



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

**CALL #2 – Selecting Council Members and Getting Started
September 18, 2009, 1:00 pm - 2:30pm EDT**

Join us on this call to plan for your work in developing or improving your PFAC

To learn how to create an effective Patient and Family Advisory Council (PFAC) to improve the patient care experience at your hospital and meet the Department of Public Health requirement for a PFAC work plan (completed by September 30, 2009), your hospital team can participate in this series of audio conference calls.

Objectives of second Call in Series:

- Learn why a hospital decided to implement a PFAC prior to the requirement
- Learn lessons from a hospital that chose to re-invent its PFAC after early experience
- Learn how to recruit, interview, and select PFAC members.
- Get questions answered about the MA DPH Regulations on PFACs

Call #2 will present:

- Experience of two organizations that recently implemented a PFAC:
 - A hospital whose senior leadership decided to implement PFACs before the regulation because they felt it would benefit the organization
 - A hospital that recently re-invented their PFAC will report their lessons learned
- Marlene Fondrick, the Institute for Family Centered Care's expert on Councils, will provide advice on choosing patient and family members.

The Coalition's work on PFACs is made available through the registration fees collected from these audio calls. The fee for Call #2 entitles registrants to automatic sign up to the List Serve. If you participated in Call #1 and if you participate in Call #2 all current names on the List Serve associated with your hospital 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 #2 or purchase a recording with handout materials, will be removed from the List Serve by 6pm, September 18th.**

As always, you will have the opportunity to opt out of the List Serve by notifying us. 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.

Agenda

Faculty

Introduction to Patient and Family Councils, and the Audio Conference Series

5 min **Paula Griswold**
Maureen Connor

Executive Leaders Choosing to Focus on Patient Centered Care

15 min **Karen Conley**

- *Making PFAC a Priority – Why did we want to do it?*
- *Keys to Success – What do we think is important?*

Case Study: Why One Hospital Reinvented its PFAC

15 min **Susan Shaw**

- *What went well? What didn't go well?*
- *What was helpful?*
- *What would we do differently if we could?*

Patients and Family Council Members

25 min **Marlene Fondrick**

Selection of Council Members

- *Recruiting*
- *Qualifications for Members*
- *Application Letters*
- *Interviewing Candidates*
- *Patients and Family Leader Positions*
- *Participation in Short Term Task Forces or work groups*
- *Selection of Advisors*

Getting Started with the Council

- *Orientation*
- *Confidentiality Agreements*
- *Identifying and Addressing Problems (e.g., when Council or staff member is not a good fit)*

Questions, Answers, Next Steps

35 -30 min **All**

- *Faculty from Call #2, Call #1 including MA DPH available for questions.*

Faculty for Call #2

- **Paula Griswold, MS**, Executive Director
Massachusetts Coalition for the Prevention of Medical Errors
- **Maureen Connor, MPH, CIC, RN**, formerly of Dana Farber Cancer Institute
- **Karen Conley, Vice President**, Patient Care Services and Chief Nursing Officer
South Shore Hospital/Quincy Medical Center, Weymouth/Quincy, MA
- **Susan Shaw, MS, RN**, Director of Clinical Operations
Children's Hospital, Boston MA
- **Marlene Fondrick, MSN, RN**, Program Associate
Institute for Family Centered Care

Faculty from Call #1 (available during Q & A on Call #2)

- **Tracy Gay, JD**, Deputy Director
Betsy Lehman Center for Patient Safety and Medical Error Reduction, Massachusetts
Department of Public Health
- **Deborah Hoffman, MSW, LCSW**, Associate Director, Shapiro Center for Patients and Families
Dana-Farber Cancer Institute

- **Pat Crombie, MSN, RN**, Site Administrator/Senior Nursing Director
Cambridge Health Alliance/Somerville Hospital Campus

Who Should Attend

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

Registration

Program Fee and Registration:

Registration Fee = \$200 for Non-Coalition members and \$125 for Coalition members. (Fee covers 1 phone line, with unlimited participants).

If you would like to purchase a recording of either Call #1 or Call #2 you may contact Evelyn Abayaah at 781-262-6080.

Visa, MasterCard, American Express or payment by check accepted. **For all payment methods please use the code PFAC when registering.** If you have a problem registering online, contact Evelyn Abayaah at 781-262-6080.

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

To register, go to:

<https://www.telspan.com/Registration/AnonymousLandingPage.aspx?EventNo=3890>

Coalition Member Hospitals Include:

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