

A Kaleidoscope of Care: A Pediatric Patient and Family-Centered Care Conference

Join us for a two-day discovery of the complex and colorful world of caring for children and their families in the pediatric healthcare setting

May 11–12, 2017

**The University Guest House at the University of Utah
110 South Fort Douglas Blvd
Salt Lake City, UT 84113**

“Designed for anyone who advocates for children and families in a healthcare environment.”

Sponsored by
Family Support Services Department
at Primary Children's Hospital



 **Intermountain
Primary Children's Hospital**
"The Child First and Always"

 **UNIVERSITY OF UTAH
SCHOOL OF MEDICINE**
Department of Pediatrics

Featured Speakers

Joshua D. Schiffman, MD

Dr. Joshua D. Schiffman received his medical degree from Brown University School of Medicine, completed his Pediatric Residency, Pediatric Chief Residency, and Pediatric Hematology/Oncology Fellowship at Stanford University. He has been an investigator at the Huntsman Cancer Institute since 2008 and a faculty member at the University of Utah School of Medicine since 2009. Dr. Schiffman is board-certified in Pediatrics and Pediatric Hematology-Oncology.



Fred J. Schiffman, MD, FACP

Dr. Fred Schiffman is the medical director of The Leonard and Adele R. Decof Family Comprehensive Cancer Center at The Miriam Hospital in Providence, RI. Dr. Schiffman is vice chairman of medicine at The Warren Alpert Medical School of Brown University and the inaugural Sigal Family Professor of Humanistic Medicine. He is a hematologist/oncologist and his areas of expertise include malignant and non-malignant hematological problems and disorders of the spleen.



Katy A Welkie, MBA, BSN, RN, CEO

Ms. Katy A Welkie is the Chief Executive Officer of Primary Children's Hospital in Salt Lake City, Utah. She received her MBA with an emphasis in Health Care Administration from Regis University and her Bachelor's in Nursing from the University of Utah. Katy is particularly motivated in her career by the hospital's philosophy, 'The Child First and Always' and by a newly-developed patient safety initiative at Primary Children's called Zero Harm.



Joseph Horton, MHA

Mr. Horton received a Bachelor of Arts degree in English at the University of Utah and holds a Masters degree in Hospital Administration from the University of Minnesota. He spent 21 years at Primary Children's Hospital, first as Chief Operating Officer, and 15 years as CEO. In 2001, he fulfilled a two-year term as Chairman of the National Association of Children's Hospitals. In 2007, he was appointed Senior Vice President of Intermountain Healthcare and assumed responsibility for all 23 of Intermountain's hospitals until his retirement in 2012.



Thursday, May 11, 2017

7:30 – 8:30 Registration and Breakfast

8:30 – 10:00 Featured Speakers

Cancer in the Family—Father, the Oncologist, and Son, the Patient Joshua D. Schiffman, MD and Fred J. Schiffman, MD, FACP

- ◆ Explain the complex family dynamics when a child develops cancer
- ◆ Discuss the viewpoint of a physician-father as a son is diagnosed and treated

10:00 – 10:15 Break

10:15 – 10:45 General Session

Inside the Kaleidoscope—We have been on every side of the healthcare spectrum

Joshua D. Schiffman, MD and Fred J. Schiffman, MD, FACP

- ◆ Develop a personal philosophy of influence through the reflection and insights shared in this question and answer session



10:50 – 11:50 Session 1 Breakout

(A) Helping Refugee Patients and their Families Successfully Navigate the U.S. Healthcare System Pamela Silberman, MA

- ◆ Explain the health issues facing refugees and their families

(B) The Importance of Faith in Family-Centered Care David Pascoe, MA, BCC

- ◆ Discuss how various religious traditions and belief systems view the role faith plays in healing
- ◆ Explain how various religions and belief systems approach death

(C) Creating a Patient and Family Advisory Council (FAC) Cindy Warnick, BS

- ◆ Develop a FAC and define roles and responsibilities

12:00 – 12:45 Networking Lunch (provided)



12:50 – 1:50 Session 2 Breakout

(A) The Linda B. and Robert B. Wiggins Wellness and Integrative Health Center at Huntsman Cancer Institute
Shelley White, MSW, LCSW

- ◆ Recognize the therapeutic value of integrative medicine for patients and their families

(B) Talking with Children about Death and Dying Jill McFarlane, BS, CCLS

- ◆ Develop services and a culture to support families navigating grief and loss

(C) Meeting the Needs of Pediatric Patients and Families—Ronald McDonald House and Hospital Partnerships

Amanda Choudhary, MHA, FACHE
and Carrie Romano, BS

- ◆ Expand community partnerships in order to facilitate support for patient and family-centered care

2:00 – 3:00 Session 3 Breakout

(A) Parental Presence, Let them In: Collaborative Approaches to the Engaged, Humanized Intensive Care Unit

Chris Benda, BS, Ramona Hopkins, PhD, MSN, Samuel Brown, MD, MS, and Lorie Mitchell, MSN, RN

- ◆ Describe how to humanize the ICU for patients and families

(B) The Linda B. and Robert B. Wiggins Wellness and Integrative Health Center at Huntsman Cancer Institute
Shelley White, MSW, LCSW

- ◆ Recognize the therapeutic value of integrative medicine for patients and their families

(C) In It for the Long Haul—Long-Term Care
Kami Arnell, BSW, SSW, and Jennifer Brinton, MD, FAAP

- ◆ Describe the challenges and community resources available to families caring for medically complex children long-term

3:00 – 3:15 Break

3:15 – 4:15 Session 4 Breakout

(A) Utah Family Voices—What is Family-Centered Care, and Why Do I Care?

Tina Persels, Parent Consultant

- ◆ Explain Family-Centered Care including how to operationalize it into daily functions

(B) Reintegrating Back into School from the Healthcare Setting Charles Curtin, MEd, BS

- ◆ Recognizing community resources to assist patient and siblings to transition back into daily school routine

(C) Supporting Families During a Pediatric Resuscitation—Embracing the Family-Centered Care Philosophy

Lisa Sperry, MHA, BSN, RN, CCRN

- ◆ Discuss the concerns and benefits of family presence during a pediatric resuscitation
- ◆ Identify “family presence facilitators” and their role during pediatric resuscitations

4:15 – 4:30 End-of-Day Wrap-up

Friday, May 12, 2017

7:30 – 8:30 Registration and Breakfast

8:30 – 9:30 General Session

Lessons Learned from our Medical Errors—Creating a Conscious Commitment to the Culture of Safety in our Hospital

Katy A Welkie, MBA, BSN, RN, CEO

9:30 – 10:30 General Session

A Personal History—“The Child First and Always” Joseph Horton, MHA

- ◆ Describe the historical development of hospitals for children
- ◆ Elaborate on the historical origin of “The Child First and Always” and how it came to Primary Children’s Hospital

10:30 – 10:45 Break

10:45 – 11:45 Session 5 Breakout

(A) Family-Centered Care and Ethics

Jill Sweney, MD, MBA

- ◆ Explore pediatric specific ethical dilemmas

(B) Child Life and Expressive Therapies—Our Role in Healthcare

Ali Ditolla, MA, ATR, Paula Naatz, MA, MT-BC, Holly Moss-Rosen, MA, CCLS, and Kayla Zuckerman, MA, MT-BC

- ◆ Discuss how Child Life and Expressive Therapies (Music Therapy, Art Therapy, and Dance Therapy) support family-centered care

(C) The Parent's Perspective Panel

Tina Persels, Parent Consultant

- ◆ Recognize the challenges that parents face and ways to improve relationships between providers and family members

11:45 – 12:30 Lunch (provided) featuring the Native American Dance Group

12:30 – 1:30 Session 6 Breakout

(A) Bridging the Gap—Adolescent/Young Adult Transition to Adult Care

Carolyn Reynolds, MS, APRN

- ◆ Describe the current situation for young adults with chronic conditions as they transition from pediatric care to adult providers

(B) Family-Centered Care and Ethics

Jill Sweney, MD, MBA

- ◆ Explore pediatric specific ethical dilemmas

(C) The Parent's Perspective Panel

Tina Persels, Parent Consultant

- ◆ Recognize the challenges that parents face as well as ways to improve relationships between providers and family members

1:35 – 3:05 General Session

Caring for the Caregiver

Marc Potter, MSW, LCSW

- ◆ Identify three major components of burnout
- ◆ Demonstrate a down-regulating breathing exercise

3:05 – 3:30 Conference Summation



Accreditation



This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME)

through the joint providership of Primary Children's Hospital and the Department of Pediatrics at the University of Utah School of Medicine. Primary Children's Hospital is accredited by the ACCME to provide continuing medical education for physicians.

AMA PRA Credit: *Primary Children's Hospital designates this live educational activity for a maximum of 11.5 AMA PRA Category 1 Credit(s)TM for the conference. Physicians should claim only the credit commensurate with the extent of their participation in the activity.*



"Primary Children's Hospital is an approved provider of continuing nursing education by the Western Multi-state Division, an accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation. "Arizona, Colorado, Idaho, and Utah Nurses Associations are members of the Western Multi-State Division of the American Nurses Association.

This educational activity offers 11.5 nursing contact hours. Successful completion is attendance at all presentations, or credit is awarded for the number of full sessions attended.

Any display or use of any commercial product in this education activity does not imply ACCME/ANCC commission on accreditation or WMSD endorsement of the products.



Social Work CEU Credit:

This workshop has been approved by NASW Utah Chapter for up to 11.5 CEU's.

For any questions, contact:

Amanda Kirk

Pediatric Education Services

Email: amanda.kirk@gmail.org

Phone: 801.662.3502;

Toll-free: 1.800.910.7262 (8:00 am–4:30 pm, M-F MST)

Fax: 801.662.3522 (Secure line: 24 hours day)

A Kaleidoscope of Care Conference: May 11–12, 2017

Registration Information

To register online please visit:
www.primarychildrens.com/familycare

Cancellation Policy: Refund for cancellation will be subject to a \$25 processing fee. No refunds will be made after April 21, 2017.

Mail or fax registration form to:
Primary Children's Hospital
Pediatric Education Services
100 North Mario Capecchi Drive
Salt Lake City, UT 84113
Phone: 801.662.3500; Toll-free: 1.800.910.7262
Fax: 801.662.3522 pc-pes@imail.org

Register online at: www.primarychildrens.com/familycare

Name

Title

Organization

Address

City

State

Zip code

Work phone

Home phone

Email address

Please indicate any special needs:

One question on these topics I would like to be addressed is:

Registration Fees (Limited Enrollment)

Tuition		On or before 04/15/2017	After 04/15/2017
Thursday and Friday	Professional disciplines, Residents, Nursing	\$150	\$175
	Parents and Students	\$80	\$100
	Physicians	\$350	\$400
	Single Day, <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	\$125	
	Syllabus available for download, hard copy available for additional \$50.	\$50	
		Total:	

Session 1: (A, B, or C)

Session 4: (A, B, or C)

Session 2: (A, B, or C)

Session 5: (A, B, or C)

Session 3: (A, B, or C)

Session 6: (A, B, or C)

1. ☐ Check # (Payable to: Primary Children's Hospital—Pediatric Education Services)

2. ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover ☐ I-Card —No Purchase Orders

Account number

Security code

Authorized cardholder

Expiration date

Signature

A Kaleidoscope of Care Conference: May 11–12, 2017

Purpose

“Designed for anyone who advocates for children and families in a healthcare environment.”

Conference Outcomes

This educational offering enables attendees to:

1. Exchange ideas and resources with other pediatric healthcare providers, patients, parents, and advocates
2. Examine best practice in pediatric patient and family-centered care initiatives
3. Evaluate how patients, families, and healthcare providers can develop partnerships that strengthen the patient/family experience within the healthcare system

Location

The University Guest House at the University of Utah
110 South Fort Douglas Blvd
Salt Lake City, Utah 84113

Salt Lake City, Utah

For on-site hotel accommodations please contact the University Guest House at 801.587.1000 or toll free 888.416.4075. Please request the special rate for guests of Primary Children's Hospital.

Parking

Complimentary parking is available at the Guest House and in the posted parking lots directly west of the Officer's Club. Additional details and options will be provided in your confirmation letter. Please consider riding TRAX.

Registration fee for the conference includes a continental breakfast and lunch.

All registration forms must be accompanied with the appropriate registration fees.

Please refrain from bringing infants, children, or pets.

The conference is not responsible for lost items.

Faculty

Kami Arnell, BSW, SSW

Patient and Family Services
South Davis Community Hospital

Chris Benda, BS

Parent, Family Advisory Council
Primary Children's Hospital
Intermountain Medical Center

Jennifer Brinton, MD, FAAP

South Davis Community Hospital

Samuel Brown, MD, MS

Director, Center for Humanizing Critical Care
Assistant Director, Critical Care Echocardiography Service
Intermountain Medical Center

Amanda Choudhary, MHA, FACHE

Administrative Director, Family Centered Services
Family Advisory Council Co-Chair
Primary Children's Hospital

Charles Curtin, MEd, BS

Education Specialist
Primary Children's Hospital

Ali Ditolla, MA, ATR

Art Therapist
Primary Children's Hospital

Ramona Hopkins, PhD, BSN

Clinical Research Investigator
Brigham Young University

Joseph Horton, MHA

Executive Adjunct Professor
David Eccles School of Business
University of Utah

Former CEO, Primary Children's Hospital

Jill Macfarlane, BS, CCLS

Program Director, The Sharing Place

Lorie Mitchell, MSN, RN

Nurse Manager, Shock Trauma, ICU
Intermountain Medical Center

Paula Naatz, MA, BC-DMT

Dance Movement Therapist
Intermountain Healthcare

Chaplain David Pascoe, MA, BCC

Manager of Palliative Care
Chaplaincy and Bereavement Services
Primary Children's Hospital



Tina Persels
Parent Consultant
Utah Family Voices/Utah Parent Center

Marc Potter, MSW, LCSW
EAP Counselor at Intermountain Healthcare

Carolyn Reynolds, MS, APRN
Operations Director, Pediatric Specialties Clinic
Intermountain Healthcare

Carrie Romano, BS
Executive Director
Ronald McDonald House Charities

Holly Moss-Rosen, MA, CCLS
Child Life Specialist
Primary Children’s Hospital

Fred J. Schiffman, MD, FACP
The Sigal Family Professor of Humanistic Medicine
Vice Chairman of Medicine, Warren Alpert School of
Medicine at Brown University, Associate Physician-in-Chief,
The Miriam Hospital

Joshua D. Schiffman, MD
Professor, Department of Pediatrics
Adjunct Professor, Oncological Sciences
University of Utah School of Medicine

Pediatric Hematology/Oncology
Primary Children’s Hospital

Nuclear Control of Cell Growth and Differentiation
Huntsman Cancer Institute

Pamela Silberman, MA
Health Program Manager
International Rescue Committee

Lisa Sperry, MHA, BSN, RN, CCRN
Director, Children’s Medical Center
Summerlin Hospital

Jill Sweeney, MD, MBA
Medical Director, Pediatric Intensive Care Unit
Primary Children’s Hospital

Assistant Professor, Division of Pediatric Critical Care
Department of Pediatrics
University of Utah School of Medicine

Cindy Warnick, BS
Family Advisory Liaison
Parent Resource/Support Coordinator
Primary Children’s Hospital

Katy A Welkie, MBA, BSN, RN, CEO
Chief Executive Officer
Primary Children’s Hospital

Shelley White, MSW, LCSW
Manager, Linda B. and Robert B. Wiggins
Wellness and Integrative Health Center
Huntsman Cancer Institute

Kayla Zuckerman, MA, MT-BC
Music Therapist, Child Life
Primary Children’s Hospital

Planning Committee

Maria Gamvroulas, MSW, LCSW
Co-Chair, Pediatric Patient and Family-Centered
Care Conference

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Alinda Shelley, BA, CCLS
Child Life Team Lead
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