

Kansas PFA/PFAC Collaborative

Cohort 4 is *Continuing!* Through March 2019

KHC is extending its fourth breakthrough collaborative with national expertise, a roadmap and individualized support designed to help organizations learn and implement key Patient and Family Engagement (PFE) concepts and practices, and to take steps to establish an active Patient and Family Advisory (PFA) Program, including a Patient and Family Advisory Council (PFAC) and patient/family representatives on quality committees and projects. To date, 74 Kansas hospitals have participated in one or more of the four cohorts conducted since 2015. Hospitals not already in Cohort 4 may join, or rejoin, the collaborative.

New Features during our 6-Month Extension!

Track 1: Back-to-Basics or “Reboot”

For staff/leaders new to working with PFAs:

- Join “Back to Basics” webinar on Nov. 12, then individual coaching calls to stay on track.
- View online learning modules to learn about working with PFAs and setting up PFACs.
- Develop an action plan.
- Join monthly webinars to learn from Track 2.

Track 2: Mini-fellowship

For hospital teams already working with PFAs:

- Identify one of five CMS PFE metrics your hospital wants to implement or bolster.
- Develop an action plan (collaborating with PFAs when possible).
- Join monthly webinars to share progress with your peers and to stay on track.

Hospital Participants receive training, ongoing support and resources

Schedule

Oct. 22 – Virtual Session (1 to 2 pm CT)
Intro to Collaborative extension, next-step assignments
Nov. 12 – “Back to Basics” Session for Track 1 (1 to 2:30 pm CT)
Dec. 4 – Virtual Session (1 to 2 pm CT)
Jan. 8 – Virtual Session (1 to 2 pm CT)
Feb. 5 – Virtual Session (1 to 2 pm CT)
March 5 – Virtual Session (1 to 2 pm CT)

Resources

- Action Plan
- Coaching Calls with Faculty
- Online Instructional Videos
- Virtual learning/sharing sessions
- Kansas PFAC List-serv
- Living Toolkit
- Private KHC HIIN Web Page

Faculty

Tiffany Christensen

Vice President, Experience
Innovation | The Beryl
Institute



Allison Chrestensen

MPH, OTR/L
Principal Consultant
Tandem Healthcare Solutions

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