

# AGENDA

## Leading the Way: Patients and Families as Leaders in Health Care Transformation



**Date:** January 19, 2012

**Time:** 8:15am – 4:00pm

**Location:** Ambridge Event Center, 1333 NE MLK Jr. Blvd, Portland, OR 97232

Time	Topic	Presenter(s)	Objective(s)
8:15-8:30	Registration/ Check In		Gathering the tools for the day
8:30-8:40	Welcome	Mylia Christensen <i>Executive Director, Quality Corp</i>  David Shute, MD <i>Medical Director, Quality Corp</i>	Learning from the <i>Patients and Families as Leaders</i> initiative:  Where have we been and where do we go from here?
8:40-8:50	Review of Agenda Call to Action	Mary Minniti, CPHQ <i>Project Director, Patients and Families as Leaders</i>	<b>Call to Action:</b> Identify 3 actions you can take to engage patients and families in your organization.
8:50-10:00	Panel Discussion  <i>Patients and Families as Leaders: What have we learned and why is this important?</i>	Leaders and Advisors from: <ul style="list-style-type: none"> <li>• CareOregon</li> <li>• NW Primary Care</li> <li>• Oregon Medical Group</li> <li>• Providence Medical Group</li> <li>• St. Charles Family Care-Redmond</li> </ul> Moderator: Mary Minniti	Understand key learning about: <ul style="list-style-type: none"> <li>• The importance and benefits of integrating patients and families as leaders into your organization</li> <li>• Why patients and families want to partner with their health care organizations</li> <li>• The benefits of participating as a patient/family advisor within your organization</li> </ul>
10:00-10:15	Break		
10:15-11:30	Sustaining and Spreading Patient and Family Centered Practices <ul style="list-style-type: none"> <li>• National Context Driving Forces</li> <li>• The Leadership Imperative</li> </ul>	Bev Johnson <i>President and CEO, Institute for Patient- and Family-Centered Care</i>	<ul style="list-style-type: none"> <li>• Understand how and why patient and family centered care is being implemented nationally.</li> <li>• Understand the important role of organizational leaders for long term success.</li> </ul>

11:30-12:00	<b>Patient and Family Centered Care: The Right Thing to Do</b>	Cindy Klug <i>Director of Education, Providence Medical Group</i>	Learn from Providence Medical Group's successful effort to gain leadership support as the crucial first step in implementing a successful advisory council.
12:00-12:30	<b>Lunch</b>		
12:30-1:00	<b>The Role of Payers in Patient and Family Centered Care</b>	Martin Taylor <i>Director of Public Policy and Member Centricity, CareOregon</i>	<ul style="list-style-type: none"> <li>Learn how members and staff are working together to improve the health care experience for all.</li> <li>Learn how staff can be most supportive of advisors.</li> </ul>
1:00-2:15	<b>Breakout Sessions:</b>  <b>How did they do it?</b>  Leaders, coordinators and advisors will share the tools they have created and the strategies they have used to make their advisory councils successful.	Leaders, coordinators and advisors from: <ul style="list-style-type: none"> <li>CareOregon</li> <li>NW Primary Care</li> <li>Oregon Medical Group</li> <li>PeaceHealth Medical Group</li> <li>Providence Medical Group</li> <li>St. Charles Family Care-Redmond</li> </ul>	<ul style="list-style-type: none"> <li>Gain ideas about how to begin or expand partnerships with patients and families in your organization.</li> <li>For consumers: Identify ways that you can be a partner in creating a more patient-centered health care experience for all.</li> <li>Gather great tools to use in your own action plan.</li> </ul>
2:15-2:30	<b>Break</b>		
2:30-3:15	<b>Proven Practices for Developing Patient and Family Leaders</b>	Bev Johnson	Identify ways to improve health care by investing in your advisors.
3:15-3:45	<b>Panel Discussion:</b>  The keys to successfully partnering with patients, families and members	Patient/Member Advisory Council representatives from: <ul style="list-style-type: none"> <li>CareOregon</li> <li>NW Primary Care</li> <li>Oregon Medical Group</li> <li>PeaceHealth Medical Group</li> <li>Providence Medical Group</li> <li>St. Charles Family Care-Redmond</li> </ul> Moderator: Mary Minniti	Understand what organizations can do to retain and motivate patient and family advisors as true partners in change.
3:45-4:00	<b>Call to Action and Evaluation</b>	Mary Minniti	Spread the learning and develop new partnerships with other organizations.