



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

Moving Forward with Patient- and Family-Centered Care

Partnerships for Quality and Safety
An Intensive Training Seminar

NOVEMBER 16–18, 2016
WYNDHAM SAN ANTONIO RIVERWALK
SAN ANTONIO, TX

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



Donor



Seminar Schedule

TUESDAY, NOVEMBER 15

4:00 pm–7:00 pm

Registration

WEDNESDAY, NOVEMBER 16

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*

THURSDAY, NOVEMBER 17

7:00 am–8:00 am

Continental Breakfast

► *Physician Networking Breakfast
(optional)*

► *Special Networking Breakfasts
(optional)*

8:00 am–5:00 pm

Educational Sessions including

Working Lunch

3:30 pm–5:30 pm

Hospital Tours* (optional)

6:00 pm–8:00 pm

Celebratory Dinner

FRIDAY, NOVEMBER 18

7:00 am–8:00 am

Continental Breakfast

► *Topical Networking Breakfasts
(optional)*

8:00 am–12:00 pm

Educational Sessions

* Not included in registration fee

I thought I was very knowledgeable about patient- and family-centered care, but I quickly learned that I have a long way to go. Excellent seminar!

—Susan Craft, Director, Care Coordination, Henry Ford Health System

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 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.



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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Neuroscience Center
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MARY MINNITI, CPHQ
Senior Policy and
Program Specialist
IPFCC
Eugene, OR

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

What Makes The IPFCC® Seminar So Unique?

Faculty team of more than 15 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.

Two and a half days of intensive training including over 45 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.

Resources for use in strategic planning; presentations, orientation, and other educational programming; and evaluation.

Continuing Education Credit

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

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

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

Child Life Specialists: 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.



JULIE G. MORETZ, BS

Associate Vice Chancellor, Patient- and Family-Centered Care
University of Arkansas for Medical Sciences
Little Rock, AR



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Program Specialist for Patient and Family Partnerships and PFAC Network Administrator, IPFCC Program Specialist for Quality and Safety
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Seminar Topics

- Leadership for Transformative Change
- Creating and Sustaining Patient and Family Advisory Councils
- Approaches to Reducing Harm and Unnecessary Readmissions
- Partnering with Patients and Families in Primary and Other Ambulatory Care
- Involving Patients and Families in Quality Improvement, and Evaluation
- Enhancing Patient Safety Through Partnerships with Patients and Families
- Developing Peer Support Programs
- Including Patient and Family Advisors on Governing Boards
- Developing Patient and Family Faculty Programs
- Changing the View that Families Are Visitors—Supporting Family Presence and Participation
- Improving Care Transitions
- 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
- 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

“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



HEALTH SOLUTIONS PARTNER

More than 35 years ago, MEDNAX began as a single neonatology group. To meet the changing needs of our patients, physicians and hospitals, we have grown to become the nation's largest provider of maternal-fetal, newborn, pediatric subspecialty and anesthesia physician services. MEDNAX is committed to creating partnerships among health care providers, patients, and families. Families play a vital role in patient care and we are pleased to support the Institute of Patient- and Family-Centered Care as it aligns with our mission to Take Great Care of the Patient.

I enjoyed the networking opportunities, the small group discussions, and all of the extremely rich presentations. I have already begun sharing some of these new ideas with my colleagues.

—Michele Akerman, Hospital Operations Administrator, University of Chicago Medical Center



Tour of North Central Baptist Hospital

Thursday, November 17th at 3:30 pm
Transportation Fee: \$10

North Central Baptist Hospital is committed to the on-going advancement of patient- and family-centered care. Many of their programs and service lines were created and developed with patients and families in mind. The building and design of their new \$50 million state-of-the-art Orthopedic Hospital, scheduled to open Fall 2016 to serve South Texas, will be highlighted. In addition, tour participants will have the opportunity to learn about their NICU Family Partnership Council and their annual NICU Patient and Family Reunion; the private family retreat area and Neonatal Intensive Care Unit that includes 24 private rooms with 8 Jack and Jill Bathrooms to help promote family/baby bonding; how they help reduce children's anxiety and fears by allowing them to drive themselves to surgery in kid-friendly transportation; and Great Expectations – a program for expectant parents.



Tour of Children's Hospital of San Antonio

Thursday, November 17th at 3:30 pm
Transportation Fee: \$10

Implementation of Patient- and Family-Centered Care has brought about a culture change throughout The Children's Hospital of San Antonio. Family members are not visitors or guests, but rather part of the child's medical care team and encouraged to participate in their child's care 24/7. The Children's Hospital of San Antonio has undergone a \$135 million transformation that has changed a historical building in downtown San Antonio from an adult-pediatric hospital into a children's hospital of the



future. The Hospital officially became San Antonio's first freestanding children's hospital in 2012. Tour participants will learn about the great new design and programs including: a two-story lobby, the Santa Rosa Chapel, a Culinary Institute of America-designed teaching kitchen, a new Child Life Center, family spaces and facilities throughout the hospital (including a Ronald McDonald House within the hospital), and a new Café featuring a menu reviewed and endorsed by the Hospital's Family Advisory Board.



Wyndham San Antonio Riverwalk

111 East Pecan Street
San Antonio, TX 78205

San Antonio is the seventh most populous and one of the top 10 largest cities in the United States. The seminar will be held at the Wyndham San Antonio Riverwalk, offering attendees easy access to the best of San Antonio, Texas. The hotel is ideally positioned along the historic San Antonio Riverwalk, a network of walkways tracing the San Antonio River as it winds through the city, and is within walking distance from nearby attractions such as The Alamo, Historic Market Square, San Antonio Museum of Art, the Majestic Theatre, and much more. The Riverwalk features pristine views of the San Antonio River, guide boats and urban wildlife, along with live music, trendy dining and shopping venues.

Hotel Reservations

The Wyndham San Antonio Riverwalk is holding a limited number of rooms for seminar participants at a special group rate until **Friday, October 21, 2016**. Rooms may sell out before this date so make your reservations early. To make a reservation, visit the hotel's reservations site, <https://resweb.passkey.com/go/IPFCC2016> or contact the hotel at 866.764.8536 and indicate that you are with the IPFCC Seminar in order to receive the special group rate.

The room rate is **\$139 per night** for single/double occupancy, U.S. funds.

This rate does not include taxes (16.75% applicable tax). 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 at least three**



working days prior to arrival. In the event a hotel guest checks out prior to their reserved checkout date, the hotel will add an early checkout fee (\$50) to the guest's individual account. Guests wishing to avoid an early checkout fee should advise the hotel at or before check-in of any change in planned length of stay.

Check-in is at 3 pm and check-out is 11 am. The special group rate will be in effect two or three days before and after the seminar for those arriving early or extending their stay to enjoy the area.

“Being surrounded by people that are passionate about patient- and family-centered care and people that are all working towards the same goal (yet all at different stages) was amazing and inspiring. I've walked away with so many new ideas, fresh perspectives, and strategies that I can take back and implement within my own organization.”

—Amanda Molski, Director of Quality, Memorial Hospital of Sweetwater County

For planning purposes, the plenary session begins at 8:15 am on Wednesday, November 16, and the seminar ends at 12:00 pm on Friday, November 18. Participants should plan to arrive on Tuesday and leave Friday early afternoon, after the seminar concludes.

Transportation/Parking

The Wyndham San Antonio Riverwalk is 9 miles away (15-20 minutes drive) from San Antonio International Airport (Airport Code: SAT), with easy access to I-35 South. The approximate cost of a taxi from the airport is \$25-\$35/one way.

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

- Discounted self-parking: \$19 per day with in/out privileges

In addition, taxicabs are located nearby, offering efficient service locally and to/from both nearby attractions and the San Antonio International Airport.

Please Note: *The hotel does not offer a complimentary shuttle to/from San Antonio International Airport.*

SPECIAL FEATURES OF THE IPFCC® SEMINAR



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



Action Plan

Create an action plan individualized for your hospital, ambulatory/primary care practices, 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.



Resources

Receive access to all presentations and many tools and 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.

Achieve the metrics for the proposed **Hospital Improvement Innovation Network (HIIN)**.

- 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.

Learn about the 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 HIINs and primary and ambulatory 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
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Minneapolis, MN

American College of Physicians
Philadelphia, PA

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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

BC Children's Hospital
Vancouver, BC, Canada

Beaumont Health
Southfield, MI

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

Erasmus MC, Sophia
Children's Hospital
Rotterdam, Netherlands

Essentia Health
Duluth, MN

Flagstaff Medical Center
Flagstaff, AZ

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

Hassenfeld Children's Hospital
of New York at NYU Langone
New York, NY

Henry Ford Health System
Detroit, MI

Hillcrest Hospital
Mayfield Heights, OH

Holland Bloorview Kids
Rehabilitation Hospital
Toronto, ON, Canada

Houston Methodist San
Jacinto Hospital
Baytown, TX

Humber River Hospital
Toronto, ON, Canada

Island Health
Vancouver Island, BC, Canada

IWK Health Centre
Halifax, NS, Canada

Joe DiMaggio Children's
Hospital at Memorial
Hollywood, FL

Johns Hopkins Medicine
Baltimore, MD

Kaiser Permanente San Diego
San Diego, CA

Lovelace Westside Hospital
Albuquerque, NM

Massachusetts General Hospital
Boston, MA

Memorial Healthcare System
Hollywood, FL

Methodist Children's Hospital
San Antonio, TX

Methodist Le
Bonheur Healthcare
Memphis, TN

MHA Keystone Center for
Patient Safety & Quality
Lansing, MI

Moffitt Cancer Center
Tampa, FL

National Partnership for
Women & Families
Washington, DC

Nationwide Children's Hospital
Columbus, OH

Nicklaus Children's Hospital
Miami, FL

North York General Hospital
Toronto, ON, Canada

Norton Healthcare
Louisville, KY

Onslow Memorial Hospital
Jacksonville, NC

Providence Health Care
Vancouver, BC, Canada

San Francisco Health Network
San Francisco, CA

Seattle Children's
Seattle, WA

St. Francis Medical Center
Lynwood, CA

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

Stanford Health Care
Stanford, CA

Stollery Children's Hospital
Edmonton, AB, Canada

Texas Children's Hospital
Houston, TX

The Beryl Institute
Bedford, TX

The Children's Hospital
of Philadelphia
Philadelphia, PA

The University of Texas
MD Anderson Cancer Center
Houston, TX

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

UAB Hospital
Birmingham, AL

University of Arkansas for
Medical Sciences
Little Rock, AR

University of Iowa
Children's Hospital
Iowa City, IA

University of Louisville Hospital
Louisville, KY

University of Maryland
Upper Chesapeake Health
Bel Air, MD

University of Michigan
Health System
Ann Arbor, MI

University of Minnesota Health
Minneapolis, MN

University of New Mexico
Children's Hospital
Albuquerque, NM

Vanderbilt University
Medical Center
Nashville, TN

Vidant Health
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West Virginia Medical Institute
Charleston, WV

Women and Infants Hospital
of Rhode Island
Providence, RI

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Commitments as of June 2016

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



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 16–18, 2016

**WYNDHAM SAN ANTONIO RIVERWALK
SAN ANTONIO, TX**

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, 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, Volunteer Services Directors, 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

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

SAN ANTONIO, TX
NOVEMBER 16–18, 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.** The *Pinwheel Sponsor* discount (\$50) and the *Team of 3 or more* discount are only available for the Healthcare Professionals registration fee. Only one discount can be used per registration.

Registration Category	Early-bird on or before Sept. 30, 2016	After Sept. 30, 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)	\$1,520	\$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/Postal Code _____

Country _____ Daytime Phone _____

Cell Phone (in case of emergency) _____

Email Address _____

Major Area of Interest (select only one interest)

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

Continuing Education Credit

Please indicate the type of continuing education credits you will be pursuing:

- ☐ Nurse ☐ Physician ☐ Social Worker
☐ Child Life Specialist

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 must **complete the daily online evaluations no later than Monday, December 19, 2016**. The link to access the evaluations will be included in your resource materials.

We do not provide partial credit for nurses, and social workers. In order to receive any CEUs for the seminar, nurses and social workers 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, and child life specialists.
☐ N/A, as I am not applying for CEU/CME credits.

Please continue to the next page

Hospital Tours *(select one)*

Pre-registration Required—Space is limited.

☐ **Children's Hospital of San Antonio**

Thursday, November 17, 3:30–5:30 pm; Fee \$10

☐ **North Central Baptist Hospital**

Thursday, November 17, 3:30–5:30 pm; Fee \$10

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 Friday, October 14, 2016 . . . \$200 cancellation fee
After Friday, October 14, 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 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 Thursday 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