

Working with Patients and Family Advisors, Part 1: Opportunities and Steps for Getting Started

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, Nov. 13, 2014

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

Objectives

This session will focus on:

- What patient and family advisors do and how they can help health care organizations improve quality and safety.
- Four critical steps in the process of working effectively with patient and family advisors.
- Options for ways in which health care organizations can work with advisors, ranging from easier activities, such as working with advisors on short-term projects, to more involved activities, such as working with advisors as members of quality and safety committees.
- How to identify opportunities for and barriers to working with patient and family advisors in 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.
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 - 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.

Coming Dec. 4, 2014: Working with Patient and Family Advisors, Part 2: Finding and Training Advisors

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