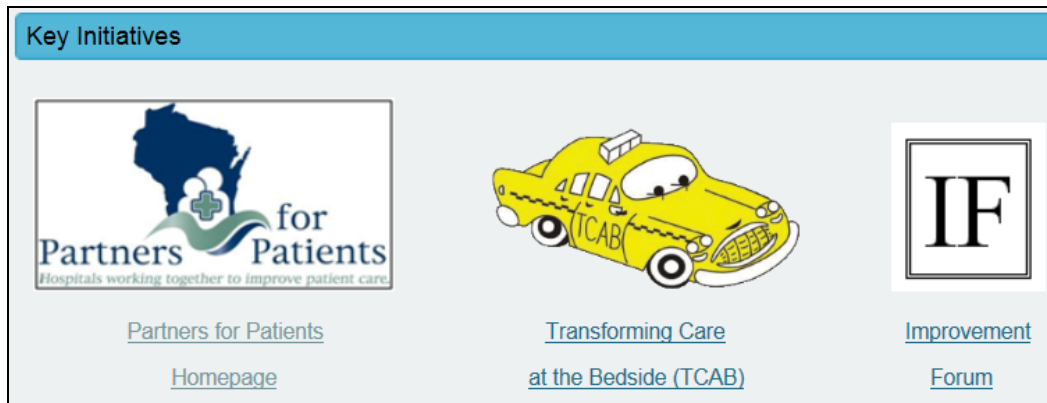


## DOWNLOADING RECORDED WEBINARS

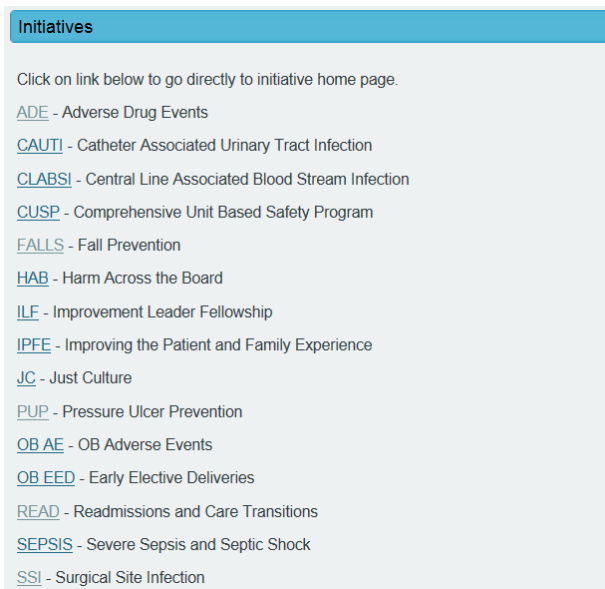
To listen to past webinars, follow the below instructions:

Note: Recorded webinars are posted within 24 to 48 hours after the event.

- Starting on the [WHA Quality Center](#) home page, choose the key initiative of the chosen topic



- Select the specific initiative or monthly topic you are interested in



- On the initiative page click the “Webinars” icon
  - Note: if you have not logged in, you will be prompted to do so prior to accessing the recorded webinars.

## Improving the Patient and Family Experience (IPFE)


As momentum for improving safety and quality in hospitals continues to build, some hospitals may find their results start to plateau while other hospitals continue on a steep trajectory of improvement. Hospitals that are effectively engaging patients and families as a strategic partner in improvement are experiencing sustained improvement and break-through results in regards to overall patient satisfaction and health outcomes. This initiative is design to help hospitals that are in all stages of engaging patients and families learn and refine best known methods utilized by state and national leaders.

Materials that provide a project overview of the Improving the Patient and Family Experience initiative include:


- the Initiative Summary,
- Driver Diagram

Please feel free to contact Tom Kaster, [tkaster@wha.org](mailto:tkaster@wha.org), with your IPFE questions.

Resources



[References & Tools](#)



[Webinars](#)

- On the initiative webinar site, scroll to the monthly webinar on the table that you are interested in and click on the “Webinar Recording” link to download the recording.

Improving the Patient and Family Experience (IPFE) Webinars		
<p><b>IPFE webinars are the second Wednesday of each month, 2PM to 3PM.</b></p> <p>Registration is now open below for each month the initiative is offered. PowerPoint Presentations and PDF Handouts will be available a week prior to the webinar, as well as sent out via WebEx to those already registered. Webinar Recordings will be added beneath the Registration and Event Link within three days after the event.</p>		
<p>March 12</p> <p>2:00 - 3:00PM</p>	<p><u>Introduction to Patient and Family Engagement:</u></p> <ul style="list-style-type: none"> <li>● The link between PFE and HCAHPS</li> <li>● First steps</li> <li>● Where are we in our state</li> </ul>	<ul style="list-style-type: none"> <li>● PowerPoint Presentation</li> <li>● PDF Handout</li> <li>● 30 Day Action Items</li> <li>● Webinar Recording</li> </ul>
<p>April 9</p> <p>2:00 - 3:00PM</p>	<p><u>Establishing or Enhancing your Patient and Family Engagement Program:</u></p> <ul style="list-style-type: none"> <li>● A roadmap to Patient and Family Engagement</li> <li>● From pilot to full PFE integration</li> </ul>	<ul style="list-style-type: none"> <li>● PowerPoint Presentation</li> <li>● PDF Handout</li> <li>● 30 Day Action Items</li> <li>● Patient and Family Centered Care Hospital Self Assessment Inventory</li> <li>● Webinar Recording</li> </ul>