne Heideck, LCSW, Program Manager, Peer 2 Peer; Lovester Law, MA, Patient Partner, Peer 2 Peer Mentor; Stanford Health Care, Palo Alto, CA



Replicating AHRQ Health Care Innovations Exchange Strategies to Advance the Practice of PFCC in Florida Hospitals

Sari Siegel, PhD, MA, CPHQ, Senior Study Director and AHRQ Health Care Innovations Exchange's (HCIE) Patient- and Family-Centered Care Learning Community (PFCC LC) Facilitator; Susan Hassell, MS, MPH, Senior Study Director and PFCC LC Knowledge Integrator; Westat, Rockville, MD



Responding to the Education Needs of Our Patients Through Mobile Technology

Amy Wainwright, MSc.PT, Physiotherapist; Lucy Pereira, CPM, Project Manager; Holland Orthopaedic and Arthritic Centre of Sunnybrook Health Sciences Centre, Toronto, Ontario



S.Q.U.A.S.H. (Smart Choices, Quality Ingredients, Unique, Appetizing, Simple & Healthy): How Patients and Families are Partnering to Transform Nutrition Education Programs

Jacqueline Ballou, MS, RD, Pediatric Nutrition Coordinator; Beth Silber, Family Consultant; Fiona Levy, MBA, MD, Inaugural Executive Director of the Sala Institute for Child and Family Centered Care; NYU Langone Medical Center, New York, NY



Strategically Speaking: Patient and Family Advisors as Allies Within Interdisciplinary Shared Governance

Patricia Kenney, BScN, RN, MN, APRN, FNP, Executive Director, Patient-Centered Care; Linda Reiser, BSN, MS, RN, PAAPC, Director of Patient Advocacy; Barbara Alford, BSN, MSN, RN, VP & CNO; Alexandra Copeland, Chair, Patient and Family Advisory Committee; Tallahassee Memorial HealthCare, Tallahassee, FL



The 5Ps: Promoting the Power of Proactive Partnership with Patient and Family Advisors

Michel Adamson, MPA; Marylynne Kelts, BA, MS, Director, Care Experience; Arlene Pergamit, BA, Project Manager, Care Experience; Kaiser Permanente San Diego, San Diego, CA



The Hospital for Sick Children Annual Child and Family-Centred Care Week: an Authentic Partnership in Action

Sitara de Gagne, BA, MFA; The Hospital for Sick Children (SickKids), Toronto, Ontario



"The conference validates a lot of the work in patient- and family-centered care that we are already doing and it provides ideas for continuous growth."

—DeeJo Miller, Family Centered Care Coordinator, Children's Mercy Kansas City

The Off-Treatment Initiative: The Development and Implementation of a Road Map Towards Survivorship

Sara Dickison Taylor, BA, Former Co-Chair of Pediatric Patient/Family Advisory Council; Janet Milione, BS, MEd, Co-Chair, Pediatric Patient/Family Advisory Council; Karen Rossman, BS, MHA, RD, Co-Chair, Pediatric Patient/Family Advisory Council; Dana-Farber Cancer Institute, Boston, MA



The Voice of the Patient in Leadership Rounds

Donald Ford, MBA, MD, Vice President, Medical Operations; Becky Stroom, MSW, Ombudsman; Cleveland Clinic/Hillcrest Hospital, Mayfield Heights, OH



Tools and Training for Engagement: Increasing Reliability of Engagement Between Interprofessional Team and Patients and Families During Rounds

Juliette Schluter, BS, Director, The Center for Child and Family Experience, Sala Institute for Child and Family Centered Care; Gabrielle Gold-von Simson, MD, MS, MS, Associate Professor, Pediatrics, NYU School of Medicine; Lea Devins, MSN, RN, Nurse Manager, Pediatric Intensive Care Unit; Arun Chopra, MD, Attending Physician, Division Director, Pediatric Critical Care; NYU Langone Medical Center, New York, NY



Using Co-Creation Sessions to Collaborate with Residents and Families to Redesign the Care Experience

Margot Wilson, MSN, Director, Chronic Disease Management; Providence Health Care, Vancouver, British Columbia



Using Technology to Transform Care: Engaging and Activating Families in the Implementation of a Health Portal

Amir Karmali, Family-Centred Care Specialist, Client and Family Integrated Care; Becky Quinlan, MEd, RECE, Family Centred Care Specialist; Holland Bloorview Kids Rehabilitation Hospital, Toronto, Ontario



Utilizing Patient Shadowing to Enhance the Patient and Family Experience

Melissa Ruffilo, RN, Clinical Nurse, Emergency Department; Paul Redfield, Patient/Family Advisor; The Valley Hospital, Ridgewood, NJ



We Don't Just Meet to Eat – Sustaining a Successful Patient and Family Advisory Council in a Comprehensive Cancer Center

Sue Holick-Bade, Patient and Family Advisor; Chesley Cheatham, MEd, MCHES, Manager, Community Outreach; Wendy Miano, MSN, DNP, AOCN, Director of Nursing; University Hospitals Seidman Cancer Center, Cleveland, OH



We Need PFCC STAT: An Interprofessional Patient- and Family-Centered Approach to Overhauling Emergency Department Care

Sofie Morgan, MBA, MD, Co-Chair, ED PFCC Team; Valerie Chism, BSN, RN, APRN CNP, ACNP-BC; Julie Moretz, BS, Family Leader/Associate Vice Chancellor for Patient- and Family-Centered Care; Lindsay Hale-Bender; University of Arkansas for Medical Sciences, Little Rock, AR



Whanau / Family Centred Care “Nothing About Me Without Me and My Whanau and Family” Guided by Indigenous Maori Concepts and Model of Care – New Zealand

Rowena Kui, Kaiuringi, Director, Maori Health; Julie Patterson, Kaihautu Hauora, Chief Executive; Whanganui District Health Board, Whanganui, New Zealand



What Do Maternity Providers Believe Patient and Family-Centered Care Is and How Is It Provided Differently for Vulnerable Women?

Dana Samak, MPA, Research Associate; The Commonwealth Fund, New York, NY



Youth, Caregiver, and Physician Perspectives on Important Factors in the Transition from Pediatric to Adult Healthcare

Kerry Reynolds, PhD, Social/Behavioral Scientist; RAND, Pittsburgh, PA



“This conference has shown me how to incorporate the patient and family voice as it relates to mapping the patient’s journey and their delivery of care.”

—Moe Baloo, Project Leader,
Providence Health Care

NEW YORK, NY
JULY 25–27, 2016

REGISTRATION FORM

THE 7TH INTERNATIONAL CONFERENCE ON PATIENT- AND FAMILY-CENTERED CARE

Please complete this form in its entirety. Use one form per registrant—copy form for additional registrants. Registrations can only be processed when this entire form is completed.

Registration is confirmed when you receive official email notification with confirmation number.

You may also register for this conference via the IPFCC website at www.ipfcc.org/events/conference.html.

Registration

The conference registration fee includes educational sessions, conference syllabus, refreshment breaks, continental breakfasts, welcome reception, and lunch tickets (Mon–Tues).

Please note: Registration for this conference cannot be completed without full contact details. Pinwheel Sponsor discount (\$50) is only available for the Healthcare Professionals registration fee.

Full Conference Admission	Early-bird on or before May 23, 2016	After May 23, 2016
Health Care Professionals	\$1,065	\$1,095
Patient and Family Advisors/ Leaders	\$525	\$575
Student	\$495	\$595
Teams of 4 or more (per person)	\$975	\$1,045
Two-Day Admission		
Mon–Tues	\$950	\$1,050
Tues–Wed	\$950	\$1,050
One-Day Admission		
Mon, Tues or Wed	\$525	\$575

Contact Details

Is your organization a Pinwheel Sponsor? (view the enclosed pinwheel sponsors list) ☐ Yes ☐ No

First Name _____

Last Name _____

Preferred Name (Nickname) _____

Degrees/Credentials _____

Position/Title _____

Organization _____

Organization Location (city, state) _____

Mailing Address: ☐ Work ☐ Home

(For a hospital address, please include department, unit location, mail code, etc.)

Address 1 _____

Address 2 _____

City _____

State/Province _____ Zip/Mail Code _____

Daytime Phone _____

Cell Phone (in case of emergency) _____

Email Address _____

CEU Requirements

To receive continuing education units (nurses, physicians, and social workers), participants must verify their attendance daily at the conference. IPFCC will have an electronic system of badge scanning to track conference attendance, and attendees must **complete the daily online evaluations no later than Friday, August 26, 2016**. The link to access the evaluations will be included in your conference materials. All conference attendees will receive a general attendance certificate.

For child life specialists seeking professional development hours, the content of the IPFCC conference is related to the Child Life Council's exam content outline: Domain 1 – Professional Responsibility. A certificate of attendance will be required as documentation of your IPFCC conference participation.

Continuing Education Credit

Please indicate the profession for which you will be pursuing continuing education credits:

☐ Nurses ☐ Physicians ☐ Social Workers

☐ Child Life Specialists

Please indicate that you have reviewed the requirements for CEU/CME credits.

☐ I understand the requirements to receive CEU/CME credits for nurses, physicians, social workers, and child life specialists.

☐ N/A, as I am not applying for CEU/CME credits.

Please continue to the next page

Information Request

- ☐ Yes, my organization is interested in becoming a Pinwheel Sponsor.
Please contact me.

Special Mobility Requirements

Please indicate special mobility requirements: _____

How did you hear about our conference?

(Please select all that apply)

- ☐ Conference Brochure ☐ IPFCC Website ☐ IPFCC Email

- ☐ Pinwheel Pages e-Newsletter ☐ Colleague or Friend

- ☐ IPFCC Social Media:    

- ☐ Sponsor Organization ☐ Other _____

Major Area of Interest (select interest)

- | | | |
|--|--|---|
| ☐ Administration | ☐ Geriatrics | ☐ Pediatric Inpatient |
| ☐ Adult Critical Care | ☐ Maternity | ☐ Pediatric Primary Care |
| ☐ Adult Inpatient | ☐ Mental Health | ☐ PICU |
| ☐ Adult Primary Care | ☐ NICU | ☐ Research |
| ☐ Emergency Care | ☐ Oncology | ☐ Other _____ |

Meals

We do our very best to accommodate dietary restrictions, and we will work with the hotel to accommodate those needs. If you have a specific food allergy or dietary restriction, please indicate here: _____

You can request a vegetarian, vegan, or gluten-free meal for Monday and Tuesday lunches.

- ☐ Vegetarian entrée ☐ Vegan entrée ☐ Gluten Free

Emergency Contact Person

Your Emergency Contact is the person you would like called first should you have an emergency.

Emergency Contact's Full Name _____

Relationship _____

Contact's Day Phone Number _____

Contact's Evening Phone Number _____

Registration/Payment Inquiries Contact Person



Expenses for education, registration, travel, lodging, and meals to maintain or improve professional skills may be tax deductible. Please consult your tax advisor.

Total Amount of Payment

U.S. Funds \$ _____

Choose a payment type:

- ☐ Credit Card (Contact IPFCC to make a credit card payment. Credit card payment can be made with VISA or MasterCard)

- ☐ Check (Make check payable to: Institute for Patient- and Family-Centered Care)

For further information, contact:
Institute for Patient- and Family-Centered Care

6917 Arlington Road, Suite 309 • Bethesda, MD 20814

Ph: 301-652-0281 • www.ipfcc.org

Terms and Conditions

Permission Statement:

I understand that my registration gives permission to the Institute for Patient- and Family-Centered Care to use my name and contact information in the conference syllabus, and that photos taken at the conference, in which I appear, may be used for IPFCC projects.

Refund/Cancellation Policy:

Cancellation Fee

Before or On June 17, 2016 \$200 cancellation fee

After June 17, 2016 no refunds

Substitution Fee

\$30 substitution fee

All special activities are non-refundable.

Please note that registration is not complete unless entire form is completed and you receive a confirmation number.

- ☐ I agree to these Terms and Conditions.

PINWHEEL SPONSORS

The Institute for Patient- and Family-Centered Care appreciates the support of our Pinwheel Sponsors for their commitment to advancing the understanding and practice of patient- and family-centered care. These recognized leaders continue to make a significant difference in promoting this philosophy of care, and thus serve as role models to us all.

PINWHEEL CHAMPION

Akron Children's Hospital
Akron, OH

Alliant Health Solutions
Atlanta, GA

Allina Health
Minneapolis, MN

American College of Physicians
Philadelphia, PA

America's Essential Hospitals
Washington, DC

Ann & Robert H. Lurie Children's Hospital of Chicago
Chicago, IL

Anne Arundel Medical Center
Annapolis, MD

Baptist Health South Florida
Coral Gables, FL

Baptist Memorial Hospital for Women
Memphis, TN

Barnes-Jewish Hospital
St. Louis, MO

Boston Children's Hospital
Boston, MA

Brigham and Women's Hospital
Boston, MA

Bronson Healthcare
Kalamazoo, MI

Canadian Foundation for Healthcare Improvement
Ottawa, ON, Canada

Children's HealthSM
Children's Medical Center
Dallas, TX

Children's Hospital London Health Sciences Centre
London, ON, Canada

Children's Hospital Los Angeles
Los Angeles, CA

Children's Hospital of San Antonio
San Antonio, TX

Children's Hospitals and Clinics of Minnesota
Minneapolis, MN

Children's Mercy Kansas City
Kansas City, MO

Children's Specialized Hospital
New Brunswick, NJ

Cincinnati Children's Hospital Medical Center
Cincinnati, OH

Covenant Children's Hospital
Lubbock, TX

Dana-Farber Cancer Institute
Boston, MA

Dignity Health
San Francisco, CA

East Tennessee Children's Hospital
Knoxville, TN

Emory Healthcare
Atlanta, GA

Essentia Health
Duluth, MN

Flagstaff Medical Center
Flagstaff, AZ

Hasbro Children's Hospital/Rhode Island Hospital
Providence, RI

Hillcrest Hospital
Mayfield Heights, OH

Holland Bloorview Kids Rehabilitation Hospital
Toronto, ON, Canada

Houston Methodist San Jacinto Hospital
Baytown, TX

Humber River Hospital
Toronto, ON, Canada

Island Health
Vancouver Island, BC, Canada

IWK Health Centre
Halifax, NS, Canada

Joe DiMaggio Children's Hospital at Memorial
Hollywood, FL

Johns Hopkins Medicine
Baltimore, MD

Kaiser Permanente San Diego
San Diego, CA

Lovelace Westside Hospital
Albuquerque, NM

Memorial Healthcare System
Hollywood, FL

Methodist Children's Hospital
San Antonio, TX

Methodist Le Bonheur Healthcare
Memphis, TN

MHA Keystone Center for Patient Safety & Quality
Lansing, MI

Moffitt Cancer Center
Tampa, FL

National Partnership for Women & Families
Washington, DC

Nationwide Children's Hospital
Columbus, OH

Nicklaus Children's Hospital
Miami, FL

North York General Hospital
Toronto, ON, Canada

Norton Healthcare
Louisville, KY

NYU Langone Medical Center
New York, NY

Onslow Memorial Hospital
Jacksonville, NC

Providence Health Care
Vancouver, BC, Canada

San Francisco Health Network
San Francisco, CA

Seattle Children's
Seattle, WA

St. Francis Medical Center
Lynwood, CA

St. Louis Children's Hospital
St. Louis, MO

Stanford Health Care
Stanford, CA

Stollery Children's Hospital
Edmonton, AB, Canada

Texas Children's Hospital
Houston, TX

The Beryl Institute
Bedford, TX

The Children's Hospital of Philadelphia
Philadelphia, PA

The University of Texas MD Anderson Cancer Center
Houston, TX

Thunder Bay Regional Health Sciences Centre
Thunder Bay, ON, Canada

UAB Hospital
Birmingham, AL

University of Arkansas for Medical Sciences
Little Rock, AR

University of Iowa Children's Hospital
Iowa City, IA

University of Louisville Hospital
Louisville, KY

University of Maryland Upper Chesapeake Health
Bel Air, MD

University of Michigan Health System
Ann Arbor, MI

University of Minnesota Health
Minneapolis, MN

Vanderbilt University Medical Center
Nashville, TN

Vidant Health
Greenville, NC

West Virginia Medical Institute, Inc.
Charleston, WV

Women and Infants Hospital of Rhode Island
Providence, RI

PINWHEEL SUPPORTER

KI Furniture
Charlotte, NC

Commitments as of March 2016



The pinwheel symbolizes IPFCC's commitment to enhance partnerships among health care providers, patients of all ages, and their families in hospitals and community settings. The pinwheel represents interaction and synergy. When all parts of the pinwheel work well together, each part plays a vital role. This is our vision for patient- and family-centered systems of care.

Become a Pinwheel Sponsor! Call 301-652-0281 for information. www.ipfcc.org



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE
6917 Arlington Road, Suite 309
Bethesda, MD 20814

ELECTRONIC SERVICE REQUESTED

The 7th International
**CONFERENCE ON PATIENT-
AND FAMILY-CENTERED CARE**
PARTNERSHIPS IN CARE, INTERPROFESSIONAL EDUCATION, AND RESEARCH

July 25–27, 2016
New York Marriott Marquis
New York, NY

CORE CONCEPTS OF PATIENT- AND FAMILY-CENTERED CARE



Dignity and Respect. Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.



Information Sharing. Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.



Participation. Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.



Collaboration. Patients, families, health care practitioners, and health care leaders collaborate in policy and program development, implementation, and evaluation; in health care facility design; and in professional education as well as in the delivery of care.