



# CREATING A PATIENT AND FAMILY ADVISORY COUNCIL

A new educational webinar hosted by the Institute for Family-Centered Care

Join this webinar to discuss how to create and sustain a patient and family advisory council for your hospital or health care organization. Developing partnerships with patients and families as advisors is a good investment for your organization.

## TWO SESSIONS OFFERED

Wednesday, April 8, 2009  
1:00-2:30 pm (EDT)

OR

Tuesday, April 28, 2009  
1:00-2:30 pm (EDT)

SOLD OUT

## FEES

**\$249 per call-in line**

(A group may participate in the same room with you on this call-in line.)

**\$199 for Pinwheel Sponsors**

(Please call the Institute for details.)

## REGISTER NOW! SPACE IS LIMITED

[\(CLICK HERE TO REGISTER\)](#)

After your registration is confirmed, you will receive details about joining the webinar.

## WHO SHOULD ATTEND

Health care administrators, hospital directors and program coordinators charged with implementing patient- and family-centered initiatives, and patient and family members who want to improve quality and safety.

Participants will receive a General Certificate of Participation for 1.5 hours.

## WEBINAR FACULTY

**Marlene Fondrick, RN, BSN, MSN**, brings experience as a clinician and an administrator in both maternity care and pediatrics. She was formerly the Vice President for Patient Care Services at Children's Hospital in St. Paul, Minnesota. She also served as a Vice President for the two merged Children's Hospitals in the Twin Cities. For many years, she was the staff liaison to a very successful family advisory council at Children's Hospital of St. Paul. For more than 15 years, Marlene has provided consultations for hospitals and ambulatory care organizations related to advisory councils.

**Julie Moretz**, Family Leader and Director of Special Projects, Institute for Family-Centered Care, works on a variety of projects to develop partnerships among health care professionals, patients, and families. As the mother of a child with complex congenital heart disease requiring a dozen heart surgeries, Julie worked with her health care organization to develop a nationally-recognized patient and family advisory program for both pediatrics and adult services.

**Moderator: Marie Abraham**, Senior Policy and Program Specialist, Institute for Family-Centered Care, provides consultation to hospitals and ambulatory care practices, assisting with the development of resource materials, co-authoring publications, and serving as a faculty member for Institute seminars.

## WEBINAR OBJECTIVES

- Discuss the importance of developing a patient and family advisory council to enhance partnerships in your health care organization and how this fits in with your organization's patient- and family-centered mission;
- Identify the first steps to take in creating an advisory council in a health care setting, including recruiting and preparing patients, family members, and staff to participate in collaborative partnerships;
- Discuss approaches that foster a successful beginning, including defining council structure, maintaining councils, celebrating successes, and raising difficult issues; and
- Develop how to evaluate effectiveness of council.

A variety of resources and tools will be shared.

Visit [www.familycenteredcare.org](http://www.familycenteredcare.org) for more information.

**301-652-0281**

The Institute for Family-Centered Care, a non-profit organization founded in 1992, provides essential leadership to advance the understanding and practice of patient- and family-centered care. By promoting collaborative, empowering relationships among patients, families, and health care professionals, the Institute facilitates patient- and family-centered change in all settings where individuals and families receive care and support.