

The IPRO Hospital Quality Improvement Contract (HQIC)

Learning & Action Network (LAN)

Understanding the Life Cycle of a Patient and Family Advisory Council

September 27, 2021



- Healthcentric Advisors ■ Qlarant
- Kentucky Hospital Association
- Q3 Health Innovation Partners
- Superior Health Quality Alliance

HQIC

Hospital Quality Improvement Contractors
CENTERS FOR MEDICARE & MEDICAID SERVICES
iQUALITY IMPROVEMENT & INNOVATION GROUP

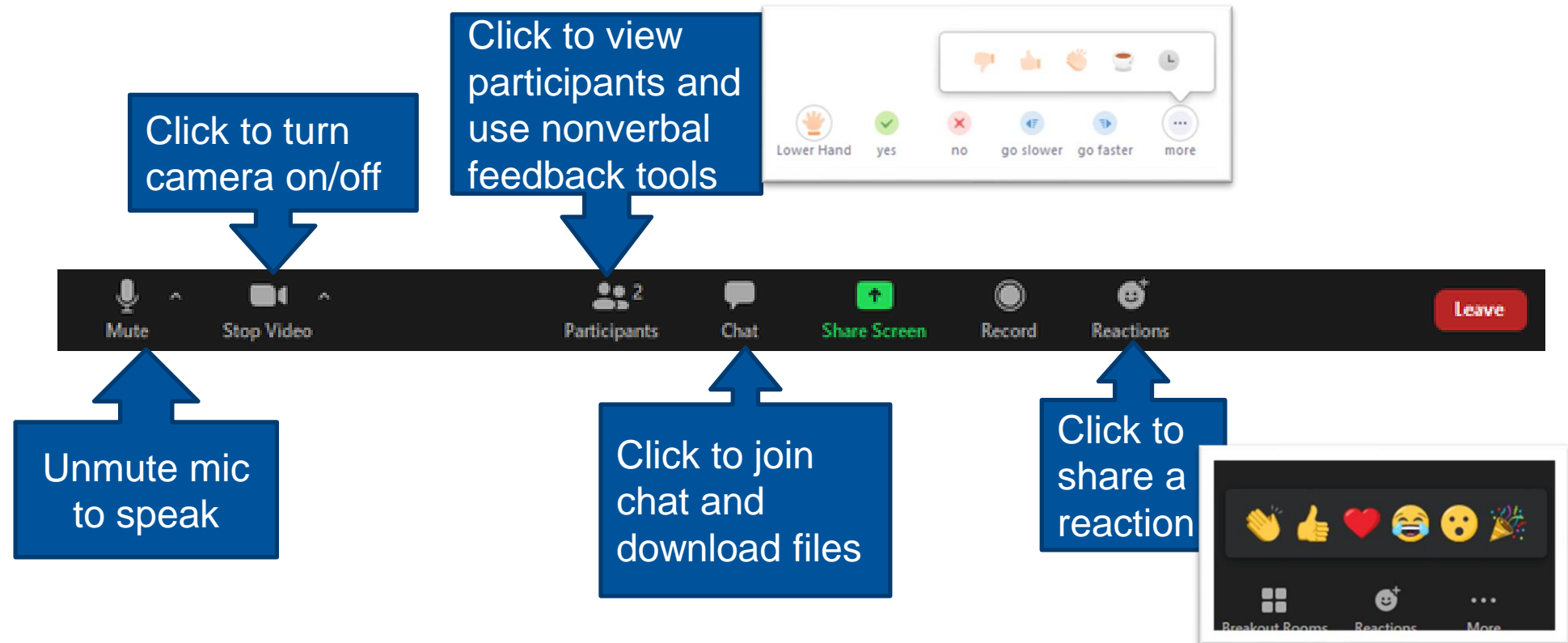


Recording Notice



This session is being recorded. All materials and a link to the recording will be distributed to registrants after the event.

Overview of Tools (Bottom of Screen)



Introduction to the AIR Team



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Principal TA Consultant



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Researcher



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*Project Manager and
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Learning Objectives

- Increase understanding of the life cycles of a Patient and Family Advisory Councils (PFAC)
- Increase the ability to assess and determine a course of action for a PFAC that is struggling to meet regularly or maintain member engagement
- Learn how to re-engage or restart a PFAC

So we are all on the same page. . .



Patient and Family Advisory Councils are hospital committees made up of both hospital staff and members of the patient/family caregiver community

Purpose: To apply patient and family experiences and perspectives to create patient-centered strategies, policies, or procedures that improve the quality and safety of patient care in the hospital

PFACs can:

- Provide **input and feedback** on plans by hospital administration or staff
- Partner in the development of **solutions or strategies** toward a goal or issue the hospital is facing
- Create **tools and resources** for patients and caregivers

Types of PFACs by Function



- **Special-purpose PFAC:** Help with a specific project or task (e.g., renovate or construct a new building)
- **Goal-based PFAC:** Help meet a specific goal (e.g., increase HCAHPS scores)
- **Standing PFAC:** Helps with a variety of ongoing projects or initiatives

What type of PFAC does your hospital need? How do you determine this?

The Healthy PFAC

- We operate as a cohesive unit
- We are at a full level of productivity
- We are integrated in hospital governance and quality improvement
- We are seeing outcomes from our work

Why Do PFACs End?

- **Completed:** Job done – time to celebrate!
- **Suspended:** We're taking a break for a while
- **Exhausted:** We're unable to sustain

Assessment

- Level of member motivation and interest
- Member perception of meaningful contribution
- Stage in the life cycle
- Existing circumstances and barriers
- Clarity of goal and reasonable expectation of accomplishment
- Hospital value and acknowledgement

Today's Speakers



Randall Caldwell,
MSBC, CPXP
Louisville, KY



Lisa Leader, BA, RN
Adrian, MI



Barbara Nealon,
LSW,CHW,SWAC, CCJS,CDVC
Gardner, MA



Sustaining a Standing PFAC

- Always have the next project in mind
- Rotating membership and leadership is critical
- Use the PFAC to continually assess its health and intervene as needed
- Hospital acknowledgement is a continual motivator

PFACS are an Asset During COVID

Many hospitals partnered with their Patient and Family Advisors (PFAs) and PFACs to revise policies and procedures and develop and disseminate messages and materials to their communities. (Source: IPFCC)

Suspending a PFAC

- Determine a clear period of suspension that is agreed upon by the group
- Keep checking in with members
- Make plans for re-engagement as suspension ends

Re-engaging a Suspended PFAC

- Expect change – not everyone may come back
- If new technology is needed, take the time to get everyone trained and comfortable
- Let people reconnect their relationships FIRST
- Acknowledge changes to the PFAC mission and goals
- Have a project or topic ready to go or continue

Restarting an Exhausted PFAC

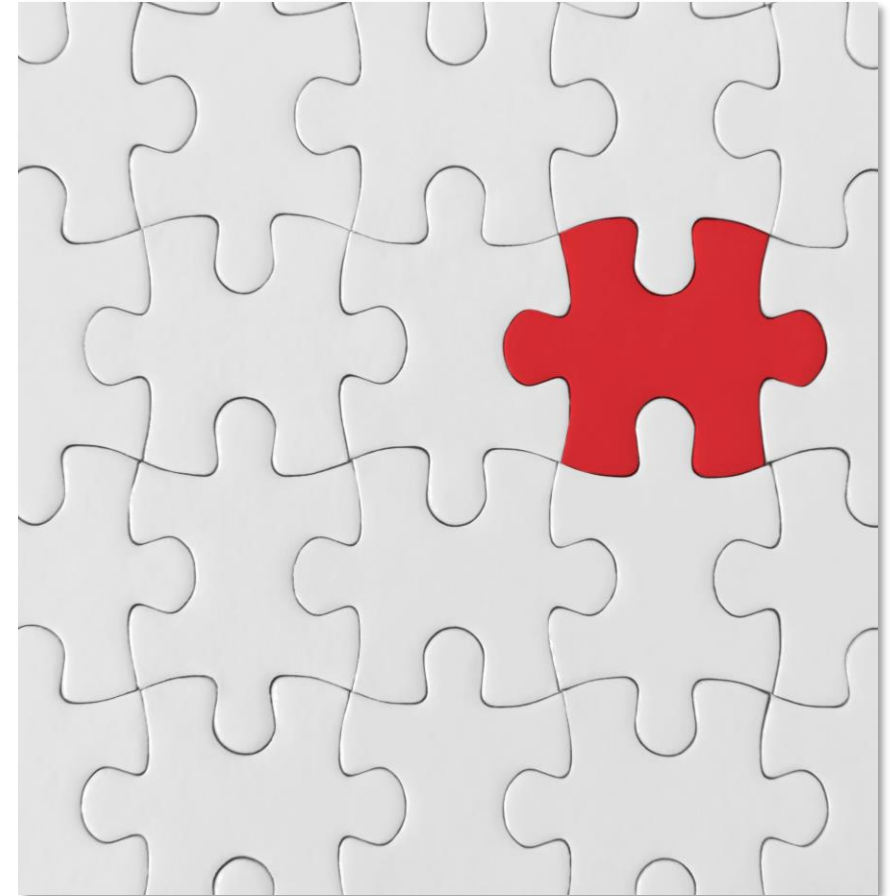
- Formally adjourn – don't just let the PFAC fade away
- Learn lessons and adjust structure, approach, facilitation
- Begin a NEW PFAC rather than trying to revive the failed PFAC

- How have you **assessed the health** of your PFAC?
- What **mitigation strategies** have you attempted for a PFAC that is showing signs of decline?
- How have you stayed **connected with PFAC members** if the PFAC was suspended due to COVID?

Moving Forward in Action: Steps Your Hospital Can Take Today

- Assess the **status** of your PFAC regularly
- Make **decisions about the PFAC** with members and the core team
- Sustaining, suspending, or adjourning a PFAC requires **specific actions and strategies** to ensure good will is maintained in the hospital and the community

PFACs may not be not meant to live forever!



- **Creating and Sustaining a PFAC**
 - Three-part live or pre-recorded training program (coming in Fall 2021)
 - Available in the HQIC Resource Library or your HQIC Coach
- **Technical assistance from the American Institutes for Research**
 - How can we help you? Let's set up a call!
- **Restarting and Energizing PFACs: Meeting Remotely** (Consumers Advancing Patient Safety: <https://www.patientsafety.org/wp-content/uploads/2021/09/Meeting-Remotely-How-To-List-1.pdf>)

QUESTIONS?

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THANK YOU TO OUR SPEAKERS AND PARTICIPANTS!