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Dial In: 877.668.4493
Code: 665 634 450
Madge Kaplan, IHI’s Director of Communications, is responsible for developing new and innovative means for IHI to communicate the stories, leading examples of change, and policy implications emerging from the world of quality improvement — both in the U.S. and internationally. Prior to joining IHI in July 2004, Ms. Kaplan spent 20 years as a broadcast journalist for public radio – most recently working as a health correspondent for National Public Radio. Ms. Kaplan was the creator and Senior Editor of Marketplace Radio’s Health Desk at WGBH in Boston, and was a 1989/99 Kaiser Media Fellow in Health. She has produced numerous documentaries, and her reporting has been recognized by American Women in Radio and Television, Pew Charitable Trusts, American Academy of Nursing and Massachusetts Broadcasters Association.
Jennifer Wolff, PhD, is Associate Professor of Health Policy and Management at the Johns Hopkins Bloomberg School of Public Health and Division of Geriatric Medicine and Gerontology at the Johns Hopkins University School of Medicine. Dr. Wolff’s research primarily focuses on late-life family caregiving and innovative models of care for older adults with complex health needs. Her research has been continuously funded by federal agencies and private foundations. Dr. Wolff currently leads two NIH-funded studies that seek to develop practical tools to more effectively identify and support family caregivers in care delivery. Dr. Wolff is a member of Academy Health, the American Society on Aging, and the Gerontological Society of America and recently served on the Institute of Medicine Committee on Family Caregiving for Older Adults.

You can reach Jennifer at jwolff2@jhu.edu

“America’s stealth weapon against chronic illness is a 46-year-old woman with a family, a high-school degree, a full-time job and a household income of $35,000. She has no particular training in health care. And, to tell you the truth, sometimes she doesn’t feel that great herself…”

-- AMA Medical News, 2001
Moving Toward Person & Family Centered Care

Face-to-Face Communication:
• Build on patient-directed strategies (Kinnersley BMJ 2008) to elicit & align patient-family goals and expectations for care (Wolff JAGS 2014)

Electronic Communication:
• Facilitating transparency, respecting patients’ preferences though shared access to the patient portal (Zulman Annals Intern Med 2011; Sarkar JAMA 2014; Wolff JAMIA 2016)

Care Delivery & Population Health:
• Rationalizing family caregivers’ involvement, minimizing risk: understanding capacity and providing appropriate support (FCA 2006 Consensus Conference on Family Caregiver Assessment; Gitlin TG 2015; Sorenson The Gerontologist 2002)
“Without considering the patient in his or her family context inadvertently eliminates both a wider understanding of illness and a broader range of solutions...Including family members means the clinician has enlisted his or her most potent allies.”

--Susan McDaniel, “Family-Oriented Primary Care”
Rebecca A. Stametz, DEd, MPH, is the Senior Director of Clinical Innovation for the Center for Clinical Innovation (CCI) in the Geisinger Institute for Advanced Application. CCI is a physician-led think tank, analytic, evaluation and software development group that seeks to deliver greater health care value through clinical care process redesign, patient-family engagement, and health information technology. As Senior Director, Rebecca focuses on driving innovation and research throughout the Geisinger Health System. She oversees the development, implementation, evaluation and dissemination of a robust clinical innovation and research portfolio. Her innovation interests include advancing patient and family engagement strategies by leveraging health information technology, exploring and scaling transparency in medicine, and focusing on the development, implementation and evaluation of health care solutions in the clinical setting.

You can reach Rebecca at Rastametz@geisinger.edu

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Geisinger Institute for Advanced Application

“... a unique culture to test, implement and disseminate new models of healthcare. These proven innovations will help transform how healthcare will be provided and financed in the future.”
Approach to Patient and Family Engagement

- Building Trust
- Connecting People
- Creating Knowledge
- Space to Share

Geisinger
Meg Kabat, LCSW-C, CCM, began working with America’s Wounded Warriors in 2003. She has worked in many different roles both for the United States Navy and the Department of Veterans Affairs (VA), ensuring the best care for America’s Veterans. Ms. Kabat began working in the VA’s Caregiver Support Program in 2011 and currently serves as the National Director. In this role, she serves as the principal advisor to senior leaders across VA on caregiving. Ms. Kabat is responsible for critical and sensitive national policy development and program oversight in support of family caregivers. In 2015, Ms. Kabat received a Special Recognition Award from Disabled American Veterans (DAV) for her work in supporting caregivers of Veterans.

You can reach Meg at Margaret.Kabat@va.gov
VA Services to Support Caregivers

In-Home Care
- Skilled Nursing
- Home Health Aide
- Home Based Primary Care
- Veteran Directed Home & Community Based Care

Respite Care

Services to Address Mobility
- Equipment
- Home Modification
- Automobile Modification

Education and Training

Financial Support
- Aid and Attendance
- Caregiver Stipend (Post 9-11)

Information and Referral
- Caregiver Web site: www.caregiver.va.gov
- Caregiver Support Line: 1-855-260-3274

Caregiver Support
- Caregiver Support Coordinators
- Peer Support Mentoring Program
- Building Better Caregivers™
- Spouse Telephone Support
- REACH VA
- Support Groups
Accessing VA Caregiver Support Services

Support Line
1-855-260-3274

Web Site
www.caregiver.va.gov
Carol Levine, MA, directs the United Hospital Fund’s Families and Health Care Project, which focuses on developing partnerships between health care professionals and family caregivers, especially during transitions in health care settings. She was editor of the Hastings Center Report and is now a Hastings Center Fellow. In 1993 Carol was awarded a MacArthur Foundation Fellowship for her work in AIDS policy and ethics. She was named a WebMD Health Hero in 2007 and a Civic Ventures Purpose Prize Fellow in 2009. Carol edited Always On Call: When Illness Turns Families into Caregivers (2nd ed., Vanderbilt University Press, 2004), and with Thomas H. Murray, co-edited The Cultures of Caregiving: Conflict and Common Ground among Families, Health Professionals and Policy Maker (Johns Hopkins University Press, 2004). In 2014 she published two books: Living in the Land of Limbo: Fiction and Poetry about Caregiving (Vanderbilt University Press) and Planning for Long-Term Care for Dummies (Wiley).

You can reach Carol at Devine@uhfnyc.org
Learning From a Lady on the Phone

Heart
PICC line enters body here
PICC
Tips for Health Care Providers to Help Family Caregivers

1. Identify the right caregiver
2. Talk to the caregiver to find out what he or she can and can’t do
3. Include the caregiver in developing the care plan and be mindful of strengths and limitations
4. Provide basic instruction and tips for adapting tasks to the home environment - make sure caregivers have a phone number to call and how to get questions answered promptly and accurately
5. Acknowledge that some aspects of caregiving are hard and frustrating
“Activation” is for Robots: Caregivers Should be Welcomed to the Health Care Team
Christina Gunther-Murphy, MBA, is an Executive Director at the Institute for Healthcare Improvement (IHI) and oversees IHI’s Person- and Family-Centered Care Focus Area. In this role, she is responsible for designing and executing the overall portfolio strategy, acting as a spokesperson, shepherding the evolution of content, directing results-oriented initiatives, and contributing to the design of large-scale initiatives. Previously, Ms. Gunther-Murphy oversaw operations for IHI’s hospital portfolio, managed key internal transitions, and led internal improvement efforts. She also has experience in spread and scale-up as the manager of IHI’s 5 Million Lives Campaign and advisor for a number of large-scale change programs in the US and internationally, including the 100,000 Homes Campaign. Ms. Gunther-Murphy is a trained Improvement Advisor and has more than 10 years of experience in health care improvement. Prior to joining IHI, she worked at the National Initiative for Children’s Healthcare Quality (NICHQ), where she directed a national initiative focused on providing optimal care to prevent, identify, and treat childhood obesity. Ms. Gunther-Murphy recently completed her MBA at MIT’s Sloan School of Management.

You can reach Christina at Cmurphy@ihi.org
28th Annual National Forum on Quality Improvement in Health Care

December 4-7
Orlando, FL
Thanks to everyone who makes WIHI possible!
Coming up on WIHI:

- Building Systems of Safety
  - November 3, 2016

- How to Speak Up For Safety
  - November 17, 2016