



Building a Patient and Family Advisory Council

Quality Corner Call
April 21, 2022

For Audio, please call the following:

- U.S. and Canada Toll Free: (866) 740-1260
- Required Participant Passcode: 2337436



Welcome

- Melissa Jones, Quality/Risk/Eureka Clinic Director
 - Greenwood County Hospital, Eureka
- Becky Karnaze, Discharge Planner and Family Liaison
 - Scott County Hospital, Scott City
- Cody Utz, Director of Patient Care Services and Quality
 - Holton Community Hospital, Holton



Recruitment

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PFAC Recruitment

- Project specific/targeted time frame
- Open call
- Medical/nursing staff referrals
- Standing – all IP/OP from month prior invited
- What does the invite/ask look like?
- How long is the commitment?
- Rotate on and off/term limits

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PFAC Meetings

- Frequency
- Day of the week/time of day
- Virtual or in-person
- Medical/nursing staff referrals
- Who is the chair/runs the meeting?
- Who prepares paperwork and takes minutes?

Standardized Forms

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PFAC Standardized Forms

- Charter
- Agenda
- Training/education/how often
- Other important forms
- Created prior to or drafts were finalized by members

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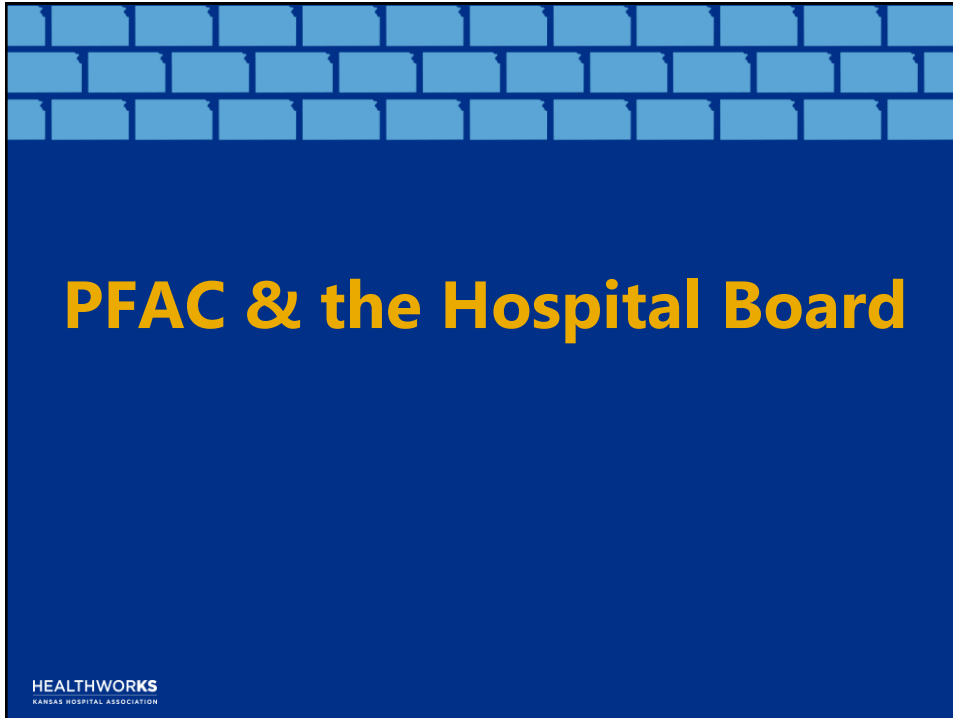
Council Composition

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PFAC Council Composition

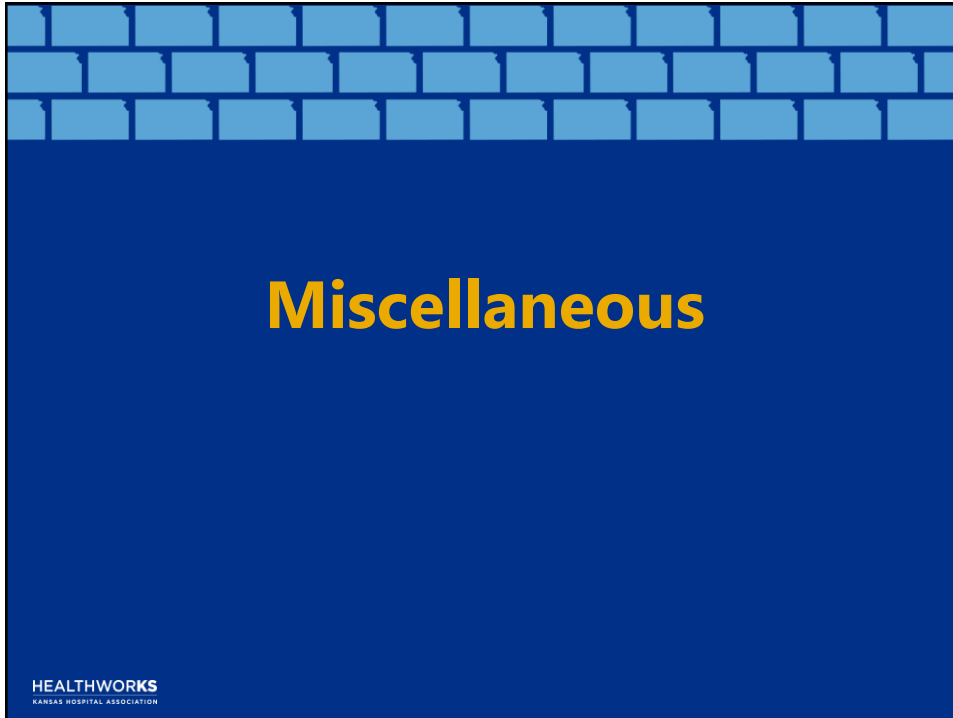
- Ratio staff to patient/family members
- What type of staff
- What type of patients/family members
- Specific demographic represented
 - Elderly
 - New parents
 - Mid-life
 - Minorities

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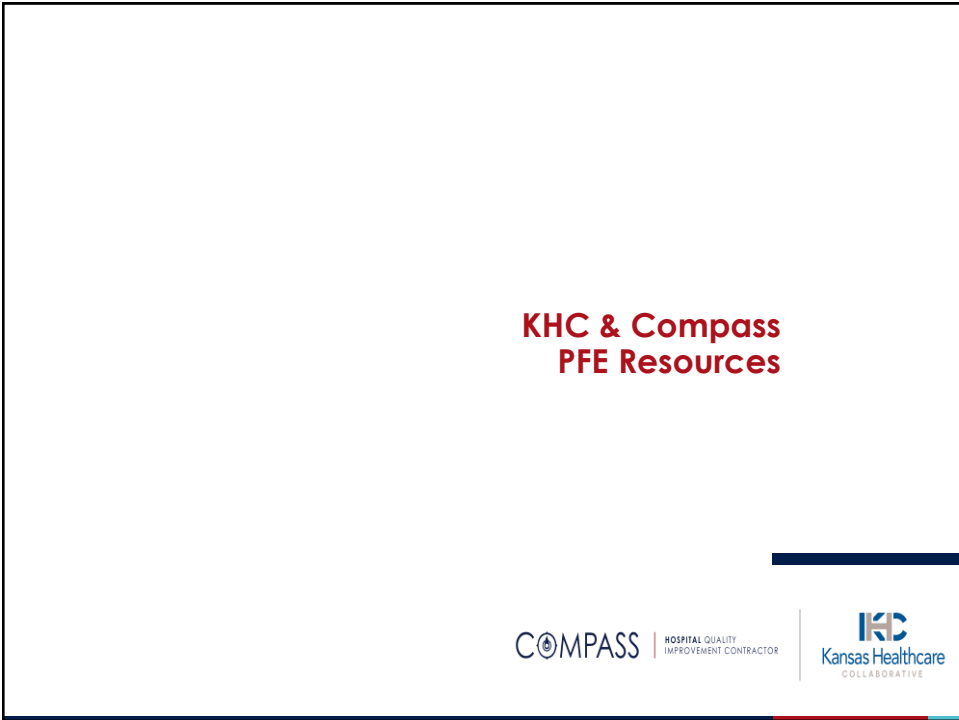
PFAC and the Hospital Board

- Connection to the hospital board
 - Flow of information from the council meetings to the hospital board
- Type of communication used

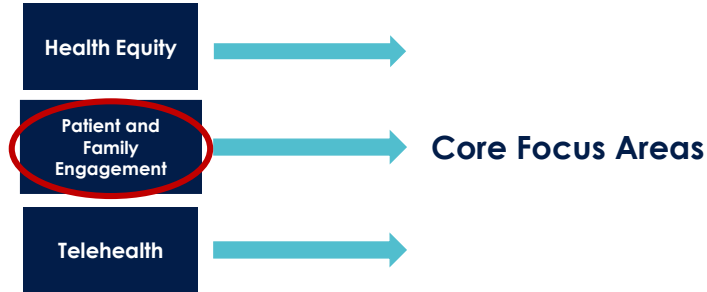


PFAC Miscellaneous

- Examples of projects your PFAC has/is working on
- Your facility PFAC story
 - Lessons learned
 - COVID adjustments



HQIC Cross-Cutting Priorities



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Archived Webinars

iCompass Academy

<https://education.ihconline.org/>

KHC Education Archive

<https://www.khconline.org/initiatives/education-archive#pfe>

The screenshot shows a search interface with a search bar at the top containing 'Find a course...' and a 'Search' button. Below the search bar, there are four search results, each with a title, a brief description, and a table with columns for 'Category', 'Format', and 'Credits'. The results are as follows:

| Category | Format | Credits |
|----------------------------|------------------|---------|
| Person + F. | Webinar recorded | |
| Person + F. | Webinar recorded | |
| Person + Family Engagement | Webinar recorded | |
| Person + Family Engagement | Webinar recorded | |

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KHC Resources

Patient and Family Engagement

<https://www.khconline.org/initiatives/hiin/patient-and-family-engagement-pfe>



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KANSAS HEALTHCARE COLLABORATIVE




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