



**AUDIO CONFERENCE SERIES
PATIENT AND FAMILY ADVISORY COUNCILS (PFAC)**

CALL #1 – What are PFACs and how do I get started?

July 21, 2009, 9:00 am-10:30am EDT

Join us on this call to plan for your work in developing or improving your PFAC

If you want to learn how to create an effective Patient and Family Advisory Council (PFAC) in order to improve the patient care experience at your hospital and meet the upcoming Department of Public Health requirement for a PFAC work plan (completed by September 30, 2009) participate in this series of audio conference calls and learn how organizations are implementing this requirement.

Call #1 will make available a Toolkit and a model Work Plan. The fee for this Audio Call also entitles registrants to automatic sign up to the Massachusetts PFAC List Serve made available by the MA Coalition. You will have the opportunity to opt out of this List Serve by notifying us. The List Serve will provide ongoing opportunity to consult with colleagues and Coalition staff on this topic.

Objectives of first Call in Series

We are working with a Program Committee which includes hospitals with Councils and hospitals creating Councils as well as patients and families to put together a series of audio calls and toolkits to support you in this time of limited resources to be successful in meeting this requirement and adding value by focusing on patients and families in your organizations.

- Learn about the MA DPH Regulations on PFACs
- Learn about two models of Patient & Family Councils
- Review Sample Work Plans
- Define strategies for staffing the work

Agenda

Introduction to Patient and Family Councils

- *Massachusetts Regulations*
- *Implementation Timetable*
- *Resources to support hospitals with implementation*

Council Models & Composition of a Council

- *Centralized*
- *Decentralized*

Promoting a Positive Start: Strategies for Leadership and Staff

- *Keys to success*

Faculty

*Paula Griswold
Maureen Connor
Tracy Gay*

*Deborah Hoffman
Patricia Crombie*

Marlene Fondrick

- *Role of Executive Leaders*
- *Strategies for – physician engagement, nursing engagement, staff*

Self Assessment Inventories, Roadmap, Work Plan Development

Maureen Connor

- *Developing Vision, Mission, and Philosophy*
- *Challenges for Implementation*
- *Legal Considerations*
- *Roadmap to Implementation*
- *Work Plan Development*

Questions and Answers

All

Faculty

- Marlene Fondrick, Institute for Family Centered Care
- Tracy Gay, MA Department of Public Health
- Maureen Connor, formerly of Dana Farber Cancer Institute
- Deborah Hoffman, Dana Farber Cancer Institute
- Pat Crombie, Cambridge Health Alliance

Who Should Attend

- Quality Staff
- Executive Sponsor/administrator
- Patient and Family Relations
- Social Work
- Care coordination
- General Counsel/Legal Department
- Risk Management
- Communications
- Volunteer Department
- Nursing leadership
- Physician/nursing representative from most interested department

Registration

Program Fee and Registration:

Registration Fee = \$200 for Non-Coalition members and \$125 for Coalition members. (Fee covers 1 phone line, with unlimited participants)

Visa, MasterCard, American Express or payment by check accepted. **For all payment methods please use the code PFAC when registering.** If you have a problem registering online, contact Effie Brickman at 781-262-6082

We regret we cannot offer refunds for cancellations, but will make available an audio recording of the call.

To register, go to:

<https://www.telspan.com/Registration/AnonymousLandingPage.aspx?EventNo=3816>

Coalition Member Hospitals Include:

Beth Israel Deaconess Medical Center

Boston Medical Center
Brigham & Women's Hospital
Cambridge Health Alliance
Cape Cod Health System
Children's Hospital
Dana-Farber Cancer Institute
Emerson Hospital
Fairview Hospital
Hallmark Health System
Lahey Clinic
Massachusetts General Hospital
Mercy Medical Center
Metro West Medical Center
Milford Regional Hospital
Mount Auburn Hospital
Northeast Health Systems
Southcoast Hospitals Group
Sturdy Memorial Hospital
UMass Memorial Medical Center