Patient-centered care has been defined by the Institute of Medicine as “care that is respectful of and responsive to individual patient preferences, needs and values.” Earlier programs have focused on this topic from the perspective of the medical home, employer driven care and the role of information technology in delivering patient-centered care. Focusing in on the typical patient experience in primary care settings, as one common health care delivery example, the next appropriate conversation to have revolves around articulating what ‘patient centered care’ actually means to patients with chronic disease and basic preventive/acute care needs. Engage in dialogue with a primary care practitioner with decades of clinical, managerial, and leadership experience, to discuss what patient-centered care means to individual healthcare professionals and workers, as well as to health care organizations. How does your organization practice patient-centered care? Do we know what patients want? How can we support patient decision making? What impact does patient-centered care have on quality, safety and improvement, and patients? What barriers exist for practicing patient-centered care?

Tuesday, June 24, 2008
7:30 a.m.: networking and continental breakfast
8:00 - 9:00 a.m.: presentation and discussion

University at Albany
School of Public Health
One University Place
Rensselaer, NY

*** PLEASE NOTE LOCATION ***

For directions, visit www.albany.edu/sph/coned/breakfastprograms.htm

The cost to attend this program is $10.
Registration and payment information found on reverse side.
To register by mail or to make payment, please send the registration form to: Sue Brooks, University at Albany, School of Public Health, Continuing Education Dept., East Campus, One University Place, Rensselaer, NY 12144 or by fax to 518-402-1137. The cost to attend this program is $10. Advanced registration and payment is required by Thursday, June 19, 2008. Please note, we are unable to accept cash at the door.

__ REGISTRATION AND PAYMENT ENCLOSED
__ PAYMENT ONLY (REGISTERED ON-LINE)

Name: __________________________________________
Organization: ________________________________, Friend* yes__ no__
Phone Number: ________ E-mail address: _______________________
Payment Type: __ Check (enclosed) [payable to University at Albany]
       ___ MasterCard   ___ VISA     Charge Amount: $____
       Card Number: ________________________    Exp. Date: ______
       Card Signature: ______________________

Individual Friends and employees of Organizational Friends
attend at no charge.

To verify your organization is currently an
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PUTTING PATIENTS FIRST:
PRACTICING PATIENT-CENTERED CARE

Tuesday, June 24, 2008

Institute for the Advancement of Health Care Management
School of Public Health