



Kaleidoscope of Care

A Patient and Family Centered Care Conference

Join us for a two-day discovery on how patients, families and healthcare providers can develop partnerships that strengthen the patient/family experience within the healthcare system.

Designed for healthcare professionals and anyone who advocates for patients and families in a healthcare environment.

August 2-3, 2018
University of Utah Guest House
110 South Fort Douglas Blvd
Salt Lake City, UT 84113



Conference outcomes

This educational offering enables attendees to:

1. Exchange ideas and resources with other healthcare providers, patients, parents, and advocates.
2. Examine best practice in 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.

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

For questions or more information please contact: Amanda Kirk, 801.662.3502, or amanda.kirk@gmail.org.



Target audience

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Location

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

Lodging and Parking

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.

Complimentary parking is available at the Guest House and in the posted parking lots directly west of the Officer's Club.

Registration

- 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

Annie Budhathoki, DAOM, L.Ac
Wellness Education and Training Coordinator
Linda B. and Robert B. Wiggins Wellness
and Integrative Health Center
Huntsman Cancer Institute,
University of Utah

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

Charles Curtin, MEd
Education Specialist
Primary Children's Hospital

Ali Ditolla, MA, ATR
Art Therapist
Primary Children's Hospital

Ramona Hopkins, PhD
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

Lorie Mitchell, MSN, RN
Nurse Manager, Shock Trauma, ICU
Intermountain Medical Center

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

Paula Naatz, MA, BC-DMT
Dance Movement Therapist
Intermountain Healthcare

Danielle Lankford, MPA
Director of Development
The Sharing Place

Tina Persels
Parent Consultant
Utah Family Voices/Utah Parent Center

David Pascoe, MA, BCC
Manager of Palliative Care
Chaplaincy and Bereavement Services
Primary Children's Hospital

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

Carrie Romano, BS
Executive Director
Ronald McDonald House Charities

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

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

Planning committee

Maria Gamvroulas, MSW, LCSW
Co-Chair, Pediatric Patient and
Family-Centered Care Conference
Manager of Social Work Care
Management
Primary Children's Hospital

Joy Singh, MBA, CCLS, CIMI
Co-Chair, Pediatric Patient and
Family-Centered Care Conference
Director, Child Life and
Expressive Therapies
Primary Children's Hospital

Chris Benda, BS

Joy Cutler, MS, RN, CPXP

Emma Fernandez-Andersen, BA/CMI

Jennifer Hathaway, BS, CCLS

Aileen S. Hoggan, MSNEd, RN, RN-BC

Laura Van Hook, MSW, LCSW

Amanda Kirk, MPA

**Amanda Maestro-Scherer, MA,
SCMT, MT-BC**

Lorie Mitchell, MSN, RN

Dominic Moore, MD, FAAP

L. Jonell Murray, MBA-HM

Jennifer Pannunzio, MSW, LCSW

David Pascoe, MA, BCC

Alinda Shelley, BA, CCLS

Joyce V. Soprano, MD, FAAP

Cindy Warnick, BS

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 initiatives at Primary Children's called Zero Harm.



Joseph Horton, MHA

Mr. Horton received a Masters degree in Hospital Administration from the University of Minnesota and a Bachelors of Arts degree in English at the University of Utah. 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, August 2, 2018

7:30 – 8:30 AM | Registration and Breakfast

8:30 – 10 AM | 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 – 10:15 AM | Break

10:15 – 10:45 AM | 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 AM | Session 1 breakout

- (A) Refugee patients navigating 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

Noon – 12:45 PM | Networking lunch (provided)

12:50 – 1:50 PM | Session 2 breakout

- (A) The Linda B. and Robert B. Wiggins Wellness and Integrative Health Center at Huntsman Cancer Institute
Annie Budhathoki, DOAM, LAC and wellness panel
 - ◆ Recognize the therapeutic value of integrative medicine for patients and their families
- (B) Talking with children about death and dying
Danielle Lankford, MPA
 - ◆ Develop services and a culture to support families navigating grief and loss
- (C) 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 – 3 PM | Session 3 breakout

- (A) Parental presence, Let them in:
Chris Benda, BS, Ramona Hopkins, PhD, BSN,
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
Annie Budhathoki, DOAM, LAC and wellness panel
 - ◆ 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 – 3:15 PM | Break

3:15 – 4:15 PM | 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
 - ◆ Recognizing community resources to assist patient and siblings to transition back into daily school routine
- (C) Supporting families during a pediatric resuscitation
Jacquelyn MacLeod, BS, CCLS
 - ◆ 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 PM | End-of-Day Wrap-up

Friday, Aug 3, 2018

7:30 – 8:30 AM | Registration and Breakfast

8:30 – 9:30 AM | General session

Lessons learned from our medical errors— Creating a conscious commitment to the culture of safety
Katy A Welkie, MBA, BSN, RN, CEO

9:30 – 10:30 AM | General session

- “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 AM | Break

10:45 – 11:45 AM | Session 5 breakout

- (A) Family-centered care and ethics
Leslie Francis, JD, PhD
 - ◆ Explore patient 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
Amanda Maestro-Scherer, MA, SCMT, MT-BC
 - ◆ Discuss how child life and expressive therapies (Music, Art, 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 AM – 12:30 PM | Lunch (provided) featuring the Native American Dance Group

12:30 – 1:30 PM | 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
Leslie Francis, JD, PhD
 - ◆ Explore patient 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 PM | General session

Caring for the caregiver
Speaker TBA

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

3:05 – 3:30 PM | 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, Idaho, and Utah Nurses Associations are members of the Western Multi-State Division of the American Nurses Association. This activity is jointly provided by Primary Children's Hospital and the Department of Pediatrics at the University of Utah School of Medicine.

This educational activity offers 11.5 nursing contact hours. Successful completion is claiming credit 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 questions, contact:

Amanda Kirk

Pediatric Education, Practice, and Research

Email: amanda.kirk@imail.org | Phone: 801.662.3502;

Toll-free: 1.800.910.7262 (8 AM–4:30 PM, M–F MST)

Fax: 385.297.2112 (Secure line: 24 hours day)

Kaleidoscope of Care

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Eleven-year-old Simon Dodart was born with genetic disorders and is legally deaf and blind and has trouble communicating. One New Year's Eve, Simon was rushed to Primary Children's Hospital due to severe stomach pain.

His mother, Valorie, described the nurse who greeted Simon by name as "a little bit of sunshine." She recalls, "I could see Simon relax as his new nurse began caring for him. His care was tailored to his needs and I couldn't have asked for a better group of caregivers." Even as the family waited for x-ray results, sodas and some cheese and crackers appeared for them to enjoy.

Once admitted, the child life specialist helped Simon feel at ease, and pictures with names were posted on the board in Simon's hospital room to help him know who his caregivers were. They made extra effort to connect with Simon and make him feel as comfortable as possible. Luckily Simon was home a few days later after his doctors found a quick diagnosis and immediately started treatment.

"This was a memorable, exemplary experience from start to finish. We felt a real partnership with the caregiving team and appreciate their effort in caring for Simon," says Valorie. Thanks to the complete care and kindness of his healthcare team, Simon can once again enjoy his favorite thing, spending time with his family.

Simon's story is one of many that inspired the Kaleidoscope of Care Conference.

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Kaleidoscope of Care Conference

August 2-3, 2018

University of Utah Guest House

110 South Fort Douglas Blvd

Salt Lake City, UT 84113

Intermountain Healthcare Inc.
Primary Children's Hospital
Pediatric Education Services
100 North Mario Capecchi Dr.
Salt Lake City, Utah 84113

Non-Profit
US Postage
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Registration

Online: primarychildrens.com/familycare

By Mail:

Pediatric Education, Practice, and Research, Primary Children's Hospital
100 N. Mario Capecchi Dr, Salt Lake City, UT 84113

Fax: 385.297.2112

Cancellation Policy: Refund for cancellation will be subject to a \$25 processing fee. No refunds will be made after July 25, 2018.

Name (please print):

Title/Credentials:

☐ MD/DO

☐ Professional disciplines, Resident, Nurse

☐ Parent/Student

☐ Other: _____

Organization: _____

Address: _____

City: _____

State:

Zip Code:

Daytime Phone:

E-mail: _____

Please indicate any special needs: _____

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

Tuition

Payment must accompany this registration form:

Professional disciplines, Residents, Nurses:

☐ \$150 (before April 15, 2018)

☐ \$175 (after April 15, 2018)

Parents and Students:

☐ \$80 (before April 15, 2018)

☐ \$100 (after April 15, 2018)

Physicians:

☐ \$350 (before April 15, 2018)

☐ \$400 (after April 15, 2018)

Single day: ☐ Thursday ☐ Friday:

☐ \$125

Printed syllabus: \$50 (online syllabus free)

☐ \$50

Total: _____

Payment (Payment must accompany registration. No purchase orders accepted.)

☐ Check (payable to Pediatric Education, Practice, and Research)

☐ Visa

☐ American express

☐ Master card

☐ Discover

☐ Icard

Authorized cardholder name:

CVV:

Account number:

Expiration date:

Signature: _____