

# Patient-Centered Care Strategies for Improving Quality and Safety

Two day workshop  
including interactive  
group exercises

**Register Now!**  
**Limited number  
of seats available**

March 22 – 23, 2010

Venue: Le Meridien Hotel, Amman-Jordan

Time: 08:30 to 16:00

**Patient – Centered Care is  
more than smiling and  
interpersonal skills**

**It is changing** practices to create a  
healing environment

**It is improving** efficiency and  
effectiveness by applying principles and  
strategies

**It is understanding** that patients are  
our partners

For registration and more Information:  
Al-Hijaz Towers, 4th Floor, Building #158, Mecca Street  
P.O. Box 811971 Amman 11181, Jordan  
Tel.: +962 6 5535140 • Fax: +962 6 5539881  
Email: [register@hcac.com.jo](mailto:register@hcac.com.jo) • [www.hcac.jo](http://www.hcac.jo)



# Patient-Centered Care

## Strategies for Improving Quality and Safety

Patient-centered care is much more than being friendly and respectful to patients. Research has demonstrated that patients who are active participants in their care experience have much better outcomes than those who are not similarly engaged. Surveys have shown that patients do not want to be passive recipients of care; they want to be involved in the decision-making process.

Patient-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care providers. Creating partnerships among health care practitioners, patients and families will lead to the best outcomes and enhance the quality and safety within health care.

### Purpose of the Workshop

This workshop is designed to help participants become effective agents for patient- and family-centered change in their institutions. Participants will gain the knowledge and skills to begin to transform health care within hospitals.

### Learning Objectives

At the end of the workshop, the participant will be able to:

1. Explore attitudes about patient and family involvement in their own health care.
2. Describe four principles of patient- and family-centered care.
3. Identify examples of excellence in patient- and family-centered program, practice, professional education, and facility design.
4. Discuss how to integrate patient- and family-centered concepts within a quality and safety framework in your institution.
5. Create action plans for patient- and family-centered change; individualized for each hospital.

### Topics Included

1. Patient-Centered Care Principles
2. Why Patient-Centered Care?
3. Patient-Centered Care Strategies
4. A New View
5. Translating Patient Care into Practice
6. Measuring Patient Care Experiences
7. Data collection methods
8. Changing Practice
9. What's in it for me?
10. Force Field Analysis
11. Action Plan

### Who Should Participate?

We encourage all hospitals to send an interdisciplinary team of participants that include:

- Hospital Director
- Medical Director
- Administrator
- Heads of Clinical and Managerial Departments
- Quality Improvement Coordinator
- Physicians, Nurses and other Clinical Staff
- Other staff recommended by the Hospital Director

## Save the Date! 28 – 30 June 2010, Amman – Jordan

# HCAC QUALITY HEALTH CARE CONFERENCE

### *Good, Better, Best: Moving towards Excellence in Health Care*

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### Speaker Profile



**Joanne Ashton, RN, MN**  
International Consultant

Joanne Ashton, RN, MN, International Consultant has been a Senior Quality Advisor for Joint Commission International since 1998. She has worked in the Quality Assurance Project under a USAID contract to provide consultation regarding improving health care services in developing countries. She has assisted in the redesign of obstetrical services in hospitals in Guatemala, quality improvement activities in remote primary health care regions in Guatemala, redesign of the documentation system in hospitals in Ecuador, improving the quality of care of adolescents in Africa and Jamaica and implementation of hospital standards in Eritrea and Jordan. She provided consultation to seven hospitals in Qatar to successfully achieve JCI accreditation. Ms Ashton has assisted WHO in the development and implementation of male circumcision standards in Southern Africa.

#### Background

- Over 35 years in healthcare
- Expertise in health care management
- Extensive experience in quality improvement and redesign of services and subsequently edited a book entitled "Reengineering for Patient - Focused Care"
- Extensive publication in healthcare journals

#### Professional Affiliations

- Sigma Theta Tau (Nursing Honor Society)
- International Society of Quality Assurance

#### Education

- B.S.N., Kansas University Medical Center, Kansas City, KS - USA.
- M.S.N., Kansas University Medical Center, Kansas City, KS - USA.

#### Experience in Health Care & Acute Care Hospitals

- Peace Corps Volunteer, Community Health, Guatemala
- Chief Nursing Officer, Shawnee Mission Medical Center (SMMC), Merriam, KS
- Administrative Director, SMMC
- Assistant Director of Nursing/Critical Care, SMMC
- Nursing Education Instructor, SMMC
- Respiratory Clinical Nurse Specialist, SMMC
- Critical Care Nurse, SMMC

## WORKSHOP AGENDA

### Day One

Time	Agenda Outline
08:30 - 09:00	Registration, Morning Coffee and Tea
09:00 - 09:30	<b>Session One: Workshop Overview</b> Includes: • Introduction • Expectations • Objectives of the Day
09:30 - 10:00	<b>Session Two: Patient – Centered Care Principles</b> Includes: • Attitude Assessment Exercise • Why Patient – Centered Care? • The Four Principles of Patient – Centered Care
10:00 - 10:45	<b>Session Three: Patient – Centered Care Strategies</b> Includes: • Exercise: "A New View"
10:45 - 11:15	Break
11:15 - 12:15	<b>Session Three: Patient – Centered Care Strategies Continued</b> • Exercise: "Redesign"
12:15 - 12:45	• Patient - Centered Care Strategies
13:00 - 14:00	Lunch
14:00 - 14:30	• Translating patient care into practice
14:30 - 16:00	<b>Session Four: Measuring Patient Care Experiences</b>
16:00	End of Day One

### Day Two

Time	Agenda Outline
08:30 - 09:00	Morning Coffee and Tea
09:00 - 09:15	Review of Day One
09:15 - 10:00	<b>Session Four: Measuring Patient Care Experiences Continued</b> • Data Collection Methods
10:30 - 11:00	<b>Session Five: Changing Practice</b> • Exercise: "Changing Practice"
10:30 - 11:00	Break
11:00 - 11:20	• Exercise: "What's in it for me?"
11:20 - 12:30	• Exercise: "Force Field Analysis"
12:30 - 13:30	Lunch
13:30 - 14:30	• Action plan
14:30 - 15:00	<b>Summary, Questions and Evaluation</b>
15:00	End

# Patient-Centered Care

## Strategies for Improving Quality and Safety



### ENQUIRIES

If you have any questions about registration, please call **Rose Haddadin** at +962 6 553 5140 ext. 35 or email: register@hcac.com.jo

If you have any questions about speakers or the program, please contact **Eman Zimly** at +962 6 553 5140 ext. 15 or email: zeman@hcac.com.jo

Working Hours are Sunday through Thursday from 8:30 am until 5:00 pm

SAVE		CONTACT US
<b>10%</b> Discount for Groups of 3 Persons and More	<b>20%</b> Discount for Students Only	Telephone: +962 6 553 5140 Email: register@hcac.com.jo
		<b>FOR MORE INFORMATION</b>

### WORKSHOP PACKAGE DETAILS

Workshop Name	Fee/Person
2 Day Workshop - Patient Centered Care: Strategies for Improving Quality and Safety Date: March 22 - 23, 2010 from 08:30 to 16:00 Venue: Le Meridien Hotel, Amman-Jordan	300 JOD*

\* Workshop fee includes workshop material, delegate badge, 2 coffee breaks and lunch. Delegates who attend all sessions will receive an HCAC Workshop Certificate.

### DELEGATE DETAILS

Please complete in capital letters and write your name as you would like it to appear on Workshop Certificate.

First Name: ..... Last Name: .....

Job Title: ..... Education: .....

Tel: ..... Fax: .....

Mobile: ..... Email: .....

First Name: ..... Last Name: .....

Job Title: ..... Education: .....

Tel: ..... Fax: .....

Mobile: ..... Email: .....

First Name: ..... Last Name: .....

Job Title: ..... Education: .....

Tel: ..... Fax: .....

Mobile: ..... Email: .....

### COMPANY DETAILS

Company Name: .....

Street Address: ..... P.O.Box: .....

City: ..... Country: .....

Tel: ..... Fax: .....

No. of employees on your site:  0-49  50-249  250-499  500 +

### TYPE OF BUSINESS

**Hospitals**  
 Private  Public  University  Royal Medical Services  
 Please specify name of hospital and location:  
 .....

**Primary Healthcare Centers**  
 Primary Healthcare Center  
 Please specify name of center and location:  
 .....

**Affiliations**  
 Ministry of Health  
 Private Hospital Association  
 Jordan Quality Society  
 Medical Association  
 Nursing Association  
 Pharmaceutical Association  
 Dental Association  
 Other, please specify:  
 .....

**University Student or Teaching Staff**  
 School of Medicine  
 School of Pharmacy  
 School of Dentistry  
 School of Nursing  
 Other, please specify:  
 .....

### REGISTER NOW! 3 SIMPLE WAYS!

1. By Fax: Send completed form to +962 6 553 9881
2. Via Email: Send a scanned copy of completed form to register@hcac.com.jo
3. By Calling: +962 + 553 5140 ext. 35

### PAYMENTS

A confirmation letter and invoice will be sent upon receipt of your registration. Please note registration is not confirmed until full payment is received prior to the workshop with in 10 business days. Entry to the workshop may be refused if full payment is not received.

**Ways to Pay:** Cash or Check or Wire Transfer to be deposited directly into the Health Care Accreditation Council HSBC Bank Account (bank details below):

**Wire Transfer Details:**  
 Health Care Accreditation Council  
 HSBC Bank, Middle East, Western Amman Branch  
 P.O. Box 925286 Amman, Jordan 11190  
 Account No.: 006-066815-001  
 SWIFT Code: BBMEJOAX

\* Please send us a copy of the deposit note via fax or email to confirm payment. All related bank fees are charged to the participant

### CANCELLATION AND REFUND POLICY

If you are unable to attend, a substitute delegate will be welcome in your place. Any cancellations must be submitted 1 week prior to the workshop to the following email address: register@hcac.com.jo or fax: +962 6 553 9881  
 Delegates that cancel 1 week prior to the workshop will receive a 50 percent refund.

### HCAC OFFICE ADDRESS

Health Care Accreditation Council  
 Al-Hijaz Towers, 4th Floor, Bldg. No. 158, Mecca Street  
 Tel.: + 962 6 553 5140 • Fax: +962 6 553 9881  
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