

The IPRO Hospital Quality Improvement Contract

Learning & Action Network (LAN)

Using the IPRO HQIC PFAC Learning Series to Implement a PFAC in Your Hospital

September 21, 2023

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Recording Notice

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



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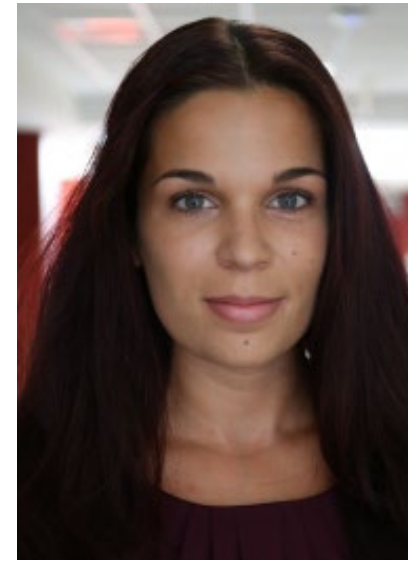
Introduction to the AIR Team



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Learning Objectives

- Learn about how to meet PFE Practice 5: PFAC or Representatives on Hospital Committee
- Learn about the new self-directed learning series on IPRO Learn, *Creating and Sustaining a Patient and Family Advisory Council (PFAC) to Improve Patient Safety and Enhance Quality Improvement*
- Discuss how your hospital can use the learning series to develop or strengthen your PFAC



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Definition of PFE Practice 5

- Hospital has at least one active committee with full membership positions for patient or family representatives. This can include:
 - Person and Family Engagement Committee
 - Patient and Family Advisory Council (PFAC)
 - Another committee (e.g., Patient Safety)
- These councils or committees should report directly to the Board.



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Intent of PFE Practice 5

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



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Why Create a PFAC?

Documented benefits:

- Improved quality and safety
- Better health outcomes for patients
- Better business outcomes for the hospital
- Better experiences of care for patients, family members, clinicians, and staff



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Why Did We Create the PFAC Learning Series?

Goal: Help a team of hospital employees and patient and family advisors (PFAs) implement a functioning and sustainable PFAC.

The learning series can also help hospitals recruit and partner with PFAs on committees (e.g., patient safety committee).

“We are a family, and we work together to make changes.”

-Roger, Patient Advisor

About the PFAC Learning Series

- Six prerecorded modules (an introduction and one module for each of the five steps)
 - Include evidence-based strategies, practical guidance, and tips to implement the five steps
 - 18 minutes or less
 - Pause or stop the video to complete module activities then pick up where you left off
- Available to all IPRO HQIC partners and hospitals from IPROLearn



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PFAC Planning Tool



Throughout the modules, you will have opportunities to engage in activities to help your PFAC Planning Team make decisions and accomplish tasks to complete the five steps.

When you see this clipboard in the learning series, you will be referred to the **PFAC Planning Tool** to:

- Make and document a decision about the PFAC
- Create tailored materials for the PFAC
- Complete a checklist of actions

PFAC Planning Tool (cont.)

Table of Contents

Course Overview and Instructions	4
Getting Started: Our PFAC Planning Team.....	5
Step 1. Build a Vision for the Patient and Family Advisory Council (PFAC)	6
PFAC Purpose, Type, and Scope: Decision Tree	7
Create a Vision for the PFAC	8
Step 2. Create Buy-in for the Patient and Family Advisory Council (PFAC).....	12
Identifying and Activating Key Audiences and PFE Champions	13
Creating Buy-In for the PFAC: Sample Talking Points and Discussion Prompts	14
Potential Projects for PFACs: Submission Form	16
Step 3. Recruit and Prepare Patient and Family Advisory Council (PFAC) Members	17
Sample Role Description for a Patient and Family Advisor	18
Creating a Recruitment Plan: Patient and Family Advisors.....	20
Interviewing Potential Patient and Family Advisors	22
Decision Letter or Email for Patient and Family Advisor Applicants.....	24
Sample Confidentiality Statement	25
Step 4. Meet and Co-Develop the Patient and Family Advisory Council (PFAC) Infrastructure..	26
Sample Agenda for Introductory PFAC Meeting.....	27
PFAC Operations Checklist.....	28
Select PFAC Projects	30
Step 5. Monitor, Evaluate, and Adjust the Patient and Family Advisory Council (PFAC)	33
Implementing a PFAC Project Using the Plan, Do, Study, Act (PDSA) Model.....	34
PFAC Activities and Impact Tracker	36
Evaluating PFAC Member Experiences	43

The Planning Tool includes...

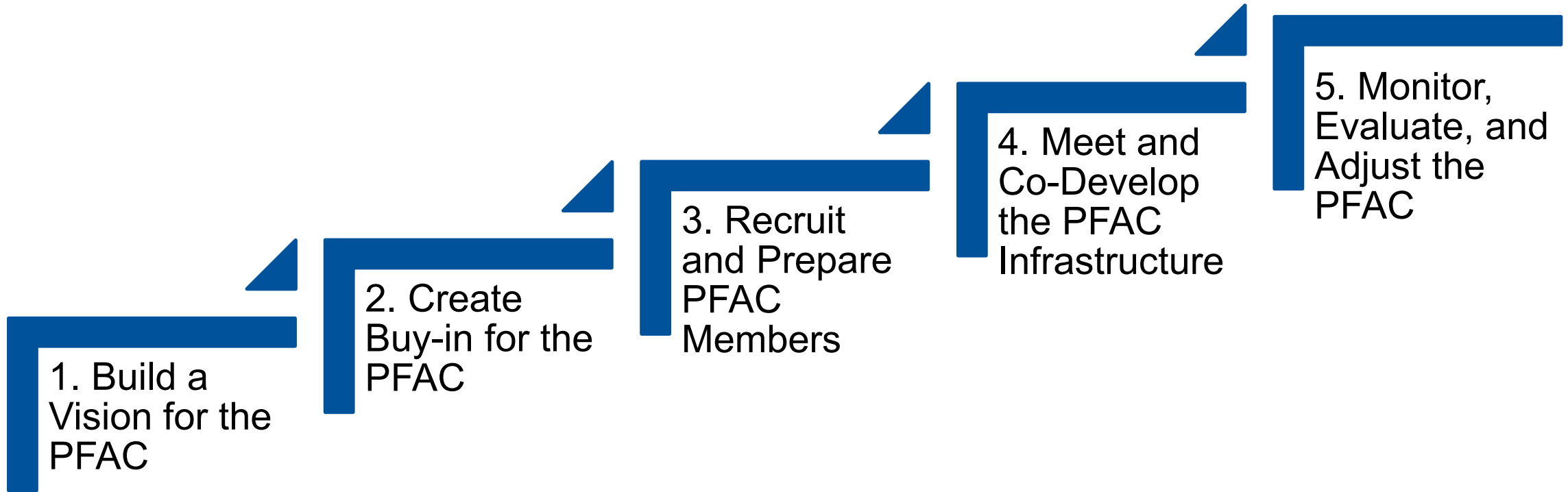
- **Templates**
- **Worksheets**
- **Decision Trees**
- **Checklists**
- **Talking points**
- **Links to other tools that can be tailored**



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The PFAC Implementation Process



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How to Access the PFAC Learning Series

1. Go to: <https://qin.iprolearn.org> to create a new account
2. Enter your information in the sign-up form
3. Click continue and then check your email for a verification email
4. Confirm your account and look up “PFAC Learning Series”

Need help accessing IPROLearn?

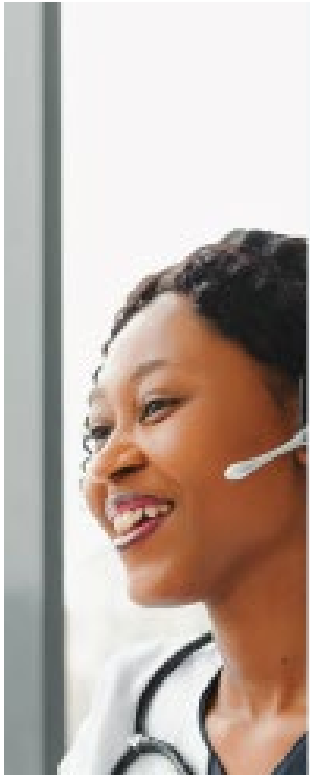
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Brief Demonstration



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Miscellaneous PFAC Learning Series



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Making the Most of the Learning Series: Practical Tips

- Identify 3-5 members for your PFAC Planning Team
 - Hospital Administrator
 - Person and Family Engagement (PFE) Leader responsible for coordinating PFE efforts
 - Patient or family member
 - Clinical leadership (CMO, CNO, QI or Patient Experience)
- Implement one step at a time
 - Use the resources referenced in the learning modules
 - Address any challenges or issues before moving to the next step

Let us help!
Coaching and consultation from AIR experts is available – contact your state or regional HQIC PFE coordinator.



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Questions about the PFAC Learning Series

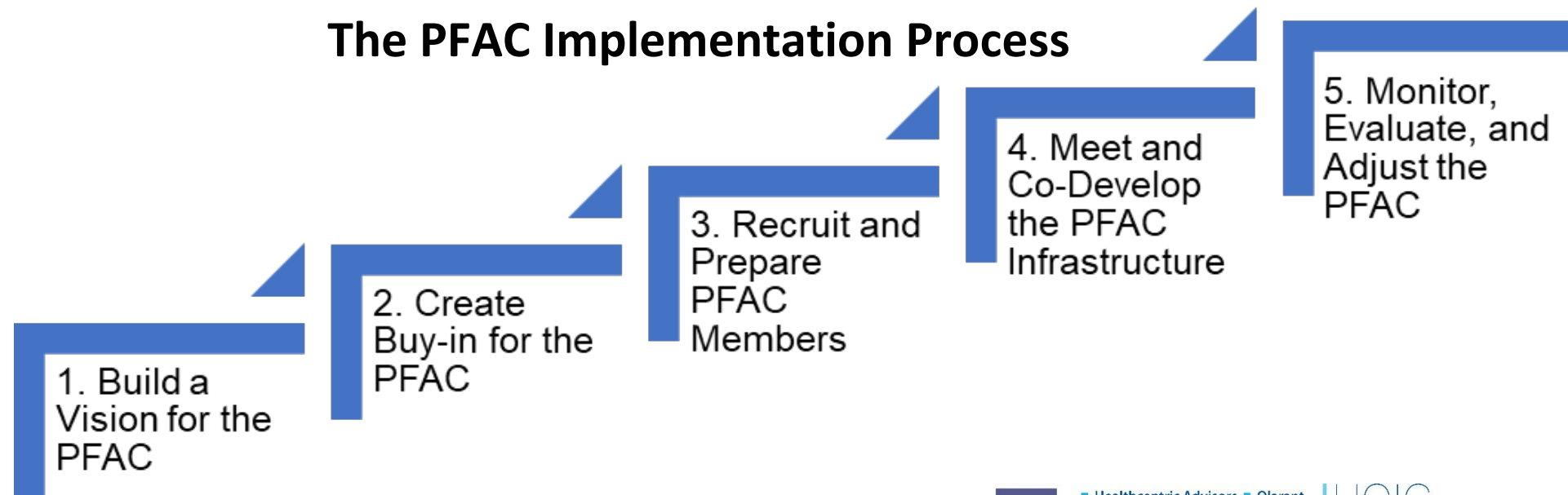


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Discussion Questions

- How might your hospital use this Learning Series?
- What additional resources could help you get started?
- How can you identify and recruit members for the PFAC Planning Team?



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