



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 4–6, 2016
CHICAGO MARRIOTT DOWNTOWN
MAGNIFICENT MILE • CHICAGO, IL

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

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

Seminar Schedule

SUNDAY, APRIL 3

4:00 pm–7:00 pm
Registration

MONDAY, APRIL 4

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, APRIL 5

7:00 am–7:45 am
Continental Breakfast

► *Physician Networking Breakfast
(optional)*

► *Special Networking Breakfasts
(optional)*

8:00 am–4:30 pm
Educational Sessions including
Working Lunch

3:30–5:30 pm
Hospital Tour* (optional)

6:00 pm–8:00 pm
Celebratory Dinner

WEDNESDAY, APRIL 6

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

*“This seminar is
extremely valuable and
crucial for providing
better care for patients
and their loved ones while
improving outcomes.”*

—Austin Carroll,
Registered Nurse, Florida
Hospital for Children

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.
- 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.
- Strategies to change the concept of families as “visitors” and support family presence and participation.
- Roles of senior executives and governing boards 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.

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.

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
*Vice President, Programming
and Publications*
IPFCC
Old Lyme, CT



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



DEBORAH DOKKEN, MPA
Family Leader Consultant
IPFCC
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**SUSAN M. GRANT, MS, RN,
NEA-BC, FAAN**
EVP and Chief Nursing Officer
Beaumont Health
Southfield, MI



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



CHUCK HOFIUS, MHA, FACHE, LNHA
Chief Executive Officer
Perham Health
Perham, MN



LINDSAY LANG, MHSA, RN
*Senior Health Care Quality
Improvement Specialist*
National Partnership for
Women & Families
Washington, DC



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

Three days of intensive training including over 60 sessions so you can tailor the program to meet your specific needs and interests.

Faculty-led, small group discussions 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, and other educational programming; and evaluation.

Continuing Education Credit

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

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 educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Long term Care Administrator Boards (NAB) and approved for 31.50 clock hours and 18.75 participant hours.



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PERRY SPENCER, CPP, CHPA
Interim Director, Health System and
Hospitals Security
University of Michigan Division of
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Ann Arbor, MI

Seminar Topics

- Leadership for Transformative Change
- Creating and Sustaining Patient and Family Advisory Councils
- Enhancing Patient Safety Through Partnerships with Patients and Families
- Partnering with patients and families in Primary Care, Medical Homes, and Ambulatory Practices
- 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 Partnerships
- Supporting Staff and Dealing with Resistance to Change
- Patient- and Family-Centered Approaches to Discharge and Transition Planning
- 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
- The Role of Security Departments 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

Ann & Robert H. Lurie Children's Hospital of Chicago is one of the top pediatric hospitals in the nation, providing the highest quality, patient- and family-centered care to children. Our mission is to enhance the health and well-being of children through patient care, research, education and advocacy. Lurie Children's is ranked 11th nationally and is the only Illinois pediatric hospital that qualified for the 2015-16 *U.S. News & World Report* Best Children's Hospital Honor Roll.

Special Programming from Lurie Children's

- Transitions from Youth to Adult Health Care
- Caring for Transgender Youth and Their Families
- Partnerships in Research
- Peer Support: ParentWise® and PeerWise®
- High Reliability and the Link with Patient- and Family-Centered Care

Tour of Lurie Children's

Tuesday, April 5th, 3:30 pm;
Transportation Fee: \$10

Lurie Children's will offer a tour of their unique 11th Floor Sky Garden, Family Life Center, Anne Searle Bent Interfaith Chapel, Pedersen Family Learning Center and an inpatient room on an acute care floor. Tour participants will also learn about the special design features within the hospital, including the Community Arts program and the way in which the hospital has woven the city's cultural institutions into the design of Lurie Children's.

Important Requirement:

For the safety of Lurie Children's patients and families, all tour participants are required to have been vaccinated for the flu.



"Incredibly insightful and very valuable. Participating in this seminar on patient- and family-centered care was a real eye-opener for me."

—Sally Houston, Physician, Tampa General Hospital



Chicago Marriott Downtown Magnificent Mile

540 North Michigan Avenue
Chicago, IL 60611

The seminar will be held at the Chicago Marriott Downtown Magnificent Mile, located in the heart of downtown Chicago. The recently renovated hotel is conveniently located near magnificent shopping, renowned dining, and Chicago's top attractions – Navy Pier, American Girl Place, Millennium Park, Theaters and Museums – all just a walk away.

Hotel Reservations

The Chicago Marriott Downtown Magnificent Mile Hotel is holding a limited number of rooms for seminar participants at a special group rate until 5:00 pm, Friday, March 11, 2016. Rooms may sell out before this date so make your reservations early. To make a reservation, contact the hotel at 877.303.0104 and indicate that you are with the IPFCC Seminar in order to receive the special group rate.

The room rate is \$229 per night for single/double occupancy, U.S. funds. This rate does not include taxes (16.4% state and local taxes). Hotel reservations must be accompanied by a first night room deposit or guaranteed with a major credit card. To cancel a reservation, the hotel requires cancellations 24 hours prior to arrival.

Check-in is at 4 pm and check-out is 12 pm. 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, April 4, and the seminar ends at 3:00 pm on Wednesday, April 6. Participants should plan to arrive on Sunday and leave Wednesday early evening, after the seminar concludes.

"Thank you to IPFCC for putting together such a powerful seminar! The invaluable information learned and tools acquired will prepare me to be the best that I can be while promoting a patient- and family-centered care environment at my facility."

—Jill Burke, Patient Representative, St. Mary's Regional Medical Center

Transportation/Parking

The Chicago Marriott Downtown Magnificent Mile Hotel is 15 miles away from Chicago O'Hare International Airport (Airport Code: ORD), and 12.1 miles away from Chicago Midway International Airport (MDW).

Chicago O'Hare International Airport
(Airport Code: ORD)

- Alternate transportation: GO Airport Express, fee: \$32 USD (one way)
- Subway service, fee: \$5 USD (one way)
- Estimated taxi fare: \$45 USD (one way)

Chicago Midway International
Airport (MDW)

Alternate transportation: GO Airport Express, fee: \$27 USD (one way)

- Subway service, fee: \$2.25 USD (one way)
- Estimated taxi fare: \$40 USD (one way)

For local participants or those driving to the hotel, on-site parking fees for IPFCC seminar attendees are as follows:

Overnight self-parking: \$27/night

Daily parking: \$27

In addition, taxicabs are located nearby, offering efficient service locally and to/from both Chicago Airports.

Please Note: The hotel does not offer a complimentary shuttle to/from Chicago O'Hare International Airport and the Chicago Midway International Airport.

SPECIAL FEATURES OF THE IPFCC® SEMINAR



Action Plan

Create an action plan individualized for your hospital, ambulatory/primary care practices, long-term care community, 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.



Better Together

Partnering with Families

Changing the Concept From Families as “Visitors”

IPFCC's international campaign, *Better Together: Partnering with Families*, equips health care professionals and patient and family advisors with the rationale, tools, and support needed to change visiting policies. Learn more about *Better Together: Partnering with Families* during special sessions at the seminar.

Join us to make this change in your hospital!

www.ipfcc.org/bettertogether/

Flash Drive

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



This seminar will help your organization...

Patient-Centered Primary Care COLLABORATIVE

Build effective partnerships with patient and families in the **Transforming Clinical Practice Initiative (TCPI)** for ambulatory care.

Children's Hospitals' Solutions for Patient Safety *Every patient. Every day.*

Support children's hospitals in partnering with families on safety teams and governing boards.

Achieve the metrics for **Hospital Engagement Networks (HENs)**, an initiative of **Partnerships for Patients**

- Patient and family engagement in nurse change of shift
- Patient and family engagement in QI, patient safety, and Board meetings
- Reducing harm and unnecessary readmissions



**ACCREDITATION
AGRÉMENT
CANADA**

Better Quality. Better Health.
Meilleure qualité. Meilleure santé.

Learn about the new standards for Client- and Family-Centred Care from Accreditation Canada.

Visit the seminar website www.ipfcc.org/events/seminars.html for detailed agenda highlighting sessions of particular relevance for HENs and primary care practices.

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

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

Baylor Scott & White Health
Dallas, TX

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

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

Northumberland Hills Hospital
Cobourg, ON, Canada

Norton Healthcare
Louisville, KY

NYU Langone Medical Center
New York, NY

Onslow Memorial Hospital
Jacksonville, NC

Providence Health Care
Vancouver, BC, Canada

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

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

St. Vincent's Health Australia
Bondi Junction, NSW, Australia

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

Women and Infants Hospital
of Rhode Island
Providence, RI

PINWHEEL SUPPORTER

KI Furniture
Charlotte, NC

Commitments as of December 2015

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

"It was a very informative seminar that provided not only education about how to handle several areas of patient- and family-centered care; but it also provided a forum for discussion of challenges that many organizations face."

—Margarita Gil, Vice President of Patient Care & Chief Nursing Officer, Totally Kids Rehabilitation Hospital



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*

APRIL 4–6, 2016

CHICAGO MARRIOTT DOWNTOWN

MAGNIFICENT MILE

CHICAGO, IL

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

*“If you are planning to apply patient- and family-centered care principles to your organization, then you **MUST** attend this seminar to fully understand what it means.”*

—Kristy Rothe, Chairperson, Family Advisory Council, ProMedica Toledo Children’s Hospital

CHICAGO, IL
APRIL 4-6, 2016

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/events/seminars.html.

Registration

The seminar registration fee includes tuition, educational materials, and working meals. **Please note: Registration for this seminar cannot be completed without full contact details.**

Registration Category	Early-bird on or before Feb. 19, 2016	After Feb. 19, 2016
	Feb. 19, 2016	Feb. 19, 2016
Healthcare Professionals	\$1,545	\$1,585
Patient and Family Advisors/Leaders (work in a volunteer capacity)	\$945	\$985
Pinwheel Sponsors	\$1,495	\$1,535
Teams of 3 or more (per person)	\$1,525	\$1,560

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: ☐ Office ☐ 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 _____

Major Area of Interest (select interest)

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

Continuing Education Credit

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

- ☐ Nurses ☐ Physicians ☐ Social Workers
☐ Long Term Care Administrators ☐ Child Life Specialists

CEU Requirements

To receive continuing education units (nurses, physicians, social workers, and long term care administrators), participants must verify their attendance daily at the seminar. IPFCC will have an electronic system of badge scanning to track seminar attendance, and attendees must **complete the daily online evaluations no later than Friday, May 6, 2016.**

The link to access the evaluations will be included in your resource materials.

We do not provide partial credit for nurses, social workers, and long term care administrators. In order to receive any CEUs for the seminar, nurses, social workers and long term care administrators must attend all three days. Physicians should claim only the credit that is commensurate with the extent of their participation in the activity according to accreditation guidelines. All seminar attendees will receive a general attendance certificate.

For child life specialists seeking professional development hours, the content of the IPFCC seminar 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 seminar participation.

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, long term administrators, and child life specialists.
☐ N/A, as I am not applying for CEU/CME credits.

Please continue to the next page

CHICAGO, IL
APRIL 4–6, 2016

REGISTRATION FORM

☐ **Lurie Children's Tour** *(optional)*

Tuesday, April 5, 3:30–5:30 pm; Fee \$10; Pre-registration Required—Space is limited.

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.

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:    
- ☐ Sponsor Organization ☐ Other _____

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 or On March 4, 2016 \$200 cancellation fee
After March 4, 2016 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.

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 _____

Relationship _____

Contact's Day Phone Number _____

Contact's Evening Phone Number _____

Registration/Payment Inquiries Contact Person

Contact's Full Name _____

Contact's Day Email Address _____

Contact's Work 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.

Total Amount of Payment

U.S. Funds \$ _____

Choose a payment type:

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



Pre-seminar Assessments

In preparation for the seminar, attendees are encouraged to provide their personal learning goals to IPFCC, and complete a self-assessment that best suits their clinical area. Download assessment forms at www.ipfcc.org/events/seminars.html

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