The Voice of the Patient in Harmony with Care:
Safety Through Patient and Provider Partnerships

Marriott Hotel Ballroom
Rochester, MN
November 14 – 15, 2008

Join the Second Annual Patient and Family Centered Care Symposium. You will learn how patients and providers work together to strengthen our culture of safety. Join our partnership to create a difference in health care experiences for patients, family members and providers.

Sponsored by: Mayo Clinic Division of Cardiovascular Diseases and Quality Management Services
Conference Description

The *Voice of the Patient in Harmony with Care* is a unique event sponsored by the Division of Cardiovascular Diseases and Quality Management Services focusing on patient and family centered care. Patient and family centered care reflects the unique power of constructive partnerships between health care providers, patients and families at all levels of care, from the patient provider interaction to the surrounding infrastructure of the healthcare process, to achieve optimal outcomes and to enhance the safety of health care. Expand your knowledge, enhance your skills and become a champion in patient-centered care for a more effective change in health care of today.

Patient Centered Care is the cornerstone of quality care in the Cardiovascular Division:
- Achieving safety through partnerships and communication
- Building partnerships through respect and dignity
- Collaborating for satisfaction through sharing

Conference Objectives

Upon completion participants will:
- Understand how patient-centered care can benefit patients, family members and the organization
- Learn ways to enhance patient/provider communication
- Utilize lessons learned to incorporate stronger patient/ provider partnerships within your health care environment

Date and Location

The *Voice of the Patient in Harmony with Care* will be held November 14 - 15, 2008. The symposium will be held at Marriott Hotel Ballroom in Rochester, Minnesota. Parking will be available at the Center Street Parking Ramp (at the intersection of Broadway and Center Street NW). Parking is free of charge after 5:00 p.m. and on weekends.

Registration

To participate, complete the attached registration form and return by mail or fax. Please identify two breakout sessions you would like to participate in. Breakout assignments will be provided at the time of on-site registration. A letter of confirmation will be sent prior to the symposium along with program details. Deadline for registration is October 24, 2008.

Lodging Accommodations

Guest rooms have been reserved for participants and their guests with a special rate at the Rochester Marriott Hotel. In order to receive the special rate, reservations must be made before the room block is filled or October 16, 2008, whichever comes first. Reservations will be taken following this date based on space and rate availability. Please identify yourself as a participant of the Mayo Cardiology Patient Centered Care conference when making your reservation.

**Rochester Marriott Hotel**
101 First Avenue SW
877-623-7775 or 507-280-6000
$139 single/double

You may also wish to visit the Rochester Convention and Visitors Bureau website (www.rochestercvb.org) for additional accommodation options. Lodging arrangements are the sole responsibility of the individual registrant.

Program Directors
- Farris Timimi, M.D.
- Carrie Sanvick

Mayo Speakers
- Lee Aase
- Tammy Adams R.N.
- Robert Bender
- Maggie Breslin
- Steven M. Bruce, M.D.
- Liz Canan
- Edward Creagan, M.D.
- David L. Hayes, M.D.
- Wayne Feyereisen M.D.
- Philip R. Fischer, M.D.
- J. Alan Fleischmann M.D.
- Victor Montori, M.D.
- Becky Mullan
- Laurie Pencille
- Carrie Sanvick R.N.
- Thoml M. Sundt, III, M.D.
- Carolyn Valone Bell

Guest Speakers
- Kayle Daleh
- Cancer Survivor
- Hayfield, MN

- Maggie Lichtenberg, PCC
- Patient Advocate
- Cardiac Surgery Patient
- Sante Fe, NM

- Bernard Roberson
- Director of Family Services Development
- MCG Health, Inc
- Augusta, GA

- Mike Cliaht
- MCG Health, Inc
- Health System Patient Advisory Council
- Cardiology Patient/ Family Member
- MCG Health, Inc
- Augusta, GA

- Cezanne Garcia, M.P.H.
- Senior Program Specialist
- Institute for Family Centered Care
- Bethesda, Maryland

- Maureen Connor,
  M.P.H., R.N.
- Vice President for Quality Improvement and Risk Management
- Director of Quality Improvement
- Dana Farber Cancer Institute
- Boston, Mass.

Planning Committee:
- Liz Canan
- Jonathan Curtright
- Sue Cutsall
- Bob Dinnler
- Rita Kelly
- Val Kiger
- Jacob Malwitz
- Hugh Martin
- Jane Linderbaum
- Carrie Sanvick
- Farris Timimi
- Kathy Zarling
Breakout Sessions

The breakout sessions will highlight a variety of features and skill sets reflective of the innovative value of patient and family centered care. Please indicate on your registration form which breakout sessions you would like to participate in.

A. The Essential Role of Leadership in Patient and Family Centered Care Culture Change
This session will explore the role of leadership in guiding organizations and their people toward patient and family driven systems of care. An overview of successful leadership skills, behaviors and case examples will be shared along with addressing the issues and barriers in implementing patient and family centered care change.

B. Patient Decision Aids: How Do We Develop, Test, and Implement Them In Our Practice
The Wiser Choices Research Program is focused on the design, development and formal testing of patient-centered and research-based decision aids in healthcare practice. These tools can help patients and clinicians to make decisions together using the best evidence based research and incorporating the preferences and values of the informed patient. This session will provide an overview of how and why we develop these decisions aids, and offer attendees the opportunity to have hands-on practice using the Statin Choice and Diabetes decisions aids.

C. The Internet and Partnership Communication Opportunities of the Future
Blogs, MySpace, e-mail, Utube … the communication tools available on the internet are continuing to flourish. Learn what communication tools Mayo is currently utilizing to hear the voice of the patient and also what tools can be utilized to enhance one on one connections with patients and providers.

D. Health Literacy - Learning the Challenges and Barriers By Listening to the Voice of the Patient
Understanding health care information is easier said than done. The session will highlight examples of health illiteracy, how this affects patients and what can be done to solve this issue. Creating awareness of the problem and providing an approach/tools to assess patient understanding and how to partner with patients to improve understanding and health care outcomes.

E. Working- Bedside Family Centered Rounds – How Can They Be Made More Effective and Safer For Patients, Families and Providers?
Learn about family centered rounds at Mayo Eugenio Litta Children’s Hospital and hear the patient and provider perspective of the benefits and challenges of engaging patient’s and families in the daily rounding process.

F. Morning Session – Mission Possible: Transforming Quality and Safety Programs in Partnership with Patients and Families
Hear the story of how Dana Farber Cancer Institute started their journey and learn about their current best practices. This session will focus on research to support quality efforts that include partnering with patients and families.

F. Afternoon Session – Mayo Family Clinics Patient Advisory Group and the Development of the DIAMOND Depression Project
A Patient Advisory Group (PAC) within Mayo Family Clinics and Employee and Community Health Groups has led to success in the recently implemented Institute for Health Care Improvement sponsored DIAMOND Depression Project (Depression Improvement Across Minnesota). This evidenced based practice model will be described, including a presentation and discussion of the role and function of the PAC. Positive patient outcomes that have been realized and those factors that led to the group’s success will be shared.
**Program Schedule**

**Friday, November 14, 2008**

2-5:00 p.m. Mayo Tours Available  
[www.mayoclinic.org/becomingpat-rst/tours.html](http://www.mayoclinic.org/becomingpat-rst/tours.html)

4:30-5:00 p.m. Registration/Social Hour

5:30 p.m. Opening Dinner

6:30 p.m. Opening Comments  
David L. Hayes, M.D.

6:40 p.m. Imperfect Apple – Theatrical Performance  
Kayle Dahle

7:15 p.m. Keynote Presentation – How Not to Be My Patient, How to Get Through Almost Everything  
Ed Creagan, M.D.

7:45 p.m. Closing Remarks, Dessert and Networking

**Saturday, November 15, 2008**

7:30 a.m. Continental Breakfast/Registration

8:00 a.m. Welcome & Symposium Objectives

8:10 a.m. The Impact of Patient Driven Decisions  
Victor Montori, M.D.

8:30 a.m. Academic Medical Centers: Patient Engagement as a Key Driver to Improving Quality, Safety, and Systems Redesign  
Bernard Roberson and Mike Cliatt

9:15 a.m. Refreshment Break

9:30 a.m. **Morning Session**

A. The Essential Role of Leadership in Patient and Family Centered Care Culture Change  
Bernard Roberson and Mike Cliatt

B. Patient Decision Aids: How Do We Develop, Test, and Implement Them In Our Practice?  
Maggie Breslin, Becky Mullan, Laurie Pencille, Carolyn Valone Bell

C. The Internet and Partnership Communication Opportunities of the Future  
Lee Aase

D. Health Literacy – Learning the Challenges and Barriers By Listening to the Voice of the Patient  
J. Alan Fleischmann, M.D.

E. Working – Bedside Family Centered Rounds – How Can They Be Made More Effective and Safer For Patients, Families and Providers?  
Liz Canan, Dr. Fischer

F. Mayo Family Clinics Patient Advisory Group and the Development of the DIAMOND Depression Project  
Steven M. Bruce, M.D. and Robert Bender

10:30 a.m. Plenary Session – Seeing Care Through Our Patient’s Eyes  
Dr. Thor Sundt, III

11:15 a.m. Lunch – Keynote Address  
The Role of Patients, Families and the Community in Patient Safety: Innovation and Best Practices  
Cezanne Garcia

12:45 p.m. **Afternoon Session**

A. The Essential Role of Leadership in Patient and Family Centered Care Culture Change  
Bernard Roberson and Mike Cliatt

B. Patient Decision Aids: How Do We Develop, Test, and Implement Them In Our Practice?  
Maggie Breslin, Becky Mullan, Laurie Pencille, Carolyn Valone Bell

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1:30 p.m. Break

1:45 p.m. **Practical Pearls From Patients**

Patient and Provider Communication Tools  
A Patient Perspective  
Maggie Lichtenberg

Being a Partner in Your Healthcare Brochure  
Tammy Adams and Carrie Sanvick

Outpatient Dismissal Sheet  
Dr. Feyerisen

2:30 p.m. Video - “One Voice”

2:40 p.m. Closing Remarks  
David L. Hayes, M.D.

3:00 p.m. Symposium Evaluation and Adjourn
**REGISTRATION FORM**

**The Voice of the Patient in Harmony with Care:**
Patients & Providers Achieving Quality Outcomes
November 14 - 15, 2008
Marriott Hotel Ballroom, Rochester, Minnesota

**Mail or FAX form with payment to:**
The Voice  
c/o Matrix Meetings, Inc  
P.O. Box 7169  
Rochester, MN 55903-7169  
Phone (507) 288-5620  
or (877) 295-5620 – Toll Free  
FAX (507) 288-0014  
E-mail admin@matrixmeetings.com

Please fill out, detach, and return this form. This registration form may be photocopied and shared with your family and friends. Employees may duplicate this form for multiple registrations.

**Contact Information**

<table>
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<tr>
<th>Name of Registrant – first name, middle name or initial, and last name</th>
<th>Degree – select all that apply</th>
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| Preferred Mailing Address – select one | Work/Business | Home |
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City  
State or Province  
ZIP or Postal Code  
Country

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<th>Home Phone – include all country and city/area codes as needed along with complete phone number</th>
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**SPECIAL NEEDS**
If you have special assistance needs or dietary restrictions, describe here:

**Breakout Sessions**
Please select your first and second choice from each session:

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<tr>
<th>Morning Session</th>
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<td>____ D. Health Literacy: What We All Need to Know to Improve Outcomes</td>
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Rochester, MN

- Achieving safety through partnerships
- Building respectful partnerships
- Collaborating by sharing unbiased information

Invite a friend or family member and register today. The registration form may be duplicated for multiple registrations.

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