Beginning the Journey: Patient/Family Advisor (PFA) Orientation

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PFA Orientation Goals

• Hospital Orientation: May be the same as other volunteers
  – Understand physical layout
  – Begin to understand role and responsibility
  – Include organizational chart

• PFAC Orientation: If possible consider using an established PFA to train on being an effective advisor
  – To understand what it means to be a PFA
  – Understand PFA theory and hospital goals for PFAC
  – Set tone for the group
  – Allow for questions and second guessing
PFAC Orientation Essentials

• Have a clear direction for the PFAC
  – It is okay to not have all your ducks in a row but know you first few steps
• Watch for acronyms-PFA, PFAC, CMO, CNO etc.
• Allow time during the presentation for questions, not just at the end
• Try to make it interactive
Orientation Template
What it Means to be a Patient Family Advisor

Hospital Name Here

Presenter’s name
Advisor vs Advocate

• Advocate – at the bedside
• Advisor
  – Representative of the community
  – Who has been a patient or family member recently
  – Who provides the patient perspective in the operations of the hospital
  – Who has a true desire to help
What is a PFAC

• Patient Family Advisory Council
• Hospital committee
• Made up of hospital staff and patient family advisors
• Meet regularly to work on hospital improvement projects
• Members may work collaboratively on other hospital committees, projects and initiatives
What a PFAC is not...

• A place to sort out personal grievances with the hospital

Add here other items that are of concern to staff. It is better to bring them out into the open so that expectations are cleared up in the beginning.
Why are patients and family advisors important to healthcare?

- 98,000-144,000 people annually die from medical errors
- The vast majority are system problems NOT individual providers
- They can be prevented with better system design
- Systems and processes are being improved constantly in healthcare, patients and families are necessary for success

(You can use any statistics, the idea is not to scare people but to illustrate the problem and how important PFE is to the solution)
The patient voice is valuable

• For effective system re-designs
• Patient Safety
• Quality Improvement
• Patient Experience
• For almost all decisions being made

Nothing about be without me
Being an Effective Patient/Family Advisor

• Be able to share from your own experience and extrapolate: If it happened to you it is likely to happen to others
• Be willing to look at experiences from multiple angles and lenses
• Be open to hearing and considering differing view points
• Learning comes from negative and positive examples
Being an Effective Patient/Family Advisor

- Consistently provide ideas from the patient and/or family perspective
- Be a representational voice
Being a representative voice

- What is the bigger picture?
- What system changes could have made your experience better?
- Draw from your own experiences and how it “might feel” to you
- Look beyond your own experiences
- Recognizing your expertise
Hospital Name here

• Over _____ annual admissions
• Over ______ emergency visits

How many patient/family advisors?
These are the patients and families that you are representing
What areas can a PFAC impact

- Patient Experience
- Patient Safety
- Quality Improvement
- Everywhere!
What does a PFAC Member do?

• Meet regularly as a committee
• Add other potential roles that PFAC members might have for example:
  – Act as a focus group for existing projects
  – Be assigned to ongoing committees and other work groups
  – Work on short term projects as available
Benefits to the hospital

• Direct input about patient needs
  – No more need to guess or make assumptions
• Strategy to promote safer care
• Improve patient experience
• Strengthen community relations
• Shift culture to one that includes patients and families in a different way
Benefits to Participants

- Gain better understanding of the healthcare system
- Use personal experiences to make a difference
- Have a venue to express opinions, thoughts and desires...knowing that they will be heard
- Make a positive impact
- Give back to your community
- Opportunity to learn new skills
Real life example?

• Root Cause?
• Bigger picture?
• What system change might be an improvement?

Ask for an example from one of the PFAC members or anyone who has an example of a story that led to change. The point here is not really story telling but to illustrate how to take an experience and find the bigger picture to help others.
Find a quote here
Hospital Name here Mission

Put hospital missing here
The purpose of the Patient and Family Advisory Council:

- Put purpose here
Questions? Comments?
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Thank you!