

Patient and Family Advisory Council Implementation Series

Syllabus



EQIC is pleased to announce the Patient and Family Advisory Council Implementation Series, a comprehensive program that provides hospitals with a step-by-step approach to our Patient and Family Engagement initiative. One of the CMS PFE goals is for hospitals to have an active PFE Committee, PFAC or other committee where patients are represented and report to the board. To help hospitals achieve this goal, this series will concentrate on best practices and strategies focused on preparing the organization, recruiting staff members and PFAs, onboarding, orientation and PFAC sustainability.

Please contact Aashna Taneja (ataneja@hanys.org) or Brenda Chapman (bchapman@hanys.org) with any questions.

Calendar	PFAC implementation objectives	Hospital Follow-up
<p>Session I: Preparation and recruiting</p> <p>Preparing your organization, designating and training hospital staff and recruiting patient and family advisors</p> <p>Faculty: Mary Minniti, BS, CPHQ, Senior Policy and Program Specialist, Institute for Patient- and Family-Centered Care</p>		
<p>Thursday, March 3</p> <p>1 - 4 p.m.*</p>	<p>By the end of this session, participants will be able to:</p> <ul style="list-style-type: none"> • discuss benefits of implementing a PFAC within the organization; • describe the organizational principles and preparatory activities in the implementation of a PFAC; • develop a program to recruit a diverse and equity-focused PFAC; and • identify tools and resources for evaluation. 	<p>Following this session, hospitals will:</p> <ul style="list-style-type: none"> • identify multidisciplinary team members; • assess hospital readiness to implement or re-engage a PFAC; • identify, recruit, educate and prepare hospital personnel to participate in and lead the PFAC; • prepare a written charter outlining the structure and goals of the PFAC; and • review the steps listed in the EQIC PFAC Implementation Team Action Planning Worksheets and implement best practices as needed.
<p>Tools:</p> <ul style="list-style-type: none"> • EQIC PFAC Implementation Team Action Planning Worksheet I • PFAC Implementation Resource Guide • Person and Family Engagement Toolkit • AHRQ Working With Patient and Families as Advisors Implementation Handbook • AMA Ed Hub Forming a Patient and Family Advisory Council <ul style="list-style-type: none"> • Leadership Readiness Assessment • Example Patient and Family Advisory Council Welcome Letter • IPFCC Patient and Family Advisory Council Self-Assessment • IPFCC Tips For Recruiting Patients And Families To Serve In Advisory Roles • Patient and Family Advisor Role Description • Sample Patient and Family Advisory Council Charter • Sample Patient and Family Advisor Program Application • AMA-Johns Hopkins PFA Recruitment Guide and Onboarding Toolkit • CHA Sample Budget Template • EQIC PFAC Candidate Interviewing Tool • The Healthcare and Patient Partnership Institute 		

* Includes time for discussion of action planning tools, breaks and interactions.

Calendar	PFAC implementation objectives	Hospital Follow-up
<p>Session II: Onboarding, orientation and sustainability Strategies for onboarding and orienting PFAs, establishing a PFAC meeting structure and ensuring PFAC sustainability Faculty: Mary Minniti, BS, CPHQ, Senior Policy and Program Specialist, Institute for Patient- and Family-Centered Care</p>		
<p>Tuesday, March 29 1 - 4 p.m.*</p>	<p>By the end of this session, participants will be able to:</p> <ul style="list-style-type: none"> • define an orientation program for PFAs; • lead and facilitate a PFAC meeting; • identify PFAC action items; • identify opportunities and ideas to sustain the PFAC; and • implement measures to determine success of implementation. 	<p>Following this session, hospitals will:</p> <ul style="list-style-type: none"> • develop and/or use an orientation program for new PFAs, including organizational structure and relevant information to assist the PFAs with an ongoing project; • design a process to review and provide input on the current meeting structure and guidelines as per your organization’s PFAC charter; • develop a feedback process for PFAC activities and reporting structure to other committees, such as the hospital board; and • review the steps listed in the EQIC PFAC Implementation Team Action Planning Worksheets and implement best practices as needed.
<p>Tools:</p> <ul style="list-style-type: none"> • EQIC PFAC Implementation Team Action Planning Worksheet II • NYSFPF Patient and Family Advisors Orientation on-demand training • PFAC Implementation Resource Guide • AHRQ Patient and Family Advisor Orientation Manual • Example Patient and Family Advisory Council Meeting Agenda/Information Session Ideas 		

* Includes time for discussion of action planning tools, breaks and interactions.