



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*

NOVEMBER 2-4, 2015
HILTON TAMPA DOWNTOWN • TAMPA, FL

AUTHENTIC PARTNERSHIPS



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

PATIENT
EXPERIENCE
QUALITY
SAFETY



With leadership support from



Program partners



Program support



Seminar Schedule

SUNDAY, NOVEMBER 1

4:00 pm–7:00 pm
Registration

MONDAY, NOVEMBER 2

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, NOVEMBER 3

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, NOVEMBER 4

7:00 am–7:45 am
Continental Breakfast
► *Topical Networking Breakfasts
(optional)*

8:00 am–3:00 pm
Educational Sessions including
Working Lunch

* Not included in registration fee

*“Great material, highly
recommend entire
seminar to colleagues.”*

—IPFCC Seminar Participant,
Spring 2015

Seminar Learning Objectives

Attendees will learn about:

- Patient- and family-centered care and how to apply it 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
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IPFCC
Bethesda, MD



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*Vice President, Programming
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CELESTE CASTILLO LEE, BS
*Former Program Manager, Patient
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Services and Ambulatory Care*
University of Michigan Health System
Ann Arbor, MI



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

What Makes The IPFCC® Seminar So Unique?

Faculty team of more than 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 so you can 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 continuing nursing education 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 #886381593-2927) for 22.5 Social Work continuing education contact hours.

Long Term Care Administrators: This program has been submitted (but not yet approved) for Continuing Education from NAB/NCERS. Call IPFCC at (301) 652.0281 for further information.



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JENNIFER M. SWEENEY, MA
Vice President
National Partnership for Women & Families
Washington, DC

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
- Improving Transitions Between Long-Term Care and Hospital Care
- 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 Leaders in Patient- and Family-Centered Care

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

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

SPECIAL THANKS TO OUR LEADERSHIP SPONSOR



Located in Tampa, Moffitt is one of only 41 National Cancer Institute-designated Comprehensive Cancer Centers, a distinction that recognizes Moffitt's excellence in research, its contributions to clinical trials, prevention and cancer

control. Moffitt is the top-ranked cancer hospital in the Southeast and has been listed in *U.S. News & World Report* as one of the "Best Hospitals" for cancer since 1999. Moffitt's Patient and Family Advisory Council and Program is celebrating its 10th Anniversary this year. Since those beginning days starting in August 2005, it has become ingrained

in the culture to have patient and family advisors integrated into committees, improvement projects and the plans for all new and ongoing endeavors, enriching all involved. Facilities, programs, processes, policies, support services and patient care have all benefited from this invaluable decade of partnership.



"Just a huge 'Thank You' for a wonderful seminar, which I hope will lead to changes in the way I work with patients and their families, as well as changes in our organization. Well done!" —IPFCC Seminar Participant, Spring 2015

Tour of Moffitt Facilities

Tuesday, November 3rd, 3:30 pm
Transportation Fee: \$10

The Moffitt Cancer Center will offer a tour of the Patient Library and Welcome Center, a hub for information, support, and hospitality; the Arts in Medicine Studio; the Center for Women's Oncology; the Swim Across America Adolescent and Young Adult (AYA) Lounge and a BMT inpatient room. Patient and family advisors will serve as tour guides and share information about their work and the work of Moffitt's Patient and Family Advisory Council, celebrating its 10th anniversary this year.

Hilton Tampa Downtown

211 N. Tampa Street
Tampa, FL 33602

The seminar will be held at the Hilton Tampa Downtown Hotel, located in the heart of bustling downtown Tampa. The contemporary hotel is conveniently located near the Tampa Convention Center and close to the Florida Aquarium, Amalie Arena, The University of Tampa, and the Straz Center.

Hotel Reservations

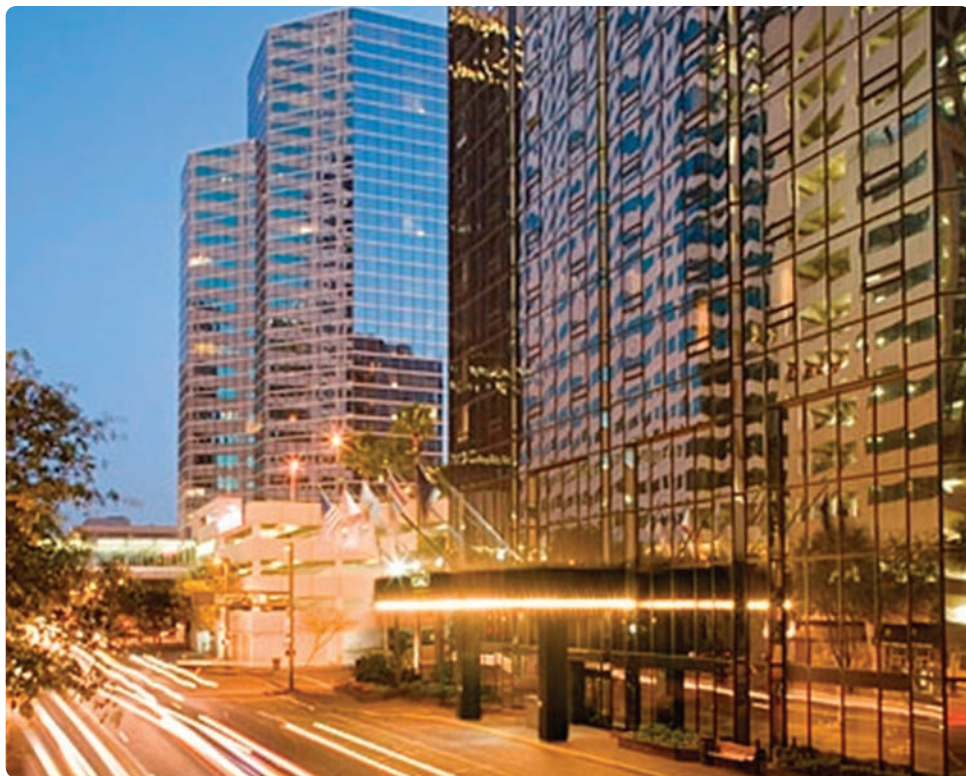
The Hilton Tampa Downtown Hotel is holding a limited number of rooms for seminar participants at a special group rate until **Wednesday, September 2, 2015**. Rooms may sell out before this date so make your reservations early. To make a reservation, contact the hotel at 813.204.3000 and indicate that 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 **\$169 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 24 hours prior to arrival.

Check-in is at 3 pm and check-out is 12 pm. The special group rate will be in effect three days before and after

“Excellent training. I’m glad I attended. I feel empowered to make immediate improvements at my facility and effectively partner with my hospital.”

—IPFCC Seminar Participant



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, November 2, and the seminar ends at 3:00 pm on Wednesday, November 4. Participants should plan to arrive on Sunday and leave Wednesday early evening, after the seminar concludes.

Transportation/Parking

The Hilton Tampa Downtown Hotel is 9 miles away from Tampa International Airport (Airport Code: TPA), with

easy access to I-275. The approximate cost of a taxi from the airport is \$15–\$20/one way.

The Hilton does not own any parking lots in Tampa. Parking is handled by 717 Parking Enterprises. For local participants or those driving to the hotel, on-site parking fees for IPFCC seminar attendees are as follows:

Overnight self-parking: \$12/night
Daily parking: \$10

In addition, taxicabs are located nearby, offering efficient service locally and to/from Tampa International Airport.

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

“Thank you for a wonderful educational experience! I hope one day to present what I learned and what I helped to implement at a future IPFCC event, based on what I got out of Memphis!”

—IPFCC Seminar Participant, Spring 2015

SPECIAL FEATURES OF THE IPFCC® 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 from faculty, who are leaders for advancing patient- and family-centered practice in their institutions, how you can recruit, select, prepare, and support patient and family advisors.



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

Alliant Health Solutions

Atlanta, GA

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

Brigham and Women's Hospital

Boston, MA

Bronson Healthcare Group

Kalamazoo, MI

Canadian Foundation for Healthcare Improvement

Ottawa, ON, Canada

Children's Health

Children's Medical Center

Dallas, TX

Children's Hospital London Health Sciences Centre

London, ON, Canada

Children's Hospitals and Clinics of Minnesota

Minneapolis, MN

Children's Hospital Los Angeles

Los Angeles, CA

Children's Hospital of San Antonio

San Antonio, TX

Children's Mercy Hospitals and Clinics

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

Holland Bloorview Kids Rehabilitation Hospital

Toronto, ON, Canada

Houston Methodist San Jacinto Hospital

Baytown, TX

Humber River Hospital

Toronto, ON, Canada

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

Memorial Healthcare System

Hollywood, FL

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

Northumberland Hills Hospital

Cobourg, ON, Canada

Norton Healthcare

Louisville, KY

NYU Langone Medical Center

New York, NY

Onslow Memorial Hospital

Jacksonville, NC

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, NSW, Australia

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 Beryl Institute

Bedford, 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 Health

Minneapolis, MN

UTMB Health, Family Medicine Department

Galveston, TX

Vanderbilt University Medical Center

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 June, 2015

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

"Awesome, I encourage all to find a way to this seminar." —IPFCC Seminar Participant, Spring, 2015



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

6917 Arlington Road, Suite 309

Bethesda, MD 20814

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

November 2–4, 2015

Hilton Tampa Downtown

Tampa, FL

REGISTER NOW!

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, long-term care communities, and community organizations to send an interdisciplinary team of participants that includes:

- ▼ Health Care Administrative Leaders and Board Members
- ▼ Physicians, Nurses, Social Workers, Therapists, Pharmacists, Child Life Specialists, Chaplains, Security, and Other Staff
- ▼ Patient and Family Advisors and Leaders
- ▼ Quality, Safety, Human Resources and Patient Experience Personnel
- ▼ Support and Ancillary Staff
- ▼ Faculty and Students in Schools of Medicine, Nursing, Social Work, and Allied Health

"This seminar was one of the highlights of my nursing career. It helps change people in healthcare and can help change entire cultures. Incredible!" —IPFCC Seminar Participant, Spring 2015

TAMPA, FL
NOVEMBER 2-4, 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 email 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 Sept. 18, 2015	
	Sept. 18, 2015	After Sept. 18, 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 _____

☐ Tour of Moffitt Facilities (optional)

Tuesday, November 3, 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

TAMPA, FL
NOVEMBER 2-4, 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, December 4, 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: _____

How did you hear about our seminar?

(Please select all that apply)

- | | | |
|--|---|---|
| ☐ Seminar Brochure | ☐ IPFCC website | ☐ IPFCC Email |
| ☐ Pinwheel Pages e-Newsletter | ☐ Colleague or Friend | |
| ☐ IPFCC Social Media: |  |    |
| ☐ Other _____ | | |

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.

IPFCC provides vegetarian and gluten-free options for breakfasts and working lunches. 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 or vegan entree for the Tuesday celebratory dinner.

- | | |
|--|---------------------------------------|
| ☐ Vegetarian entrée | ☐ Vegan entrée |
|--|---------------------------------------|

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 September 18, 2015 \$50 cancellation fee
After September 18, 2015 \$200 cancellation fee
After October 2, 2015 no 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