



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

**CALL #4 – Including PFAC Members in Your Daily Work  
June 15, 2010, 9am – 10:30am ET**

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

**Objectives of Call #4 in Series:**

- Learn how a hospital system included PFAC Members in a very comprehensive manner to improve their daily work: Enhancing the patient care experience by working with providers, hospital staff, and PFAC members on a variety of projects, topics, and hospital-wide initiatives.
- Have your questions answered about issues that have come up as you're developing your PFAC.

**Program will include:**

- The experience of a health system which includes tertiary hospitals, children's hospital, post acute facility, and a medical school which has involved PFAC members in many areas of their daily work
  - enhanced its patient care experience by working with its providers, hospital staff, and PFAC members on: Discharges, Transitions, Avoidable Readmissions, Rapid Response Teams, Medication Safety, Cancer Survivor Network, Education, Building Expansion, and Medical School.
- Marlene Fondrick, the Institute for Family Centered Care's expert on Councils, will be available to answer questions about developing a PFAC during the Q & A segment of this call.

***Agenda***

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

***Including PFAC Members in Your Daily Work***

*Including patients and families in a very comprehensive manner to improve their daily work throughout the health care system. Working on discharges, transitions, avoidable readmissions, rapid response teams, medication safety, cancer survivor network, building expansion, medical school education on PFACs*

***Q & A Time with Marlene Fondrick***

*Responses to questions received through call registration site will be provided*

***General Q & A with Faculty Above and***

- ***Elizabeth Daake, MBA, MPH, Massachusetts Department of Public Health***
- ***Maureen Connor, MPH, RN, Claremont Consulting Partners, formerly with Dana Farber Cancer Institute***

***Next Steps***

***Faculty***

***Paula Griswold  
Maureen Connor***

***Kristine White***

***Marlene Fondrick***

***All***

***Paula Griswold***

## Faculty for Call #4

- *Kristine White, MBA, RN, Vice President Patient Affairs, Spectrum Health System, Grand Rapids, Michigan*
- *Marlene Fondrick, MSN, RN, Institute for Patient Centered Care*

## 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
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## 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 #4 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 #4, 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, #2, and #3 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 not registering for Call #4 or purchasing a recording with handout materials, will be removed from the List Serve by 6pm, June 18, 2010.**

**Register at:** <https://www.telspan.com/Registration/AnonymousLandingPage.aspx?EventNo=4514>

**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, #3, or #4) contact Effie at [ebbrickman@macoalition.org](mailto:ebbrickman@macoalition.org) or 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 Boston Medical Center Brigham & Women's Hospital Cambridge Health Alliance Cape Cod Health System Children's Hospital Dana-Farber Cancer Institute Emerson Hospital Fairview Hospital Hallmark Health System	Lahey Clinic Massachusetts General Hospital Metro West Medical Center Milford Regional Hospital Mount Auburn Hospital Northeast Health Systems Southcoast Hospitals Group Sturdy Memorial Hospital UMass Memorial Medical Center
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