

# ADVANCED PRACTITIONERS of FAMILY-CENTERED CARE

Upcoming Forums for Spring 2009

Lucile Packard Children's Hospital  
Palo Alto, California

Lucile Packard  
Children's Hospital  
AT STANFORD



## **Forum #1: Simulation-Based Family-Centered Communication Training for Health Care Staff** May 4<sup>th</sup> & 5<sup>th</sup> 2009

### **Day #1: Developing Effective Staff Communication Trainings in a Simulation Setting**

**Training Content:** Forum Attendees will receive instruction on how to utilize simulation approaches to train both staff and parents on FCC concepts and behaviors. Training will take place at CAPE-Packard's Simulation Center. Information includes:

- ❖ Determining family-centered Communication Goals
- ❖ How to create effective Simulation Training scenarios
- ❖ Creating effective Debriefing Sessions

### **Day #2: Developing Effective FCC Communication Trainings in a Classroom Setting**

**Training Content:** Forum Attendees will learn about alternative teaching venues such as classroom; in situ & staff mtgs. Training will take place at historic Allied Arts. Information includes:

- ❖ How to train "Parent Simulation Actors"
- ❖ Using simulation in a Classroom Setting
- ❖ Using simulation in a Staff Meeting setting
- ❖ Review of the Packard FCC Communication Model
- ❖ Evaluation your FCC Communication Training

## **Forum #2: Creating a Sustainable Parent Mentor Program** May 14<sup>th</sup> & 15<sup>th</sup> 2009

### **Day #1: Creating Effective Parent Participant Programs**

**Training Goal:** Creating a Cadre of Well-Trained, Well-Supervised & Accountable Parent Mentors

- ❖ 'Start-up' strategies for creating Mentor Programs
- ❖ How to address the concerns of Risk Management
- ❖ Strategies for Recruitment & Screening of Parent Mentors
- ❖ Strategies for Parent Mentor Accountability
- ❖ How to build a Parent Mentor Core Curriculum

### **Day #2: Practice & Planning**

- ❖ Practice your Mentoring Skills
- ❖ Practice Training Mentors
- ❖ Strategies for Parent Mentor Accountability
- ❖ Develop and share your Mentoring Plan with other attendees

### **Forum Information**

Karen I. Wayman, PhD  
LPCH Endowed Director, Family-Centered Care  
Lucile Packard Children's Hospital  
Dept of Pediatrics, Stanford School of Medicine  
(650) 498-6410 [Kwayman@lpch.org](mailto:Kwayman@lpch.org)

Lucile Packard  
Children's Hospital  
AT STANFORD



 **STANFORD**  
SCHOOL OF MEDICINE  
Stanford University Medical Center

*The aim of the Packard Forums is to provide small, intimate discussion groups on key dimensions of Family Centered Care and provide an opportunity for attendees to develop a specific plan for their home institution*

## Dinner-Day One

Optional Dinner at a restaurant in Palo Alto. At dinner you will meet LPCH staff who have participated as FCC champions in an area of your interest—In the past, dinner guests have included: Dir. of Social Work (Parent Mentorship), ICU Nurse Manager (FCC Diffusion into ICU); Quality Manager (Patient Safety), Chair of Pediatrics, Med Dir of NICU, Med Dir of CAPE

## Training Locations

### FCC Communication Training

Day 1: Training will take place at the Center for Pediatric & Perinatal Education (CAPE) is a high tech, multi-media training center.

Learn more at <http://cape.lpch.org>

Day 2: Training will take place at Allied Arts Guild—A historic arts center built in 1929. Learn more at: <http://www.alliedartsguild.org/>

### FCC Parent Mentor Training

Day 1 & 2: Training will take place at Allied Arts Guild—A historic arts center built in 1929. Learn more at: <http://www.alliedartsguild.org/>

## Forum Costs:

Forum #1: Simulation Training: \$600 per person

Forum #2: Parent Mentor Training: \$550 per person

Day 1 Dinner for both Forums: \$50 per attendee

## Forum Fee Includes:

- ❖ Lunch both days
- ❖ Coffee/Water both days
- ❖ Forum Handbook
- ❖ 1 Follow-up Consulting Call
- ❖ Assistance Finding Hotels

## Forum Information

### For More Information Contact:

Karen I. Wayman, PhD  
LPCH Endowed Director, FCC  
(650) 498-6410

[Kwayman@lpch.org](mailto:Kwayman@lpch.org)

## Forum Trainers:

### LPCH Staff Trainers

**Karen I. Wayman, PhD**, LPCH Endowed Director of FCC. Dr. Wayman oversees Packard's Family Centered Care Program and will lead discussions on how to create a framework upon which to build an effective Parent Mentor or Staff Communication Training Program

**Judy Borchardt, RN**, Nurse Navigator. Ms. Borchardt will discuss strategies for training nurses on effective bedside communication. She will lead discussions on how to collaborate with FCC Parents and Staff to build a culture of FCC on a ward or nursing unit.

### LPCH Parent Trainers

**Michele Ashland**, Parent Lead, Parents as Mentors. Michele oversees Packard's Parent Mentor Program and Parent Actor Program. She will participate in both Forums and help to lead discussions training parent mentors and the key elements of the parent actor training.

**Lisa Wise**, Parent Lead, Parents as Policy Partners. Lisa oversees the Family Advisory Councils at Packard and is a member of the Patient Safety Committee. She is also one of our parent actors. She will participate in the FCC Communication Forum and will help to lead discussions on developing scenarios, debriefing and provide a few acting tips as well.

**Heather Keller**, Parent Lead, Neonatology. Heather oversees the Family Centered Care work in Neonatology, helps to train parent mentors and participates as a parent actor. She will attend both Forums and provide her expertise on mentoring in Neonatology and working as a parent actor.

**Diane Flynn**, Parent Lead, Information & Development. Diane oversees the public awareness component of our Family Centered Care Dept. and she is also a parent actor. She will discuss her role as a parent actor and PR opportunities to raise FCC visibility.

**Gwynne Corrigan**, Parent Lead, Heart Center. Gwynne oversees the FCC program in Cardiology, is a mentor and one of our parent actors. She will share her experience as a mentor and parent actor.

**Nicole Kangas**, Parent Lead, Maternity. Nicole oversees the Maternity FCC Program and mentors in Antepartum and Satellite NICUs. She will attend the Parent Mentor Forum and discuss her mentoring work.