



**AUDIO CONFERENCE SERIES
PATIENT AND FAMILY ADVISORY COUNCILS (PFAC)**

**CALL #3 – Integrating PFAC Members with Hospital Initiatives
March 9, 2010, 9am – 10:30am EDT**

Join us with your team on this call to plan the work of your PFAC.

Objectives of third Call in Series:

- Learn how a hospital systematically educated its providers and hospital staff on the benefits of involving PFAC Members on working committees.
- Learn how a hospital integrated PFAC Members into committees working on improving hospital processes and the patient care experience.
- Have your questions answered about issues that have come up as you’re developing your PFAC.

Call #3 will include:

- Experience of organizations that have involved their PFAC members in existing hospital committees or initiatives:
 - A hospital involved patients and families in their review of operations, as well as the improvement of processes in the areas of: Discharges, Transitions, Med Surg Unit, Women and Children, Pain Management, Admissions, Outpatient Registration, ER, Primary Care, Medication Reconciliation, Facilities/Space issues, Dietary, Family Visiting Hours, Quiet Time, and Hospital Marketing.
 - A hospital that worked with their PFAC members to drill down on Patient Flow and Discharges which resulted in the development of patient focused information and services including Home Self-Care, Follow Up Care and Appointment Scheduling, Prescriptions in Hand At Discharge, and When Do We Get to Go Home Communications.
- Marlene Fondrick, the Institute for Family Centered Care’s expert on Councils, will be available to answer your questions about developing a PFAC during the Q & A segment of this call.

<i>Agenda</i>	<i>Faculty</i>
Introduction to Patient and Family Councils, and the Audio Conference Series	Paula Griswold Maureen Connor
Engaging Patients and Families in Redesign	Peg Bradke
How A Hospital Involved its PFAC in the Discharge Process	Joy Bennett
Q & A with Faculty Above and: <ul style="list-style-type: none"> • Marlene Fondrick, MSN, RN, Institute for Patient Centered Care Massachusetts DPH • Elizabeth Daake, JD, Massachusetts Department of Public Health • Maureen Connor, MPH, CIC, RN, formerly with Dana Farber Cancer Institute • Paula Griswold, MS, MA, Coalition for the Prevention of Medical Errors 	All

Faculty for Call #3

- **Peg Bradke, MA, RN**, Director, Heart Care Services
St. Luke's Hospital, Cedar Rapids, Iowa
- **Joy Bennett**, Parent Coordinator and Co-Chair - Family Advisory Council
Cincinnati Children's Hospital, Cincinnati, Ohio

Who Should Attend

- Quality Staff	- Risk Management
- Executive Sponsor/administrator	- Communications
- Patient and Family Relations	- Volunteer Department
- Social Work	- Nursing leadership
- Care coordination	- Physician/nursing representative from most
- General Counsel/Legal Department	interested department

List Serve

The List Serve will provide ongoing opportunity to consult with colleagues and Coalition staff on this topic and will make resources available as we become aware of them. The fee for Call #3 entitles registrants to automatic sign up on the Massachusetts PFAC List Serve. If you are participating on these calls for the first time with Call #3, please send us the names of those individuals that you would like to have added to the List Serve.

If you participated in Call #1 and/or Call #2 all current names (associated with your organization) that are on the List Serve will be transferred to the new List Serve without any further notification or effort on your part. **Please Note: Hospitals that do not register for Call #3 or purchase a recording with handout materials, will be removed from the List Serve by 6pm, March 10, 2010.**

Register at: <https://www.telspan.com/Registration/AnonymousLandingPage.aspx?EventNo=4207>

The Coalition's work on PFACs is made available through the registration fees collected from these audio calls. For all payment methods please use the code PFAC when registering.

Registration Fee (covers 1 phone line, with unlimited participants)

- \$200 for Non-Coalition members; \$40 additional line
- \$125 for Coalition members; \$20 additional line

Visa, MasterCard, American Express or payment by check accepted. If you have a problem registering online or would like to purchase a recording of any Call (#1, #2, and/or #3) contact Effie at 781-262-6082.

We regret we cannot offer refunds for cancellations, but will make available an audio recording of the call.

Coalition Member Hospitals Include:

Beth Israel Deaconess Medical Center	Lahey Clinic
Boston Medical Center	Massachusetts General Hospital
Brigham & Women's Hospital	Metro West Medical Center
Cambridge Health Alliance	Milford Regional Hospital
Cape Cod Health System	Mount Auburn Hospital
Children's Hospital	Northeast Health Systems
Dana-Farber Cancer Institute	Southcoast Hospitals Group
Emerson Hospital	Sturdy Memorial Hospital
Fairview Hospital	UMass Memorial Medical Center
Hallmark Health System	