

New Jersey Hospital Association PFAC Bootcamp: Metric 4

October 4, 2018

AGENDA

Time	Activity/Topic
8:30 am.	Registration
9 a.m.	Welcome
	<ul style="list-style-type: none"> • <i>Introductions</i> • <i>Agenda</i>
9:30 a.m.	Getting Started
	<ul style="list-style-type: none"> • <i>Overview of Metric 4</i> • <i>Overview of PFAs and PFACs</i> • <i>The Path to a PFAC</i> <p>Group Exercise: Where can PFACs help?</p>
10 a.m.	Step 1: Assessing Readiness and Building the Foundation
	<ul style="list-style-type: none"> • <i>Barriers and myths about PFAs</i> • <i>Readiness Assessment</i> • <i>Building buy-in at all levels</i> • <i>Messages about the Benefits of PFE</i> • <i>Hearing from Hospital CEOs</i> <p>Activity #1: Readiness Assessment Activity #2: Getting Started Work Plan - Initial Steps</p>
11 a.m.	Mid-morning break
11:15 a.m.	Step 2: Recruiting and Selecting Advisors
	<ul style="list-style-type: none"> • <i>Defining the Target Population</i> • <i>Key Qualities of an Effective Advisor</i> • <i>Approaches to Finding and Inviting patient and family advisors</i> • <i>Growing from a Patient to an Advisor</i> • <i>Moving from the Patient Story to the Hospital Story</i> <p>Activity #3: Getting Started Work Plan - Recruitment Sources</p>
12:30 p.m.	Lunch

1:30 p.m.	Step 3: Building the Infrastructure: Establishing Mission and Approach
	<ul style="list-style-type: none"> • <i>Developing the Mission for the PFAC</i> <p>Activity #4: Getting Started Work Plan - Purpose of PFAC</p>
2 p.m.	Step 3 (continued): Building the Infrastructure: Preparing for PFAs and PFACs: Training Hospital Staff and Administrators
	<ul style="list-style-type: none"> • <i>Onboarding PFAC Members</i> • <i>Ensuring Confidentiality</i> • <i>Agendas, Meeting Facilitation, and Decision-making</i> • <i>Showing the Outcome and Communicating Impact</i> • <i>Problem Solving</i> <p>Activity #5: Getting Started Work Plan - Barriers and How to Overcome Them</p>
2:45 p.m.	Mid-afternoon break
3 p.m.	Developing Your Action Steps
	<ul style="list-style-type: none"> • <i>Participants will review their progress and identify the specific next steps to activate their planning when they return.</i> <p>Activity #6: Developing Your Action Steps and Identifying Tools</p>
3:50 p.m.	Wrap-up and Next Steps
4 p.m.	Adjournment