

## Patient Family Engagement & Emergency Management

**Speakers:** Maxcey Smith, Dana Steiner, Anne Timmerman, Amber Kavan, Chandra Anderson

**Objectives:**

- State key principles of the principle of excellence: creating value for the customer
- Identify strategies for engaging patient and care partners into all levels of a system
- Identify implementation strategies for integration of the 4 M's Age-Friendly Health System
- Explain the HCAHPS survey and how the survey is administered
- Describe how the Patient Satisfaction survey is scored
- Differentiate HCAHPS mean score versus the top box score in organizational reporting
- Demonstrate how to use your HCAHPS scores for organizational improvement
- Describe core elements of emergency management plan
- Describe risks and assessment of water management

**Pre-work:**

- Bring latest HCAHPS report
- Familiarize self with facility emergency and water management plans

**Agenda:**

8:30 a.m. - 8:45 a.m.	<b>Welcome – Updates, Program Overview</b>
8:45 a.m. - 10:15 a.m.	<b>Emergency Management</b>
10:15 a.m. - 10:30 a.m.	<b>Break</b>
10:30 a.m. - 12:15 p.m.	<b>Water Management</b>
12:15 p.m. - 12:45 p.m.	<b>Lunch</b>
12:45 p.m. - 1:45 p.m.	<b>Age-Friendly Program</b>
1:45 p.m. - 2:45 p.m.	<b>Creating Value for the Customer</b> <ul style="list-style-type: none"><li>• Value Definition</li><li>• Identifying Value Drivers</li></ul>
	<b>Voice of the Customer</b> <ul style="list-style-type: none"><li>• Patient &amp; Family Engagement (PFE) definition</li><li>• Tools and Strategies to successfully engage patients and families</li></ul>
	<b>From Concept to Reality</b>
2:45 p.m. - 3:00 p.m.	<b>Break</b>
3:00 p.m. - 3:45 p.m.	<b>HCAHPS &amp; Patient Satisfaction</b> <ul style="list-style-type: none"><li>• The world of HCAHPS</li><li>• Working with Patient Satisfaction reports</li><li>• Feedback and Service Recovery</li></ul>
	<b>Care Compare Website</b>
3:45 p.m. - 4:45 p.m.	<b>High-Performing Quality Leaders: Partnership with Nursing</b>
4:45 p.m. - 5:00 p.m.	<b>Wrap-Up Feedback</b>
5:00 p.m. - 6:00 p.m.	<b>Networking Event</b>