

KHC HOSPITAL IMPROVEMENT INNOVATION NETWORK

Kansas PFAC Collaborative Cohort 3 Kick-off

JANUARY 31, 2017







623 SW 10th Ave. • Topeka, KS 66612 • (785) 235-0763 • www.khconline.org

Kansas Healthcare Collaborative

What is HIIN?

KHC and HRET HIIN

Hospital Improvement Innovation Network

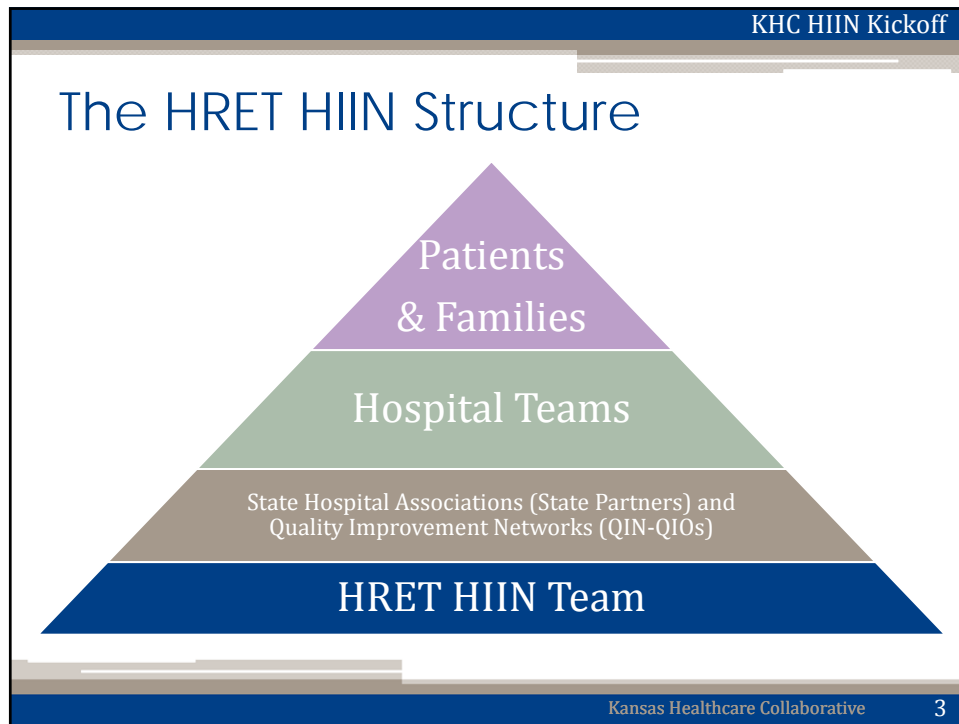
- Improvement collaborative
- Best-practice incubator
- Community of peers
- Spread and sustainability
- Learning cohort
 - Quality improvement (QI)
 - Clinical content
 - Additional areas of focus, such as patient and family engagement

Mission:

20 percent harm reduction

12 percent readmission reduction

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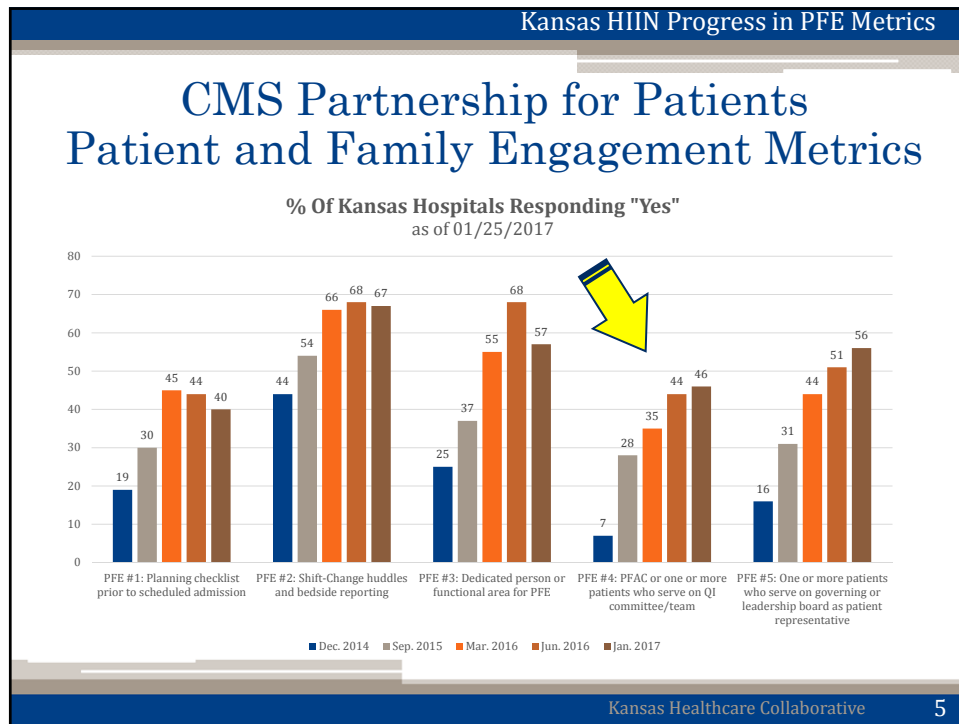
PFE Focus

Special Topic of Focus

Patient and Family Engagement (PFE)

1. Implementation of planning checklist
2. Conducting shift change huddles and bedside reporting
3. Accountable leader who is responsible for PFE
4. Hospitals having an active Person and Family Engagement Committee
5. One or more patient representatives serving on hospital Board of Directors

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Introduction

2017 Kansas PFAC Collaborative

Introduction

The Kansas Patient and Family Advisory Council (PFAC) Collaborative is open to all KHC HIIN hospitals that will:

1. Commit to the goals of the collaborative,
2. Establish teams that will be highly engaged in the collaborative, and
3. Share experiences and successes in the spirit of all-teach, all-learn.

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Introduction

Kansas PFAC Collaborative Faculty

- ★ Tiffany Christensen, Patient/Family Engagement Specialist, North Carolina Quality Center
- ★ Allison Chrestensen, MPH, OTR/L, Patient and Family Engagement Consultant, North Carolina Quality Center
- ★ Other PFAC expertise may be invited to contribute and assist



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Introduction

Kansas hospitals that participated in Cohorts 1 or 2 (2015 or 2016)



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Introduction

Now Introducing!

Kansas PFAC Collaborative
2017 – Cohort 3
January 2017 to October 2017

2018 – Cohort 4
November 2017 to September 2018

Cohort 3 has two tracks:

- 1) Foundational for hospitals without PFAs/PFACs
- 2) Advanced for hospitals with PFAs/PFACs

Cohort 3
Preliminary schedule

January – Virtual kickoff
February – Pre-work, coaching calls, and join list-serv
March – In-person training and (living) toolkit rollout
April/May – Coaching calls, action plan review
June – Virtual event, hospital sharing
July/August – Coaching calls, action plan review
Summer – Targeted site visits, action plan check-ups
September – Virtual event – hospital sharing

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Operationalizing your PFAC: 7 Steps to Sustainability



Allison

Tiffany

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KHC PFAC Collaborative
Virtual Session #1

January 31, 2017

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Faculty Introductions



Allison

Tiffany

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We're glad you're here!



On a scale from 1 -5, how do you feel about being on this webinar today?

1 = I'd rather be getting a root canal

5 = I have been telling my friends "It's here! The PFAC Collaborative is *finally* here!"

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Where do you want to go from here?



In a few words, please describe your #1 goal for this collaborative

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Polling Question

Polling Question #1

How knowledgeable are you about engaging community members (Patient and Family Advisors) in a PFAC or as representatives on a hospital committee/board?

Scale:

- ☐ Not at all knowledgeable
- ☐ Somewhat knowledgeable
- ☐ Knowledgeable
- ☐ Very knowledgeable
- ☐ Not sure

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Polling Question

Polling Question #2

Does your organization currently have a functioning Patient and Family Advisory Council (e.g. meets regularly, at least quarterly, and reports to senior administration)?

Scale:

- ☐ Not at this time
- ☐ Our PFAC is not fully functioning or is struggling
- ☐ Yes, our organization has a fully functioning PFAC
- ☐ Yes, our organization has a fully functioning PFAC that is excelling
- ☐ Not sure

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Polling Question

Polling Question #3

Does your organization currently have patients and families (PFAs) who participate in safety committees or who sit on the hospital board?

Scale:

- ☐ Not at this time
- ☐ PFAs are somewhat involved, not very integrated into QI
- ☐ PFAs are involved, becoming more integrated into QI
- ☐ PFAs are very involved, highly integrated into QI
- ☐ Not sure

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Polling Question

Polling Question #4

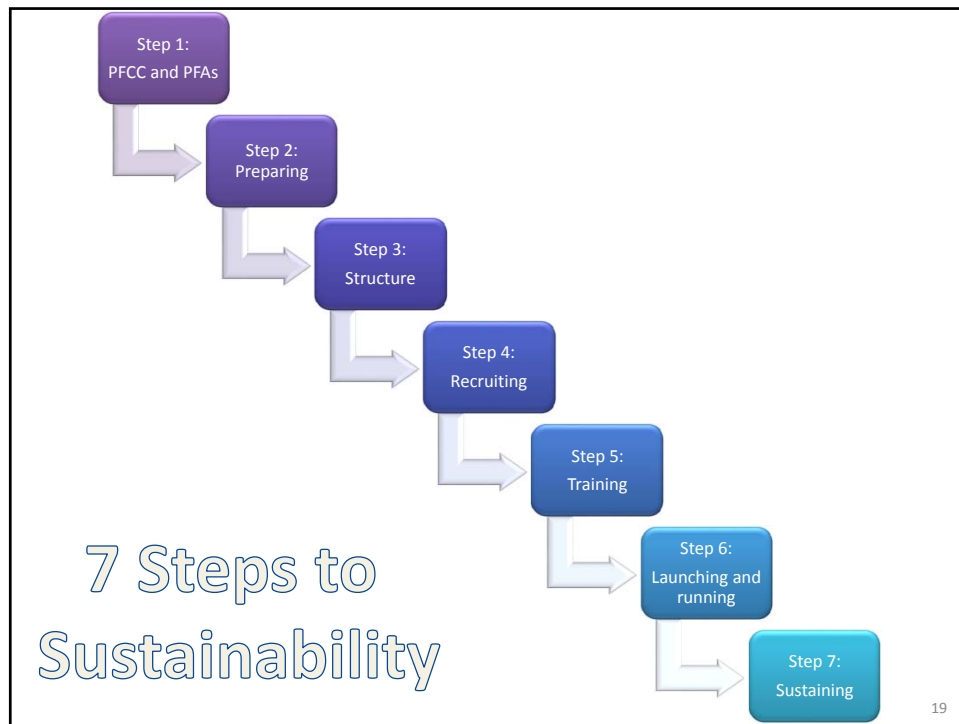
Have you participated in a previous KHC PFAC Collaborative?

Scale:

- ☐ No, this is my first one
- ☐ A person from my organization participated before, but I am new to the collaborative
- ☐ Yes, in 2015 (cohort 1)
- ☐ Yes, in 2016 (cohort 2)
- ☐ Yes, in 2015 and 2016 (cohorts 1 and 2)

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Structure

Structure for 2017 PFAC Collaborative

TRACK 1

For organizations that are:

- Interested in learning more about how to partner with community members
- In the planning/development stages of building a PFAC or including a PFA on an internal committee
- Working on a PFA recruitment strategy

Step 1: PFCC and PFAs

Step 2: Preparing

Step 3: Structure

Step 4: Recruiting

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Structure

Structure for 2017 PFAC Collaborative

Track 2

For organizations that are:

- Ready to create a training program for PFAs & staff
- Interested in learning how to progress their existing PFAC/PFA program
- Working on a measurement strategy for the PFAC
- Encountering challenges in their work with PFAs

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graph TD; A[Step 5: Training] --> B[Step 6: Launching and running]; B --> C[Step 7: Sustaining];
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Step 1: PFE and PFA Programs

Raising awareness of the “why”

Who are PFAs and how does this partnership approach relate to Patient and Family Engagement (PFE)?

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"Patient activation"

refers to patient's knowledge, skills, ability, and willingness to manage his/her own health and care.

"Patient (and Family) Engagement"

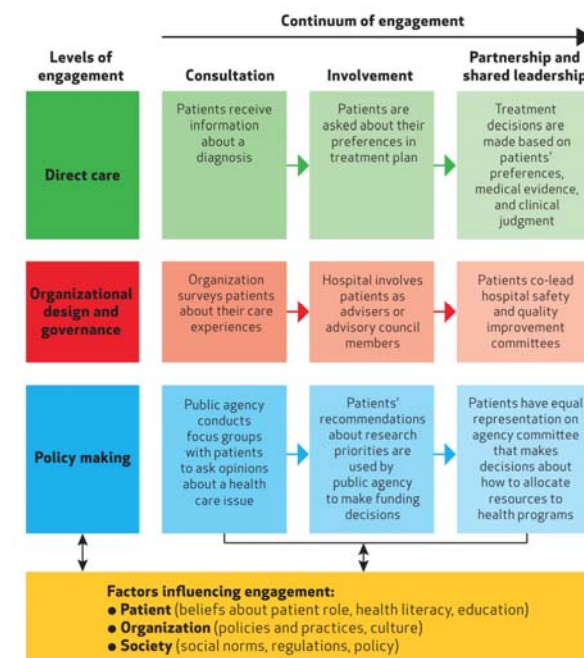
combines **patient activation** with interventions designed to increase activation and promote positive patient behavior (i.e., obtaining preventive care, exercising regularly)

Patient engagement is one strategy to achieve the **"triple aim"** of improved health outcomes, better patient care, and lower costs.

"Health Policy Brief: Patient Engagement," *Health Affairs*, February 14, 2013.

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A Multidimensional Framework For Patient And Family Engagement In Health And Health Care



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Who are “PFAs”?

Individuals who have received care and:

- (Following training) offer insights/input to (healthcare) organizations
- Strive to help organizations provide care/services based on patient- and family-identified needs rather than the assumptions of hospital staff about what patients and families want.

Adapted from AHRQ Guide: Working With Patient and Families as Advisors (Implementation Handbook)

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What is a PFAC?

A Patient and Family Advisory Council (PFAC) partners patients and families with members of the healthcare team to provide guidance on how to improve the patient and family experience.

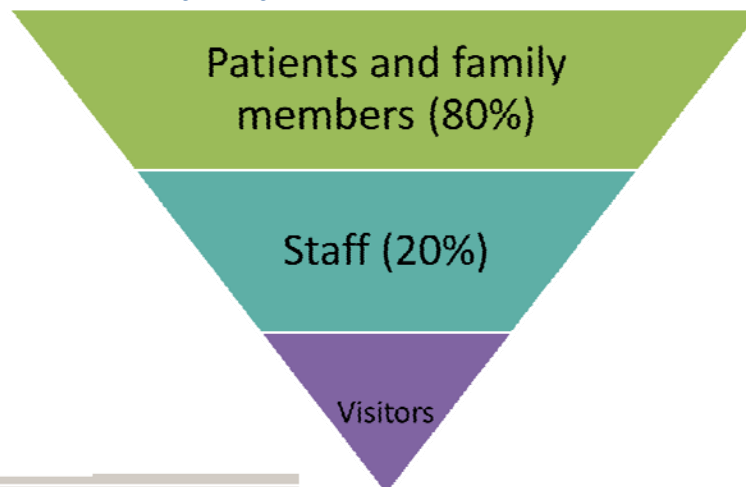
Through their unique perspectives, they give input on issues that impact care, ensuring that the next patient or family member's journey is easier.

~Meghan West and Laurie Brown, BJC Healthcare

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Standard Structure for PFACs

(otherwise they may not be PFACs)



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PFA Program Models

PFAs working in org
more independently
(on committees)

- Faster launch
- More direct mentoring needed
- Frontline Engagement

PFACs with staff
requesting feedback
from PFAS

- Slower launch
- Less risk
- High level engagement

Focus Groups

- Easier buy-in for resistant leaders
- Often leads to formation of PFAC
- Detailed feedback re 1 specific item

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Step 2: Preparing Gain leadership support

- The role of leadership
- Sharing the vision

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The role of leadership



*Leadership support is important for new and evolving PFA Programs.
In many ways, focus within PFA Programs follows the goals, initiatives and challenges on
the radar of leadership.*

Leadership can be helpful with even when time is limited.

Asks:

1. Continually encourage staff to seek input from community members/PFAs when working through any new ideas, challenges and/or upcoming plans
2. Offer thanks, guidance and motivation to community members and teams that engage PFAs

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Step 3: Structure



- PFA Program models
- Planning the structure
- What is my role?

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Choosing the PFA program path



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PFA Program Models

PFAs working in org more independently (on committees)	<ul style="list-style-type: none">• Faster launch• More direct mentoring needed• Frontline Engagement
PFACs with staff requesting feedback from PFAS	<ul style="list-style-type: none">• Slower launch• Less risk• High level engagement
Focus Groups	<ul style="list-style-type: none">• Easier buy-in for resistant leaders• Often leads to formation of PFAC• Detailed feedback re 1 specific item

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Prior to Recruitment: Plan Your Launch

- Gather planning team
- Set goals for PFA participation/engagement
- Outline recruitment plan and launch date
- Brainstorm topics, structure, logistics
- Explore questions and concerns



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How do I choose the best path?

- Leadership support
- Resources
- Current community engagement/relationship
- Organizational Culture
- Greatest opportunity for impact



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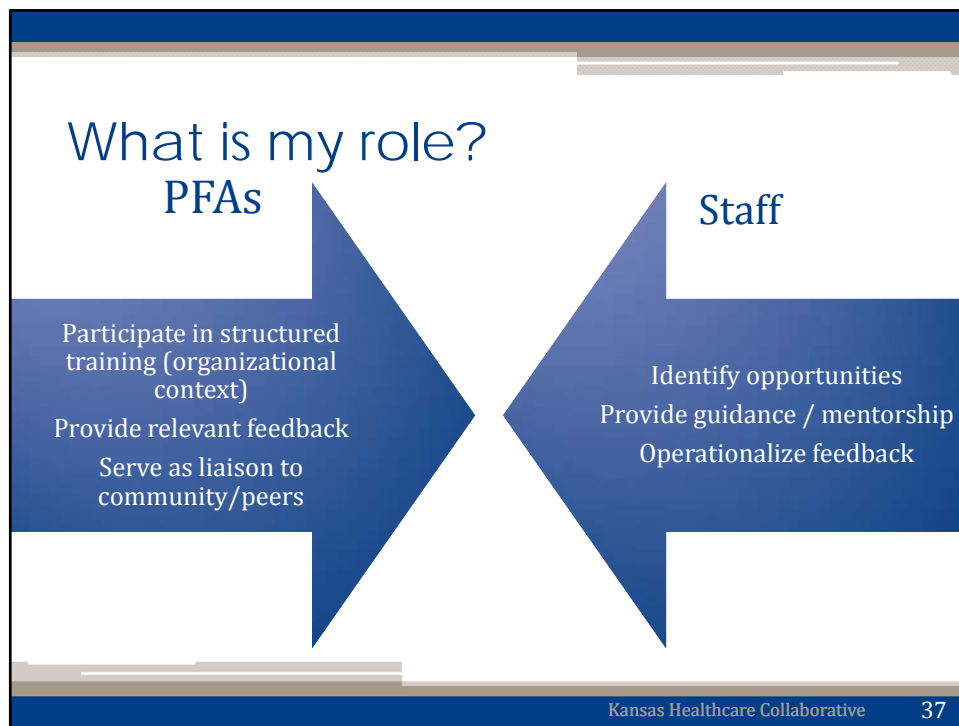
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Opportunities for Partnership



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Step 4: Recruiting

- Recruitment strategy
- Volunteer Process



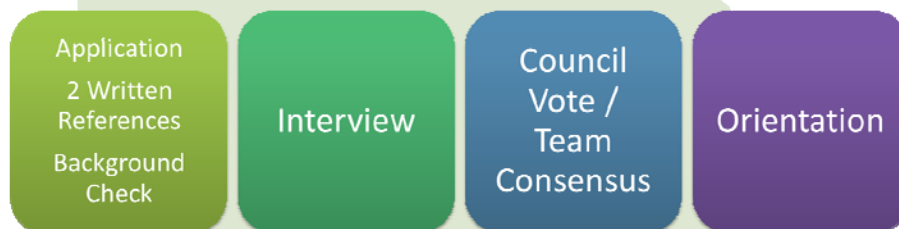
Where do I find my PFAs?

- Physicians, frontline staff, colleagues
- Open House
- Peer support groups
- Volunteer services
- Newsletters
- Websites
- Other media
(approach w/ caution)



What about via satisfaction surveys or complaints/grievances?

Choosing Effective PFAs: Sample Process



Step 5: Training



- Why the PFAC training?
- Components

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Why train PFAs?

- Consistent experience for PFAs and staff
- Confident PFAs and comfortable staff
- More respectful interactions
- A fast track to effective conversations and useful feedback/participation



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PFA Training Components

When possible, train staff and PFAs together

Include:

- Background info on the organization
- Standardized procedures for running meetings / reporting activities
- Clarification of staff & PFA roles
- PFA communication strategies
- Opportunities to talk through barriers to partnership



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Step 6: Launching and running



Examples of PFA engagement

Sample Projects & Initiatives

PFAC

- **New patient brochures & info packets**
- **Way-finding**

Focus Groups

- **EMR Implementations**
- **Chemotherapy education program**

PFAC Projects & Initiatives

PFA's working more independently

- **Patient/family stories at new employee orientation & other events**
- **Falls committee**
- **Patient experience committee**
- **Hospital board**

Step 7: Sustaining your PFA Program In it for the long haul!



- Measurement
- Supporting staff & PFAs

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Measurement

1. Process Improvement:

- Evaluate your PFA program:
 - Assess satisfaction of PFAs and staff

2. Impact:

- Use metrics to track accomplishments/gauge success
- Financial benefits?



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Supporting your PFAs

- Maintain open lines of communication
- Offer opportunities for support from other PFAs
- Provide development/learning opportunities
- Celebrate accomplishments



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Supporting Your Staff



- Help to identify opportunities where partnership can save time/effort and increase joy at work
- Check-in to see how the work is going:
 - “What’s going well?”
 - “What could be done differently?”
- Recognize staff who are champions for the work

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Flash Poll

If you had to choose right now, which PFA path do you think is the best fit for your organization?

1. Recruit PFAs and place them on existing committees/task forces
2. Recruit PFAs for a PFAC
3. Form a focus group
4. Unsure



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Summary: What is a PFA Program?

“Oh, It’s a
RESOURCE!”



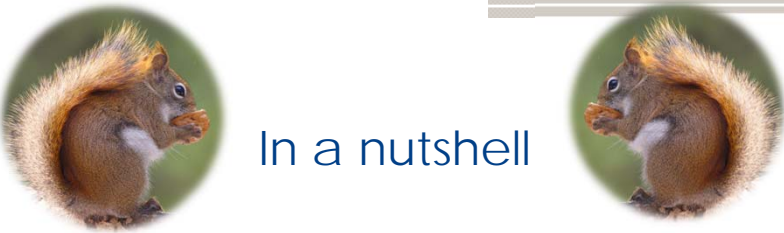
Effective PFAs become an irreplaceable resource to the organization--providers, staff and leaders rely on PFAs for insight and guidance

Poorly planned PFA Programs can feel like “one more thing to do” and are often unsustainable

The difference? The 7 steps!

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In a nutshell


How is this different than the HRET PFE Fellowship?

- HRET PFE Fellowship has a specific focus on improving HACs through PFE.
- Individual enrollment and participation
- Collaborative focuses on building a structure that can be utilized to address HACs through PFE/PFA Program
- PFAC Collaborative includes detailed, step-by-step, approaches to building a PFAC and/or PFA Program
- Collaborative includes more individualized coaching
- Living, online Toolkit
- Hospital (group) enrollment and participation

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Who Should Be on my PFAC Collaborative Team?

- Patient Experience/Guest Relations Directors & Staff
- Quality Improvement Officers/Staff
- Patient Safety Officers/Staff
- Unit Directors
- Hospital Administrators (CNOs, CMOs, etc.)
- Frontline staff (RNs, RTs, PTs, OTs, etc.)
- Anyone who has identified an interest/need/opportunity for partnership!



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Pre-Work Assignment

Before our in-person training sessions in March, view the “Seven Steps to Sustainability” videos



Once your hospital has signed up for the PFAC Collaborative, KHC will send a link access to the videos online.

Overview of PFAC Collaborative 2017 Schedule

February	Sign-up period, hospital pre-work <ul style="list-style-type: none"> • Self-assessment • Videos and articles • Identify PFAC teams (staff) • Join Kansas PFAC Collaborative online community • Schedule first coaching call
March 14 and 15	Regional PFAC Training in Topeka and Hays <ul style="list-style-type: none"> • Develop action plan for your hospital
March, April, May	Coaching calls, listserv participation, toolkit
June 19	Virtual Learning Sessions (tracks 1 and 2)
June, July, August	Action plan check-ups Site visits with select hospitals Coaching calls, listserv participation, toolkit
September	Hospital Sharing Session (virtual)

Overview of PFAC Collaborative Next Steps

Watch your email for the following information from KHC:

- ☐ Kansas PFAC Collaborative enrollment form
 - o To be signed by hospital administrator
- ☐ Team roster form
 - o To identify your internal planning team and
 - o To join the Kansas PFAC Collaborative listserv

Return both forms to KHC by March 1 (or sooner!)

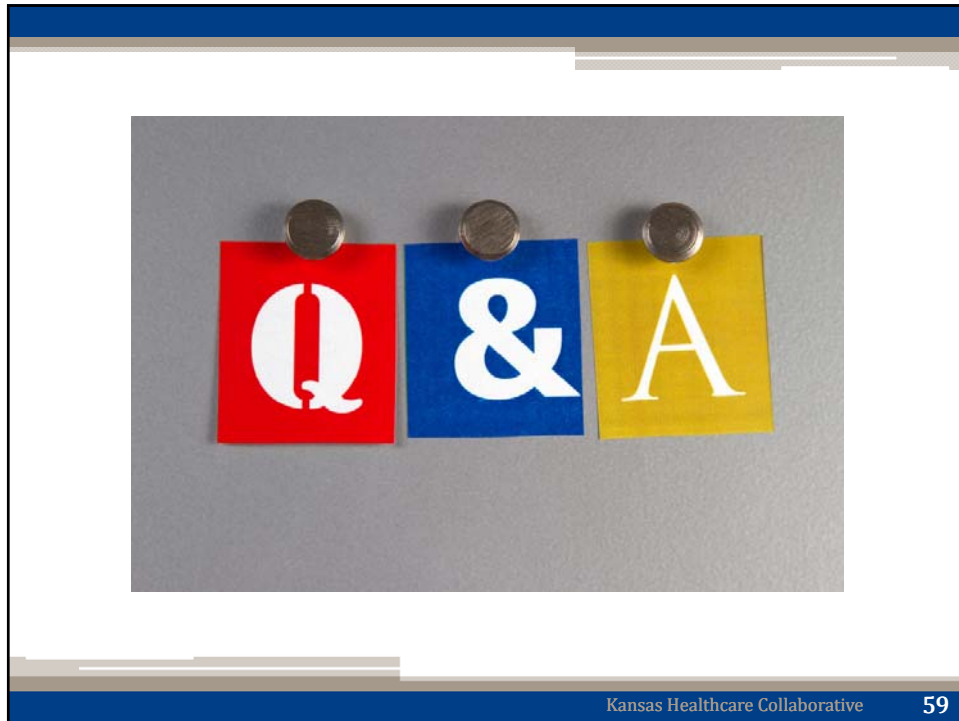
Questions? Contact Alyssa Miller at 785-235-0763 or
amiller@khconline.org

Overview of PFAC Collaborative Next Steps

Watch your email for the following information from KHC:

- ☐ Self-Assessment Survey
- ☐ Information to register for one of the two regional training workshops:
 - **March 14** – KMS/KaMMCO Conference Center, Topeka
OR
 - **March 15** – Sternberg Museum, Hays
- ☐ Links to dedicated websites to view videos and access collaborative resources.

Questions? Contact Alyssa Miller at 785-235-0763 or amiller@khconline.org



Thank you!!

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Also available: HRET Fellowships

The HRET HIIN offers two fellowship opportunities free of charge for participating HIIN hospitals.

❖ **Quality Improvement Fellowships**

1. Foundations for Change
2. Accelerating Improvement

❖ **Patient and Family Engagement Fellowship** (Starts February 8)

Learn more at www.hret-hiin.org/fellowships

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Announcements

Save the Date
for the 9th Annual

Summit on Quality

May 10, 2017
Hyatt Regency - Wichita, KS



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Upcoming Events

2017 KHC HIIN Webinar Schedule

Mark your calendars.

All HIIN webinars will be held from 10 to 11 a.m. CT

Registration links will be posted at www.khconline.org and announced via email.

All sessions will be recorded and posted to the KHC education archive.

Audience	Webinar Date
HIINergy	Jan. 25
Kansas	February 22
HIINergy	March 22
Kansas	April 26
HIINergy	May 24
Kansas	June 28
HIINergy	July 26
Kansas	August 23
HIINergy	September 27
Kansas	October 25
HIINergy	November 15
Kansas	December 20

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