Engaging Patient and Family Advisory Councils in Hospital Quality Improvement Activities

Overview: Active and productive patient and family advisory councils (PFACs) offer a forum for hospitals to obtain ideas, input, and insights to guide quality improvement efforts. PFAC members bring their experience in partnering with healthcare professionals and sharing their unique perspectives. This series will highlight the value PFACs bring, identify the key topic areas to engage PFACs in performance improvement, best practices for presenting, receiving, and acting upon their feedback.

Nursing Continuing Education: 1.0 nursing contact hours will be awarded for each session by the lowa Hospital Association, lowa Board of Nursing Provider No. 4. Iowa nursing contact hours will not be issued unless your lowa license number was provided at registration. For nursing contact hours to be offered, you must log in individually, your webinar sign-in and sign-out times will be verified. Partial credit will not be granted. Attendees outside lowa should check with their state Board of Nursing for nursing continuing education requirements.

All sessions below are FREE and are from 1:00 - 2:00 PM (CT).

Tuesday, October 25, 2022 | Register (Link)

The Value of Engaging PFACs in Hospital Quality Improvement Initiatives
Active and productive patient and family advisory councils (PFACs) offer a forum
for hospitals to obtain ideas, input, and insights to guide quality improvement
efforts. PFAC members bring their experience in partnering with health care
professionals and sharing their unique perspectives. This series will highlight the
value PFACs bring, identify the key topic areas to engage PFACs in performance
improvement, best practices for presenting, receiving, and acting upon their

feedback. **Objectives:**

- Describe the value PFACs have in improving the patient experience and performance measures
- Identify the characteristics of PFACs that are having a positive effect on quality and safety
- Showcase successful hospitals that have made quality and safety improvements

Wednesday, November 9, 2022 | Register (Link)

https://us06web.zcom.us/meeting/register/IZYsdO6gqjstEIWlvpozZXahhVsLtIRkKXrg (Link)

Key Areas of Focus for Performance Improvement

Hospitals and other healthcare providers are in a 're-start' mode in focusing on quality and safety improvement practices. During the pandemic, performance measures declined. This session will cover best practices in how to present the information in understandable terms and solicit input on patient partnership improvement opportunities.

Objectives:

- + Identify key areas of improvement
- + Share what data needs to be presented and how to present it
- + Discuss confidentiality agreements that need to be in place

Wednesday, November 30, 2022 | Register (Link)

https://us06web.zoom.us/meeling/register/tZEldeiqpzMsH9RMJJXTdgdYeasflms-2r43 [Link

Preparing to Have Discussions with PFACs

Highlight the public information and data readily available to consumers and the implications of performance results on patients. Discuss how to engage PFAC members in reviewing publicly available information and how hospitals are proactively reacting to results as they work on improvements.

Objectives:

- Share public information with PFAC members (i.e., CMS Care Compare web site)
- Determine what actions to take based on the guidance provided by the PFAC in developing and measuring performance improvement interventions
- + Discuss the value of their engagement in the Performance Results

Speaker



Pat Merryweather-Arges, Executive Director, Project Patient Care

Pat Merryweather-Arges serves as the executive director of project patient care bringing the voice of patients, residents, families and caregivers to policy and performance improvement initiatives. She has served as an executive director of a three-state QIO and senior vice president with the Illinois Hospital Association. Merryweather-Arges serves on the IHC Board of Directors and state, national and international healthcare, quality and safety boards and committees. She also is a child life volunteer at a children's hospital for the past 28 years.











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