



# Whole-Person Care Conference

STEP-BY-STEP INFORMATION GUIDE FOR PROGRAM DEPLOYMENT

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**AdventHealth**

## Plan Overview

Meeting Plan	3-4 times per year
Facility Leader	
Facility Contact	

## Objective

To develop a program that will allow hospital staff to describe a case and discuss the emotional impact through the story as they cared for the patient.

## Message Summary

The message that is being delivered through the Whole-Person Care Conference is that in everything we do, we are emulating our mission, Extending the Healing Ministry of Christ. This serves as a reminder to the impact we can make through interactions with our patients, whether they be small or large. In addition, the program provides staff with a sense of meaning as they recall the reasons they entered into health care — to serve.

## Target Audience

### PRESENTING PANEL (3-5 PANELISTS)

The presenting panel will include providers and nurses who were part of the care plan and know the case intimately. Additional panel members may include others who may have interacted with the patient, including chaplains, housekeeping, transportation, lab, etc.

### AUDIENCE

The audience can include any employee of the facility. Due to the nature of the information that may be shared, this is not open to the public.

### WHOLE-PERSON CARE CONFERENCE COMMITTEE

A committee is necessary to identify cases most appropriate to present and identify the panel based on their interactions with that patient.

### THE MAKEUP OF A COMMITTEE

CNO

CMO

Case Manager

Physician Champion/Lead

1-2 Physician Leaders



## Committee Member Roles

Each member of the committee is critical; helping to identify a high impact case to recommend as a topic, as well as identify the key panelists. Together the team can determine if there may be any legal implications of a case.

**CNO:** The CNO is necessary to work with and invite each nurse manager and share the importance of them allowing their team to participate in the conferences. The CNO should invite team and staff personally during their rounding with flyers or pamphlets. The CNO is the key to getting people to attend.

**CMO:** The CMO can help identify or be the facilitator of the conference. In addition, the CMO can work with providers to ensure their participation in the conference and can be the person to welcome everyone and introduce the purpose of the conference.

**Physician Champion:** The physician champion is vital and should be well known on the inpatient service. The champion would be an advocate for the program; inviting other providers and staff as well as speaking with the identified panelists in the case. The physician champion is also the key person who would facilitate the meeting.

**Case Manager:** The case manager is important for identifying cases that have been interesting, complicated and had a variety of roles impact it. The case managers know what is going on in the hospital and with their team, can help identify those high impact cases.

**Nurse(s):** The nursing team can also play a large role in identifying cases with the team; while sharing additional information that may not be known otherwise.

## Committee Member Expectations

When identifying committee members, it is important to share with them the time that is involved in the process. In preparation for a Whole-Person Care Conference (WPCC), a committee member can expect to have several meetings they would need to participate in prior to the conference.

TIME COMMITMENTS INCLUDE		
Meeting	Roles Involved	Estimated Work Hours
Initial Mtg: Purpose/Roles/Expectations	All Committee Members	1 hour
3-4 WPCC Per Year	All Committee Members	1.5 hours/conf.
Review/Identify Cases	All Committee Members / Case Manager	1-2 hours/conf.
WPCC Dry run with Panelists	Physician Champion / Chaplain	1 hour/conf.
WPCC Debrief	All Committee Members	30 min/conf.

## Resource Information

NECESSARY EVENT RESOURCES	
Resource	Role
Room to hold conference (schedule out for the year)	Event Coordinator
Room to hold the dry-run (should be the same room if possible)	Event Coordinator
Food – Ensure an easy-to-grab lunch	Event Coordinator
Tissues distributed amongst the room	Event Coordinator
Stools for the panelist (to be seen by everyone in the room)	Event Coordinator
Badge scanner – if available	Event Coordinator
Microphones for panelists (one is enough)	Event Coordinator

## BUDGET CONSIDERATION

A budget will need to be identified at the local market. Items to consider for budgeting are listed below.

- Food for attendees (boxed lunches) (x # of conferences that year)
- Marketing materials
  - Signage outside of the room / flyers at work stations
- Whole-Person Care Conference brochures
- If patient is involved – a small gift for participating
- Food for committee meetings (if occurring at lunch or after hours)

## Message Summary

### PRE-EVENT DRY RUN

Prior to the Whole-Person Care Conference, a dry run is important so that all panelists can understand their role and how to share their story through feelings versus a clinical description.

**Physician Champion:** The physician champion is there to set expectations of the dry run. This will help ensure that the panelists are comfortable with the process. The physician champion should also practice the introduction of the case and the patient.

**Chaplains:** Chaplains can be used to help the panelists talk about their feelings, emotions and reactions of the case; not the facts of the case.

*“What did you feel when you took care of him/her?”  
“How did it affect you?”*

Each panelist should be coached on appropriately delivering the message. What they say should not be a surprise the day of the event.

If there is a behaviorist or psychologist on staff, they can also help prepare the panel.



# The Whole-Person Care Conference

## EVENT COORDINATOR/SUPPORT TEAM

- Have room set up.
- Ensure A/V is set up and supported.
- Bar stools, lamps and plants are recommended for ambiance.
- Have food placed where it is easy to grab.
- Scan badges as they enter the room (helps get an idea of number of people and ensures no visitors are in the room).
- Ensure all panelists have arrived.

## PHYSICIAN CHAMPION/CMO

- Introduce the Whole-Person Care Conference.
- 2-4 minute intro of the case: *“Annie was a 55 year old female hospitalized for liver failure, while here she was non-compliant, was disengaged with most of the hospital staff...”*
- 2-5 minute intro with the “story” of the patient: *“Annie had no family or visitors during the time that she was here. She was depressed and sad due to a personal loss....”*
- Introduce the panel (name and their role in care).
- Begin by asking a panelist about their patient/caregiver relationship.

## PANELIST

- Each caregiver will be given an opportunity to speak from the heart about how they were affected by caring for the patient.
- Each caregiver will share what they learned about the patient and how they extended our mission to the patient.

## CEO AT FIRST MEETING

If available, have the CEO attend the first meeting and introduce the program to their team. Topics they should convey include:

- Welcome
- Introduce Whole-Person Care Conference
- The importance of the team’s work and how Whole-Person Care Conference will benefit everyone
- Encourage participants to talk about the human side of medicine
- Excited about this new program

## Conference Debrief

At the conclusion of each conference, gather the team together for a quick debrief while the event is fresh in their minds.

- What worked?
- Was there an issue?
- How can we enhance the experience?
- How do we gain higher engagement?
- How do we gain higher participation?





