

Opportunity to Enhance Quality and Person Centered Care through Resident and Family Councils - REGISTRATION OPEN NOW

Mass Senior Care is pleased to announce a partnership with The Massachusetts Coalition for the Prevention of Medical Errors on a learning collaborative to support facilities in developing, enhancing and sustaining resident and/or family councils. High- functioning resident and family councils in partnership with staff can serve to foster person-centered care by creating processes to proactively identify and address concerns, and move toward new possibilities in quality of care and quality of resident life. Our goal is to establish the basics, then move beyond addressing complaints as they arise to creating partnerships among residents, families and staff that lead to productive collaborative action.

This learning collaborative will offer education, tools and skills training based on best practices for creating and sustaining councils, as well as innovative approaches for facilitation, and strategies for engaging in meaningful conversations. Phase One of this project will run through December 2017. Facility teams will have the opportunity to participate in 2 half-day regional workshops (June & September), webinars, calls, and coaching. Importantly this will be offered both for staff and for residents and family members. Funding for this work is provided through Civil Monetary Penalties (CMP) from the Department of Public Health.

We are currently enrolling the first wave of participants, and looking for opportunities to get your input as we finish designing the program. Click [here](#) for a full description of this opportunity. Please contact [Amelia Cook](#) for more information or to register for this program.