

# New Jersey Perinatal Quality Collaborative

## Patient and Family Advisory Councils: *Partnering to Enhance Quality, Safety and the Experience of Care*

Sept. 16, 2019 | NJHA Conference and Event Center, 760 Alexander Rd, Princeton, N.J. 08540

**Registration** | 8:30 a.m.

**Fee** | Complimentary

**Program** | 9 a.m. – 3 p.m.

**Optional Lunch:** \$30

**Seminar** | EDU 1926

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### OVERVIEW:

Patient and Family Advisory Councils (PFAC) are structures that aid in enhancing the delivery of healthcare at hospitals, providing a mechanism for the community to partner with providers in that goal. PFACs support the healthcare system's ability to develop and deliver the safest and highest quality care and service to patients and their families while promoting a culture of patient-and family-centered care. The aim of this conference is to aid hospitals in establishing a shared vision for engaging patients and families in their work to improve the health and well-being of the people of New Jersey.

Hospital teams are encouraged to participate in this important didactic learning session to broaden an understanding of how to create the infrastructure to move patient and family engagement to a new level.

Registrants are required to participate in an introductory webinar scheduled for Sept. 5 at 2:00 p.m. A link to the webinar will be provided under a separate email invitation once you have registered for the in-person session.

### OBJECTIVES:

- Develop a shared understanding of the core concepts of patient-and family-centered care
- Discuss key strategies for establishing productive and effective patient and family advisory councils, including:
  - Creating an appropriate and supportive infrastructure
  - Recruiting and selecting PFAC members
  - Orienting staff to the PFAC
  - Providing orientation to PFAC members
  - Selecting initial activities and projects
  - Explore essential strategies for sustaining PFACs

### LEARNER OUTCOME:

After successfully completing the education program, the learner will be able to identify two key strategies to establish productive and effective patient and family advisory councils, transferrable to their organization.

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

### TARGET AUDIENCE:

Physicians, nurses, community partners, clinical care champions, patient representatives

## **CONTINUING EDUCATION CREDITS:**

### **Medical Society of New Jersey Accreditation Statement**

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Medical Society of New Jersey (MSNJ) and the Health Research and Educational Trust of New Jersey (HRET). HRET is accredited by the Medical Society of New Jersey to provide continuing medical education for physicians.

HRET designates this live activity for **5.0 AMA PRA Category 1 Credits<sup>TM</sup>**. Physicians should claim only the credits commensurate with the extent of their participation in the activity.

### **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 the New Jersey Nurses Association by the Health Research and Educational Trust of New Jersey (HRET).

HRET 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 **5.0** 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.

*Funding for this project was made possible (in part) by the Center for Disease Control and Prevention. The views expressed in written conference materials or publications and by speakers/moderators do not necessarily reflect the official policies of the DHSS, nor does the mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.*

**NJPQC Patient and Family Advisory Councils:**  
***Partnering to Enhance Quality, Safety and the Experience of Care***

**September 16, 2019**

**AGENDA**

8:30 a.m.     **Registration**

9 a.m.        **Welcome**

*Mary Ditri, DHA, FHELA*  
Vice President, Community Health  
*New Jersey Hospital Association*

*Marie Abraham*  
Vice President, Programming and Publications  
*Institute for Patient-and Family-Centered Care*

9:15 a.m.     **Overview of Agenda**

9:30 a.m.     **Getting Started**

- Overview of Patient-and Family-Centered Care
- Overview of Patient and Family Advisory Councils (PFACs)

10 a.m.       **Building the Infrastructure**

- Obtaining Leadership and Key Clinician/Staff Support
- Identifying Challenges
- Role of Staff PFAC Coordinator

10:45 a.m.    **Break**

11 a.m.       **Recruitment and Selection of PFAC Members**

- Characteristics of Effective Advisors
- Recruitment Strategies and Materials
- Selecting Members

11:45 a.m.    **Preparing PFAC Members**

- Onboarding and Orientation
- Importance of Privacy and Confidentiality

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12:30 p.m. ***Lunch***

1:15 p.m. **Educating Staff About the PFAC**

- Planning Responses to Challenges and Concerns
- Providing Orientation and Overview of PFAC

1:45 p.m. **Key Strategies for a Successful Beginning and Sustainability**

- Creating PFAC Bylaws/Charters
- Strategies for Productive Meetings
- Selecting Initial PFAC Projects
- Maintaining Momentum of the PFAC – Evaluation and Celebration

2:30 p.m. **Beginning an Action Plan**

2:50 p.m. ***Q&A and Electronic Evaluation***

3 p.m. ***Adjournment***

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**EDU 1926 – NJPQC Fall Conference**  
**FEES | Free**

**September 16, 2019**  
**Optional Lunch: \$30**

**Location:** NJHA Conference and Event Center  
760 Alexander Road, Princeton, NJ 08540

**Directions:** [www.njha.com/directions.aspx](http://www.njha.com/directions.aspx)

**Guarantee** your seat now by paying for your registration online with a credit card. **It's secure and easy.**

Click on the following link:

<http://hret-registration.njha.com>

**PAYING BY CHECK**

Please fax your registration form prior to mailing with your payment.

A copy of the registration must accompany your check in order to allocate your payment properly.

**FAX:** 609-275-4271 or 609-228-5336

**Make check payable to:** HBS

**Mail to:** HBS – P.O. Box 828709 – Philadelphia, PA 19182-8709

- For registration inquiries, please contact HRET at: [HRETEducation@njha.com](mailto: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: \_\_\_\_\_

Payment Amount: \$ \_\_\_\_\_      Check# \_\_\_\_\_

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