The Mission to Care Florida Hospital Association (FHA)
Hospital Improvement Innovation Network (HIIN)
Patient and Family Engagement (PFE) Learning Collaborative

2017 FHA PFE Learning Collaborative Events

• **April Webinar**
  *Patient and Family Engagement: The Secret Sauce for Quality Improvement*
  FHA hosted a webinar on April 28, 2017, where the National Academy of Medicine (NAM) and the Centers for Medicare and Medicaid Services (CMS) Patient and Family Engagement experts reviewed the recently released NAM Discussion paper *A Guiding Framework for Patient and Family Engaged Care* and the CMS PFE Metrics. Speakers included Michelle Johnston-Fleece, MPH, Senior Program Officer for the National Academy of Medicine's Leadership Consortium for Value & Science-Driven Healthcare, Sara Guastello, Director of Knowledge Management of Planetree, and Tom Workman, PhD, Principal Communication Research at the American Institutes for Research.
  [Slides | Recording](#)

• **May Webinar**
  *From Implementation to Innovation: Developing a Patient and Family Advisor Rounding Program*
  On May 26, 2017, we were joined by Bibi Alley and Christina McGuirk of Health Central Hospital. They shared their wisdom and lessons learned from their hospital’s vantage points as a veteran of PFE. Ms. Alley and Ms. McGuirk provided detail and an overview on how their PFE journey began, in addition to highlighting one of the PFE strategies that FHA supports through the Learning Collaborative: patient and family advisor (PFA) rounding. Attendees learned about the benefits and challenges to establishing a PFA rounding initiative, as well as lessons learned and advice to hospitals interested in developing a similar program.
  [Slides | Recording](#)

• **June Webinar**
  *Starting from Scratch and an Introduction to Storytelling*
  During this FHA Patient and Family Engagement (PFE) Learning Collaborative webinar, held on June 23rd, attendees were joined by Peter Mariades and Joan Lebow of Jupiter Medical Center. Peter shared his hospital's experience developing a patient and family advisory council (PFAC) and how they leveraged its advisors’ expertise to meaningfully engage with patients and families. He also discussed the publicly-available resources used to guide them as they implemented PFE strategies and to address common challenges experienced in getting started with integrating patient- and family-centered care within the organization. The FHA PFE Learning Collaborative team walked attendees through an overview of the power of storytelling and provided guidance on resources available to explore implementing this innovation in their organizations. Finally, the team discussed how to get involved with the FHA PFE Resource Sharing and Collaborative Website, the resources and tools Jupiter Medical Center and other FHA members have used and discussed upcoming events and opportunities.
  [Slides | Recording](#)
• **1st Annual FHA Patient and Family Engagement Summit**

*Powerful Partnerships: Improving Quality and Outcomes*

On July 21, 2017, over 80 people from hospitals across Florida learned about the power of involving patients and their families in hospital's efforts to improve patient safety. Hospitals who have active Patient and Family Advisory Committees (PFAC) discussed the importance of involving and integrating patient advisors. Through the CEO panel, **FHA Board Chair and Executive Vice President/Chief Operating Officer of Moffitt Cancer Center**, Jack Kolosky shared the evolution of their PFACs and increased involvement of patient advisors in hospital committees and initiatives. **Mark Marsh, CEO of Health Central** highlighted how his team embedded patient advisors into all aspects of hospital work, including numerous committees and process redesign efforts. **Chantal Leconte, Administrator and CEO of Joe DiMaggio’s Children’s Hospital**, who implemented PFACs in 2002, discussed how vital patient advisors have been in hospital programs. As they all shared, involving patients and their families is the key to better care.

([Agenda with Links to Slide Presentations](#))

• **July Webinar**

*Stay Calm and Have a Plan: Practical Tips for Handling Communication Crises in Healthcare*

For this webinar we partnered with our FHA Worker Safety Collaborative team. **Susan Kimper, MSN, RN-BC, Director of Psychiatric Medicine at Naples Community Health System**, led attendees on an overview of de-escalation strategies and techniques for responding to an agitated patient or family member. Verbal de-escalation is usually the key to engaging the patient or family member and helping him or her to become an active partner in evaluation and treatment. Objectives included how to respond to upset patients, family or surrogate decision makers, how to acknowledge reactions/emotions/feelings, how to avoid inflammatory responses, how to diffuse a challenging or escalating situation, and how to recognize warning signs.

([Slides | Recording](#))

• **August Webinar**

*Patient and Family Advisors: Onboarding and Expanding Opportunities for Involvement*

For our August event we were joined by **Kim Amtmann-Buettner and Christine Healy of Moffitt Cancer Center**. Kim and Christine provided attendees with an overview of Moffitt’s Patient and Family Advisory Program (PFAP). The goals of this robust program are to strengthen collaboration among patients, family members and health care practitioners at both the clinical and administrative levels. There are three main components of the Moffitt PFAP:

- Patient and Family Advisory Council
- Patient and Family Advisors
- Peer Visitors

The Moffitt team also discussed their process for recruiting and onboarding new patient and family members, as well as how they provide support to these individuals once they have joined the Program. The FHA PFE Learning Collaborative team then led an overview of the resources available to guide the recruitment, interview and selection process of Patient and Family Advisors.

([Slides | Recording](#))
• **October Special Event**  
*PFE Sharing Session: Hurricane Irma Patient and Family Support*  
In this special sharing session we heard how Florida’s hospitals worked to communicate and effectively support patients and families during Hurricane Irma. Discussions included how hospitals addressed the range of patient needs, including discharge and intake, given the special circumstances.  
(Slides | Recording)

• **October Webinar**  
*Coordinating System PFE Activities and Improvement Initiatives*  
In October we heard about Memorial Healthcare System’s PFCC journey, which began with the father of an oncology patient in 2002 and today includes 8 Patient and Family Advisory Councils with over 80 patient/family advisors. Michelle Barone, Memorial Healthcare System (MHS) Director of Patient- and Family-Centered Care, described the MHS approach to coordinating PFE activities across its entire system.  
Attendees were then led through a facilitated discussion regarding the connection between a hospital’s PFE efforts and integration of PFE strategies to improve performance on both HCAHPS and the HIIN PFE metrics developed by CMS.  
(Slides | Recording)

• **November Webinar**  
*Quantifying the Value of Patient and Family Advisory Councils (PFACs)*  
Monitoring PFAC measures of success throughout the improvement process is imperative to knowing how changes have led to organizational improvements. It is imperative to continually monitor your structural, process, and outcome measures to provide evidence of value of your organization’s patient and family advisory council (PFAC).  
This presentation focused on metrics that hospitals around the nation use to demonstrate the impact of PFE initiatives and PFACs on their hospitals and health systems. Attendees were presented with some examples of common metrics (e.g., number of volunteer hours, number of advisors, number of quality committees with a patient/family advisor [PFA] member), as well as how hospitals document and share these data (e.g., dashboards, annual reports, presentations to hospital boards, etc.) to demonstrate the return on investment for creating and sustaining PFACs.  
(Slides | Recording)

• **December Webinar**  
*A Year in Review: Looking Back to Plan Ahead*  
For our final webinar of 2017, we reviewed the Collaborative’s exciting events, activities, and accomplishments from the past year. We were also joined by American Institutes for Research (AIR) Principal Researcher and Partnership for Patients (PfP) PFE Contractor Team Lead Dr. Thomas Workman who provided an overview of the recently released second edition of the PfP Strategic Vision Roadmap for Person and Family Engagement.  
(Slides | Recording)
• **January Webinar**  
  *The Advisor Experience*  
  For our January PFE Learning Collaborative event we were joined by Angela Miney, Family Partner with the Pediatric Pulmonary Center at the University of Florida College of Medicine, and Elise Bloch, Chair of the Joe DiMaggio Children’s Hospital PFAC. Angela and Elise shared their journey towards becoming Patient and Family Advisors, as well as advice and tips that they have for healthcare professionals and fellow Advisors. In addition to the inspiring and insightful stories that these two presented, attendees were also led through an overview of recommended resources for partnering with patients and families as Advisors- materials included how to get started with preparing and orienting Advisors, sustaining the relationships and more.  
  *(Slides | Recording)*