



Patient and Family Engagement Action Team In-Person Meeting  
Wednesday, June 18, 2014  
8:30am – 3:00pm

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## Web Streaming

Follow the instructions below 15 minutes prior to the scheduled start time.

- Direct your web browser to the following URL: <http://nqf.commpartners.com/se/NQFLogin/>
- Under “Enter a meeting,” type in the meeting number **474924** and click on “Enter.”
- In the “Display Name” field, type in your first and last name and click on “Enter Meeting.”

## Objectives

1. Foster meaningful relationships among Patient and Family Engagement Action Team members
2. Engage every action team member equally in the process of reaching our action team goal
3. Confirm the essential elements of a replicable “Patient Passport” model
4. Create strategies that will prepare the health care system for change
5. Identify and share solutions that will spread the Patient Passport and/or create system change

## Agenda

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|---------|--|
| 8:30am  | Breakfast (compliments of National Quality Forum)  |
| 9:00am  | Welcome - Review of Agenda, Meeting Objectives, and Action Team Communication<br><i>Susan Frampton and Pat Mastors, Action Team Co-Chairs</i>  |
| 9:15am  | Embracing Paradoxical Challenges <i>*creative warm-up exercise*</i><br><i>Susan Frampton, Action Team Chair</i><br><br>Exploring the question:<br><br>“How is it that our action team can produce something tangible (e.g. a passport) while also staying committed to the important intangibles in our action pathway goal (i.e. authentic relationships)?” |
| 9:45am  | “Making Space”: Reaffirming Our Direction While Having Fun <i>*creative warm-up exercise*</i><br><i>Pat Mastors, Action Team Co-Chair</i>  |
| 10:15am | Morning Break  |
| 10:30am | Lessons Learned from Mattel Children’s Hospital UCLA<br>Facilitated by: <i>Pat Mastors, Action Team Co-Chair and Libby Hoy, Patient &amp; Family Centered Care</i>   |

*Partners, Inc.*

Presenters:

*Kerry Gold RN, CCRN, CEN*

*Jennifer Fine: Member of Parent Advisory Committee*

*Gitanjali (Tanya) Arora, MD*

11:00am

### Team A) Preparing the System for Change

*Facilitated by Susan Frampton, Action Team Co-Chair; Tom Dahlborg, NICHQ; Knitasha Washington, Washington Howard Associates*

### Team B) Building a Patient Passport

*Facilitated by Pat Mastors, Action Team Co-Chair; Jonathan Welch, Harvard Medical School; Libby Hoy, Patient & Family Centered Care Partners, Inc.*

12:30pm

Lunch (compliments of National Quality Forum)

1:00pm

### Cross-Team Sharing / Debrief

*Facilitated by Susan Frampton, Action Team Co-Chair*

- Asking **“What?”** (focus only on the observable data, such as how many people did we have in our group? What tools did we use? Was there a process we used to reach our conclusions?) THEN
- Asking **“So what?”** (How did this process work? What was significant? Why did we reach the conclusions that we did?)
- **“Now what?” . . . see next agenda item**

1:45pm

### Action Team Commitments

*Facilitated by Pat Mastors, Action Team Co-Chair*

- Commit to solution(s) in your sphere of control/influence
- Share in pairs; ask clarifying questions and offer advice, explore obstacles
- Share with the whole group

2:45pm

### Next Steps and Wrap Up

*Rachel Weissburg, NQF*

- Grab a last cup of coffee and chat among yourselves

3:00pm

Adjourn