

***IHI Person- and Family-Centered Care:  
Transforming the Patient Experience Seminar***

October 15-16, 2013 • Chicago, IL

*The following excerpt was written by a patient or family leader/advocate who shared insights from the [IHI Person- and Family-Centered Care: Transforming the Patient Experience seminar](#) in October 2013.*

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Being part of IHI's Person- and Family-Centered Care: Transforming the Patient Experience Seminar was a very exciting opportunity for me as an advisor. It conveys to me that the medical community is truly embracing us as true partners in transforming patient centered care.

The conference has allowed me to see the tremendous efforts that are being made to embrace change in the culture of health care as we know it today. To see that we are all working together and developing a network to ensure we have the necessary tools and framework to improve the patient and family experience.

The content regarding Best Practices for Data Interpretation and Using Measures for Learning and Improvement, I thought was presented very well by Kevin Little and Christine White. I was able to come back with a much clearer understanding of the extensive patient experience data that is collected and available within our organizations. They were able to demonstrate to us how we can utilize this information to help aid us in our development of improvement strategies. I feel it is imperative as advisors that we understand this type of data in order to be effective in our roles.

I also found it to be very advantageous to engage and share knowledge from professionals of senior, mid and front line leaders as well as other advisors during breakout sessions. It allowed us to discuss the various strategies that others are using to create a culture of excellence.

The final presentation by Spectrum Health was also very exciting to hear, especially about their success in effectively engaging patient/family advisors into their health care system.

I can truly say that it was a privilege to have been able to attend and join everyone for this conference. I had the opportunity to meet so many wonderful people that are so passionate about the work they do and hear some tremendous stories that always touch our hearts. It is always a pleasure to be in the company of those that are making such a profound impact in all of our lives!

***- Gail A. Panoff, Patient Advisor, Chair of Patient and Community Engagement Council, Saint Joseph Mercy Health System, Ann Arbor, MI  
Michigan Health and Hospital Association, Hospital Engagement Network (HEN)***