



1st Annual JDCH/MRH Patient- & Family-Centered Care Symposium

Memorial
Healthcare
System

Volume 1, Issue 1
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Mark your calendars!

January 19, 2006!

On January 19, all MRH and JDCH staff are invited to the MRH Auditorium for a day of celebration and learning. Join us to see what your co-workers have been doing in their units to move toward a Patient and Family-Centered Care (PFCC) culture.

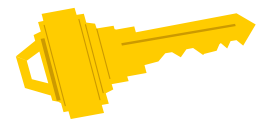
There will be concurrent workshops, poster sessions and a keynote

address by Beverly Johnson, President/CEO of the Institute for Family-Centered Care (see page 2). We will celebrate and recognize staff members who have implemented PFCC concepts in their units. You will also have the opportunity to experience and learn from a patient and family panel moderated by Mark Schumacher, Local 10 News Anchor (see page 2).

For your continued learning, workshop topics

will include: *PFCC— A Journey Through the Eyes of a Physician*; *PFCC in the Pediatric ED*; *The Words We Use*; *What's Happening in your NICU*; *HIPAA & PFCC*; and *Smoothing Transitions for Patients and Families*.

Those who attend the sessions will receive **free** breakfast, lunch and reception with Bev Johnson! Reservations required for the luncheon key note address.



Four Key Principles

- *Dignity & Respect*
- *Information Sharing*
- *Participation*
- *Collaboration*

SAVE THE DATE!

New Director of Patient- & Family-Centered Care Services for Regional

Susan Montgomery has been named the director of the new department of Patient and Family-Centered Care Services at MRH. The department has been created to further develop the MRH

culture of patient- and family-centered care, and includes other PFCC services and programs. Ms. Montgomery has been with Memorial Healthcare Systems since 2001 as an Organizational Development Specialist,

and was consultant to the team that implemented the Joe DiMaggio Family-Centered Care initiative. Her previous experience includes

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Keynote address by Beverly Johnson for Symposium

Beverly Johnson, President/CEO of the Institute for Family-Centered Care will deliver the keynote speech at the 1st Annual PFCC Symposium on January 19, 2006. Ms. Johnson will be with us as part of a three-day visit to help MRH and JDCH move forward on our journeys towards PFCC. The title of her talk is *"Patient- and Family-Centered Care: Partnerships for Quality and Safety"*. This presentation will include highlights of innovations across North America, Europe, and beyond, as well as a celebration of the accomplishments and plans within the Memorial Healthcare System. Following her visit she will write reports for

both hospitals that will be incorporated into our strategic plans as we continue our journey toward a full patient- and family-centered care culture.

The Institute for Family-Centered Care, a non-profit organization, provides national leadership to advance the understanding and practice of patient and family-centered care. Promoting collaborative, empowering relationships between providers and consumers, the Institute facilitates family-centered change in all settings where individuals and families receive care and support, and serves as a central resource for policy makers, administrators, program planners, direct ser-

vice providers, educators, design professionals, patients and family members. **RSVP's** required for the luncheon key note—call ext 7246 or 4230.



Beverly Johnson
President/CEO IFCC

Experience the view from "the other side of the bed" Local 10's Mark Schumacher to moderate family panel

Mark Schumacher joined the Local 10 News team in May 1995. Currently, he anchors the Local 10 Morning News Monday through Friday and also reports on consumer issues for the Local Ten Problem Solvers. His weekly duties include his product tests segments. He decides if an item merits a "Hits the Mark" or an "I Don't Think So!" Mark has received numerous awards for his accomplishments since beginning his career. The list includes



Mark Schumacher

Reporter of the Year (1986) at the AP Awards in Texas and Best Breaking News Coverage and Best Feature Awards (1989 - 1992) in Long Island, NY.

Mark has been a supported of JDCH even since his son Casey was diagnosed and treated for cancer here. Everyone is happy to report Casey is presently in remission and a healthy teenager.

Family members participate in design talks about the NEW Joe DiMaggio Children's Hospital

As soon as Stanley Beaman & Sears (SBS) was selected to design the NEW Joe DiMaggio Children's Hospital. Family members from the Family Advisory Council were invited to the table to participate. Marc Rothstein (FAC chairman) and Dana LaBruyere are representing the family perspective in this project. Later the architects will meet with the FAC and the Youth

Advisory Council for more input. SBS is a national firm that has a specialty focus on facilities for children.



Three zone PFCC patient room

They have designed both free standing and combined facilities and have experience in out-patient and critical care designs. Most recently they designed the University of Chicago Comer Children's Hospital, Brenner Children's at Wake Forest & Children's Medical Center at MCG.

Partners Program New Patient and Family Advisory Council Forming at MRH

Call it “the view from the other side of the bed,” “the experience of care” or “the voice of the customer.” The new Memorial Regional Partners Program will facilitate a key aspect of a patient- and family-centered culture: involving patients and their families in helping us shape current and future programs and services, facilities, safety initiatives, and other aspects of hospital operations and healthcare delivery.

The first step is to recruit patients and family members and MRH staff to serve as partners on the multidisciplinary Patient and Family Advisory Council (PFAC), the core coordinating group for the Memorial Partners program. The PFAC will identify priorities and make recommendations for programs, services

and activities to help MRH achieve its goal of becoming a national leader in adult patient- and family-centered care.

Current or former patients, family or primary caregivers, and MRH staff are eligible to serve on the Council. Members should have a desire to make a positive difference; enthusiasm about the hospital’s mission of excellence, quality, safety, community focus, and customer satisfaction; and the ability to share both positive and negative experiences in a constructive way.

HELP US RECRUIT MEMBERS!

If you know patients or family members who might contribute to this ground-breaking new initiative, or if you are interested in being involved, contact Susan Montgomery, director of Patient- and Family-Centered Care Services at MRH, at smontgomery@mhs.net, or extension 4230.

Become a Partner on the journey towards Patient- & Family-Centered Care!

New Director (continued from page 1)

managing healthcare training and organizational development in Wisconsin and Pennsylvania, including the University of Pittsburgh Medical Center. She holds a Master’s degree from the University of Wisconsin.

“This is an exciting new challenge,” she says. “I’ve always been fascinated by how cultures change and evolve. Patient- and Family-Centered Care is a cultural evolution taking us away from the medical model centered on

IT’S ABOUT LISTENING TO OUR CUSTOMERS, PROVIDING CHOICES AND SUPPORT SYSTEMS, AND WORKING WITH THEM EVERY STEP OF THE WAY.

professional and organizational convenience, and toward a patient-

centered model. It allows us to individualize patient care and involve patients and families as partners in the delivery of care, not just bystanders looking on while professionals do things to them. It’s about listening to our customers, providing choices, support systems and working with them every step of the way. The outcome will be, in large part, the kind of humane, healing culture that we all want to be part of. Helping to facilitate that change is now a real mission for me.”

Physician PFCC survey going out to all doctors



Dr. Bill Bruno,
Physician Liaison for
Family-Centered Care

The physician education program for PFCC is gaining momentum as we send out a physician survey about their comfort level with family-centered care practices. The survey was sent through the

Internet to all physicians presently on the staff of the five MHS hospitals, and has the backing of the hospital administrators, Frank Sacco, CEO, and Dr. Stanley Marks, Chief Medical Officer for the system.

The survey will take less than 5 minutes to complete, and their responses will form the basis for the development of future physician information and

education programs.

The Patient- and Family-Centered Care journey is state of the art medicine. We’re looking forward to working with our physicians to enhance their understanding, acceptance, and enthusiasm for family-centered care practices.

"Nothing About Me Without Me"

VISIT OUR WEBSITES:

WWW.MEMORIALREGIONAL.COM

WWW.JDCH.COM

Memorial Regional Hospital
Joe DiMaggio Children's Hospital
3501 Johnson Street
Hollywood, FL 33021



Posters Needed for Symposium

We all learn from others' experiences testing and implementing new things in real settings. In the spirit of

"all teach, all learn,"

you are invited to share your unit's or department's Patient- and Family-Centered Care related project in a poster presentation at the January 19th, 1st Annual PFCC Symposium. Posters sessions will be at 7:30-9 a.m, 2-3 pm, and 6-7 pm, and the posters will be on display throughout the day.

Posters should describe an activity, process, project, or method that illustrates patient-centered and family-centered principles in action. It can be an ongoing project, a prospective project, or a completed project. There is no size limit for the posters. Tables will be provided.

If your unit is interested in submitting a poster, please contact Nick Masi (JDCH posters) or Susan Montgomery (MRH posters).



CALL FOR POSTERS

The Patient- and Family-Centered Care philosophy recognizes three basic needs for patients and their families: the need for information; the need for reassurance and support; and the need to be near one another throughout the healthcare experience.

We believe that Patient- and Family-Centered Care behaviors and programs promote more effective partnerships among patients, families, and professionals. This leads to increased understanding and cooperation, improved patient safety, better health outcomes, more accessible healthcare services, and increased customer and staff satisfaction.

We believe that the patient and family are essential for all decision-making, both in terms of individualized patient care, and also in the design, development, and implementation of hospital and community services.

To learn more or submit a story for the newsletter:

Susan Montgomery, MA

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Nick Masi, PhD

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Coming news & events

Next issue:

Parents Helping Parents
Mended Little Hearts
Care Pages
IFCC Spring Conference

PFCC classes:

Family Presence
Nov. 21; 11:30-1:00 PM
7S CR #29949

Bereavement
Dec. 1; 11:30-1:00 PM
Parlor B #29959

Intro to PFCC Class
Dec. 7; 8:30 - 5:00 PM
Gray room #29418