Upcoming Opportunity for PFE Support!

The Florida Hospital Association (FHA) is pleased to announce a new series to support hospital’s Patient and Family Engagement (PFE) efforts - **In Pursuit of Partnership: Engaging Patients and Families in Hospital Quality and Safety.** Through this series, hospital teams will be provided with the knowledge, tools and resources necessary to effectively and meaningfully engage patients and families in your work to reduce harm and build a culture of safety. Four virtual events will take place January through March, which will give participants the foundational knowledge needed to implement and maintain successful partnerships with patient and family advisors. Additionally, one-on-one calls will offer the opportunity for hospitals to address localized questions with the coaching and support of PFE subject matter expert **Tara Bristol Rouse, MA, CPHQ, CPXP, BCPA.**

**Who Should Attend:**
FHA encourages anyone who may facilitate patient and family partnership efforts in their institute, as well as those who will work on teams with patient family advisors to participate. This may include, but is not limited to: Nurse Leaders, Front Line Nurses, Physicians, Patient and Family Experience and Advocacy Leaders, Quality Leaders, Patient Safety Officers and Case Managers.

**Schedule of Events:**
All Virtual Events will take place on **select Fridays from 10:30 a.m. – 11:30 a.m. ET.** Session descriptions and dates are below. [Click hyperlinked event titles to REGISTER ONLINE and Add to Your Calendar.]

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<th>JANUARY 2020</th>
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| **1/24** Virtual Event 1: The Role of Patients and Families in Promoting Hospital Quality and Safety  
  Session Objectives:  
  • Review the national landscape of patient- and family-centered care  
  • Describe the value of engaging patients and family members in quality initiatives  
  • Provide examples of patient and family engagement within hospitals |

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| **2/14** Virtual Event 2: Selecting, Orienting and Engaging Patient and Family Partners  
  Session Objectives:  
  • Identify processes and resources for recruiting and selecting patient and family advisors  
  • Describe best practices for preparing and orienting new patient and family advisors  
  • Discuss opportunities for patient and family engagement at the organizational level |

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| **3/6** Virtual Event 3: Training and Supporting Providers for Successful Patient and Family Engagement  
  Session Objectives:  
  • Describe suggested curriculum for provider training and support  
  • Highlight educational tools for provider training and support  
  • Discuss the role of patients and family members as faculty  

**3/27** Virtual Event 4: Sustaining Meaningful Partnerships  
  Session Objectives:  
  • Discuss best practices for maintaining patient and family engagement  
  • Identify strategies for growing clinical team buy-in  
  • Highlight the importance of continually monitoring and reporting progress, as well as sharing outcomes |
Meet the Faculty

Tara Bristol Rouse MA, CPHQ, CPXP, BCPA, is a Patient and Family Engagement (PFE) Project Consultant for the American Hospital Association (AHA) Center for Health Innovation, where she supports PFE strategy and provides technical assistance and subject matter expertise to the Health Research & Educational Trust (HRET) Hospital Improvement and Innovation Network (HIIN). Inspired by her experience as a patient and caregiver, Ms. Bristol Rouse’s work focuses on building partnerships among health care professionals, patients, and families. In 2006, she became a founding member of the Newborn Critical Care Center Family Advisory Board at NC Children’s Hospital, developing Family Faculty and Family Support Programs and integrating family partners into localized quality improvement efforts. Ms. Bristol Rouse is the former Director of Patient and Family Partnerships for the Perinatal Quality Collaborative of North Carolina (PQCNC) and has served as a patient family partner on numerous hospital, state, and national committees over the past 14 years, including faculty appointments with the Institute for Healthcare Improvement (IHI), the National Institute for Children’s Healthcare Quality (NICHQ), the Institute for Patient- and Family-Centered Care (IPFCC), and Patient and Family Centered Care Partners (PFCCpartners). In 2014, Ms. Bristol Rouse’s work was recognized by the Caregiver Action Network (CAN) as one of the Nation’s top 25 for Best Practices in Patient and Family Engagement. Ms. Bristol Rouse holds an MA in Psychology from Wake Forest University and is recognized by the Luma Institute as a Certified Human-Centered Design Practitioner.

Contact the FHA HIIN Team at 407 841-6230 to learn more about the Patient & Family Engagement Series.