



PLAN FOR

PATIENT AND FAMILY ADVISORY COUNCIL (PFAC)

January 2017

Why Build a Patient and Family Advisory Council?

With the shift in the health care landscape from volume to value, more hospitals are engaging patients in their everyday hospital activities. Like any profession, learning from the consumer can provide great insight on how to provide better service. Integrating Patient and Family Advisory Council (PFAC) within the hospital setting is an excellent approach to learn from patients and increase the quality of care delivered in a hospital. Hospitals across the country are beginning to recognize the many benefits of working with patients and families such as:

- Improved quality and patient safety.
- Improved financial performance.
- Improved HCAHPS Hospital Survey scores.
- Improved patient outcomes.
- Identification of opportunities for improving the patient and family experience
- Enhanced market share and competitiveness.
- Increased employee satisfaction and retention.

Improved Quality and Patient Safety:

Hospitals that have implemented patient-centered strategies exceeded Centers of Medicare & Medicaid Services national averages on several core quality measures, including care of heart attack, pneumonia, heart failure, and surgical sites. A PFAC program will help to provide a structured, operational framework for evaluating the organizational systems and processes necessary to sustain organizational culture change. Consistently meeting with patients and family members who have gone through the Prowers Medical Center patient experience, we will better be able to transform the ambition of becoming more “patient-centered” into something that is defined, attainable and measurable.

Improved Financial Performance:

Research from the Gallup Management Journal shows that patient and family engagement consistently predicts hospital performance on an array of crucial business outcomes. Patient- and family-centered care has also shown decreased litigation and malpractice claims.

Improved HCAHPS Hospital Survey scores:

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), developed

in 2012 by Medicare, is a survey to measure patient satisfaction. This value-based purchasing program was created to incentivize hospitals to focus on key quality indicators. Under the program, achievement and improvement on patient experience of care scores (based on the HCAHPS Hospital Survey) are used to calculate value-based incentive payments. Hospitals that have implemented strategies to improve patient engagement have seen subsequent improvements in patient ratings of care.

Improved patient outcomes:

Better communication with patients and families have a positive effect on patient outcomes – specifically, emotional and physical health, symptom resolution, functioning, pain control, and physiologic measures such as blood pressure and blood sugar levels, colorectal screenings, obesity, breast screenings, cholesterol screenings, insurance coverage, mental health wellness, and substance abuse.

Improving the Patient and Family Experience:

No one knows the patient experience better than patients and families. By turning our focus toward “the experts”, we will ask them to share their constructive suggestions on how we can improve the patient and family experience at Prowers medical Center. Implementation of a PFAC gives us the opportunity to infuse the patient and family voice into the delivery of care, to bring about change that improves the patient and family experience, and to foster healing and wellness throughout all stages of disease and recovery.

Enhanced hospital market share and competitiveness:

For hospitals in a competitive marketplace, enhancing patient experiences can serve as the foundation for brand identity.

Increased employee satisfaction and retention:

It is important to create a climate where employees feel they can speak freely and challenge ideas. It is also important that leaders are role models and that they share and communicate openly with employees at all levels. The most important factor for ensuring the success of our PFAC is the belief by hospital leaders, clinicians and staff that partnering with patient and family advisors to hear their “voice” is absolutely essential to improving our hospital quality and safety. By creating a shared vision and strategy, the PFAC will be able to build strong partnerships and garner support for patient and family advisors among hospital leadership, clinicians and staff.

Enhance culture competency within organization and community to build stronger partnerships and garner support from patients and families:

PFAC members will serve as a voice in providing guidance on how to improve the patient and family experience and how to best confront the problem of potential disparities and barriers to

service that exists across many different aspects of “culture”. The PFAC does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age. Our goal is to ensure that patients’ and families’ points of view, perspective, and experiences are heard; therefore, providing input on issues that impact care and ensure that the next patient or family’s journey is easier.

Membership:

Membership of the council will be comprised of a 60 / 40 split of patients/family advisors and select representatives of Prowers Medical Center. PFAC members from the Hospital will include a Senior leader, a Medical staff representative, the Quality leader, and a Cultural Competency Advisory Committee representative.

Qualifications for a community patient and family advisor council member will include: being a current or former Prowers Medical Center patient or patient family member in addition to having a willingness to contribute towards the overall mission of the council while not seeking to pursue a personal agenda. We are committed to having a council that reflects the diverse patient population we serve.

Recruitment and Selection will be accomplished through various means, including community surveys, community events, and staff recommendations. Selection of the community member will be based on the person’s willingness to participate and a willingness to contribute towards the overall mission of the council.

Meetings:

The PFAC will hold 10 meetings/year.

Orientation:

PFAC Council Orientation will include a thorough review of the PFAC Purpose, membership role, importance of sharing your voice, plus a tour of the hospital and clinic.

PFAC Core Concepts

- Dignity and Respect
- Information sharing – Communication is open, timely, complete, and understandable
- Participation in care and decision making – Presence allows involvement, practice and learning
- Collaboration in policy development and design
- Patient and family advisement at all levels of operations and care delivery