Today’s Agenda

- Welcome & Introductions
- Managing and Improving PFAC Team Dynamics
- ReadyTalk Overview
- Questions
- Patient Safety Awareness Week 2018
- Closing
FHA PFE Learning Collaborative

Allison Sandera
Project Manager, FHA
allisons@fha.org
407-841-6230
Two ways to interact with speakers today:

1. Type questions or comments into chat (let us know if you wish to remain anonymous!)

2. Raise hand (*7 to unmute your line when called upon)
Patient Safety Awareness Week 2018

- Join the Institute for Healthcare Improvement (IHI) / National Patient Safety Foundation’s (NPSF) Twitter Chat on Friday, Mar. 16, from 1:00 p.m. - 2:00 p.m. ET using @TheIHI and #PSAW18 to share local successes
- Send photos to be featured on FHA’s social media pages
- Share patient safety stories and photos on social media using the event hashtags #FHAHIIN and #MissiontoCare
Let’s get social!

@FLHospitalAssn
Managing and Improving PFAC Team Dynamics
Various stakeholder groups from a variety of different backgrounds: PFAC Coordinator, Patient and Family Advisors, Hospital Representatives, Clinicians, etc.
Team dynamics are the unconscious, psychological forces that influence the direction of a team’s behavior and performance. They are like undercurrents in the sea, which can carry boats in a different direction to the one they intend to sail.
Core Concepts of Patient- and Family-Centered Care

• Dignity and Respect
• Information Sharing
• Participation
• Collaboration
Signs of a problem

• Communication Breakdowns
• Absence of Trust
• Unresolved Conflict
• Departures
• Low Participation
• Withdrawal
What are the consequences?

- Factions
- Dissent
- Gossip
- Resentment
- Lost Potential
- Frustration
- Low Morale
Polling Question
What to do?

Define the issue.
Is it:
- Character?
- Competency?
- Chemistry?
What to do?

Separate the person from the problem
What to do?

Go direct
What to do?

Follow up
What to do?

Evaluate
Polling Question
TIME TO SHARE
Questions?
Comments?
Webinar Evaluation Survey & Continuing Nursing Education

- Eligibility for Nursing CEU requires submission of an evaluation survey for each participant requesting continuing education: https://www.surveymonkey.com/r/PFELC031518
- Share this link with all of your participants if viewing today’s webinar as a group
- Be sure to include your contact information and Florida nursing license number
- FHA will report 1.0 credit hour to CE Broker and a certificate will be sent via e-mail
- We would appreciate your feedback even if you are not applying for CEUs!!
- Web participants can stay logged in as the webinar closes to be redirected to the online survey (the link will also be provided in a follow up email)
That's all Folks!