

Designing for Family Support – The Foundation of Patient Experience



A Steelcase Health Seminar

Designers

Units: 1

IDCEC Designation: HSW

Architects

Units: 1

AIA Designation: LU

Course Number: SC0804

EXPLORING PATIENT- AND FAMILY-ENGAGED CARE

Research shows that when patients are engaged in their healthcare, and when their family members are also involved and supported, it can lead to measurable improvements and positive outcomes for all stakeholders – including the hospital and community.

This course details the significance of patient-family involvement, identifying the clear benefits of a strong support loop that encompasses the patient and family, plus clinicians/staff and facilities managers. When family members and these stakeholders are well supported, and when the spaces they occupy are designed in pursuit of this, the patient health journey is markedly more successful.

Join us as we explore designing to support the patient by supporting family and others throughout healthcare settings, establishing a foundation for patient and family involvement.

This CEU will be presented by Chelsea Leonard, Regional Healthcare Manager at Steelcase.

Chelsea has a Lean Healthcare Yellow Belt, and is a Certified Sustainable Building Advisor, EDAC – The Center for Health Design and a LEED AP.

RGO - Calgary

229-33rd Street N.E. #100

Wednesday September 18th

Your choice of 2 session times – capacity is limited

7:30 - 9:30 am CEU

Breakfast will be served

11:30 - 1:30 pm CEU

Lunch will be served

Please RSVP to rsvp@rgo.ca by **September 10th** to secure your attendance in either presentation while space is available

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