

# *The Leadership Forum:*

One Voice: Patient and  
Family Centered Care Program

*November 13, 2008*  
Kahler, Elizabethan Room  
Rochester, MN

Course Directors  
*Farris Timimi, M.D.*  
*Philip Fischer, M.D.*

# General Information

## Conference Description

A one day forum for physician, nursing, and administrative leaders at Mayo Clinic Rochester and Mayo Health System, focused 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 to achieve optimal outcomes and enhance the safety of health care delivery systems.

Experts from across the U.S. will share their experiences, growth, and barriers encountered as this concept has successfully evolved organization-wide. Data and business cases will be presented in plenary and breakout sessions. In addition, Mayo staff and patients will share their views as champions for this progressive approach to healthcare.

## Objectives

Participants will:

1. Describe national best practice initiatives in Patient and Family Centered Care that may be implemented within your organization.
2. Describe the impact of Patient and Family Centered Care on quality, safety and satisfaction initiatives.
3. Identify the components of a 'tool kit' essential for the foundation of a Patient and Family Advisory Council.

## Date and Location

The *Leadership Forum for Patient and Family Centered Care* will be held on **Thursday, November 13, 2008**. The forum will be held at the Kahler Hotel Elizabethan Room in Rochester, Minnesota. Free parking will be available at the Kahler ramp or Center Street Parking Ramp (at the intersection of Broadway and Center Street NW.) Please obtain validation at the time of registration.

## Credit

College of Medicine, Mayo Clinic, is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

College of Medicine, Mayo Clinic, designates this educational activity for a maximum of 6 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

## Registration Fee: \$150

## Faculty

### Mayo Speakers

*David Hayes, M.D.*

Division of Cardiovascular Medicine  
Mayo Clinic Rochester

*Philip Fischer, M.D.*

Department of Pediatric and Adolescent Medicine, Mayo Clinic Rochester

*Richard Locke, M.D.*

Quality Management Services  
Mayo Clinic Rochester

*Dana Thompson, M.D.*

Department of Otorhinolaryngology  
Mayo Clinic Rochester

*Farris Timimi, M.D.*

Division of Cardiovascular Diseases  
Mayo Clinic, Rochester

### Planning Committee

Elizabeth Canan, Dr. Phil Fischer, Dr. Jay Homme, Carrie Sanvick, Dr. Farris Timimi, Jonathan Curtright, Rita Kelly, Kim Illg, Jane Linderbaum, Randy McKeeman, Valerie Kiger, Diane Ballweg, Travis Paul, Chris Domask, Jacob Malwitz

## Guest Faculty

*Maureen Connor, RN, MPH*

Vice President for Quality Improvement and Risk Management, Dana Farber Cancer Institute at Harvard University, Boston, Massachusetts

*Pat Sodomka, FACHE*

Senior Vice President of Patient and Family Centered Care, MCG, Inc., Medical College of Georgia, Augusta, Georgia

*Cezanne Garcia, MPH*

Senior Program and Resource Specialist, Institute for Family Centered Care, Bethesda, Maryland

*Karen Wayman, PhD*

Lucile Packard Children's Hospital  
Endowed Director of Family Centered Care-  
Lucile Packard Children's Hospital at  
Stanford University, Palo Alto, California

*Mrs. Valerie Kiger*

Pediatric Parent; One Voice Member,  
Pediatric Family Advisory Council member,  
Founder of Heart of Heroes, Rochester,  
Minnesota

## Breakout Sessions

### **A. The Essential Role of Leadership in PFCC Culture Change: Medical College of Georgia**

Description: This session will explore the role of leadership in guiding organizations and their people toward patient and family driven systems of care. Specific objectives include: 1) Description of the leadership challenge in PFCC; 2) Overview of successful leadership skills and behaviors to facilitating PFCC culture change; 3) Discussion of issues and barriers leaders need to plan for in implementing PFCC change; 4) Discussion of case examples of successful leaders and what they have done to implement change

### **B. The Role of Patients and Families in Safety and Quality: Learning from Innovation, Quality Improvement and outcomes: Institute for Family Centered Care**

Description: This session will: 1) Discuss ways to collaborate with patients and families in developing a sustainable monitoring system to track outcomes of patient and family centered practice; 2) Describe specific tools for measuring patient-and family-centered perceptions of care and tools for measuring clinical and other outcomes.

### **C. Taking the Next Leap with Patients and Families in Quality and Safety: Dana Farber Cancer Institute**

Description: Engaging patients and families in specific quality and safety initiatives will be reviewed. In addition, 2 projects will be described in detail. The first examined the use of patient safety liaisons at Dana Farber Cancer Institute's ambulatory clinics to elicit patients' reports of errors and adverse events. The 2nd describes a campaign on teamwork training for patients, using team training principles from aviation and adapted for use by patients to promote patient safety.

### **D. Improving the Quality in Quality Improvement Initiatives: Better Dismissal Plans through Partnership with Patients and Families: Lucile Packard Children's Hospital**

In this session participants will learn about Lucile Packard Children's Hospital's innovative approach to process and operational improvements in which parents from the Family Centered Care (FCC) Department worked in partnership with staff and physicians across the continuum. By removing the "glass barrier" between parents and processes, and engaging parents as more than policy advisors, greater operational and patient satisfaction outcomes can be realized. The presentation will provide practical suggestion on how to incorporate Family Centered practices within process improvement methodologies; ways to apply to adult settings as well as the preliminary results from the FCC/QI Oncology discharge Initiative.

# Program Schedule

## Thursday, November 13, 2008

- 7:30 a.m. Registration/Continental Breakfast
- 8:00 a.m. Welcome/Comments by Mayo Leadership  
*Dr. David Hayes*
- 8:20 a.m. 2008 Strategic goals "Why We're Here and What We've Accomplished"  
*Dr. Richard Locke*
- 9:00 a.m. "Family and Patient Centered Communication: Utilizing the Powerful Patient and Family Story to Effect Change in Healthcare Settings"  
*Karen Wayman*
- 9:50 a.m. Break
- 10:05 a.m. "Mission Possible: Transforming Quality and Safety Programs in Partnership with Patients and Families"  
*Maureen Connor*
- 11:00 a.m. "Academic Medical Centers: Patient Engagement as a Key Driver to improve Quality, Safety, and Systems Redesign"  
*Pat Sodomka*
- 11:50 a.m. Luncheon/Keynote Panel Discussion "Real life scenarios and the Impact of Patient and Family in Decisions"  
Moderator: *Dr. Phil Fischer*  
*Expert Panel*
- 1:30 p.m. "The Role of Patients, Family, and the Community in Safety: Innovation and Best Practices"  
*Cezanne Garcia*
- 2:20 p.m. Break
- 2:15 p.m. Breakouts with the Experts
- A. "Improving the Quality in Quality Improvement: Better Dismissal Plans through Partnerships with Patients and Families"  
*Karen Wayman*
- B. "The Essential Role of Leadership in PFCC Culture Change"  
*Pat Sodomka*
- C. "Partnering with Patients and Families to Improve the Quality of Care"  
*Cezanne Garcia*
- D. "Taking the Next Leap with Patients and Families in Quality and Safety"  
*Maureen Connor*
- 3:05 p.m. Mayo Leadership Initiatives/2009 Strategic Goals  
*Dr. Rick Locke*
- 3:30 p.m. Q&A/Where Do We Go From Here?  
*Dr. Hayes and Dr. Locke*
- 4:00 p.m. Reception/Networking

## REGISTRATION FORM

### *The Leadership Forum:*

### One Voice: Patient and Family Centered Care Program

November 13, 2008

The Kahler Hotel Elizabethan Room, Rochester, Minnesota

#### Mail or FAX form with payment to:

**One Voice Leadership**  
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

#### Contact Information

Name of Registrant – first name, middle name or initial, and last name		Degree – select all that apply <input type="checkbox"/> MD <input type="checkbox"/> DO <input type="checkbox"/> PhD <input type="checkbox"/> PA <input type="checkbox"/> NP <input type="checkbox"/> RN <input type="checkbox"/> Other	
Name of Institution		Medical Specialty	
Preferred Mailing Address – select one <input type="checkbox"/> Work/Business <input type="checkbox"/> Home			
Work/Business Address – street address		Work Phone – include all country and city/area codes as needed along with complete phone number	
City	State or Province	ZIP or Postal Code	Country
Home Address – street address		Home Phone – include all country and city/area codes as needed along with complete phone number	
City	State or Province	ZIP or Postal Code	Country
E-mail Address	FAX – include all country and city/area codes as needed along with complete phone number	FAX Location – select one <input type="checkbox"/> Work/Business <input type="checkbox"/> Home	
<b>SPECIAL NEEDS</b>	If you have special assistance needs or dietary restrictions, describe here:		

#### Breakout Sessions (Please select a first and second choice)

<b>Breakout Sessions</b> ____ A. The Essential Role of Leadership in PFCC Culture Change: Medical College of Georgia ____ B. The Role of Patients and Families in Safety and Quality: Learning from Innovation, Quality Improvement and outcomes: Institute for Family Centered Care ____ C. Taking the Next Leap with patients and families in Quality and Safety: Dana Farber Cancer Institute ____ D. Improving the Quality in Quality Improvement Initiatives: Better Dismissal Plans through Partnership with Patients and Families: Lucile Packard Children's Hospital
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#### Registration

Registration Fee: \$150	\$ _____
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#### Payment Information

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