

Practice Management Nugget © Learning Resources Guide

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Presented by: **Jean L. Eaton (*The Practice Management Mentor*)**
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Guest Expert: **Jessica Giesbrecht**
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Jessica Giesbrecht and HealthCareCAN/CHA Learning will show you how you can improve the care experience for the patient, their care givers, and their loved ones.

Patient-centred care and engagement are concepts that are on the lips of healthcare professionals and organizations across the country and internationally, but how do we get from theory to practice?

1. What is patient and family centred care (PFCC) approach to healthcare?
2. What is the research, knowledge about patient and family-centred care, engagement, and experience?
3. What are the big challenges in patient and family centred care right now?

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4. The patient and family centred care model – how to make it work!

[Patient-Centred Experience and Design Program.](#)

Lead the Design and Improvement of Patient and Family-Centred Healthcare.

<http://www.healthcarecan.ca/learning/courses/patient-centred-experience-design-program-paced/>



Patient-Centred Experience & Design Program

Lead the Design and Improvement of Patient and Family-Centred Healthcare



Practice Management Nuggets© weekly interview series with practice managers, healthcare providers, or trusted vendors who support healthcare practices. Topics include things you need to know to help you start, grow, fix, or maintain your healthcare practice.

Hosted by Jean L. Eaton, Your Practice Management Mentor. See

<http://www.informationmanagers.ca/privacy-training> for upcoming events.