



NATIONAL ACADEMY OF MEDICINE

Leadership Consortium for a Value & Science-Driven Health System

CARE CULTURE AND DECISION-MAKING INNOVATION COLLABORATIVE

DECEMBER 7, 2016
NATIONAL ACADEMY OF SCIENCES BUILDING
NAS 120
2101 CONSTITUTION AVENUE, NW
WASHINGTON, DC 20418

Meeting focus: *Consideration of a guiding framework for a culture of patient- and family-engaged care.*

Core questions:

1. **Conceptual elements.** What are the levers and opportunities for patient and family leaders and health system executives to use care culture as a tool to advance health outcomes?
2. **Lessons learned.** What lessons can be gleaned from experiences to date with patient and family engaged care culture?
3. **Evidence priorities.** Where is there opportunity to advance the evidence base for patient and family engaged care?

Outcomes intended: Strategies to use the framework as a tool for patient and family leaders and health system executives to advance PFEC in individual hospital systems; understand promising approaches to engaging patients and families in culture change efforts; identify opportunities for collaborative projects to make progress on the evidence base for PFEC.

8:30 am **Coffee and light breakfast available**

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| 9:00 am | Welcome, introductions, and meeting overview |
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Welcome from the NAM

Michael McGinnis, National Academy of Medicine

Opening remarks and meeting overview by Collaborative Chairs

Mary D. Naylor, University of Pennsylvania

William D. Novelli, Georgetown University

9:30 am

A guiding framework for patient and family engaged care

This session will present an overview of the discussion paper in development, *Harnessing Evidence and Experience to Change Culture: A Guiding Framework for Patient and Family Engaged Care*, including the framework, associated evidence, and evidence gaps for patient and family engaged care. Panelists will provide reactions to the paper from various stakeholder perspectives.

Overview:

Susan Frampton, Planetree

Panelists:

Martha Hayward, Institute for Healthcare Improvement

Megan Lewis, RTI

Karen Drenkard, GetWellNetwork

Sherry B. Perkins, Dimensions Health Care System

Q&A and Open Discussion

10:45 am

Break

11:00 am

Exemplars in building foundations for PFEC

This session will explore innovative strategies of building the foundations for a culture of patient and family engaged care specifically in advanced illness care.

David Longnecker, Coalition to Transform Advanced Care

Samuel Brown, Intermountain Medical Center

Monique Reese, Sutter Health

Q&A and Open Discussion

12:00 pm

Working lunch: the framework as a tool to build partnerships

Participants reflect on the framework and identify opportunities to advance it as a tool to enhance partnerships among health system executives, clinicians and patient and family leaders, focusing on messaging and framing of the tool.

Group 1: Facilitator: *Meryl Bloomrosen*, Allergy & Asthma Foundation of America

Group 2: Facilitator: *Paul Tang*, IBM Watson Health

Group 3: Facilitator: *Tara Montgomery*, Consumer Reports

1:15 pm

Emerging topics in patient and family engaged care and research

In this session, emerging areas of inquiry in patient and family engaged care and research will be discussed.

Maren Batalden, Cambridge Health Alliance

Rachel Grob, MA, PhD, U. of Wisconsin & Health Experiences Research Network

Bev Johnson, Institute for Patient- and Family-Centered Care

Kim Streit, Florida Hospital Association

Q&A and Open Discussion

2:30 pm

Issues and opportunities for collaborative action

Meeting participants will report back discussions from lunchtime session and explore further opportunities for collaborative action, including messaging and outreach opportunities for the framework, and prioritizing efforts on evidence gaps.

3:15 pm

Summary and next steps

Comments from the Chairs

Comments and thanks from the NAM

3:30 pm

Adjourn