



Minnesota Hospital Association



## Exploring Partnerships

### Using the Include Always™ Model to Successfully Engage Patients and Families

July 13-14, 2016

Crowne Plaza Minneapolis West, Plymouth

#### Content

This is an interactive, experiential learning conference where you'll learn to use the Include Always™ model to successfully engage patients, residents, and families at all levels of your organization and across the continuum of care.

#### Topic areas

- Recruitment and orientation of patient, resident or family partners.
- How to be an effective patient storyteller.
- Include patients, residents and families on your organization's committees.
- Transform your organization by defining and inventing processes for patient, resident, and family engagement.

#### Agenda

##### Wednesday, July 13

12:30 p.m.	Registration
1 p.m.	Welcome <i>Lisa Juliar, patient partner, Minnesota Hospital Association, St. Paul</i>
1:15 p.m.	Basic Survival Skills: Health Care 101 <i>Janiece Gray, founder, DTA Associates, Inc., Minneapolis</i>
2:15 p.m.	Tales from the Trail: Telling Your Story <i>Lisa Juliar and Janiece Gray</i>
3 p.m.	Break
3:15 p.m.	Navigating Partnerships: A Skit <i>Lisa Juliar and Janiece Gray</i>
4:15 p.m.	Break in Your Boots: Partnership Coaching <i>Lisa Juliar and Janiece Gray</i>

5 p.m.	Around the Campfire: Reception Relax, unwind, and network with others who are passionate about including patients and families always. Appetizers and beverages served.
7 p.m.	Adjourn

##### Thursday, July 14

8 a.m.	Registration
8:30 a.m.	The Water's Fine — Jump In: Welcome and Include Always Introduction <i>Tania Daniels, vice president, quality and patient safety, Minnesota Hospital Association, St. Paul and Marie Dotseth, executive director, Minnesota Alliance for Patient Safety, Minneapolis</i>
8:40 a.m.	Scenic Overview: A Leader's Perspective <i>Chuck Hofius, chief executive officer, Perham Health</i>
9:40 a.m.	Exploring Engagement Part 1: Virtual Community and Patient Story <i>Catherine Schramm, project consultant, Minnesota Alliance for Patient Safety, Minneapolis and a patient</i>
10:05 a.m.	Break and Table Discussions
10:35 a.m.	Paddling in the Same Canoe: Patient-Provider Partners in Action
11:35 a.m.	Exploring Engagement Part 2: Virtual Community and Patient Story <i>Catherine Schramm and a patient</i>
12 p.m.	Lunch
1 p.m.	Expanding Your Horizons: Cultural Humility <i>Beth Averbeck M.D., associate medical director for primary care, HealthPartners, Inc., Minneapolis</i>

1:40 p.m.	Field Study: Demographic Diversity
2:20 p.m.	Exploring Engagement Part 3: Virtual Community and Patient Story <i>Catherine Schramm and a patient</i>
2:45 p.m.	Break
3 p.m.	A New Adventure: Technology and the Patient Experience <i>Jason Wolf, president, The Beryl Institute, founder and president, Patient Experience Institute, founding editor, "Patient Experience Journal," Bedford, TX</i>
3:55 p.m.	Wrap Up
4 p.m.	Adjourn

## Cancellation

MHA reserves the right to cancel or reschedule due to an insufficient number of registrants or other unforeseen circumstances. Registration will be accepted on a first-received basis. Registrants unable to attend may send an alternate.

## Target audience

We invite frontline staff, leaders, nurses, and managers to partner with patients or residents to attend this one-and-a-half-day conference. Attendance will be limited to 180 participants.

## Program site

Crowne Plaza Minneapolis West  
3131 Campus Drive, Plymouth, MN 55441  
Phone: (763) 559-6600

Room rate for overnight accommodations: \$136; Cut-off date: June 12. Please indicate that you are with the MHA patient and family engagement block when making reservations.

## Meals and beverages

Due to government contractual restrictions, MHA is not able to provide food or drinks at events. Please order food and beverages directly from the Crowne Plaza for a \$75 fee. [Click here to order meals and beverages](#). The fee is the same for one or both days.

## Continuing education

This activity has been designed to meet the Minnesota Board of Nursing continuing education requirements. A total of 11.4 contact hours will be awarded to those attending this educational activity. However, the nurse is responsible for determining whether this activity meets the requirements for acceptable continuing education.



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#### In Person Conference Registration Form

##### Registrant/s Information

Name \_\_\_\_\_

Title \_\_\_\_\_

Facility \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Facility \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Facility \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

##### More Information

For more information, please contact MHA's Education Department at 651-641-1121 or 800-462-5393.

##### To Register

You may register for this program in any of the following ways:

- Mail the completed form to:  
Minnesota Hospital Association  
2550 University Ave. W., Ste. 350-S  
St. Paul, MN 55114-1900
- Fax this form to 651-659-1477
- Online at [www.mnhospitals.org](http://www.mnhospitals.org); Login and click on "Calendar of Events" to register.