

# **Working with Patients and Family Advisors, Part 2: Finding and Training Advisors**

*featuring Pam Dardess, MPH*

*Hosted by HealthInsight, the QIN-QIO for Nevada, New Mexico, Oregon and Utah.  
In partnership with the QIN-QIOs for Alaska, Colorado, Hawaii, Illinois, Iowa, Kansas, Michigan,  
Minnesota, Montana, Nebraska, North Dakota, South Dakota, Wisconsin and Wyoming.*

**Thursday, Dec. 4, 2014**

10 a.m. Hawaii | 11 a.m. Alaska | noon PT | 1 p.m. MT | 2 p.m. CT

In this series of 60-minute webinars, organizations will learn about the benefits of working with patient and family advisors and receive concrete, action-oriented information about how to recruit, orient, identify and implement, and sustain approaches to working effectively with advisors. The content of the webinars will draw upon AHRQ's Guide to Patient and Family Engagement along with real-world examples and stories.

## **Objectives**

This session will focus on:

- Strategies and techniques for finding and selecting potential advisors
- Characteristics of successful and effective advisors
- The importance of training and orienting advisors, and the information that needs to be conveyed
- Strategies for successful initial interactions with advisors
- How to problem solve in challenging situations
- How to sustain work with and integrate advisors into your organization

## **Speaker Information**

Pam Dardess is a principal researcher in the Health and Social Development Program at the American Institutes for Research (AIR) and a fellow with AIR's Center for Patient and Consumer Engagement. Dardess is also a co-author of the patient and family engagement framework and led a four-year AHRQ-funded project to develop, implement and evaluate a Guide to Patient and Family Engagement in Health Care Quality and Safety in the Hospital Setting. She currently serves as project director for work funded by the Gordon and Betty Moore Foundation to develop a roadmap for the field of patient and family engagement.



## To Participate

- 1) Click or copy and paste this into your Web browser: <https://qualitynet.webex.com>
- 2) Locate the event you wish to join.
- 3) Click on "Join Now" (located to the right of the event title).
- 4) Enter your name and email address as prompted.
- 5) Enter the password: Advisors
- 6) Dial in to the teleconference. The number is 888-896-0862. The access code is 38251547#. If you have any questions or problems accessing the meeting, please call the Buccaneer WebEx Helpline at 540-347-7400 x390.

**Handouts will be available prior to the webinar.**

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