

***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.

Preparing to Partner with Purpose

I recently had the opportunity to gather with a group of like-minded, passionate professionals and patients, who had a great impact on my heart, mind and soul. The experience left me with an intensified desire to transform healthcare in ways that will allow patients and family members to be meaningful partners in their care. Attending the Institute for Healthcare Improvement conference, “Person- and Family-Centered Care: Transforming the Patient Experience” will serve as a springboard as I lunge forward to work across settings to continually increase the ways patients influence our healthcare system.

As a patient I have experienced frustrations at the way the healthcare system operates, focusing mainly on rules, standards, data, protocols and procedures with little to no regard for the relationships in the process. The five main speakers at the conference were exceptional in the way they presented information and challenged all of us to think outside of the box as we move forward in each of our roles. It was critical to learn about defining “patient/family engagement,” learning all steps in a “skill set” mentality and providing coaching to everyone – from executive leaders down to parking lot attendants.

Martha was a joy to listen to and mingled patient stories with practical ways to use both positive and negative experiences as a way to improve and grow. Kris was eloquent in the way she shared her empathetic approach to difficult situations and how to actively engage members of the entire team to greatly improve healthcare in multiple areas. Clearly, Barbara, Pat and Kevin were experts and found clever ways to capture our attention to the importance of data, standards and measures.

The two days was a pleasant mix of presenting, net-working, active participation and emotion! I came home with so many new ideas to implement in my role of Patient advisor to the Minnesota Hospital Association and got right to work reading through the resources they provided! Patients are the reason we have healthcare AND we are all patients and family members in some part of our journey. It was a delight to be part of a passionate group that wants to ensure that patients and families are actively engaged in all areas and across all settings of their healthcare.

“If there is no transformation inside of us, all the structural change in the world will have no impact on our institutions.” – Peter Block

- Lisa Juliar, Patient Advisor, Minnesota Hospital Association