



What's New on the Horizon
for Patient and Family Engagement in New Jersey
New Jersey Hospital Association, Princeton, NJ

Dec. 8, 2015

Registration: 8 a.m.

Program: 8:30 a.m. – 4:15 p.m.

Seminar: EDU 1554

Location: NJHA Conference and Event Center
760 Alexander Road, Princeton

Fee: Free
\$25 optional fee for lunch

PROGRAM OVERVIEW:

Patient and family engagement is associated with fewer adverse events, lower healthcare costs and decreased use of services. It also is tied to better patient self-management, and higher patient-satisfaction scores. Understanding how hospitals are benefiting from the voice of the patient helps to further this important work.

Earlier this year the Health Research and Educational Trust (HRET) surveyed hospitals about their patient-and-family-engagement practices. Of 25 key strategies identified on the survey, half of the respondents employ eight or fewer, indicating an opportunity for improvement. This conference provides an overview of key patient and family engagement strategies, and highlights several New Jersey hospitals and post-acute facilities that excel in these practices. Speakers will discuss how they implemented the practices and give actionable advice for other health care facilities.

OBJECTIVES:

1. Describes key initiatives to implement for improved patient and family engagement
2. Identifies key patient and family engagement strategy to implement in a variety of settings – pediatrics, acute care, post-acute and behavioral health
3. Defines what “F” means as it relates to Project Dispatch and ABCDE & F bundle for Critical Care Units
4. Explore approaches to addressing disparities related to patient and family engagement
5. Identify actionable ways to implement patient-and-family engagement practices in your organization.
6. Describe the role of consumers and families in mental health care.

TARGET AUDIENCE:

Physicians, nurses, case managers, community-based providers (such as skilled nursing facilities, home care organizations or office practices), rehabilitation hospitals, assisted living, home health agencies and other home- and community-based providers (like PACE, adult day care), quality improvement directors, and pharmacists.

CONTINUING EDUCATION CREDITS:

Accreditation Statement

HRET is accredited by the Medical Society of New Jersey to provide continuing medical education for physicians.

AMA Credit Designation Statement

HRET designates this live activity for **6.75** *AMA PRA Category 1 Credits*TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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

Health Research and Educational Trust is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Provider Number P131-1/15-18.

This activity provides **7.0** 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.

Participants who successfully complete this educational program will be awarded **7.0** New Jersey Public Health Continuing Education Contact Hours (CEs). HRET has been approved by the New Jersey Department of Health as a provider of New Jersey Public Health Continuing Education Contact Hours (CEs). (*Credits pending.*)

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.

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AGENDA

8 a.m. *Registration and Networking Continental Breakfast*

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

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

Sue Collier, MSN, RN, FABC

Clinical Content Development Lead

American Hospital Association / Health Research and Educational Trust

9:45 a.m. **Pediatrics (NJ Case Study)**

Amy B. Mansue (Family and Team Member)

President and Chief Executive Officer

Children's Specialized Hospital

10:45 a.m. **Acute Care (NJ Case Study)**

Pamela Bell MDIV, BA

Director Patient Family Centered Care

The Valley Hospital

Valerie Colangelo

Patient Advisor

The Valley Hospital

11:30 a.m. **Project Dispatch: The "F" in ABCDE & F Bundle**

Diane Byrum, RN, MSN, CCRN, CCNS, FCCM

Manager, Quality Implementation Programs

SCCM – Society of Critical Care Medicine

12:15 p.m. *Networking Luncheon*

1:00 p.m. **Long Term Care (NJ Case Study)**

Denise Ratcliffe

Chief Operating Officer

Christian Health Care Center

Program continues ...

1:45p.m. **Addressing Diversity and Disparity When Engaging Patients and Families**

Ayodola Anise, MHS

Program Officer

Patient-Centered Outcomes Research Institute (PCORI)

2:45 p.m. **The Role of Consumers and Families in Mental Health Care**

Organization TBA

3:30 p.m. **“Themes and Actions”**

Sue Collier, MSN, RN, FABC

Clinical Content Development Lead

American Hospital Association / Health Research and Educational Trust

4:00 p.m. Question & Answer and Evaluation

4:15 p.m. Adjournment

Registration Guidelines for 2015

PAYING BY CREDIT CARD

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

CLICK ON THE REGISTRATION BUTTON BELOW.

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

Fax the registration page to HRET-NJ prior to mailing with payment. Reference the seminar number in the memo on the face of the check. Your registration will not be confirmed until your payment is received by HRET. A copy of the registration form must accompany the check in order to allocate payment properly.

FAX: 609-275-4271

Make check payable to: Healthcare Business Solutions (HBS)

Mail to: HBS – P.O. Box 828709 – Philadelphia, PA 19182-8709

Payments by mail must be postmarked no later than Tuesday, Dec. 1, 2015

*After Dec. 1, check payments must be presented at registration the day of the program.
HRET/NJHA staff reserve the right to refuse entrance if payment is not received in full at the time of registration.*

GENERAL INFORMATION

- **FAX REGISTRATION BEFORE MAILING WITH PAYMENT TO 609-275-4271.**
- **Onsite registration:** NJHA will do its best to accommodate walk-ins, but cannot guarantee seating. Please call 609-275-4180 the day preceding a conference to inquire about availability. If NJHA can accommodate you, payment in full is due at the registration table via check or credit card. No exceptions.
- **For registration and payment inquiries,** please call 609-275-4180 or email HRETEducation@njha.com
- **For program inquiries,** please contact Nancy Winter at nwinter@njha.com
- **For directions,** visit <http://www.njha.com/directions.aspx>
- Ample parking is available behind the conference center building.
- If you have a disability and need special accommodation, please contact 609-275-4180 or HRETEducation@njha.com.

CANCELLATION POLICY

- To cancel attendance, call 609-275-4180 or send an email to HRETEducation@njha.com
- Registrants unable to attend may send an alternate. Alternate attendee information should be sent at least 48 in advance of program to HRETEducation@njha.com

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Date:	Dec. 8, 2015
Registration Start:	8 a.m.
Program Start:	8:30 a.m.
Location:	New Jersey Hospital Association 760 Alexander Road, Princeton, NJ 08540
Fee:	<input type="checkbox"/> Free (Lunch NOT included) <input type="checkbox"/> \$25 (Lunch included)
Seminar:	EDU 1554

Payment by Mail or Fax

(Please type information directly into this PDF form before printing. Copy form to add registrants.)

Note: Your registration will not be complete until payment has been received.

Payment must be postmarked no later than Dec. 1, 2015

Online Credit Card Registration

To register online with a credit card, do not type into this form.
Instead click "Register for this Event" below.

Registrant Name:	Additional Registrant:
Job Title:	Job Title:
Degrees/Credentials (MD, RN, LNHA, etc.):	Degrees/Credentials (MD, RN, LNHA, etc.):
Email:	Email:
Phone number:	Phone number:
Organization:	Additional Registrant:
Organization Address:	Job Title:
City, State, Zip:	Degrees/Credentials (MD, RN, LNHA, etc.):
Registration Contact:	Email:
Contact email:	Phone number:
Payment Information: <input type="checkbox"/> Check <input type="checkbox"/> Credit Card	Additional Registrant:
Check / Credit Card No.:	Job Title:
Expiration Date: Security Code:	Degrees/Credentials (MD, RN, LNHA, etc.):
Name on credit card:	Email:
Billing Address: (street, city, state, zip)	Phone number: