

Patient and Family Engagement

Strategies for Building a Meaningful Partnership

Nov. 15, 2017 | NJHA Conference & Event Center, 760 Alexander Rd., Princeton, N.J. 08540

Registration | 8:30 a.m.

Fee | Complimentary

Program | 9 a.m. – 3 p.m.

Optional Lunch: \$30

Seminar | EDU 1722

Program Overview:

Improving patient safety and quality of care requires a redesign of relationships in healthcare and a greater emphasis on patient and family engagement (PFE) – often overlooked in quality improvement efforts. Studies suggest that patients and families who feel part of the care team tend to be happier with their care and ultimately have better medical results; are more likely to comply with their treatment and prevention plans; are less likely to engage in unhealthy behaviors; and they have fewer ED visits and hospitalizations (Green and Hibbard, 2011). Additionally, when patients and families are involved, hospitals and healthcare systems have an opportunity to improve quality and reduce medical errors, healthcare-associated infections and readmissions (AHRQ, 2009)

There are countless ways that patients and families can become engaged. They can serve as advisors to enhance quality and safety, redesign systems of care and educate healthcare professionals and other staff about safety. Some are formal and ongoing, others are time-limited and informal. All are necessary to ensure that care is safe and truly responsive to patient and family needs, priorities, goals and values. (IPFCC, 2004; AHA, 2013).

This full day conference will continue to build on the work of the NJHA Patient and Family Engagement Collaborative webinars and other educational events in encouraging all hospitals in New Jersey engage in patient and family-centered care.

Topics for the conference will include:

1. Cultural Diversity
2. Co-Production
3. Leading staff in partnerships with families and patients
4. Patient perspectives

Learner Outcome:

After successfully completing the course, the learner will identify two innovative strategy to ensuring the sustainability of a patient and family engage program, transferrable to their organization.*

*Successful completion of the course” is defined as in-person attendance for 95% of the didactic learning session and a completed course evaluation.

Target Audience:

Physicians, nurses, pharmacy, post-acute administrators, patient advocates, hospital volunteers, Chaplains and quality managers.



Medical Society of New Jersey Accreditation Statement

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

HRET designates this live activity for **5.0 AMA PRA Category 1 CreditsTM**. Physicians should claim only the credits commensurate with the extent of their participation in the activity.

New Jersey State Nurses Association Accreditation Statement

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 **5.25** contact hours.

There is no conflict 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.

New Jersey Department of Health Statement:

Participants who successfully complete this educational program will be awarded **5.75** 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).

American College of Health Executives: *(Credits pending)*

As an independent chartered Chapter of the American College of Healthcare Executives, the ACHE-NJ is authorized to award **0.0** hours of ACHE Qualified Education credits toward advancement or recertification in the American College of Healthcare Executives.

Participants in this program who wish to have it considered for ACHE Qualified Education credits should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.

New Jersey Board of Pharmacy: *(credits pending)*

Application for pharmacy credits has been submitted to the New Jersey Board of Pharmacy.

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



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November 15, 2017

Agenda

- 8:30 a.m. *Registration*
- 9 a.m. **Welcome and Introduction**
- 9:15 a.m. **Co-Production of Care with Patient and Family Partners: How to Apply the Ideal to the Real?**
- Lee Thompson*
Senior Researcher
American Institutes for Research
- 10:30 a.m. **Cultural Diversity and the #123 for Equity Pledge**
- Sharon Allen, MBA, CDM*
Marketing & Operations Executive, Author
- 11:30 a.m. **Partnering with Patient Advisors and Leading Staff in Partnerships with Patients and Families**
- Roslyn Marshall, RN, BSN, MHSA*
Nurse Manager, Neuroscience Center
Augusta University Medical Center
- 12:30 p.m. *Networking Lunch*
- 1:15 p.m. **TBA**
- Amy Mansue*
President
Southern Regional RWJ Barnabas Health
- 1:45 p.m. **Libby Hoy**
Founder & CEO
PFCCpartners
- 2:45 p.m. **Q/A, Evaluation**
- 3 p.m. *Adjournment*

EDU 1722 – Patient and Family Engagement

FEES | Free

Optional Lunch: \$30

Location: NJHA Conference and Event Center

760 Alexander Road, Princeton, NJ 08540

Directions: www.njha.com/directions.aspx

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

Click on the following link:

<http://hret-registration.njha.com>

PAYING BY CHECK

Please fax your registration form prior to mailing with your payment.

A copy of the registration must accompany your check in order to allocate your payment properly.

FAX: 609-275-4271

Make check payable to: HBS

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

- For registration inquiries, please contact HRET at: HRETEducation@njha.com or 609-275-4181
- If special accommodations are necessary, please call 609-275-4181
- **In the event of inclement weather, call 609-275-4140 before coming to the conference**

Check All that Apply: Member

Non-member

Optional Lunch

REGISTRATION

Name: _____

Designation/Credentials: _____ Job Title: _____

Phone: _____ E-mail: _____

Organization: _____

Organization Address: _____

City, State, Zip: _____

Method of Payment: Check _____ Credit Card _____

Payment Amount: \$ _____ Check# _____ Card#: _____

Cardholder Name: _____

Expiration Date: _____ CCV: _____ Code: _____

Signature: _____

Billing Address (if different from above): _____

