



RESOURCES

2020

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Guidance Publications

Practical resources offer guidance and strategies for providing leadership for patient- and family-centered care, developing and sustaining patient and family advisory programs, and other relevant topics.

Publication Title	Item Number	Price
<i>Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities</i>	Item No. 3215	\$65
	Item No. 3218 (5 copies)	\$300 (Save \$25)
<i>Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons</i>	Item No. 32063	\$65
	Item No. 32163 (3 copies)	\$175 (Save \$20)
<i>Words of Advice: A Guide for Patient, Resident, and Family Advisors</i>	Item No. 32061	\$20
	Item No. 32161 (12 copies)	\$220 (Save \$20)
<i>Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements</i>	Item No. 32098	\$40
	Item No. 32198 (12 copies)	\$440 (Save \$40)
<i>Privileged Presence: Personal Stories of Connections in Health Care, 2nd Edition</i>	Item No. 3221	\$16.95

PINWHEEL SPONSORS

IPFCC invites you to become a Pinwheel Sponsor.

As a Pinwheel Sponsor, your organization will enjoy the recognition that other leaders and supporters across North America and internationally receive as an exemplar in advancing the practice of patient- and family-centered care. Additionally, receive discounts for IPFCC seminars, international conferences, webinars, and publications!

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Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities

This groundbreaking resource shows how partnerships with patients, residents living in long-term care communities, and families have been essential to organizational change. The guide provides a framework for senior leaders to create and sustain such partnerships and offers specific steps that leaders can take to develop partnerships to redesign and improve health care. Best practices from over 130 exemplary organizations provide concrete and real-world examples.

Item No. 3215 \$65
 Item No. 3218, 5 copies (Save \$25) \$300

See also the companion video, "Partnerships with Patients, Residents, and Families: Leading the Journey" (Item No. 32108)

Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons

This publication is a practical, how-to-guide for clinicians and staff who are responsible for coordinating partnership endeavors with patient, resident, and family advisors. It includes advice, strategies, resources, and a wealth of examples from organizations. A flash drive containing over 200 tools, materials, and templates accompanies the written guide.

Item No. 32063 \$65
 Item No. 32163, 3 copies (Save \$20) \$175

Words of Advice: A Guide for Patient, Resident, and Family Advisors

This workbook is for patients, residents in long-term care communities, and families who are new to advisory roles. Many self-assessment tools and exercises to help identify skills and interests are included, as well as "words of advice" from expert patient, resident, and family advisors.

Item No. 32061 \$20
 Item No. 32161, 12 copies (Save \$20) \$220

Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements

This is a practical resource to guide health care organizations, hospitals, departments, units, long-term care communities, and clinics through the process of developing vision, mission, and philosophy of care statements that support and advance the practice of patient- and family-centered care. Designed for administrative leaders, as well as clinicians, staff, and patient and family advisors who are interested in transforming organizational culture.

Item No. 32098 \$40
 Item No. 32198, 12 copies (Save \$40) \$440

Privileged Presence: Personal Stories of Connections in Health Care, 2nd Edition

Privileged Presence: Personal Stories of Connections in Health Care is a collection of over 65 stories reflecting health care experiences from the points of view of compassion, communication, collaboration, respect, and dignity...or their absence. It offers real-world experiences recounted by patients and their families, nurses, doctors, and other health care professionals to illustrate what works and what doesn't, what increases or diminishes people's sense of confidence and wellbeing. *Privileged Presence* is used by many health care organizations for education.

Item No. 3221 \$16.95

Pinwheel Resources

Pinwheel Lapel Pin

The Pinwheel symbol is the official emblem of IPFCC. This Pinwheel lapel pin is a perfect way to recognize patient and family advisors and other patient- and family-centered care champions. The .75" cloisonné lapel pin is two-tone blue, encased in polished silver, with an 8mm post and butterfly clutch.

Item No. 33001 \$10
 Item No. 33101, 12 pins (Save \$20) \$100

Videos

Partnerships with Patients, Residents, and Families: Leading the Journey (20 minutes)

This video focuses on the accomplishments and ongoing activities of key leaders who have created exemplary partnerships in two health care organizations representing very different types of care settings—an urban academic center with a large ambulatory program and a rural, critical access hospital with a long-term care community. The video captures the experiences of leaders in these organizations and shares their insights regarding the benefits of collaborating with patient, resident, and family advisors in a variety of advisory roles.

See also the publication, *Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities* (Item No. 3215)

Getting Started with Patient- and Family-Centered Care (11:30 minutes and 10:32 minutes)

These two videos, *Patient- and Family-Centered Care: The Valley Hospital's Journey* and *Patient- and Family-Centered Care: Building the Foundation*, along with the Video Discussion Guide are an educational resource for hospitals or health systems that are considering implementation of patient- and family-centered concepts and strategies in their organizations or are in the early stages of their journey to advance PFCC.

Video Title	Item No.	Price
<i>Partnerships with Patients, Residents, and Families: Leading the Journey</i>	Item No. 32108	\$95
<i>Getting Started with Patient- and Family-Centered Care</i>	Item No. 32111	\$120

Resource Packages

Executive Leadership Team Resource Package

This package includes the following resources:

- Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities (10 copies)
- Partnerships with Patients, Residents, and Families: Leading the Journey (Video with Discussion Guide) (1 copy)
- Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements (1 copy)
- Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons (1 copy)
- Words of Advice: A Guide for Patients, Residents, and Family Advisors (3 copies)

Item No. 3209A

(Save \$90) \$820

Geriatric Resource Package

This package includes the following publications:

- Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities (1 copy)
- Partnerships with Patients, Residents, and Families: Leading the Journey (Video with Discussion Guide) (1 copy)
- Developing Patient- and Family-Centered Vision, Mission, and Philosophy of Care Statements (1 copy)
- Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons (1 copy)
- Words of Advice: A Guide for Patients, Residents, and Family Advisors (2 copies)

Item No. 3207A

(Save \$30) \$275

Patient and Family Leadership Package

This package includes the following publications:

- Essential Allies—Patient, Resident, and Family Advisors: A Guide for Staff Liaisons (1 copy)
- Words of Advice: A Guide for Patients, Residents, and Family Advisors (1 copy)
- Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities (1 copy)

Item No. 3206A

(Save \$10) \$140