

7 STEPS TO SUSTAINABLE PFA AND PFAC PROGRAMS

REGISTRATION

Register online at <https://www.khconline.org/events/hiin-events>

Space is limited. ♦ Register today!

This one-day workshop is for Kansas hospital personnel who are new in their role, or need a refresher, to developing patient and family advisor (PFA) programs and patient and family advisory councils (PFACs).

Tuesday, June 25, 2019
Salina Garden Inn & Convention Center
3320 S. 9th
Salina, KS

AGENDA

- 8:30 a.m. **Registration**
- 9:00 a.m. **“7 Steps” Orientation and Participant Icebreaker**
- 9:45 a.m. **STEP 1 – Raising Awareness of the “Why”**
- The evolution of engagement
 - How working with PFAs contributes to organizational culture change
- ACTIVITY: Story-sharing*
- 10:30 a.m. Break
- 10:45 a.m. **STEP 2 – Preparing: Leadership buy-in and planning**
- Envisioning the future
 - Gaining leadership support
 - Assessing potential barriers to buy-in
- ACTIVITY: Sharing your vision*
- 11:30 a.m. **STEP 3 – Structure: Key decisions about PFA program approach**
- PFE program models
 - PFA and staff roles
 - Choosing the best path

Introductory Workshop Objectives

Participants will:

1. Identify the role of patient and family advisors in supporting hospital excellence in patient experience & patient- and family-centered care.
2. Explore structural models for hospital PFA programs, including patient and family advisory councils and patient/family representatives in other settings.
3. Appraise approaches to advance adoption and effective engagement of PFAs within the organization.
4. Sketch a plan for sustaining and evolving a Patient and Family Advisor (PFA) program over the long-term.

12:00 p.m. **Box Lunch**
Box lunches will be available for purchase.

12:30 p.m. **STEP 4 – Recruiting: Laying the foundation for success**

- Choosing a recruitment strategy
- Identifying characteristics of effective PFAs
- Creating an application process

ACTIVITY: Identifying characteristics of effective PFAs

1:15 p.m. **STEP 5 – Training/Orienting PFAs: Creating a comprehensive and customized orientation for PFAs and staff**

- Why train PFAs?
- Training components/topics

ACTIVITY: Rip Van Winkle
ACTIVITY: “Yes and...”
ACTIVITY: PFA and staff communication videos

2:00 p.m. **STEP 6 – Launching and Running Your PFA Program: Outlining and executing your program plan**
ACTIVITY: Moving out of “silos” and engaging PFAs in quality and patient safety initiatives

3:00 p.m. **STEP 7 – Thinking about Sustainability: Ensuring your program runs effectively for the long term**

- Maintaining PFA satisfaction and engagement
- PFA program measurement
- Supporting PFAs and staff

3:30 p.m. **Wrap-up and Evaluations**

Our Instructors



Tiffany Christensen
*Vice President of Patient Experience Innovation
The Beryl Institute*

Allison Chrestensen, MPH, OTR/L
*Principal consultant
Tandem Healthcare Solutions*

WHO SHOULD ATTEND?

This KHC HIIN workshop is recommended for hospital administrators, quality leaders, clinicians, patient experience coordinators and other key staff who may have a role in patient experience and safety, policy-setting and Patient and Family Advisor (PFA/PFAC) program implementation.

TRAVEL

For workshop participants driving to Salina the day prior to the workshop, a small block of discounted sleeping rooms is available through June 10, 2019. Reservations may be made online at <https://www.hilton.com/en/book/reservation/rooms> using the special group code, KHC, or call the Hilton Garden Inn reservations desk at (785) 309-0440. The discounted KHC group rate is \$109 rate (plus tax). Breakfast is not included in this rate. Travel assistance is available for eligible KHC HIIN participants. For eligible hospitals located 50 miles or more away from the workshop location, KHC will reimburse roundtrip mileage and highway tolls for one vehicle per facility at the federal rate up to \$100 and/or up to one hotel night per facility at the discounted group rate. No meals or incidentals will be reimbursed.

FEES & FOOD

There is no cost to Kansas hospitals participating in the KHC Hospital Improvement Innovation Network (HIIN). Participants will be responsible for purchasing a \$10 box lunch provided onsite. Due to federal contract requirements, KHC nor its partnering organizations are permitted to sponsor food or beverages for this meeting. Snacks and refreshments will be available for purchase.

ASSISTANCE

Special services: If you need any of the aides or services identified in the Americans with Disabilities Act, contact Kansas Healthcare Collaborative at 785-235-0763 or email info@khconline.org.