



## **ALWAYS EVENTS® LEARNING NETWORK WEBINAR:**

### **PATIENT SAFETY: TOOLS AND STRATEGIES TO ENHANCE OUTCOMES**

The January 19, 2012 Always Events Learning Network webinar focused on patient safety. Five grantees presented information about their Always Events Initiatives, the lessons they have learned to date, and the tools and resources they have developed or are developing. The presentation slides are attached. Additional resources are being provided by grantees on an ongoing basis as they are developed. Interested organizations should visit the Always Events toolbox at [http://alwaysevents.pickerinstitute.org/?page\\_id=882](http://alwaysevents.pickerinstitute.org/?page_id=882) for the latest information.

Mary Ann Friesen PhD, RN, CPHQ  
Inova Health System

#### **Developing a Patient-Centered Approach to Handoffs**

Amber Pincavage, MD  
University of Chicago

#### **Engineering Patient Oriented Clinic Handoffs**

Aditee Narayan, MD, MPH and Vida Schwartz, MS  
American Academy of Pediatrics

#### **Family Feedback – Always!**

Sara Sukalich, MD  
Riverside Methodist Hospital/OhioHealth Foundation

#### **Teaching Disclosure: A Patient-Centered Simulation Training for the Crucial Conversation**

Marc Bertrand, MD  
Dartmouth-Hitchcock Medical Center

#### **Integrating Patient and Family-Centered Care Principles into a Simulation-Based Institutional Curriculum**

### **Join the Community!**

*The Picker Institute invites organizations interested in Always Events® to join the Always Events community by sending an email to [info@pickerinstitute.org](mailto:info@pickerinstitute.org). Members of the community will receive email notification when new webinar summaries and other resources become available.*

### **Many other webinars available:**

Crucial Conversations  
During Critical Life  
Events

Critical Elements of  
Communication

Redesigning Discharge

Amplifying Patient and  
Family Voices: From  
Listening to Partnering

Effective Strategies for  
Educating Both  
Providers and Patients

Pediatric Always Events