

Patient, Family, and Clinician Partner Training Agenda

Friday, November 11, 2016

Location: Constitution Ballroom A

7:30 – 8:00 AM

Networking Breakfast

8:00 – 8:20 AM

Welcome & Conference Overview

The training will open with a brief discussion around various session topics from the PCPCC Annual Conference. Participants will also receive a general synopsis of what to expect throughout the training day.

Moderator:

Hala Durrah, MTA, Family Caregiver; Patient Family Centered Care Advocate & Consultant

8:20 – 8:50 AM

The BIG Picture: The Quadruple Aim of Healthcare Reform, the Transforming Clinical Practices Initiative (TCPI), and Why We Need Patient, Family & Community Partners

Participants will be provided with an overview of what is happening in health care reform using the Quadruple Aim as a framework, identify stakeholders among PCPCC membership involved in this movement, and learn about other federal initiatives, including the Transforming Clinical Primary Initiative.

Speaker:

Beverley Johnson, IPFCC CEO & President; PCPCC Board Member

8:50 – 9:10 AM

Role of the PCPCC SAN Grant in Helping Achieve TCPI Goals

The PCPCC, Institute for Patient- and Family-Centered Care (IPFCC), Planetree, and YMCA of the USA have joined forces to form the PCPCC's Support and Alignment Network (SAN). Primary/ambulatory care practices and enrolled clinicians participating in TCPI have access to technical assistance provided by the PCPCC SAN to help guide practice transformation through patient engagement and quality improvement. In this session, participants will discover the opportunities each organization is offering and how they can benefit from these resources.

Speakers:

Jacinta Smith, MPH, PCPCC SAN Program Manager
Jill Harrison, PhD, Director of Research, Planetree
Matt Longjohn, MD, MPH, National Health Officer & VP for Evidence-Based Health Interventions & Community Integrated Health, YMCA of the USA
Mary Minniti, BS, CPHQ, Senior Policy & Program Specialist, IPFCC

9:10 – 9:40 AM

Break Out Session: Why We Are Here

Participants will 1) identify challenges related to building patient and practice/clinician partnerships and 2) discuss steps that may be taken to strengthen partnerships and improve the quality of care delivery.

Facilitator:

Hala Durrah, MTA, Family Caregiver; Patient Family Centered Care Advocate & Consultant

9:45 – 10:00 AM

Break

10:00 – 11:15 AM

Developing Patient and Family Partnerships in Practice Transformation

This session will instruct participants on how to transform primary/ambulatory care practices into high quality and satisfying experiences through partnership with patients and families at the point-of-care and beyond. Expert faculty will share best practices demonstrated across primary/ambulatory care programs and highlight the roles patients and family caregivers can play to improve quality and safety.

Speakers:

Mary Minniti, BS, CPHQ, Senior Policy and Program Specialist, IPFCC
Kelly Parent, BS, Program Specialist for Patient and Family Partnerships, IPFCC

11:15 AM – 12:15 PM

Break to Grab Lunch in DC

12:15 – 12:45 PM

Mechanisms for Establishing Successful Partnerships Between Practices And CBO; The YMCA’s DPP and Other Examples

Our partners from the YMCA will highlight the importance of clinical-integration of clinical practices and community-based organizations (CBOs) as successful partnerships to support patients and achieve practice improvements. Participants will learn about the incentives and roles of the clinical practice and the CBO. Program outcomes from the YMCA’s Diabetes Prevention Program (DPP) and its planned expansion through Medicare will also be discussed.

Speaker:

Tim McNeill, RN, MPH, Director, Clinical Integration, YMCA of the USA

12:45 – 1:20 PM

Creating Partnerships Between Practices and Community-Based Organizations

This session will emphasize the importance of bidirectional communications, partnering with patients in the community, promotion and referral to evidence-based programs by practices, and key aspects of shared space arrangements. The YMCA will conclude with a presentation of their vision of Community Integrated Health.

Speaker:

Suzi Montasir, MPH, Technical Advisor, Clinical Integration of Chronic Disease Programs, YMCA of the USA

1:20 – 2:00 PM

Changing How We Do EVERYTHING! Moving from FOR Patients and Families to WITH Patients and Families

Participants will examine lessons learned from Planetree Designated organizations and PCORI Engagement Award to Engage Patient and Family Partners. Planetree faculty will share real-world examples to shift organizational culture and practice to prioritize and personalize patient partnerships.

Speaker:

Jill Harrison, PhD, Director of Research, Planetree

2:00 – 2:15 PM

Break

2:15 – 2:30 PM

Overview of Action Plan and Strategies/Turning Ideas into Action

Participants will receive an instructional overview on completing an action plan that includes ideas and strategies for practices/clinicians to foster partnerships with patients, family caregivers to improve care delivery and quality.

Speakers:

Jacinta Smith, MPH, PCPCC SAN Program Manager
Mary Minniti, BS, CPHQ, Senior Policy and Program Specialist, IPFCC

2:30 – 3:30 PM

Turning Ideas into Action

Training faculty will be assigned to various teams to help facilitate plan development. Action plans will include priorities for practice improvement based on the Practice Assessment Tool (PAT) and other quality improvement templates.

Moderators:

All training faculty

3:30 – 4:00 PM

Closing Summary

Expert faculty will join training participants in a discussion summarizing the day’s activities and lessons learned.

Moderators:

Hala Durrah, MTA, Family Caregiver; Patient Family Centered Care Advocate & Consultant
Jacinta Smith, MPH, PCPCC SAN Program Manager