

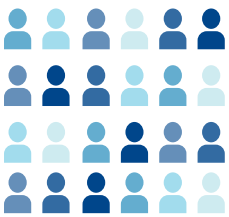


PFCCpartners READINESS TOOL

What *resources* and *commitments* are needed to successfully launch a patient/family partnership program?

This tool is designed for health care teams and organizations to become ready to engage with their community members with confidence. Inclusive engagement of diverse patients and family caregiver voices is essential for addressing the health challenges of today. Impactful partnerships are happening each day across our health system – you don't need a big budget, just big hearts.

Who should use this Readiness Tool?



- Health Systems and Hospitals
- Teams Working to Reduce Disparities
- Health Equity Programs
- Improvement Programs
- Quality/Safety Improvement Teams

- Research/Measurement Projects
- Federal Government Agencies
- State and Local Governments
- Patient/Family Advocacy Organizations
- Primary Care Providers and Groups

Why a Patient/Family Partnership (PFP) Program?

Intentional infrastructure integrated into your organization (or team) contributes to sustainable, impactful engagement that brings critical insights to community and team members. Infrastructure sets the stage for inclusion of diverse perspectives and constructive collaboration. Patient/Family Partnership Programs provide critical insights about health and health care from your community.

What is a PFP Program?

It's a pathway for collaboration with your community members. A PFP Program can look like the common Patient Family Advisory Council (PFAC), which includes shared decision-making roles. However, a PFP Program extends beyond the traditional PFAC. Organizations and teams may engage partners directly into operational units or existing improvement efforts. This particular approach is effective for small teams, critical access hospitals, or research projects.

Some Patient Family Partners (PFPs, also referred to as Advisors or PFAs) may prefer to engage with specific project teams and committees. Others may desire to work through surveys, listening sessions, or focus groups when they have the time and can be flexible to the needs of your organization. Sometimes the best partnerships are formed around coffee or tea. An inclusive PFP Program provides multiple pathways for patients and family caregivers to inform health system programs, policy, procedures, design, and improvements

This is not new work,
it's a new way to do
the same work.



How to get started: Define your SCOPE


Defining the scope for patient family engagement efforts is the foundation for launching a PFP Program. It informs everything down the line - from charters and orientations to engagement activities. The scope of your engagement efforts dictate the most suitable structures for collaboration. It is critical for all team members, especially leaders, to agree on the scope for your efforts.


Some examples are: the entire hospital, a primary care practice, quality improvement departments, patient experience teams, readmissions improvement programs, steering committees, and patient safety committees.

Strategic Goals of the Organization**

Identify the top 3-5 goals or priorities for the organization or team.

What would leaders say are the priorities if you stop them in the hall?
What goals have been set for your team?

COMPONENT	REQUIREMENTS	INDICATORS OF READINESS	READY?
<p>Program Objectives</p>	<p>Develop a sustainable PFP Program</p> <p> CDC/ATSDR Social Vulnerability Index</p>	<p>The organization has a goal to advance health equity in the community they serve</p> <p>Staff express interest in engaging community partners in organizational design and improvement</p> <p>Clinical staff acknowledge patients and family caregivers as partners in their care and demonstrate cultural humility</p> <p>Team members have a working understanding of the diverse demographics of the population they serve</p> <p>Team members also understand the unique social needs, challenges, and assets in the community</p> <p>Staff in the organization understand the value of patient/family engagement</p> <p>Identified scope (who will be served by this PFAC/structure – department, task, geographic region)*</p> <p>Identified goals from the organizations strategic plan to anchor PFP program**</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>Leadership Engagement</p> <p>Name:.....</p> <p>Title:.....</p> <p>Think inclusively, beyond race and ethnicity. Consider engaging individuals that represent LGBTQIA+ population, 65+, and people with disabilities.</p>	<p>Commitment to developing and sustaining a PFP Program</p>	<p>Verbal support of Patient Family Engagement</p> <p>Written support of Patient Family Engagement in policy, program descriptions, etc</p> <p>Articulated plan for PFP Program or other engagement effort, such as PFAC</p> <p>Approved resources, such as staff time, financial, space, supports, etc</p> <p>Committed to engaging the diverse perspective of the population served</p> <p>Leadership has given team directive for launching a PFP Program</p> <p>Recognition that community engagement is a critical strategy for achieving health equity.</p> <p>Willingness to change policy and practice within the organization/team.</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

COMPONENT	REQUIREMENTS	INDICATORS OF READINESS	READY?
<p>Facilitator</p> <p>Name:</p> <p>Title:</p>	<p>Point person and facilitator for the PFP Program.</p>	<p>Time allocation (2-10 hours per week)</p> <p>Enthusiastic</p> <p>Organizational credibility</p> <p>Change-making authority</p> <p>Direct communication pathway with leadership</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>Team</p> <p>Name and Area:</p> <p>Name and Area:</p> <p>Name and Area:</p> <p>Name and Area:</p>	<p>A team of a minimum of three representing different areas of the organization.</p> <p><i>Clinical, administrative, communications, program specialists, etc.</i></p> <div data-bbox="407 968 703 1079" style="border: 1px solid #0072bc; border-radius: 15px; padding: 5px; display: inline-block;">  Project Implicit Implicit Bias Test </div>	<p>Inclusion through representation - promote or identify staff who bring strengths in connecting with those communities you seek to engage</p> <p>Weekly meetings scheduled</p> <p>Commit to the process of developing a PFP Program</p> <p>Team members have examined their implicit bias</p> <p>Team members ready to put in the time and effort to establish partnerships</p> <p>Established connection to existing efforts for addressing health disparities and inequities.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>Support Resources</p> <div data-bbox="233 1415 703 1526" style="border: 1px solid #0072bc; border-radius: 15px; padding: 5px; display: inline-block;"> <p>Examples include: Communications teams, volunteer services, IT departments, cafeteria, etc.</p> </div>	<p>Internal Scan of Support Systems and People</p>	<p>Prepare a standard request process for engagement – for those staff seeking collaboration</p> <p>Develop a list of support resources and people who might support your efforts.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>