Storyboards
The 27th Annual National Forum on Quality Improvement in Health Care
December 6–9, 2015 · Orlando, FL

Person- and Family-Centered Care

PFCC1: “What Matters to You?”
Bringing the Patient’s Voice into Quality and Affordability
Palo Alto Medical Foundation
Laura Holmes
holmesl3@pamf.org

PFCC2: A Patient Driven Approach to Endoscopy Shift Design
Mayo Clinic
Erin Pagel
pagel.erin@mayo.edu

PFCC3: A Person-Centered Approach to Survey Design
Cancer Care Ontario
Heidi Amar
Heidi.Amernic@cancercare.on.ca

PFCC4: An Approach to Increase Depression Screening Rates
UNM Truman Health Services
Marlinda Jefferson
mjefferson@unmmg.org

PFCC5: An Exploration of Patient Experience At London Health Sciences Centre
London Health Sciences Centre
Theresa Malloy Miller
jennifer.yoon@lhsc.on.ca

PFCC6: Patients and Families Improve Quality by Engaging
PFCC7: An Approach to a Chronic Care Problem in Canada: Evaluative Results from the Atlantic Healthcare Collaboration
Canadian Foundation for Healthcare Improvement
Claudia Amar
claudia.amar@cfhi-fcass.ca

PFCC8: Are Families Part of Your Team?
Danish Society for Patient Safety
Britt Wendelboe
britt.wendelboe@patientsikkerhed.dk

PFCC9: At the Heart of Care Redesign: Patient Engagement
Stanford Hospital and Clinics
Christine Thompson
chrthompson@stanfordhealthcare.org

PFCC10: Becoming Conversation Ready: Tracking Process and Policy Improvements on Discharged to ICU and Hospice Rates
Spaulding Hospital Cambridge
Susan Moore
smoore16@partners.org

PFCC11: Better Together: Partnering with Families Campaign
Institute for Patient- and Family-Centered Care
Beverley Johnson
bjohnson@ipfcc.org

PFCC12: Care Coordination Challenges Among the Sickest Individuals
OptumInsight
Timothy Wells
tim.wells@optum.com

PFCC13: Care Management Call Center Voicemail Reduction Project
Cancer Treatment Centers of America
Louise Boone
louise.boone@ctca-hope.com

PFCC14: Communicating for Better Care: Proactive Communication Strategies
Singapore General Hospital
Tan Hui Li
tan.hui.li@sgh.com.sg

PFCC15: Communication Challenges in Partnering with Patients
Datix
Daniel Cohen
dcohen@datix.co.uk

PFCC16: Compassionate, Collaborative Care
Schwartz Center for Compassionate Healthcare
Beth Lown
blown@mah.harvard.edu

PFCC17: From Great Intentions to Great Implementation: Standardizing Best Practices for Family Meetings
The Children’s Hospital of Philadelphia
Rachel Biblow
kratchmana@email.chop.edu

PFCC18: From Principle to Practice: Implementing a Person-Centred Care Guideline in the Ontario cancer system
Cancer Care Ontario
Simron Singh
simron.singh@sunnybrook.ca

PFCC19: Gaps in the Use of Palliative Care in US Hospitals
University HealthSystem Consortium (UHC)
Jocelyn Vaughn
vaughn@uhc.edu

PFCC20: Impact of an Integrated Health Home for SMI on Wait Times and First Appointment Adherence
Barnabas Health
Stanley Evanowski
sevano@barnabashealth.org

PFCC21: Implementation of a Pet Assisted Therapy at University Hospital, London Health Sciences Centre
London Health Sciences Centre
Craig Watkin
jenner.yoon@lhsc.on.ca

PFCC22: Improving Patient Experience in a Radiation Therapy Department by Minimizing Daily Wait Times
Cancer Care Ontario
Laurie Stillwaugh
lstillwaugh@hsnsudbury.ca

PFCC23: Improving Care Delivery by Performing Electromyography Prior to Hand Surgery Evaluation for Carpal Tunnel Syndrome
Mayo Clinic Arizona
Katharine Connolly
connolly.katharine@gmail.com

PFCC24: Improving Patient Experience and Clinical Throughput in the Epilepsy Monitoring Unit
London Health Sciences Centre
Susan Hayman-Abello
jennifer.yoon@lhsc.on.ca

PFCC25: Improving Post-Discharge Follow-Up of Pediatric Asthma Patients at Harlem Hospital: A Resident-Led QI Project
HARLEM HOSPITAL PEDIATRICS
Nkeiruka Orajiaka
nkeiruka.orajiaka@nychhc.org

PFCC26: Improving the Patient Experience in a Radiation Therapy Department by Minimizing Daily Wait Times
Cancer Care Ontario
Laurie Stillwaugh
lstillwaugh@hsnsudbury.ca

PFCC27: Increasing Trichomonas Testing in the Pediatric Emergency Department
Nationwide Children’s Hospital
Don Buckingham
don.buckingham@nationwidechildrens.org

PFCC28: Kapi’olani Medical Center for Women & Children Emergency Department Project in Patient Satisfaction
John A Burns School of Medicine
Anik Cockroft
anik@hawaii.edu

Storyboard Reception
Tuesday, December 8, 4:15 PM–6:30 PM, Palms Ballroom
During this reception, presenters will be standing by their boards to answer questions.
PFCC29: Measuring What Matters: Patient Reported Experience in Real Time as part of Quality Improvement Cycle
Cancer Care Ontario
Srinon Singh
sarah.benn@cancercare.on.ca

PFCC30: MEDS Chart: Eliciting Patient Voice to Address Medication Trauma
CareOregon
Paul Carson
carsonp@careOregon.org

PFCC31: Mindfulness for Care Providers: A Salutogenic Win-Win
St. Joseph’s Healthcare
Peter Bieling
Pbieling@stjoes.ca

PFCC32: Patient Counselling From Compliance to Concordance
Hamad Women’s Hospital
suha gazar
sgazar@hamad.qa

PFCC33: Patient/Family Centered Care Experience at St. Mary’s Hospital Endoscopy Unit
Saint Mary’s Hospital Of Troy
Annamarie James
Annamarie.James@sphp.com

PFCC34: Patients as Partners in Co-designing Improvement
Canadian Foundation for Healthcare Improvement
Jessie Checkley
Jessie.Checkley@cfhi-fcass.ca

PFCC35: Physician Shadowing Impact on Doctor-Patient Communication
Rush University Medical Center
Francis Fullam
francis_fullam@rush.edu

PFCC36: Real-Time Patient Advisory Groups: Novel Opportunities for Learning and Improvement
Toronto Rehabilitation Institute
Carol Fancott
Carol.Fancott@utoronto.ca

PFCC37: Reproductive Health — In an Advanced Welfare State
Danish Society for Patient Safety
Beth Lilja
beth.lilja@patientsikkerhed.dk

PFCC38: Saving Lives of Little Angels and Their Mothers in The High Alps of Chitral, Pakistan
Aga Khan Health Service, Pakistan
Shireen Punjwani
shireen.punjwani@akhsp.org

PFCC39: Self-Care Texts Support Long Term Conditions
Mansfield & Ashfield Clinical Commissioning Group
Sian Clark
sian.clark@mansfieldandashfieldccg.nhs.uk

PFCC40: Sleep-Deprived: Overlooked and Undertreated an Update on Screening
Cancer Treatment Centers of America
David Visco
david.visco@ctca-hope.com

PFCC41: Success: Reducing Admissions by Care Navigation
University of Michigan Health System
Margaret Jacobs
ejacobsmm@umich.edu

PFCC42: System Level Quality Indicators for Palliative Care in Ontario
Ontario Palliative Care Network Secretariat
Sara Urowitz
sara.urowitz@cancercare.on.ca

PFCC43: Systems Leadership for Person-Centered Care
DentaQuest Foundation
Matthew Bond
matthew.bond@dentaquestfoundation.org

PFCC44: The Impact of Collaborative Care on the Healthy Workplace environment of the Bedside Nurse
University Hospital
Sean, Jennifer Moore, Ramos
sean.moore2@uh-sa.com and Jennifer.Ramos@uh-sa.com

PFCC45: The Standardization of Care for the Cystic Fibrosis Patient
Geisinger Health System
Laurie Wallace
lwallace@geisinger.edu

PFCC46: Transitions in Healthcare Delivery: Provider-Patient Communication in the New Era
University of Illinois
Eric Swirsky
eswir@uic.edu

PFCC47: Using Six Sigma Methodology to Improve Patient Satisfaction
Newark Beth Israel Medical Center
Maryellen Wiggins
mwiggins@barnabashealth.org

PFCC48: Utilizing Communication Boards to Improve the Discharge Process
University Of Washington
Reiko Emtman
reikoh2@uw.edu

PFCC49: What Do Primary Care Patients Value?
Indiana University Purdue University Indianapolis
Malgorzata Anna Fialkowska Filipek
malfialk@iupui.edu

PFCC50: What Matters Most for Those Living with Dementia During Their Stay on an Orthopaedic Unit
Portsmouth Hospitals NHS Trust
Ross Sherrington
ross.sherrington@porthosp.nhs.uk