

NJHA's Partnership for Patients

Patient and Family Engagement Across the Continuum and Across Cultures in New Jersey

New Jersey Hospital Association, Princeton

Nov. 20, 2014

Registration: 8 a.m. – 8:30 a.m.

Location: NJHA Conference and Event Center

Program: 8:30 a.m. – 4:15 p.m.

760 Alexander Road, Princeton

Patient and family engagement across the healthcare continuum continues to be a huge area of focus for Partnership for Patients. Healthcare providers are making serious efforts to involve patients, consumers and families in making policy and improving the overall patient experience.

Patient and consumer representatives include patients, patient advocates, community advocacy group members, family members and patients' primary caregivers. They bring important perspectives to this effort, and they can help the by asking the questions that are most important to facilitating patients' decisions.

OBJECTIVES

- Identify the principles and behavioral standards of Patient and Family Centered Care that can be utilized to enhance engagement.
- Define the concept and rationale for cultural competence and its relevance for reducing disparities and fostering equity in healthcare.
- Discuss the Office of Minority Health Enhanced CLAS Standards and their importance for developing a culturally competent workforce, administration, hospital and service delivery system.
- Define Patient and Family Centered Care (PFCC).
- Discuss the three-year timeline and concepts for implementation of PFCC.
- Discuss the role of palliative care teams in the healthcare continuum.
- Describe steps to becoming a Plane Tree designated hospital.
- Recognize when to effectively use interpreters to raise patient communication issues.

TARGET AUDIENCE

MDs, APNs, nurses, pharmacists, PharmDs, social workers, case managers, long term care facilities healthcare providers and quality directors.

CONTINUING EDUCATION CREDIT

HRET-NJHA is an approved provider of continuing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. P#131-5/11-14.

This activity provides 6.75 contact hours.

There are no conflicts of interest, sponsorship or financial/commercial support being supplied for this activity. Accredited status does not imply endorsement by the provider or American Nurses Credentialing Center's Commission on Accreditation of any commercial products displayed in conjunction with an activity.

DISCLOSURE INFORMATION: Full disclosure will be provided at the educational activity.

This continuing education program is sponsored/conducted by the Health Research and Educational Trust and is in compliance with N.J.A.C. 8:34-7.3 to provide licensed nursing home administrator (LNHA) and certified assisted living administrator (CALA) education credits accepted by the Nursing Home Administrators Licensing Board. This education activity may only be used for continuing education credit and not to meet academic college credits.

This education activity has been approved for 6.5 LNHA/CALA credits.

Application for pharmacy credits has been submitted to the N.J. Board of Pharmacy. Credits pending.

NJHA's Partnership for Patients
**Patient and Family Engagement Across the
Continuum and Across Cultures in New Jersey**
New Jersey Hospital Association, 760 Alexander Road, Princeton

Nov. 20, 2014

8 a.m. *Registration*

8:30 a.m. **Welcome and Overview**

Nancy Winter, MSN, RN, NE-BC
Clinical Quality Improvement Manager
New Jersey Hospital Association

8:45 a.m. **Patient and Family Centered Care**

Bernard Roberson, MSM, BA, HSC
Administrative Director, Patient and Family Centered Care
Georgia Regent Medical Center

Christine Abbott
Administrative Specialist
Georgia Regent Medical Center

10 a.m. **Addressing Disparities in Health and Health Care: Why We Need to Engage
Patients, Families, and Communities in Culturally Competent Quality
Improvement Activities**

Robert C. Like, MD, MS
Professor and Director, Center for Healthy Families and Cultural Diversity
Department of Family Medicine and Community Health
Rutgers Robert Wood Johnson Medical School

11:15 a.m. **Patient and Family Centered Care**

Charles Vannoy, DNP, MBA, RN, NEA-BC
Assistant Vice President of Hospital Operations & Emergency Services
The Valley Hospital

Pam Bell, M.Div.
Director, Patient and Family Centered Care
The Valley Hospital

Valerie Colangelo, BS
Patient and Family Centered Care Consultant/Patient Advisor
The Valley Hospital

- 12:15 p.m. *Networking Luncheon (optional)*
- 1 p.m. **The Unique Role of Palliative Care in the Hospital Setting**

Jeanne Kerwin, D.MH, CT
Ethics and Palliative Care Coordinator
Atlantic Health System, Overlook Hospital
- 2 p.m. **Journey to Plane Tree Designation**

Tami Kitchen RN, BSN, CPN
Administrative Director of Experience
Shore Medical Center

Robert Robertson
Administrative Director of Logistics
Shore Medical Center
- 3 p.m. **Patient and Family Engagement across Languages**

Maria Mera, MPH
Project Manager
New Jersey Hospital Association
- 4 p.m. **Closing Remarks and Evaluation**

Nancy Winter, MSN, RN, NE-BC
Clinical Quality Improvement Manager
New Jersey Hospital Association
- 4:15 p.m. *Adjournment*

NEW Registration Guidelines for 2014

PAYING BY CREDIT CARD

Guarantee your seat now by registering and paying online with a credit card.
It's secure and easy.

Click on the following link: <http://www.njha.com/education/brochure/?id=541>

Note: For security purposes, please **DO NOT** mail credit card information with your security code to the P.O. Box. Save time and register online through our secure Web site.

PAYING BY CHECK

1. Print and complete the registration form below.
2. Fax a copy of the registration form(s) to 609-275-4271 prior to submitting your company check request/mailling your personal check.
3. Submit the original registration form(s) with your company check request/personal check to be mailed together to the address below.

FAX: 609-275-4271

Make check payable to: Healthcare Business Solutions

Mail to: Healthcare Business Solutions, P.O. Box 828709, Philadelphia, PA 19182-8709

Payment is due by Friday, Nov. 14, 2014

Note: For security purposes, please **DO NOT** mail credit card information with your security code to the P.O. Box. Save time and register online through our secure Web site.

CANCELLATION POLICY

- Cancellations received by **Nov. 14, 2014** are eligible for a refund.
- Registrants unable to attend may send an alternate.

GENERAL INFORMATION

- **Onsite registration:** We will do our best to accommodate walk-ins, but cannot guarantee seating. If a conference does have availability, payment is due at that time.
- For registration inquiries, please contact: nwinter@njha.com
- In the event of inclement weather, call 609-275-4140 before coming to the conference
- For directions visit NJHA at: <http://www.njha.com/directions.aspx> (parking is behind the conference center building).
- If you have a disability and need special accommodation, please call 609-275-4180.

Patient and Family Engagement Across the Continuum and Across Cultures in New Jersey

Date:	Nov. 20, 2014
Registration Start:	8 a.m.
Program Start:	8:30 a.m.
Location:	New Jersey Hospital Association - 760 Alexander Road, Princeton, NJ 08543
Fee:	<input type="checkbox"/> Conference Only: FREE <input type="checkbox"/> Networking Luncheon (optional): \$20 each
Seminar:	EDU 1456

REGISTRATION

(Please type or print clearly. Please copy form for additional registrants.)

To register by credit card, please click on the following link:
<http://www.njha.com/education/brochure/?id=541>

Note: Your registration will not be complete until payment has been received. Payment is due no later than Nov. 14, 2014

Full Name: (EDU 1456)	
Job Title:	Check Amount: \$ _____ Check #
Degrees/Credentials (MD, RN, LNHA, etc.):	Organization:
E-mail:	Organization Address:
Phone Number:	City, State, Zip:

Full Name: (EDU 1456)	
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