



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE™

*M*oving Forward with Patient- and Family-Centered Care *Partnerships for Quality and Safety* *An Intensive Training Seminar*

March 30–April 1, 2015

The Peabody Memphis Hotel • Memphis, TN



WHY

Attend This Seminar?

LEARN FROM nationally recognized leaders in patient- and family-centered care and gain knowledge, skills, and practical strategies for enhancing and sustaining partnerships with patients and families to improve the experience of care and enhance quality and safety.

WHO Should Attend?



We urge health systems, hospitals, ambulatory and primary care practices, and community organizations to send an interdisciplinary team of participants that includes:

- ▼ Health Care Administrative Leaders and Board Members
- ▼ Clinicians—Physicians, Nurses, Social Workers, Pharmacists, Therapists, and Developmental Specialists
- ▼ Patient and Family Advisors and Leaders
- ▼ Quality, Safety, and Patient Experience Personnel
- ▼ Support and Ancillary Staff
- ▼ Medical and Health Professional Students



AUTHENTIC PARTNERSHIPS with patients and families are essential as hospitals, health systems, primary care practices, and community organizations seek to achieve the Triple Aim and improve the patient experience, the health of populations, and the cost of care.

With leadership support from



Methodist
Le Bonheur Healthcare

Seminar Schedule

SUNDAY, MARCH 29

4:00 pm–7:00 pm

Registration

MONDAY, MARCH 30

7:00 am–8:00 am

Registration/Continental Breakfast

► *Patient/Family Advisors
Networking Breakfast (optional)*

8:15 am–5:15 pm

Educational Sessions including
Working Lunch

Dinner on your own*

TUESDAY, MARCH 31

7:00 am–7:45 am

Continental Breakfast

► *Physician Networking Breakfast
(optional)*

► *Special Networking Breakfasts
(optional)*

8:00 am–5:30 pm

Educational Sessions including
Working Lunch

3:30–5:30 pm

Hospital Tour (optional)

6:00 pm–8:00 pm

Celebratory Dinner

WEDNESDAY, APRIL 1

7:00 am–7:45 am

Continental Breakfast

► *Topical Networking Breakfasts
(optional)*

8:00 am–4:00 pm

Educational Sessions including
Working Lunch

* Not included in registration fee

*"It was a privilege to
attend. Thanks for all
your efforts in pulling off
a spectacular event!"*

—IPFCC Seminar Participant

Seminar Learning Objectives

Attendees will learn about:

- Patient- and family-centered care and how to apply in different health care settings.
- Strategies for developing and sustaining patient and family advisory councils and other collaborative endeavors with patients and families.
- Examples of excellence and innovation in partnering with patients and families to improve the experience of care and clinical outcomes.
- Strategies to change the concept of families as "visitors" and support family presence and participation.
- Patient- and family-centered approaches to address current priorities in health care—reducing readmissions and preventable errors, providing safe care transitions, redesigning primary care, and enhancing workforce capacity.
- Roles of senior executives in providing leadership for change.
- How to integrate patient- and family-centered concepts in the education of health care professionals, quality improvement, risk management, patient safety, facility design, HIPAA and other privacy regulations, evaluation, and strategic planning.
- Skills necessary for facilitating and sustaining effective change
- Approaches to measure patient- and family-centered change.

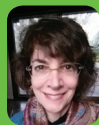


Faculty

Our expert faculty of health care executives, clinicians, staff, and patient and family leaders draw upon their real-world experiences in leading transformation to give you the knowledge, skills, and tools to advance patient- and family-centered care at your organization.



BEVERLEY H. JOHNSON
President and CEO
IPFCC
Bethesda, MD



MARIE R. ABRAHAM, MA
Senior Policy and Program Specialist
IPFCC
Old Lyme, CT



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Foothills Medical Centre
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Calgary, AB, Canada



BRYANT CAMPBELL
Patient Advisor
Providence Medical Group
Portland, OR



MAUREEN CONNOR, RN, MPH
Healthcare Consultant
Claremont Consulting Partners
Arlington, MA



CHERIE A. CRAFT, MEd
Executive Director
Smart from the Start
Boston, MA



LIZ CROCKER, BA, MEd
Patient Advocate
Vice President, Board of Directors
IPFCC
East Chester, Nova Scotia, Canada



DEBORAH DOKKEN, MPA
Family Leader Consultant
IPFCC
Bethesda, MD



TERRY GRIFFIN, MS, APN-BC
Neonatal Nurse Practitioner
Special Care Nursery
St. Alexius Medical Center
Hoffman Estates, IL



PATRICIA KRITEK, MD, EdM
Medical Director of Critical Care
University of Washington Medical Center
Seattle, WA



CELESTE CASTILLO LEE, BS
Program Manager, Patient and Family-Centered Care, Adult Services and Ambulatory Care
University of Michigan Health System
Ann Arbor, MI



ROSLYN S. MARSHALL, RN, BSN, MHA
Nurse Manager, Neuroscience Center
Georgia Regents Medical Center
Augusta, GA

What Makes This Seminar So Unique?

Faculty team of over 20 experts in patient- and family-centered care—administrative leaders, nurses, physicians, staff, and patient and family leaders.

Faculty review of pre-seminar personal learning goals.

Three days of intensive training including over 50 sessions to tailor the program to meet your specific needs and interests.

Faculty-led small group discussion time each day and assistance in creating an effective Action Plan for change individualized for your organization.

Flash drive containing over 200 practical tools—a comprehensive collection of resources for use in strategic planning; presentations, orientation, other educational sessions; and evaluation.

Continuing Education Credit

Nurses: This activity was approved by the Maryland Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This activity has been awarded 22.5 contact hours.

Physicians: This live activity has been reviewed and is acceptable for up to 27.5 Prescribed credit(s) by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Social Workers: This program is approved by the National Association of Social Workers (Approval #886381593) for 22.5 Social Work Continuing Education contact hours.



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Program and Resource Specialist
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PERRY SPENCER, CPP, CHPA
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Ann Arbor, MI



A TEAM FROM THE NATIONAL PARTNERSHIP FOR WOMEN & FAMILIES

Seminar Topics

- Leadership for Transformative Change
- Creating and Sustaining Patient and Family Advisory Councils
- Enhancing Patient Safety Through Partnerships with Patients and Families
- Involving Patients and Families in Quality Improvement, Research, and Evaluation
- Developing Patient and Family Faculty Programs
- Changing the View that Families are Visitors—Supporting Family Presence and Participation
- Applying Patient- and Family-Centered Concepts in Emergency and Intensive Care Settings
- HIPAA and Implications for Patient- and Family-Centered Practices
- Supporting Staff and Dealing with Resistance to Change
- Patient- and Family-Centered Approaches to Discharge and Transition Planning
- Patient- and Family-Centered Primary Care, Medical Homes, and Ambulatory Practices
- Enhancing Support for Mental Health
- Enhancing Cultural Competence
- Measurement of Patient- and Family-Centered Care
- Palliative and End-of-Life Care
- Utilizing Mobile, Virtual, and Social Networking Technologies to Enhance Patient- and Family-Centered Care
- Security Departments as a Leader in Patient- and Family-Centered Care

Want to learn more about the faculty and the experience they bring? Visit the IPFCC website to view their complete bios: www.ipfcc.org/events/seminars.html

Visit the IPFCC website to view detailed agenda and to see all seminar topics: www.ipfcc.org/events/seminars.html

SPECIAL THANKS TO OUR SPONSOR...



Methodist Le Bonheur Healthcare is nationally recognized for its excellence in clinical quality and achievement in patient and family partnerships. Affiliated with the United Methodist Church, MLH is an integrated, not-for-profit healthcare system based in Memphis, Tennessee, with locations across the Mid-South. The organization began its patient- and family-centered journey in 2006, with Le Bonheur Children's Hospital. In 2009, MLH made a formal commitment to PFCC when it was identified as the top strategic blue chip. Since then, patients, families, leaders, providers, other clinicians and staff have come together to create a very special patient- and family-centered culture that values individual differences and the unique contributions of everyone touched by the organization.



A Tour of Le Bonheur Children's Hospital



Methodist Le Bonheur Healthcare's pediatric facility will provide you with insight on how to create a more patient- and family-centered environment, whether your focus is on adult or pediatric care. Le Bonheur recently scored among the top 10 percent of the country's children's hospitals in patient experience measures and is

currently ranked in seven specialties by U.S. News & World Report. Since Le Bonheur's Family Partners Council convened in 2007, patients and families have been involved in or consulted on all aspects of patient care, from helping to design new facilities to serving as parent mentors to current patients and families. The new Le Bonheur Children's opened in 2010, and our families' involvement shines through on every floor.



"This is my first time attending this seminar and I am in awe of all the wonderful things I've learned. I am looking forward to learning more and bringing everything back to the hospital so we can start putting these concepts into practice."

—IPFCC Seminar Participant

TRAVEL INFORMATION



The Peabody Memphis Hotel

149 Union Ave
Memphis, TN 38103

The seminar will be held at the Peabody Memphis Hotel, a historic Downtown Memphis hotel located in the heart of “Blues City.” The convenient downtown location is just blocks from Memphis attractions like Beale Street, Gibson Guitar Factory, museums, theatres and shopping.

Hotel Reservations

The Peabody Memphis Hotel is holding a limited number of rooms for seminar participants at a special group rate until Thursday, February 26, 2015. Rooms may sell out before this date so make your reservations early. To make a reservation, contact the hotel at (800) 732-2639 and indicate that you are with “IPFCC Moving

Forward with Patient- and Family-Centered Care” in order to receive the special group rate. Hotel reservations can also be made online at www.ipfcc.org/seminar-hotel.html.

The room rate is \$170 per night for single/double occupancy, U.S. funds. This rate does not include taxes. Hotel reservations must be guaranteed by a major credit card. To cancel a reservation, the hotel requires cancellations 72 hours prior to arrival.

Check-in is at 4 pm and check-out is 11:00 am. The special group rate will be in effect three days before and after the seminar for those arriving early or extending their stay to enjoy the area.

For planning purposes, the plenary session begins at 8:15 am on Monday, March 30, and the seminar extends until 4:00 pm on Wednesday, April 1. Participants should plan to arrive on Sunday and leave Wednesday early evening, after the seminar concludes.

Transportation/Parking

The Peabody Memphis Hotel is 15 minutes away from Memphis International Airport (Airport Code: MEM). Memphis is serviced by AirTran, Air Canada, American Airlines, American Eagle, Continental Airlines, Delta, KLM, Pinnacle Airlines, United Airlines, and US Airways.

The Peabody offers front door valet parking as well as covered self parking in a garage one block away. For local participants or those driving to the hotel, on-site parking fees for IPFCC seminar attendees are as follows:

- Overnight valet parking: \$26/night
- Overnight self parking: \$18/night

The approximate cost of a taxi from the airport is \$30–\$35/one way.

In addition, a fleet of registered taxicabs is located nearby, offering efficient service locally and to/from Memphis International Airport.

Please Note: The hotel does not offer a complimentary shuttle to/from the Memphis International Airport.

“IPFCC has set a high bar with this seminar, and you continue to exceed it. Thank you for the wonderful learning opportunity, and for taking such good care of us! It is sincerely appreciated and definitely noticed.”

—IPFCC Seminar Participant

“This was an excellent seminar. It was probably one of the best events I have attended. The Power of Storytelling was extremely useful and insightful. Thank-you.”

—IPFCC Seminar Participant



SPECIAL FEATURES OF THE SEMINAR



Action Plan

Create an action plan individualized for your hospital, ambulatory program, or health system with guidance and review by expert seminar faculty.

Stories

Experience the power of stories and learn techniques for sharing stories to inspire change.



Flash Drive

Receive a flash drive with all presentations and over 200 tools and other resources.

Patient and Family Advisors

Learn how to recruit, select, prepare, and support patient and family advisors from faculty who are leaders for advancing patient- and family-centered practice in their institutions.

We Want You



UAMS has patient and family councils that let people like you help us improve care here at UAMS. We are looking for patients and family members who care.

- Share ideas in a positive way
- Respect others
- Listen
- Work with others to make UAMS better
- Make a difference at UAMS

For more information about the Internal Medicine South Council call Ruth at 501-526-6990 extension 1226.

UAMS MEDICAL CENTER
UNIVERSITY OF ARIZONA MEDICAL CENTER



Resources

Opportunity to review and purchase key publications at 10% discount.



Changing the Concept
From Families as "Visitors" to Families as Partners



Seminar programming offers special sessions for learning more about the Better Together campaign:

- Plenary Session by Nursing Leaders on Supporting Family Presence and Participation
- Workshop to explore the Better Together tools
- Networking Breakfast

IPFCC's international campaign, *Better Together: Partnering with Families*, equips hospital leaders, clinicians, staff, and patient and family advisors with the rationale, tools, and support needed to change visiting policies. The tools are designed for hospitals that are just beginning to think about changing policies—and for hospitals that have already begun the process but can benefit from additional resources.

Join us to make this change in your hospital!
www.ipfcc.org/bettertogether/

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 approach to care and thus serve as role models to us all.

PINWHEEL CHAMPION

Akron Children's Hospital
Akron, OH

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

Baylor Scott & White Health
Dallas, TX

Boston Children's Hospital
Boston, MA

Beryl Institute
Bedford, TX

Brigham and Women's Hospital
Boston, MA

Bronson Healthcare Group
Kalamazoo, MI

Canadian Foundation for Healthcare Improvement
Ottawa, ON, Canada

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

Children's Medical Center
Dallas, TX

Children's Mercy Hospitals and Clinics
Kansas City, MO

Children's National Medical Center
Washington, DC

Christiana Care Health System
Wilmington, DE

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

Georgia Regents Health System
Augusta, GA

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

Hennepin County Medical Center
Minneapolis, MN

Holland Bloorview Kids Rehabilitation Hospital
Toronto, ON, Canada

Houston Methodist San Jacinto Hospital
Baytown, TX

Humber River Hospital
Toronto, ON, Canada

Hurley Medical Center
Flint, MI

Interior Health Authority
Kelowna, BC, Canada

Island Health
Vancouver Island, BC, Canada

Joe DiMaggio Children's Hospital at Memorial
Hollywood, FL

Kaiser Permanente—San Diego
San Diego, CA

Kingston General Hospital
Kingston, ON, Canada

Memorial Healthcare System
Hollywood, FL

Methodist Le Bonheur Healthcare
Memphis, TN

MHA Keystone Center for Patient Safety & Quality
Lansing, MI

Miami Children's Hospital
Miami, FL

Moffitt Cancer Center
Tampa, FL

Monroe Carell Jr. Children's Hospital at Vanderbilt
Nashville, TN

National Partnership for Women & Families
Washington, DC

Nationwide Children's Hospital
Columbus, OH

Nemours
Jacksonville, FL

North York General Hospital
Toronto, ON, Canada

Northumberland Hills Hospital
Cobourg, ON, Canada

Norton Healthcare
Louisville, KY

NYU Langone Medical Center
New York, NY

Onslow Memorial Hospital
Jacksonville, NC

Park Nicollet/HealthPartners
Twin Cities, MN

Perham Health
Perham, MN

Providence Health Care
Vancouver, BC, Canada

Quality Insights Holdings/West Virginia Medical Institute, Inc.
Charleston, WV

Seattle Children's Hospital
Seattle, WA

St. Francis Medical Center
Lynwood, CA

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

St. Vincent's Health Australia
Bondi Junction, AU

Stanford Hospital & Clinics
Stanford, CA

Stollery Children's Hospital
Edmonton, AB, Canada

Suburban Hospital/Johns Hopkins Medicine
Bethesda, MD

Texas Children's Hospital
Houston, TX

The Children's Hospital of Philadelphia
Philadelphia, PA

The Johns Hopkins Hospital
Baltimore, MD

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 Amplatz Children's Hospital/University of Minnesota Medical Center
Minneapolis, MN

University of Wisconsin Hospital and Clinics
Madison, WI

UTMB Health, Family Medicine Department
Galveston, TX

Vanderbilt University Medical Center Patient & Family Engagement
Nashville, TN

Vidant Health
Greenville, NC

Women and Infants Hospital of Rhode Island
Providence, RI

PINWHEEL SUPPORTER

Kasian Architecture Interior Design
Vancouver, BC, Canada

Commitments as of December 1, 2014

Become a Pinwheel Sponsor! Call 301-652-0281 for information, or go to www.ipfcc.org/about/pinwheel.html.

"WONDERFUL!! ENERGIZING!! INSPIRING!!"

—IPFCC Seminar Participant, 2014

MEMPHIS, TN
MARCH 30–APRIL 1, 2015

REGISTRATION FORM

MOVING FORWARD WITH 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 notification with confirmation number.**

You may also register for this seminar via the IPFCC website at www.ipfcc.org/seminars.

Registration Category

The seminar registration fee includes tuition, educational materials, and working meals.

Registration Category	Early-bird on or before Feb. 6, 2015	After Feb. 6, 2015
Individuals	\$1,545	\$1,585
Teams of 3 or more (per person)	\$1,525	\$1,560
Patient and Family Advisors/Leaders	\$945	\$985
Pinwheel Sponsors	\$1,495	\$1,535

Contact Details

First Name _____

Last Name _____

Preferred Name (Nickname) _____

Degrees/Credentials _____

Position/Title _____

Organization _____

Mailing Address: ☐ Office ☐ Home

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

Address 1 _____

Address 2 _____

City _____ State/Province _____ Zip/Mail Code _____

Daytime Phone _____

Email Address _____

☐ Hospital Tour (optional)

Tuesday, March 31, 3:30–5:30 pm; Fee: \$10; Registration required—Space is limited.

Teams of 3 or more, please list other team members (attach list of names if more space is needed:)

1. First Name _____
 Last Name _____
 Phone _____ Email _____
2. First Name _____
 Last Name _____
 Phone _____ Email _____
3. First Name _____
 Last Name _____
 Phone _____ Email _____
4. First Name _____
 Last Name _____
 Phone _____ Email _____
5. First Name _____
 Last Name _____
 Phone _____ Email _____

Information Request

- ☐ Yes, my organization is interested in becoming a Pinwheel Sponsor. Please contact me.
- ☐ Yes, my organization is interested in becoming a future sponsor of an IPFCC Seminar. Please contact me.

Registration/Payment Inquiries Contact Person

Contact's Full Name _____

Contact's Day Email Address _____

Contact's Work Phone Number _____

Total Amount of Payment

U.S. Funds \$ _____

Choose a payment type:

- ☐ Credit Card *(Call IPFCC to make a credit card payment)*
- ☐ Check *(Make check payable to: Institute for Patient- and Family-Centered Care)*

Please continue to the next page

MEMPHIS, TN
MARCH 30–APRIL 1, 2015

REGISTRATION FORM

Major Area of Interest (please check one)

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

Continuing Education Credit

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

- | | | |
|---------------------------------|-------------------------------------|---|
| ☐ Nurses | ☐ Physicians | ☐ Social Workers |
|---------------------------------|-------------------------------------|---|

CEU Requirements

To receive continuing education units (nurses, physicians, and social workers), participants must verify their attendance daily at the seminar. IPFCC will have an electronic system of badge scanning to track seminar attendance, and attendees can complete the daily online evaluations no later than Friday, April 24, 2015. The link to access the evaluation will be included in your resource materials.

We do not provide partial credit for nurses and social workers. Physicians should claim only the credit commensurate with the extent of their participation in the activity according to accreditation guidelines. All seminar attendees will be given a general attendance certificate.

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

- | |
|---|
| ☐ I understand the requirements to receive CEU/CME credits for nurses, physicians, and social workers. |
| ☐ N/A, as I am not applying for CEU/CME credits. |

Special Mobility Requirements

Please indicate special mobility requirements: _____

Working Meals

This is an intensive training seminar which includes many working meals. The registration fee for this seminar includes all continental breakfasts, working lunches, breaks, and a celebratory dinner. Please note that we provide a vegetarian option for working lunches. You can request a vegetarian entree for the Tuesday celebratory dinner below.

- | | | |
|---|--|-----------------------------------|
| ☐ Gluten-free | ☐ No beef or pork | ☐ No dairy |
| ☐ No nuts | ☐ No seafood | ☐ Vegan |
| ☐ Vegetarian entrée for the Tuesday celebratory dinner | | |
| ☐ Other? Please specify here: _____ | | |

Emergency Contact Person

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

Emergency Contact's Full Name _____
Contact's Day Phone Number _____
Contact's Evening Phone Number _____



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

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 seminar notebook, and that photos taken at the seminar, in which I appear, may be used for IPFCC projects.

Refund/Cancellation Policy:

Cancellation Fee

Before February 6, 2015\$50 cancellation fee
After February 6, 2015.....\$200 cancellation fee
After February 28, 2015no refunds

Substitution Fee

\$25 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.

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

*M*oving Forward with Patient- and Family-Centered Care *Partnerships for Quality and Safety* *An Intensive Training Seminar*

March 30–April 1, 2015
The Peabody Memphis Hotel
Memphis, TN

REGISTER NOW!



Patient and Family Panel, Fall 2014 IPFCC Seminar

Since 1992, the Institute for Patient- and Family-Centered Care (IPFCC) has provided essential leadership for advancing the practice of patient- and family-centered care in all settings where individuals and families receive care and support. Through the development and dissemination of materials, policy and research initiatives, training, technical assistance, and on-site consultation, IPFCC serves as a central resource for increasing the understanding and skills necessary to build effective partnerships with patients and families.

There is growing awareness that authentic partnerships with patients and families are essential to health care transformation, primary care redesign, and reducing harm and unnecessary readmissions. This seminar presents an unparalleled opportunity to experience and learn best practices for partnering with patients and families and enhancing interdisciplinary collaboration.

"The seminar provides a wealth of knowledge, empowerment, and support. I can't say enough good things about this learning experience."

—IPFCC Seminar Participant