



New York State
Partnership
for Patients



Patient and Family Advisory Council/Committee Orientation Program

*A partnership of the Healthcare Association of New York State
and the Greater New York Hospital Association*



Agenda

Topic	Speaker
Welcome and Introductions	NYSPFP Staff
Patient and Family Advisory Orientation program	Dr. Thomas Workman
Questions and Answers	NYSPFP Staff
Next Steps and Closing	NYSPFP Staff



NYSPFP Patient and Family Engagement (PFE) Initiative

- NYSPFP PFE initiative is focused on assisting hospitals implement 5 American Institute of Research (AIR) PFE metrics:
 - ❖ PFE 1: Planning Checklist for Scheduled Admissions
 - ❖ PFE 2: Shift Change Huddles / Bedside Reporting with Patients and Families
 - ❖ PFE 3: PFE Leader or Functional Area Exists in the Hospital
 - ❖ PFE 4: PFAC or Representative on Hospital Committee
 - ❖ PFE 5: Patient and Family on Hospital Governing and/or Leadership Board (hospital governance)

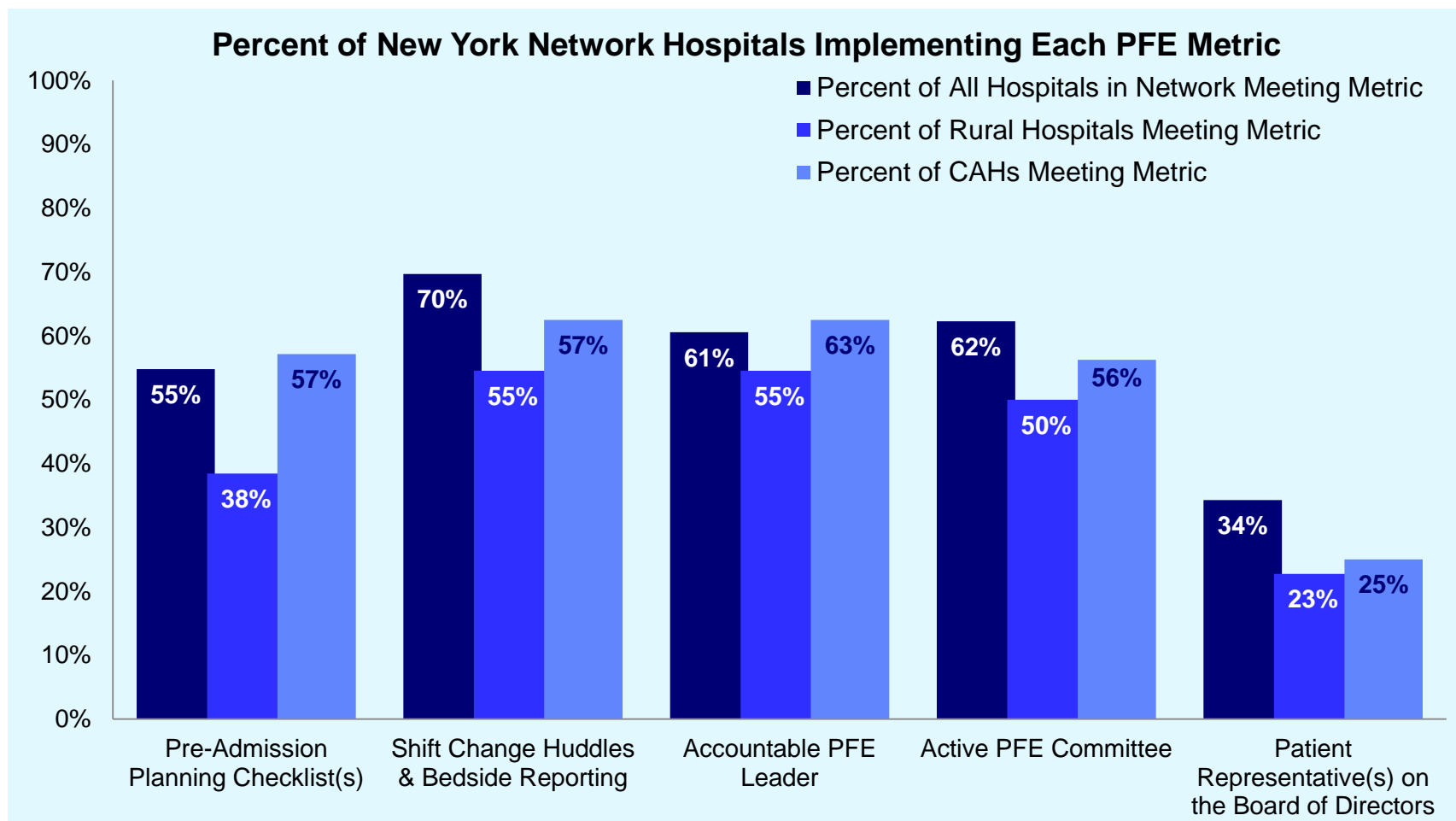


Why Focus on PFE

- Identifying a “Care Partner” per IMPACT Act and CARE Act.
- Reductions in hospital-acquired infections and conditions.¹
- Reductions in preventable readmissions.^{2, 3}
- Improved patient experiences and higher Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores.⁴
- Improved patient outcomes and reduced length of hospital stay.⁵
- Reductions in health and health care disparities.⁶



PFE NYS Report- September 2018





PFE E-learning

- NYSPFP ,in conjunction with your hospital, is offering the eLearning educational program for patient and family advisors which focuses on the importance of being an advisor and shares tips on how to be a successful member of your hospital's Patient and Family Advisory Council/Committee (PFAC).

The program highlights the following:

- Role of a patient and family advisor
 - How hospitals work
 - Hospital risks and patient safety
 - Expectations that a hospital has from an advisor
 - What to expect from a hospital as an advisor
 - Tips on how to share your story
 - 6 tips for being a successful PFAC member
-
- The PFE E-learning is an interactive program that allows the hospitals to incorporate their hospital specific information and download and print feedback, ideas and perspectives from the advisors directly.



New York State
Partnership
for Patients



Questions And Answers



Next Steps

- Each NYSPFP Project Manager will reach out to your hospital's PFE liaison to discuss how to best utilize the orientation module for the new patient and family advisors.
 - Learn more about other NYSPFP E-learning programs here:
<https://www.nyspfp.org/eLearning.aspx>
 - **Upcoming webinars and conferences:**
 - Antibiotic Stewardship In person conferences on November 14th and 15th in Syracuse and NYC respectively.
 - Readmissions In person conferences in NYC on December 3rd and 4th . Please reach out to your NYSPFP PM for further details.
-



References

1. The Valley Hospital. Patient and family centered-care: 2016 year-end report. Ridgewood, NJ.
2. McGann P. Where we are, where we are heading, and how you can “ramp up” your influence on health system transformation—aka “Delivery System Reform—DSR.” Los Angeles: PFCCpartners Patient and Family Advocate Summit 2015 [presented 2015 Oct. 27].
3. Rodakowski J, Rocco PB, Ortiz M, Folb B., Schultz R., Morton SC, Leathers, SC, Hu L, James AE 3rd. (2017 Apr 3). Caregiver integration during discharge planning for older adults to reduce resource use: a metaanalysis. J Amer Geriatr Soc.
4. Bookout M, Staffileno B., Budzinsky C. (2016). Partnering with a patient and family advisory council to improve patient care experiences with pain management. Journal of Nursing Administration; 46(4): 181-86.
5. National Association of Public Hospitals and Health Systems. Latest Innovations in Patient & Family Engagement: Case Studies from Five Facilities.
6. Vizient. Equity Enhancement Program Spotlight: Using REAL Data to Reduce Disparities and Improve Quality of Care.



New York State
Partnership
for Patients



Thank you.
