



Foundation for Healthy Communities

PATIENT & FAMILY ENGAGEMENT WORKSHOPS FOR HOSPITALS & HEALTH SYSTEMS

The Foundation for Healthy Communities is offering Patient & Family Engagement (PFE) workshops to hospitals and health systems to assist improvement in patient safety, quality and the patient experience.

About the Workshops

The Foundation for Healthy Communities, with funding from the Partnership for Patients, is offering a series of customized workshops designed to train hospital staff and patient family advisors. The workshops are designed to provide hospitals and health systems with the resources and tools needed to train staff and patient family advisors in the areas of enhanced patient safety, quality and patient experience.

The workshops are led by Tanya Lord, PhD, MPH, Director of Patient & Family Engagement and national subject matter expert on patient and family engagement.

Hosting a Workshop

Hospitals can sign up to host one or more of the Patient & Family Engagement Workshops by contacting Tanya Lord via email at tlord@healthynh.com. All workshops are offered **free of charge** and are 2 hours in length. For hospitals interested in offering more than one workshop for staff and patient family advisors, they can be scheduled as half or full day sessions, or as a workshop series over 12 weeks.

Interested in becoming an Instructor to help other hospitals?

If your hospital is achieving success in its patient and family engagement efforts, or within its Patient and Family Advisory Council, we would love to share your successes with others! If your hospital has a case study or a successful patient and family engagement initiative that fits into one of the 12 workshops, you can become a co-instructor. Contact Tanya Lord today to learn more at tlord@healthynh.com.

We look forward to working with you on your patient & family engagement efforts!

About the Instructor, Tanya Lord, PhD, MPH, Director of Patient & Engagement

When tragedy strikes an individual, it is common for the impact to be life altering. Life changed for Tanya, a special education teacher turned stay at home mom when her son, Noah, had a devastating healthcare experience. This fueled her desire to improve quality, patient safety and the patient experience. Returning to school, she achieved her Masters of Public Health from the University of New Hampshire and her Doctorate in Clinical and Population Health Research from the University of Massachusetts Medical School. As a student she learned improvement science, research methods and the teachings of many experts, but Tanya noticed there was always something missing—the voice and experience of patients. Combining her expertise in Quality Improvement and her passion for including all healthcare stakeholders, Tanya works with New Hampshire hospitals as they partner with patients and families to improve care.

Tanya's passion, initiated by tragedy, is sustained by hope for a safer healthcare system.

Foundation for Healthy Communities

125 Airport Road ~ Concord, NH 03301 ~ (603) 225-0900

www.healthynh.com

PATIENT & FAMILY ENGAGEMENT WORKSHOPS AVAILABLE



Foundation *for*
Healthy Communities

PATIENT & FAMILY ADVISORY COUNCIL (PFAC) FUNDAMENTALS

This session provides information on the specific steps for developing, implementing and sustaining a PFAC, and methods for including PFE strategies throughout an organization to improve care.

TELLING YOUR HEALTHCARE STORY FOR IMPACT

This session focuses on how to tell an effective story and how to coach others to do the same.

PEER / PATIENT FAMILY ADVISOR ROUNDING

This session explores the specific PFE strategy of rounding and how it can be used to reduce hospital acquired conditions (HAC) and improve patient experience and patient safety.

PATIENT FAMILY ADVISORS ROLE IN A ROOT CAUSE ANALYSIS (RCA)

This session shares best practices for conducting a root cause analysis and ways to prepare PFAs and hospital staff to work together on RCA committees.

PATIENT & FAMILY ENGAGEMENT METRICS

This session discusses best practices and acceptable approaches to the 5 metrics to help hospitals meet the PFE expectations as outlined in the Partnership for Patients initiative.

PATIENT & FAMILY ENGAGEMENT STRATEGIES AND QUALITY IMPROVEMENT

This session explores specific Quality Improvement strategies and how engaged patients and families can assist in the reduction of hospital acquired conditions (HAC) and the improvement of patient experience and patient safety.

CHANGING THE BEDSIDE ENGAGEMENT CULTURE

This session offers innovative and creative ways to optimize the presence of the treatment team in the patient room.

ENGAGING PATIENTS & FAMILIES FOLLOWING AN ADVERSE EVENT

This session explores how to engage patients and their families beyond the disclosure and apology following an adverse event.

TEACHING QUALITY IMPROVEMENT TO PATIENT FAMILY ADVISORS

This session provides concrete and effective methods to teach Patient Family Advisors the fundamentals of Improvement Science, System Theory and Human Factors in Adverse Events, to better be able to partner in quality improvement initiatives.

IMPROVING PROCESSES THROUGH CO-DESIGN

This session focuses on partnering with all stakeholders during the evaluation and re-design of a process.

HOW TO BE AN EFFECTIVE ADVISOR

This session provides details of an orientation process that you can customize to your organization for all Patient Family Advisors or for Train the Trainer sessions.

PFE PROFESSIONAL DEVELOPMENT AND PFAC FACILITATION SKILLS

This session focuses on the skills needed to develop, implement and sustain a PFE program, including working with Patient Family Advisors, preparing staff, engagement theory and PFAC facilitation skills.

If the above workshops don't address your current needs, call us today to discuss a customized program for your hospital.
