



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

Moving Forward with Patient- and Family-Centered Care

Partnerships for Quality and Safety
An Intensive Training Seminar

APRIL 15–18, 2013 • LOEWS ANNAPOLIS HOTEL • ANNAPOLIS, MD



This seminar provides three and a half days of comprehensive and practical sessions designed to help administrative leaders, board members, physicians, nurses and other staff, patients, and families become effective agents for patient- and family-centered change in their organizations. Participants will gain the knowledge and skills to begin to transform health care within hospitals, ambulatory care settings, and community organizations to address the challenges and recommendations discussed in the Institute of Medicine's report, *Crossing the Quality Chasm: A New Health System for the 21st Century* and more recently, in *Best Care at Lower Cost: The Path to Continuously Learning Health Care in America*. This seminar will inspire and prepare participants to move forward with the 2012 IOM recommendation to give patients "the opportunity to be fully engaged participants at all levels, including individual care decisions, health system learning and improvement activities, and community-based interventions to promote health."

With leadership support from



Anne Arundel
Medical Center



Maryland
Hospital Association



Who Should Attend?

We urge health systems, hospitals, and community practices to send an interdisciplinary team of participants that includes administrative leaders, board members, physicians, nurses and other staff, as well as patient and family advisors whose primary association with a health care organization is as consumers of services.

Seminar Topics

- Patient- and Family-Centered Innovations
- Executive Leadership for Transformative Change
- Creating and Sustaining Patient and Family Advisory Councils
- Enhancing Patient Safety Through Partnerships with Patients and Families
- Developing Patient and Family Faculty Programs
- Collaboration with Patients and Families in Clinical Practice and Chronic Care Management
- Changing the View that Families are Visitors—Supporting Family Presence and Participation in Rounds and Nurse Change of Shift Report
- Supporting Patients and Families in Shared Decision-Making
- 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
- Enhancing Patient and Family Access to Information and Support
- Patient- and Family-Centered Approaches to Discharge and Transition Planning
- Patient- and Family-Centered Approaches in the Use of Health Information Technology
- Patient- and Family-Centered Primary Care, Medical Homes, and Ambulatory Practices
- Developing Patient- and Family-Led Peer Support Programs
- Enhancing Support for Mental Health
- Working with Families in Difficult Situations
- Enhancing Cultural Competence
- Designing Facilities to Support Patient- and Family-Centered Care
- Measurement of Patient- and Family-Centered Care
- Palliative and End of Life Care
- Communication Skills for Negotiating Change and Partnership
- Involving Patients and Families in Research and Evaluation
- The Role of Security Departments in Advancing Patient- and Family-Centered Care

Join us to create new partnerships and develop action plans for change and innovation.

Seminar Learning Objectives

Upon completion of this seminar, participants will be better able to:

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

What Makes This Seminar So Unique?

Participants will benefit from a wide range of resources including:

- Faculty review of pre-seminar personal learning goals;
- Three and a half days of intensive training, including a variety of plenary presentations, as well as small group, interactive topical sessions, offering the opportunity to tailor the program to meet specific needs and interests;
- Focused sessions for administrative and clinical leaders;
- Individualized planning time with faculty;
- Take-home resources for presentations, orientation, and in-service sessions; and
- Post-seminar support.

Continuing Education Credit

To be eligible for continuing education credit, participants must attend the program in its entirety, sign-in daily, and complete the online seminar evaluation. Please check the Institute's registration website for updated information about continuing education credit.

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

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.

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

Faculty

INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

Beverley H. Johnson

President and CEO

Marie R. Abraham, MA

Senior Policy and Program Specialist

Marlene Fondrick, BSN, MSN, RN

Program Specialist

Joanna Kaufman, RN, MS

Information Specialist

Mary Minniti, CPHQ

Program and Resource Specialist

Julie G. Moretz, BS

Director of Special Projects

Paul Boucher, MD, RFCP

Medical Director, CVICU, Foothills Hospital

Clinical Associate Professor,

University of Calgary

Calgary, Alberta, Canada

Christa Butler, RN, BSN, MSM

Coordinator, Neuroscience Practice Site

Georgia Health Sciences Medical Center

Augusta, GA

Bryant Campbell

Patient Advisor

Providence Medical Group

Portland, OR

Maureen Connor, BSN, MPH

Healthcare Consultant

Claremont Consulting Partners

Arlington, MA

Cherie A. Craft, MEd

Director of Smart from the Start

City of Boston, Mayor's Office

Boston Centers for Youth and Families

Boston, MA

Liz Crocker, BA, MEd

Vice President, Board of Directors

Institute for Patient- and Family-

Centered Care

East Chester, Nova Scotia, Canada

Nancy DiVenere, BA

Founder/Past President

Parent to Parent of Vermont/

Parent to Parent USA

Essex Junction, VT

Kathy Dressman, RN, MS, NEA-BC

Senior Clinical Director

Pulmonary Business Unit

Cincinnati Children's Hospital

Medical Center

Cincinnati, OH

Maret Felzien, MA

Community Member, Health Research

High Plains Research Network

Sterling, CO

Susan Grant, MS, RN, FAAN, NEA-BC

Chief Nurse Executive

Emory Healthcare

Atlanta, GA

Terry Griffin, RNC, MS, NNP

Neonatal Nurse Practitioner

Special Care Nursery

St. Alexius Medical Center

Hoffman Estates, IL

Sandy Hobbs, MSN

*Retired Director, Network Partnerships
and Outreach*

Georgia Health Sciences University

Medical Center

Augusta, GA

Chuck Hofius, MHA, FACHE

Chief Executive Officer

Perham Health

Perham, MN

Hal Jones, MDiv

Director, Office of Care Transformation

Emory Healthcare

Atlanta, GA

Wendy Jones, MEd, MSW

*Director, Children and Youth with Special
Health Care Needs Project*

National Center for Cultural Competence

Georgetown University Center for Child &

Human Development

Washington, DC

Scott V. Joy, MD, MBA, FACP

Medical Director

High Street Primary Care

Presbyterian/St. Luke's

Associate Professor of Internal Medicine

University of Colorado School of Medicine

Denver, CO

Arno K. Kumagai, MD

Professor of Internal Medicine and

Medical Education

University of Michigan Medical School

Ann Arbor, MI

Celeste Castillo Lee, BS

Program Manager, Patient and Family-

Centered Care

Adult Services and Ambulatory Care

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Patient- and Family-Centered Care

Program Manager

Pediatric and Women's Services

University of Michigan Health System

Ann Arbor, MI

Sherry Perkins, PhD, RN

Chief Operating Officer/

Chief Nursing Officer

Anne Arundel Medical Center

Annapolis, MD

Anna M. Roth, RN, MS, MPH

Chief Executive Officer

Contra Costa Regional Medical Center and

Health Centers

Martinez, CA

Judith L. Roudebush, RN, NE-BC

Interim Vice President

Women's and Children's Services

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Hollis Guill Ryan

Family Leader and Program Coordinator

Patient and Family Centered Care Services

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Jeff Schlaudecker, MD

Assistant Professor of Family Medicine

The University of Cincinnati

Cincinnati, OH

Juliette Schlucter, BS

Parent Leader and Managing Director,

Service Excellence

Nemours Alfred I Dupont Children's Hospital

Wilmington, DE

William E. Schwab, MD

Professor and Vice Chair, Department of

Family Medicine

University of Wisconsin School of Medicine

and Public Health

Madison, WI

Perry Spencer, CPP, CHPA

Manager, Uniform Operations

University of Michigan Hospitals and Health

Centers, Security and Entrance Services

Ann Arbor, MI

Registration Fees

(Please see page 7)

This is an intensive training seminar which includes many working meals. The registration fee for this seminar includes continental breakfasts, three lunches, Monday dinner/Wednesday Celebratory dinner, breaks per the agenda, and educational materials (flash drive with guidance resources). The registration fee does not include hotel accommodations. Please see page 5 for hotel information.

Special Thanks...



Anne Arundel Medical Center (AAMC), based in Annapolis, Maryland, is a regional health system serving more than one million residents. Known for award-winning customer service and high quality care, AAMC includes a 100-acre medical park, a freestanding substance abuse treatment facility, outpatient clinics in underserved neighborhoods, and medical office pavilions in surrounding communities. One of Maryland's fastest-growing health systems, AAMC also includes a research institute, physician practices, and a foundation.

For the past two years, AAMC has achieved top hospital distinction by the LeapFrog Group for exceeding benchmarks in quality and patient safety. Three years ago, with the adoption of its new strategic Vision 2020,



AAMC embraced patient- and family-centered care as an essential part of its implementation. With a core mission of "Living Healthier Together," staff invited patient and family

advisors to partner with them on such important initiatives as: family presence, a newly expanded patient safety council, peer review, hospital wayfinding, bedside shift report, patient electronic access to the inpatient medical record, and executive recruitment.

Annual patient- and family-centered care initiatives keep AAMC focused on very specific targets. Approved by the Patient and Family Advisory Council and the Board of Trustees,

two patient- and family-centered goals are established each year to ensure tangible progress towards improving the quality of the care. This year's

goals include: providing direct electronic medical record access to all patients discharged from the Emergency Department and advancing palliative care and the promotion of advance directives.

This council also is responsible for providing strategic insight to ensure decisions are made through the lens of patients and families. AAMC's teams have become true believers in the importance of having the patient and family perspective. They continue to lead by example with the phrase their advisors reference, "Nothing about me without me."

AAMC is a proud recipient of a Picker Institute Always Event® grant, featuring the SMART discharge protocol. Designed by staff and advisors and led by Sherry Perkins, PhD, RN, CNO, COO, and Mitch Schwartz, MD, CMO, the tool ensures that patients always have the most important information available to them at the time of discharge.

TOUR of Anne Arundel Medical Center (AAMC)

Tuesday, April 16 – 3 pm
Transportation Fee: \$10

Anne Arundel Medical Center is opening their doors to seminar participants. During this tour, participants will have the opportunity to meet administrative leaders, clinicians, staff, and patient and family advisors who have worked together over the last several years to transform organizational culture and the patient and family experience. Some of the tour highlights include:

- The first impressions that welcome families as partners in care, not as visitors, and learn how this concept is reflected in care practices for change of shift and transition planning for home and community care.
- The new Simulation Center that provides a premier educational environment for advanced training of health care practitioners throughout the region and the U.S.
- A Pediatric Emergency Department within this community hospital's busy Emergency Department that provides a comforting and reassuring environment for young patients.
- The Living Green Roof—two traditional asphalt roofs with 16,700 square feet of trees, flowers, and other plants, visible throughout the hospital.
- Meeting patient and family advisors and learning about their roles in patient safety, changing family presence policies and practice, in developing an Always Events® grant, selecting staff leaders, and in credentialing physicians.



Delmarva Foundation for Medical Care (DFMC) is a

not-for-profit organization in Maryland dedicated to monitoring and improving the quality and delivery of healthcare services. As the federally-designated quality improvement organization (QIO) for Maryland, DFMC is a contractor to the Centers for Medicare & Medicaid Services (CMS) working to ensure better patient care, better population health, and lower health care costs through improvement for Medicare beneficiaries.

DFMC works with providers, local organizations, patients, their families, and other stakeholders to spread best healthcare practices and facilitate rapid, large-scale change. We help communities learn from one another and create solutions to improve how care is delivered. We fulfill our mission by providing leadership and consulting services that ensure that care is safe, effective, efficient, equitable, timely, and patient-centered.



Maryland Hospital Association

The Maryland Hospital Association is the advocate for Maryland hospitals, health

systems, and their patients before legislative and regulatory bodies. Its membership is comprised of community and teaching hospitals, health

systems, specialty hospitals, veterans' hospitals, and long-term care facilities. In 2013, Maryland's hospitals are advocating for funding and innovations that achieve the "Triple Aim" for health care: improving the experience of care, improving the health of populations, and reducing the cost of health care. For more information, visit www.mhaonline.org.



The Maryland Patient Safety Center was established by the Maryland

legislature in 2003 and was one of the first 25 organizations in the nation to be listed as a federal patient safety organization. The Center is engaged in a number of initiatives focused on reducing harm to patients throughout the health care continuum and maintains a relentless pursuit of innovative approaches to make medical errors a thing of the past. Realizing that patients and families who are actively involved in their care make for a safer patient, the Center stresses and promotes patient/family participation. Through education, program coordination, and outreach, the Maryland Patient Safety Center is committed to making patient- and family-centered care part of our work in making health care in Maryland the safest in the nation.

Hotel Information



Loews Annapolis Hotel

126 West Street • Annapolis, MD
(410) 263-7777

The seminar will be held at the regatta-themed Loews Annapolis Hotel situated in the historic downtown district and just a short walk to the town dock and the U.S. Naval Academy. From the brick-paved streets of the historic waterfront in this seaport town to the modern marketplace of a cutting-edge economy, stroll down Main Street, side by side, with those who proudly wear the 'Dress Whites' of the U. S. Naval Academy midshipmen.



Loews Annapolis Hotel offers first-class hospitality in the heart of this charming Chesapeake

town and provides passage to a centuries-old seaport village. Loews is a place where views of Annapolis reveal a diverse cultural landscape full of historic treasures and uptown destinations. Inside, a tradition of excellence and service adds yet another level of comfort. Loews luxury hotel is the only AAA Four-Diamond hotel in the area and offers a Business Center as well as complimentary Fitness Center. Known for its Chesapeake-inspired dining, WEST Kitchen & Tavern offers an Expo Kitchen, Brick Oven, and Raw Bar with a sophisticated ambiance. To help maneuver the sites within the city, the hotel provides complimentary electric E-Cruiser local shuttle service.

In a contemporary style, Loews Annapolis Hotel, centerpiece of the city, neighbor of the Chesapeake Bay, is the source of countless memories and is the perfect destination for this intensive training seminar experience.

Hotel Reservations

800-526-2593

The Loews Annapolis hotel is holding a limited number of rooms for seminar participants at a special group rate until Thursday, March 13, 2013. Rooms may sell out before this date so be sure to make reservations early. To make a reservation, call the Hotel at 800-526-2593 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 \$165 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 reservation, the hotel requires cancellations 24 hours prior to arrival. Check in is at 4 pm and check out is noon.

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 seminar begins at 8:15 am on Monday, April 15 and extends through noon on Thursday, April 18. Participants should plan to arrive on Sunday and leave Thursday afternoon to ensure adequate time for departure. We encourage early arrival on Sunday to pick up seminar materials from 4-7 pm to avoid early Monday morning registration.

Transportation/Parking

The Loews Annapolis Hotel is located 30 minutes from the Baltimore/Washington International Airport and 45 minutes from Washington, DC. A variety of taxi services are available with cab fare typically about \$60 one way. The hotel does not have dedicated airport transportation.

For local participants or those driving to the hotel, fees apply for on-site parking:

Overnight valet parking – \$22 per day
Overnight self-parking – \$18 per day
Day valet parking – \$10 per vehicle
Day self-parking – \$8 per vehicle



Seminar Schedule

SUNDAY, APRIL 14

4:00 pm – 7:00 pm
Registration

MONDAY, APRIL 15

7:00 am – 8:15 am
Registration/Continental Breakfast

► Patient/Family Advisors
Networking Breakfast (optional)

8:15 am – 5:15 pm
Educational Sessions including Working Lunch

► Networking Dinner (included)

TUESDAY, APRIL 16

7:00 am – 8:00 am
Continental Breakfast

► Special Networking Breakfasts (optional)

8:00 am – 2:45 pm
Educational Sessions including Working Lunch

3:00 pm
Tour (optional)*

► Anne Arundel Medical Center
► Dinner on your own*

WEDNESDAY, APRIL 17

7:00 am – 8:00 am
Continental Breakfast

► Topical Networking Breakfasts (optional)

8:00 am – 5:30 pm
Educational Sessions including Networking Lunch

6:00 pm
Celebratory Dinner

THURSDAY, APRIL 18

7:00 am – 7:45 am
Continental Breakfast

8:00 am – Noon
Educational Sessions

* Not included in registration fee

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 PATRON

Essentia Health
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Akron Children's Hospital
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Annapolis, MD

Baptist Health South Florida
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Memphis, TN

Barnes-Jewish Hospital
St. Louis, MO

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Brigham and Women's Hospital
Boston, MA

Bronson Healthcare Group
Kalamazoo, MI

Children's Hospital Boston
Boston, MA

Children's Hospital Colorado
Aurora, CO

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

Children's Hospital of Michigan
Detroit, MI

Children's Hospital of Pittsburgh of UPMC
Pittsburgh, PA

Children's Hospital at Providence
Anchorage, AK

Children's Hospitals and Clinics of Minnesota
Minneapolis, MN

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 Medical Center
Cincinnati, OH

Clear Lake Regional Medical Center
Webster, TX

Columbia St. Mary's
Milwaukee, WI

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

Flagstaff Medical Center
Flagstaff, AZ

Georgia Health Sciences 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, Ontario, Canada

Humber River Hospital
Toronto, ON, Canada

Hurley Medical Center
Flint, MI

Joe DiMaggio Children's Hospital at Memorial
Hollywood, FL

Johns Hopkins Hospital
Baltimore, MD

Kaiser Permanente—San Diego
San Diego, CA

Kingston General Hospital
Kingston, Ontario, Canada

Memorial Healthcare System
Hollywood, FL

Methodist Le Bonheur Healthcare
Memphis, TN

Miami Children's Hospital
Miami, FL

Moffitt Cancer Center
Tampa, FL

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

**National Partnerships for Women and
Families/Campaign for Better Care**
Washington, DC

Nationwide Children's Hospital
Columbus, OH

Northumberland Hills Hospital
Cobourg, ON, CA

North York General Hospital
Toronto, ON, Canada

Onslow Memorial Hospital
Jacksonville, NC

Perham Health
Perham, MN

Poudre Valley Health System
Fort Collins, CO

**Riley Hospital for Children at Indiana
University Health**
Indianapolis, IN

San Jacinto Methodist Hospital
Baytown, TX

Seattle Cancer Care Alliance
Seattle, WA

Seattle Children's
Seattle, WA

South Shore Hospital
South Weymouth, MA

St. Francis Medical Center
Lynwood, CA

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

St. Luke's Children's Hospital
Boise, ID

Stollery Children's Hospital
Edmonton, Alberta, Canada

Suburban Hospital/Johns Hopkins Medicine
Bethesda, MD

The Children's Hospital of Philadelphia
Philadelphia, PA

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

UAB Hospital
Birmingham, AL

UNC Health Care
Chapel Hill, NC

University of Arizona Health Network
Tucson, AZ

University of Louisville Hospital
Louisville, KY

University of Michigan Health System
Ann Arbor, MI

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

University of Rochester Medical Center
Rochester, NY

University of Wisconsin Hospital and Clinics
Madison, WI

Vanderbilt University Hospital
Nashville, TN

Vidant Health
Greenville, NC

Women and Infants Hospital of Rhode Island
Providence, RI

PINWHEEL SUPPORTER

Kasian Architecture Interior Design
Vancouver, British Columbia, Canada

KI
Green Bay, WI

Poltronieri Tang & Associates
Swarthmore, PA

Commitments as of January 8, 2013



The pinwheel symbolizes the Institute'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, or go to www.ipfcc.org/about/pinwheel.html.

ANNAPOLIS, MD

APRIL 15–18, 2013

EASY Online Registration!!!Visit our website to register online: www.ipfcc.org*Moving Forward with Patient- and Family-Centered Care***REGISTRATION INFORMATION** If online registration is not an option, please fax form to: 301-652-0186.**Registration Fees – please check one. The seminar fee includes tuition, materials, and working meals.****Early Bird**—On or before February 13, 2013

- ☐ Individuals.....\$1475
☐ Teams of 3 or more.....\$1450 per person
☐ Patient & Family Leaders.....\$875
☐ Pinwheel Sponsors.....\$1425

After February 13, 2013

- ☐ Individuals.....\$1515
☐ Teams of 3 or more.....\$1490 per person
☐ Patient & Family Leaders.....\$915
☐ Pinwheel Sponsors.....\$1465

Special Tour (optional)

Registration required—space is limited.

Tuesday, April 16, 2013 at 3 pm – \$10

Tour of Anne Arundel Medical Center

Cancellation Policy (\$50 cancellation fee before February 13; \$20 participant substitution fee)

After February 13, 2013.....\$200 cancellation fee

- ☐
- I have reviewed this cancellation policy.

Please call the Institute if registering after March 6, 2013 for space availability. Seminar may sell out early.

After March 6, 2013.....No Refunds

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

Tax Deductibility

Expenses for training, tuition, travel, lodging, and meals to maintain or improve professional skills may be TAX DEDUCTIBLE. Consult your tax advisor.

Hotel Accommodations

The host hotel is the Loews Annapolis Hotel, 126 West Street, Annapolis, MD. For reservations, call the hotel at 800-526-2593 or make online reservations at www.ipfcc.org/seminar-hotel.html by **Thursday, March 13, 2013** to receive the special group rate. Hotel may fill by this date.

Please complete a separate form for each participant; reproduce as necessary. Type or print clearly. **Registrations cannot be confirmed unless entire form is complete and full payment is received. You will receive a confirmation number once registered.**

Participant's Full Name _____ Preferred Name (Nickname) _____

Degree(s) _____ Email (required) _____

Organization _____ City _____ State/Province _____

Position/Title _____ Department _____

Preferred Mailing Address ☐ Office ☐ Home (If hospital address, please include department, unit location, mail code, etc.)

Complete Address _____

City _____ State/Province _____ Zip/Mail Code _____

Daytime Phone _____ Fax _____ Emergency Contact/Phone _____

Please indicate special needs: (dietary, audiovisual, mobility) _____

Major Area of Interest (please check one)

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

Continuing Education Credit – Please note if you will be pursuing continuing education credits for:

- ☐ Nurses ☐ Physicians ☐ Social Workers ☐ Other (General Attendance Certificates will be available upon request)

Total Amount of Payment \$ _____ U.S. Funds **Registration is not complete until full payment is received.**

Choose payment type:

- ☐ Credit Card (Call the Institute to make a credit card payment)
☐ Check (Make check payable to: Institute for Patient- and Family-Centered Care) ☐ _____ Purchase Order No. (Please attach copy of PO)

- ☐ I understand that my registration gives permission to the Institute for Patient- and Family-Centered Care to use my name and contact information in seminar materials and to use my photograph(s)/video images on, including but not limited to, the Institute's media pages and website, newsletter, and other Institute promotional materials.

For further information, contact: Institute for Patient- and Family-Centered Care6917 Arlington Road, Suite 309 • Bethesda, MD 20814 • Ph: 301-652-0281 • www.ipfcc.org



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

RETURN SERVICE REQUESTED

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

April 15–18, 2013

Loews Annapolis Hotel
Annapolis, MD

REGISTER NOW!

*F*or more than a decade, there has been growing recognition of the enormous benefits patient- and family-centered care offers to health care organizations, clinicians, staff, patients, and families. As hospitals, ambulatory practices, and health systems struggle with issues related to quality, safety, cost efficiency, HIPAA and other privacy regulations, workforce capacity, the use of information technology, and the need to renovate or build new facilities, they are recognizing that patient- and family-centered approaches and the perspectives of patients and families are critical to their efforts.

The Institute for Patient- and Family-Centered Care provides essential leadership for advancing the practice of patient- and family-centered care. Through the development and dissemination of materials, policy and research initiatives, training, technical assistance, and on-site consultation, the Institute serves as a central resource for increasing the understanding and skills necessary to build effective partnerships with patients and families.

*"I am forever changed by
this seminar experience.
There is no going back now."*

— Seminar Participant
Ann Arbor, 2012

