

New Jersey Hospital Association PFAC Bootcamp: Metric 4

Oct. 4, 2018 | NJHA Conference and Event Center, 760 Alexander Rd., Princeton, N.J. 08540

Registration | 8:30 a.m.

Fee | Free

Program | 9 a.m. – 4 p.m.

Optional Lunch: \$30/person

Seminar | EDU 1888

Overview:

Patient and Family Advisory Councils (PFACs) are invaluable resources for hospitals that can; enhance the quality and safety of care, strengthen community relationships and enhance a hospital's reputation, improve the patient experience as reflected in Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores and improve job satisfaction for staff and clinicians. This boot camp is intended to assist hospital staff who are responsible for implementing a PFAC. This seven-hour working session is designed to facilitate hands-on, step-by-step planning, resulting in a completed work plan for taking the necessary steps to begin implementing a PFAC. Participants will work together to assess a hospital's readiness, develop plans for creating buy-in across the hospital, identify and select patient and family advisors, and begin the process of preparing both the hospital and the advisors for effective advisory council operations.

Objective:

- To accurately assess hospital needs surrounding implementation of PFAC
- To establish a specific and detailed plan of action for implementing patient and family advisors and/or a PFAC
- To increase awareness and ability to adapt and use existing tools for implementation of PFAC

Learner Outcome:

The learner will have a comprehensive understanding of metric four and of how to implement a PFAC based on hospital needs assessment. The learner will be able to list two existing tools for implementation of a PFAC, transferrable to their organization.

**Successful completion of the course is defined as in-person attendance for 95 percent of the didactic learning session and a complete course evaluation.*

Target Audience:

Healthcare administrators, quality managers, patient advocates, registered nurses, chaplains, post-acute facilities and rehabilitation healthcare providers.

Materials/Resources:

- *Working with Patient and Families as Advisors Implementation Handbook, Guide to Patient and Family Engagement in Hospital Quality and Safety (AHRQ)*
- *Creating Patient and Family Advisory Councils (IPFCC)*



CONTINUING EDUCATION CREDITS:

New Jersey State Nurses Association Accreditation Statement

This activity has been planned and implemented in accordance with the Essential Areas and policies of the American Nurses Credentialing Center's Commission on Accreditation and New Jersey State Nurses Association by Health Research and Educational Trust.

Health Research and Educational Trust is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Provider Number P131-2/18-21.

This activity provides **5.5** nursing contact hours.

There are no conflicts of interest, sponsorship or financial/commercial support being supplied for this activity. Accredited status does not imply endorsement by the provider or American Nurses Credentialing Center's Commission on Accreditation of any commercial products displayed in conjunction with an activity.

American College of Healthcare Executives:

As an independent chartered Chapter of the American College of Healthcare Executives, the ACHE - NJ is authorized to award **5.0** hours of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.

Participants in this program who wish to have it considered for ACHE Qualified Education credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.

DISCLOSURE INFORMATION: Full disclosure will be provided at the educational activity.

Agenda

Time	Activity/Topic
9 – 9:30 a.m.	<p>Welcome</p> <ul style="list-style-type: none"> • <i>Introductions</i> • <i>Agenda</i>
9:30 – 10 a.m.	<p>Getting Started</p> <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 – 11 a.m.	<p>Step 1: Assessing Readiness and Building the Foundation</p> <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 – 11:15 a.m.	Mid-morning break
11:15 a.m. – 12:30 p.m.	<p>Step 2: Recruiting and Selecting Advisors</p> <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 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 – 1:30 p.m.	Lunch
1:30 – 2:15 p.m.	<p>Step 3: Building the Infrastructure: Establishing Mission and Approach</p> <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>
2:15 –	Mid-afternoon break

2:30 p.m.	
2:30 – 3:30 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>
3:30 – 3:50 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 – 4:00 p.m.	Wrap-up

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October 4, 2018
Optional Lunch: \$30

Location: NJHA Conference and Event Center
760 Alexander Road, Princeton, NJ 08540
Directions: www.njha.com/directions.aspx

Guarantee your seat now by paying for your registration online with a credit card. **It's secure and easy.**
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- For registration inquiries, please contact HRET at: HRETEducation@njha.com or 609-275-4181
- If special accommodations are necessary, please call 609-275-4181
- **In the event of inclement weather, call 609-275-4140 before coming to the conference**

Check All that Apply: Member **Non-member** **Optional Lunch**

REGISTRATION

Name: _____

Designation/Credentials: _____ Job Title: _____

Phone: _____ E-mail: _____

Organization: _____

Organization Address: _____

City, State, Zip: _____

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