

# 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

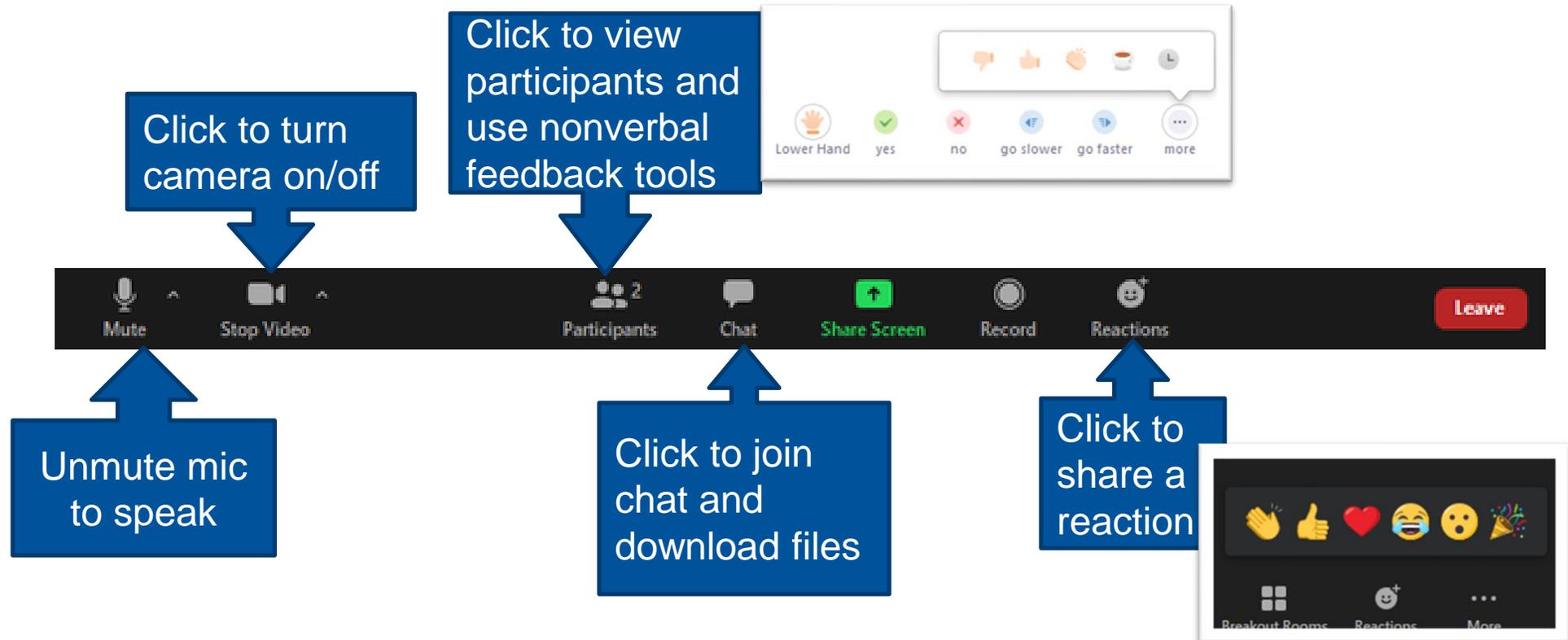


# Recording Notice



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



**Thomas Workman, PhD**

*Project Director and  
Principal Researcher*



**Lee Thompson, MS**

*Principal TA Consultant*



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*Researcher*



**Chandler Hill**

*Project Manager and  
Research Assistant*

## 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

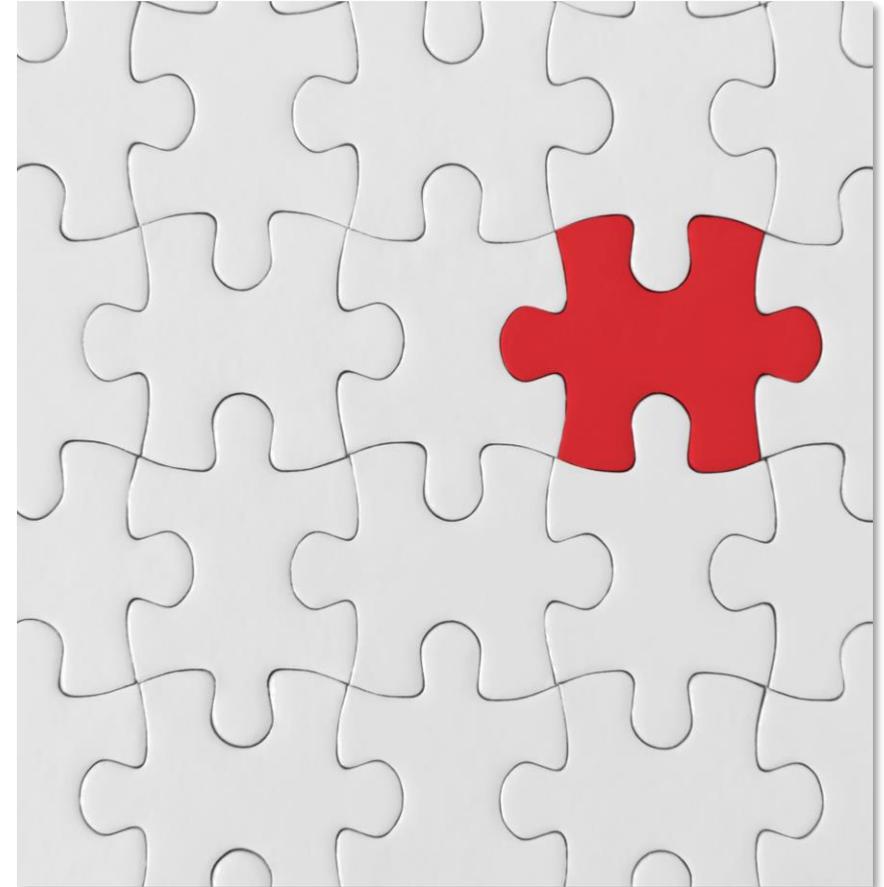
- Formally adjourn – don't just let the PFAC fade away
- Learn lessons and adjust structure, approach, facilitation
- Begin a NEW PFAC rather than trying to revive the failed PFAC

- 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!