



Introduction to Developing a Patient and Family Centered Care (PFCC) Advisory Council

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OBJECTIVES

At the conclusion you will be able to:

PART I

- ◆ **Define key principles of Patient and Family Centered Care**
- ◆ **Identify why Patient and Family Centered Care is important to us as an organization**
- ◆ **Identify what Kaiser Permanente is doing to involve patients and families**
- ◆ **Discuss patient involvement with patients**

PART II

- ◆ **Describe the Nuts and Bolts of setting up a Patient and Family Centered Care (PFCC) Advisory Council**

Nuts and Bolts

- ◆ **Checklist for Starting a PFCC Advisory Council**
- ◆ **AHA Survey**
- ◆ **Recruiting PFCC Advisors for your Council**
- ◆ **Top Tips**
- ◆ **Barriers to Progress**

Checklist for Starting a PFCC Advisory Council

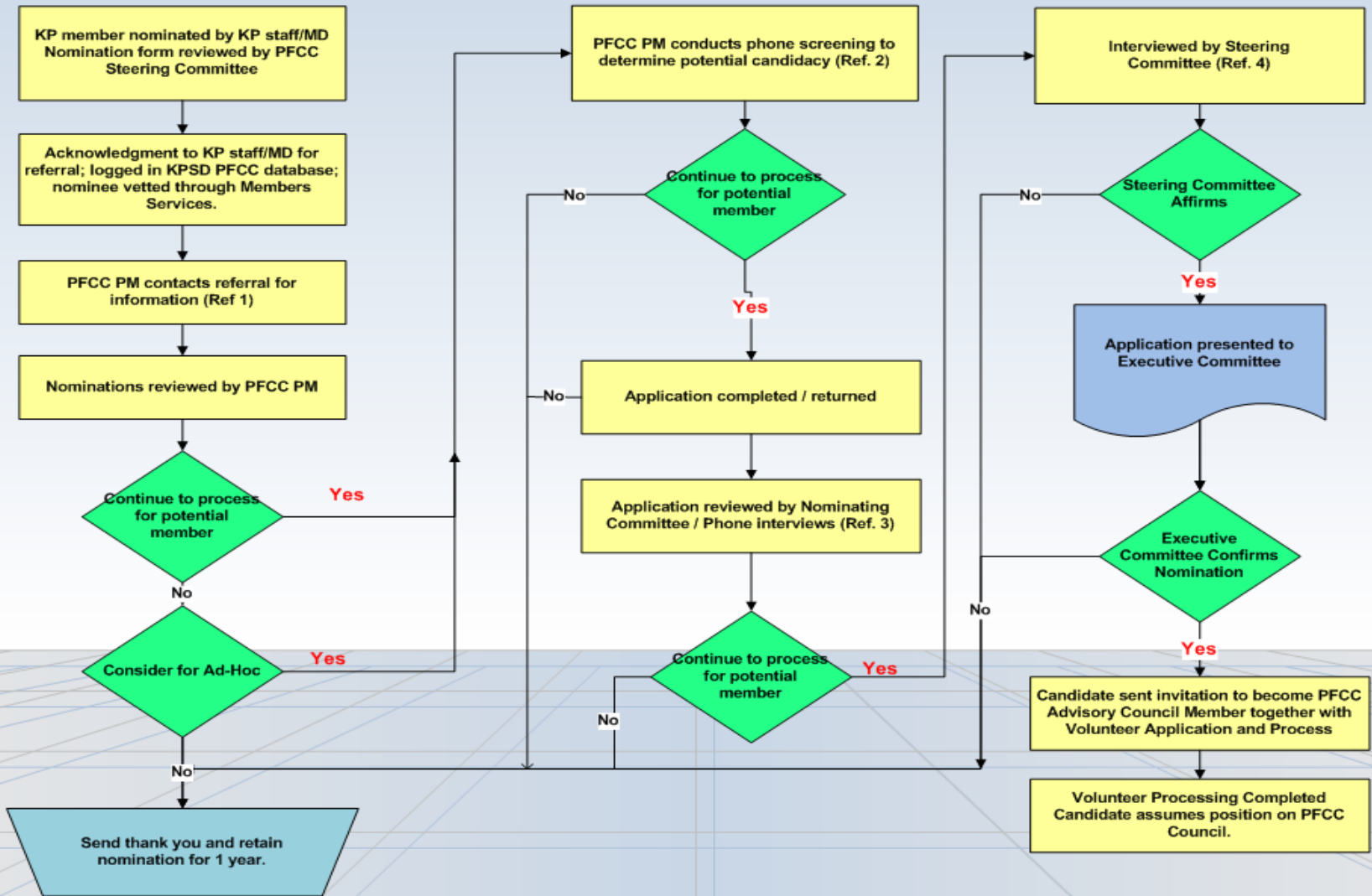
TASK	DUE DATE	RESPONSIBLE
Approval and Support		
Develop proposal		
Review proposal with leadership and obtain approval		
Identify project manager		
Charter Core Planning Group		
Structure		
Determine size of Council		
Determine composition		
Determine number of KP leaders/staff		
Determine selection of co chairs		
Determine reimbursement (if any)		
Recruitment		
Develop Advisor recruitment plan, including list of contacts for referrals		
Develop recruitment memo, recruitment application, and Advisor selection criteria		
Obtain approvals for recruitment memo, recruitment application		
Develop interview questions		
Start recruitment process		
Review applications and as appropriate discuss with referring source		
Select individuals to interview		
Complete candidate interviews		
Follow up with candidates and referrals for individuals selected and not selected		

Checklist (continued)

Communications		
Develop Communication/branding Plan		
Finalize Communication/branding Plan		
Implement Communication/branding Plan		
Onboarding of members		
Develop and approve Orientation Plan		
Background check*		
Health Screening*		
Hold Advisor orientation		
First Committee Meeting		
Identify date for first meeting		
Develop invitation, agenda, and template straw charter for first meeting		
Core Planning Group approve straw charter		
Set meeting logistics e.g. room, phone, meal, materials		
Hold First Meeting		

Updated 0127/12, 02/02/12, 031613, 40513; 4/30/13; 05/15/13, 5/18/13, 9/13/13

KPSD Patient and Family Advisory Council Member Selection Process



Note: Reference 1 – 4 are interview questions / criteria.

Recruiting Communication –Year 1

RECRUITING PATIENTS AND FAMILIES TO SERVE IN ADVISORY ROLE

Please assist us in selecting an extraordinary group of our patients to help us embark on our 'Patient and Family-Centered Care' journey with a richer appreciation of what it takes to practice in a collaborative partnership.

Can you recommend a patient candidate to serve on our Patient Advisory Board?

Please identify likely participants during your daily rounding and forward patient's name to: Marion.K.Yerxa@kp.org

Assistant Administrator, Quality & Patient Safety

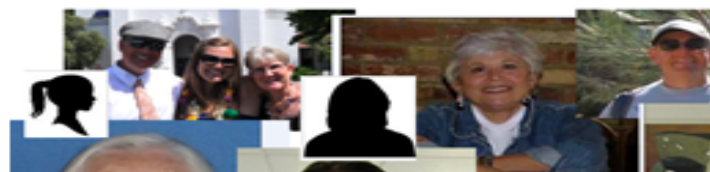
(619) 528-5750 tie-line 280

Year 2



Recruiting for Patient and Family Centered Care Advisory Council Help our Council Grow **YES!**

After a ground-breaking, exciting first year with our PFCC Advisory Council, we are pleased to announce we are now recruiting for additional members to help Kaiser Permanente continue our journey to excellence.



Can you recommend a candidate to serve on our PFCC Advisory Council? Who do you know who has:

- A positive approach and ability to share and see different points of view
- Good listening skills
- Enthusiasm about Kaiser Permanente's mission of excellence in quality, safety and service for every patient and family member, every day, every time

The council is particularly interested in recruiting members of diverse ethnic backgrounds with a variety of Kaiser Permanente experiences.

Help us continue to grow our dedicated team of Advisory Council volunteer members by suggesting someone you know who can contribute to our Council's success.

**Please forward names to arlene.x.pergamit@kp.org,
Service Excellence (619) 528-3589 tie-line 280.
*THANK YOU.***

Year 3

Growing Again! Recruiting for Patient and Family Centered Care (PFCC) Advisory Council Members



The interest and enthusiasm for PFCC is booming!!! We are expanding the PFCC Advisory Council to support the growing requests for Advisors throughout the Service Area. **You can help by recommending a prospective candidate!** The Advisory Council is recruiting for KP members (non-KP staff) who have a variety of Kaiser Permanente experiences. We are looking for someone who has:

- a positive approach and ability to share and see different points of view
- great listening skills
- enthusiasm about Kaiser Permanente's mission of excellence in quality, safety and service

Currently, PFCC Advisors are bringing the Voice of the Patient to numerous projects and committees, including

- The Joint Commission (TJC) Patient Falls Project
- Clinical Strategic Goals (CSG) Star Connection Team
- Pharmacy Leadership Team
- Call Center Administrative Team
- Staff Nurse Council
- KP National Quality Conference

The list continues to grow. PFCC Advisors are available to you and your team, too. When you are exploring ways to improve the care experience for patients and guests, the Advisors are happy to help your team understand the patient and family perspective.

Do you know a KP member who might be interested in joining our PFCC Advisory Council? Please contact Arlene Pergamit, arlene.x.pergamit@kp.org or call 619-528-3589 to find out more.

Thank you.



**San Diego Kaiser Permanente
Patient and Family Centered Care Advisory Council
Member Selection Process**

This document supports the attached flow chart outlining the KPSD Patient and Family Advisory Council Member Selection Process. There is a four-staged interview process for potential Advisory Council members. These are the specific questions asked at each stage of the selection process.

Stage 1 (Ref.1)

Candidate nominated; PFCC Program Manager interviews nominator

- a) Is candidate a KP member? (must be a KP member)
- b) How do you know candidate?
- c) How long have you known the candidate?
- d) Have you seen this individual in a group setting?
- e) Is the candidate an effective communicator?
- f) Why do you think this candidate belongs on the KPSD PFCC Advisory Council?
- g) What demographics will this candidate be able to represent?

After interview, candidate is rated. On a scale of 1-3, with 1 being weak and 3 being strong, how does Program Manager rate this candidate? Candidates rated 2 or below will not be considered for Council membership.

Stage 2 (Ref.2)

PFCC Program Manager interviews candidate

- a) How long have you been a KP member?
- b) Have you or your family ever been hospitalized at our Zion facility?
- c) Describe your most recent KP experience, clinic or hospital.
- d) What would make that experience better?
- e) Give me an example of a time when you were not pleased with your KP experience.
- f) What would make that experience better?
- g) Why do you want to be on the KPSD PFCC Advisory Council?
- h) What is a strength you would bring to the council?
- i) Have you ever served on a council, board, volunteered in the community? What did you enjoy about that experience? What didn't you enjoy?
- j) Are you able to commit to a monthly meeting and to sub-committee involvement?

After interview, candidate is rated. On a scale of 1-3, with 1 being weak and 3 being strong, how does Program Manager rate this candidate? Candidates rated 2 or below will not be considered for Council membership.

Stage 3 (Ref.3)

PFCC Program Manager, PFCC Advisory Council co-lead and Director of Patient Care
Experience interview candidate

- a) What community activity experience do you have?
- b) What did you enjoy about it?
- c) Why were you involved?
- d) Can you share a KP experience with us?
- e) Why do you want to be on the KPSD PFCC Advisory Council?
- f) Tell us something about yourself you want us to know about you.

After interview, candidate is rated by the interview team. On a scale of 1-3, with 1 being weak and 3 being strong, how does team rate candidate? Candidates rated 2 or below will not be considered for Council membership.

Stage 4 (Ref.4)

PFCC Steering Committee Candidate interviews candidate

- a) Why do you want to be on the PFCC Advisory Council?
- b) How will your past experiences with KP help you on the Council?
- c) Tell us about an idea to improve the Patient and Family experience at KP.
- d) Have you experienced PFCC at KP? What does that look like to you?

After interview, candidate is rated by the Steering Committee. On a scale of 1-3, with 1 being weak and 3 being strong, how does Steering Committee rate this candidate? Candidates rated 2 or below will not be considered for Council membership.

Strategies for LEADERSHIP

Patient- and Family-Centered Care

A HOSPITAL SELF-ASSESSMENT INVENTORY



Developed by INSTITUTE FOR FAMILY-CENTERED CARE



Sponsored by American Hospital
Association

Strategies for LEADERSHIP

Patient- and Family-Centered Care

A HOSPITAL SELF-ASSESSMENT INVENTORY

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care providers. It is founded on the understanding that the family plays a vital role in ensuring the health and well-being of patients of all ages. In patient- and family-centered care, patients and families define their "family" and determine how they will participate in care and decision-making. The four principles of patient- and family-centered care are:

DIGNITY AND RESPECT

Health care providers listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into care planning and decision-making.

INFORMATION SHARING

Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, accurate information in order to effectively participate in care and decision-making.

PARTICIPATION

Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

COLLABORATION

Patients, families, and providers collaborate in policy and program development, implementation, and assessment; in health care facility design; and in professional education, as well as in the delivery of care.

Top Tips

- ◆ Spend the time needed to develop trusting relationships between PFCC Advisors and staff.
- ◆ LISTEN, LISTEN, and LISTEN to what PFCC Advisors need and want, to their ideas, and to their feedback.
- ◆ Understand that PFCC Advisors are the experts when it comes to the patient care experience.
- ◆ Avoid presenting issues to the PFCC Advisors if the outcome has already been decided.
- ◆ Seek out a diverse PFCC Advisory Council membership.

More Top Tips

- ◆ **Recognize PFCC Advisory Council accomplishments.**
- ◆ **Keep Advisors informed about project progress and impact.**
- ◆ **Maintain initial and ongoing visible support from Senior Leadership.**
- ◆ **Advisors stay involved when they can see evidence that they are making a difference and having an impact.**

Barriers to Progress

- ◆ **Lack of understanding of time commitment required.**
- ◆ **A desire on the part of Advisors to have quick fixes.**
- ◆ **Developing and sustaining a Council is like baking a cake. It cannot be hurried, or it will burn and crumble.**
- ◆ **Inconsistent participation and meeting attendance.**
- ◆ **Lack of staff awareness of the PFCC Advisory Council and the Advisors' role.**

Just Do It

Are you ready to partner with your patients and family members? Creating a PFCC Advisory Council is a great first step. The voice of our patients and family members can be a powerful tool in improving safety, patient satisfaction and quality. By forming a PFCC Advisory Council you and your team are starting a new journey of truly embracing patient and family-centered care.

