

Patients and Families as Leaders in Health Care Improvement

**June 10, 2010
Wilsonville, OR**



Information for a Healthy Oregon

A project of the Oregon Health Care Quality Corporation
and the Robert Wood Johnson Foundation's *Aligning
Forces for Quality* initiative.

Time	Topic	Presenter(s)	Objective(s)
8:45-9:00	Registration/ Check In	Oregon Health Care Quality Corp Staff	Gather the tools for the day
9:00-9:05	Welcome	Nancy Clarke Executive Director Oregon Health Care Quality Corp David Shute, MD Medical Director <i>Partner for Quality Care</i>	Learn about launching a uniquely "Oregon" effort
9:05-9:15	Review of Agenda Introduction of Keynote Speaker	Mary Minniti, CPHQ Project Director Patients and Families as Leaders: Transforming Patient and Family Engagement in Oregon	Outline today's opportunities
9:15-10:15	Patient- and Family-Centered Care: Partnerships for Quality and Safety	Bev Johnson President and CEO Institute for Patient- and Family- Centered Care	<ul style="list-style-type: none"> Discover what others are doing across the nation to promote patient and family leaders and WHY Learn how involving patients and families in your organization can enhance safety, and quality
10:15-10:30	Break		
10:30-10:45	State of the State Report: Patient- and Family- Centered Care in Oregon	Shari Wright Project Coordinator Patients and Families as Leaders: Transforming Patient and Family Engagement in Oregon	<ul style="list-style-type: none"> Find out what great efforts and best practices are underway in Oregon Share information and experiences that will enhance the efforts in your own organization and among attendees
10:45-11:45	Panel Discussion: What Oregon Partnerships Work Well and Why	Moderator: Mary Minniti	

11:45– 12:00	Your Health Care and Safety: <i>The Team Approach at PeaceHealth</i>	Tom Ewing, MD Chief Medical Officer PeaceHealth Medical Group Willa Reich Co-Chair, Patient Advisory Council PeaceHealth Medical Group	A best practice in partnership for patient safety
12:00-12:05	Shifting Gears	Mary Minniti	<ul style="list-style-type: none"> • AM Participants: <i>Thank you for joining us! Please fill out the evaluation before leaving.</i> • Please stay connected! Email us to join the PFCC Oregon Collaborative Learning Network patientengagement@q-corp.org
12:05-12:30	Lunch Buffet	All	Renew and refresh! Meet your network
12:30-1:00	Engaging Patients and Families Project and Technical Assistance: What is it and how to apply	Mary Minniti	<ul style="list-style-type: none"> • Learn how to engage patients and families and what resources and technical assistance are available. • Applications for technical assistance due June 30, 2010
1:00-2:45	Open Networking and Informational Sessions	Table Hosts Mary Minniti Bev Johnson Patty Black Willa Reich Marla Sanger	<ul style="list-style-type: none"> • Build meaningful connections between workshop attendees • Explore common issues and strategies used to improve patient and family involvement for the purpose of improved health care systems <p>Session Topics</p> <ol style="list-style-type: none"> 1. Patient-Centered Medical Homes — Engagement in Care and in Transformation 2. The Role of Health Plans — Change Agents in Care 3. Patient/Family Advisors — What Does It Take? 4. Hospitals and Integrated Systems — Pulling the levers in a bigger, more complex organization 5. Others?
2:45-3:00	Break		
3:00-3:45	Burning Questions & Issues	Bev Johnson Mary Minniti	Share strategies, ideas and connections for addressing your concerns
3:45-4:00	Next Steps Evaluation	Mary Minniti	<ul style="list-style-type: none"> • Join the PFCC Oregon Collaborative Learning Network • Evaluate the value of today's workshop and our opportunities for improvement