

Embracing Patient- and Family-Centered Care: Recognizing the Driving Forces in all Healthcare Settings

**Clarity Group
Webinar**

**October 9, 2013
1:00pm - 2:00pm CDT**

Today's journey through healthcare reform is more varied and tumultuous than it has been in decades. It does not matter what aspect of healthcare reform we talk about, at the heart of each discussion should be the patient and what it takes to keep the patient at the center of his/her journey through the healthcare delivery system. However, as health systems manage the changes in healthcare reform and expand their philosophy to care for their communities, there is very little mention of what this experience should look like from the patient's perspective. Shared decision making is not at the base of most healthcare systems' cultures and it appears that the lessons we have learned in the past are not at the helm of our strategies. Yet, patient-and family-centered care is increasingly linked to improved health outcomes, lower healthcare costs, reduced errors and greater patient and family satisfaction. For evolving healthcare systems to reach complete clinical integration including ambulatory medical practices, these pieces cannot be forgotten and need to be a part of each healthcare system's organizational structure.

Objectives

During the webinar the audience will learn:

- The core concepts of patient- and family-centered care and how these concepts enhance quality, safety and the experience of care
- Effective ways to partner with patients and healthcare providers to transform the patient-caregiver relationship into a collaborative partnership
- Strategies to inspire patients and healthcare providers to transform the patient-caregiver relationship into a collaborative partnership

Presenter

Heather Annolino, RN, MBA, CPHRM Director, RQS Consulting Services, Clarity Group, Inc.

Heather is a seasoned healthcare professional who has spent 15 years in clinical settings as a RN, Nurse Manager and Risk/Safety Manager. In addition, she has many years of risk/safety management consulting experience with a large medical malpractice underwriter where she worked with a variety of healthcare clients. Heather received a Bachelor of Science in Nursing from the University of Wisconsin at Madison and a Masters of Business Administration from DePaul University. She is a Certified Professional in Healthcare Risk Management (CPHRM) and is an experienced presenter on risk, quality and safety topics.

If you have any questions about registering, please contact Angela Guzman at aguzman@claritygrp.com or 773.864.8280