

Patient and Family Engagement What is it?

A Professional Development training for CHWs

September 22, 2017

9:00 am - 2:00 pm

Catholic Medical Center

100 McGregor Street, Manchester, NH

Agenda

9:00-9:15	Welcome and Introductions
9:15-10:45	What's Patient Engagement?
10:45-11:00	Break
11:00-12:30	Where can you practice it? What gets in the way? Solutions?
12:30-1:00	Lunch
1:00-2:00	Tell me your story

Faculty: Tanya Lord PhD, MPH

Director, Patient and Family Engagement
Foundation for Healthy Communities

Lunch will be provided.

There is no cost for this training.

To Register:

Go to www.sنهاec.org and
click on Upcoming
Events.

Contact Paula Smith at
psmith@sنهاec.org or call
603-895-1514 x 1 with
questions..

Community Health Workers play a key role in working with patients and families. Patient and Family Engagement is important in the development of strong medical homes. Patient Family Engagement (PFE) is defined by the CMS national Partnership for Patients program as “ persons, families, their representatives, and health professionals (clinicians, staff and leaders), working in active partnership at various levels ... across the health care system and in collaboration with communities to improve health, health care, and health equity.”

Join in this professional development opportunity to share your knowledge and build your skills in creating more opportunities for patients and families to engage with health care systems and have their voice heard.

Target Audience

Community Health Workers

Learning Objectives

After this session, participants will be able to:

1. Define the concepts of Patient and Family Engagement at the direct care, organizational design and governance levels.
2. Understand how effective bedside engagement promotes safer care.
3. Identify barriers to better engagement and explore potential solutions and opportunities.
4. Practice storytelling as a method to share healthcare experiences.



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