

Person Centered Care (PCC) Pilot Collaborative Learning Session 3

“The Hao of Change”

Thursday, April 21, 2005

8:30 a.m. to 4:00 p.m.

Health Services Advisory Group
1600 East Northern Avenue, Suite 100
Phoenix, AZ 85020

OBJECTIVES

- Identify ways to implement change that will be inclusive and supportive to all.
- Understand at least two ways to integrate employee-centered management into PCC.
- Discuss the philosophical differences between *treatment* and *care*.
- Understand and apply the “*magic formula*” for PCC.

AGENDA

8:30 a.m. **Registration, Networking, and Continental Breakfast**

9:00 a.m. **Welcome Back and Comments**.....Marianne O. Canady, RN, MS
Director, Sub Acute Care/QI Program, HSAG

9:15 a.m. **Pushing the Flywheel**.....Joe Bestic, NHA, BA
• Open Sharing *Clinical Quality Specialist, HSAG*

10:30 a.m. **Break**

10:45 a.m. **Picking the Right Furry Friend**.....Jo Ann Spencer
Animal Training Specialist, Arizona Humane Society

11:30 a.m. **The Joys of Parrothood**.....Mark Plunkett, Ph.D.
Senior Healthcare Scientist, HSAG

11:45 a.m. **Ruby—the Elephant**.....Joe Bestic
• A Pachyderm Centered-Care (PCC) story!

12:15 p.m. **Lunch—Workforce Retention Metrics, Volume 11.2**

1:00 p.m. **Employee-Centered Workplace Practices**.....Stewart Segall, PhD, SPHR
Director, Corporate Human Resources, HSAG

2:15 p.m. **Break**

2:30 p.m. **Facilitating Change—Flywheel Part 2**.....Marianne Canady

3:30 p.m. **Questions, Next Steps, and Wrap-Up**.....Joe Bestic
• Outcomes Congress

Certificates of Attendance Distributed

NEXT MEETINGS

Teleconference V

Thursday, May 19, 2005, 2 p.m. – 3 p.m.
Agenda and dial-in instructions will be e-mailed.

Teleconference VI

Thursday, June 16, 2005, 2 p.m. – 3 p.m.
Agenda and dial-in instructions will be e-mailed.

Outcomes Congress

Thursday, July 21, 2005, 9 a.m. – 5 p.m.
*HSAG Conference Center
1600 E. Northern Avenue, Suite 100
Phoenix, AZ 85020*

For more information on the PCC Pilot Collaborative, please visit <http://nhqi.hsag.com>.

