

ENGAGING PATIENT AND FAMILY ADVISORY COUNCILS DURING COVID-19

November 2020

Presented by the Maryland Health Care Commission



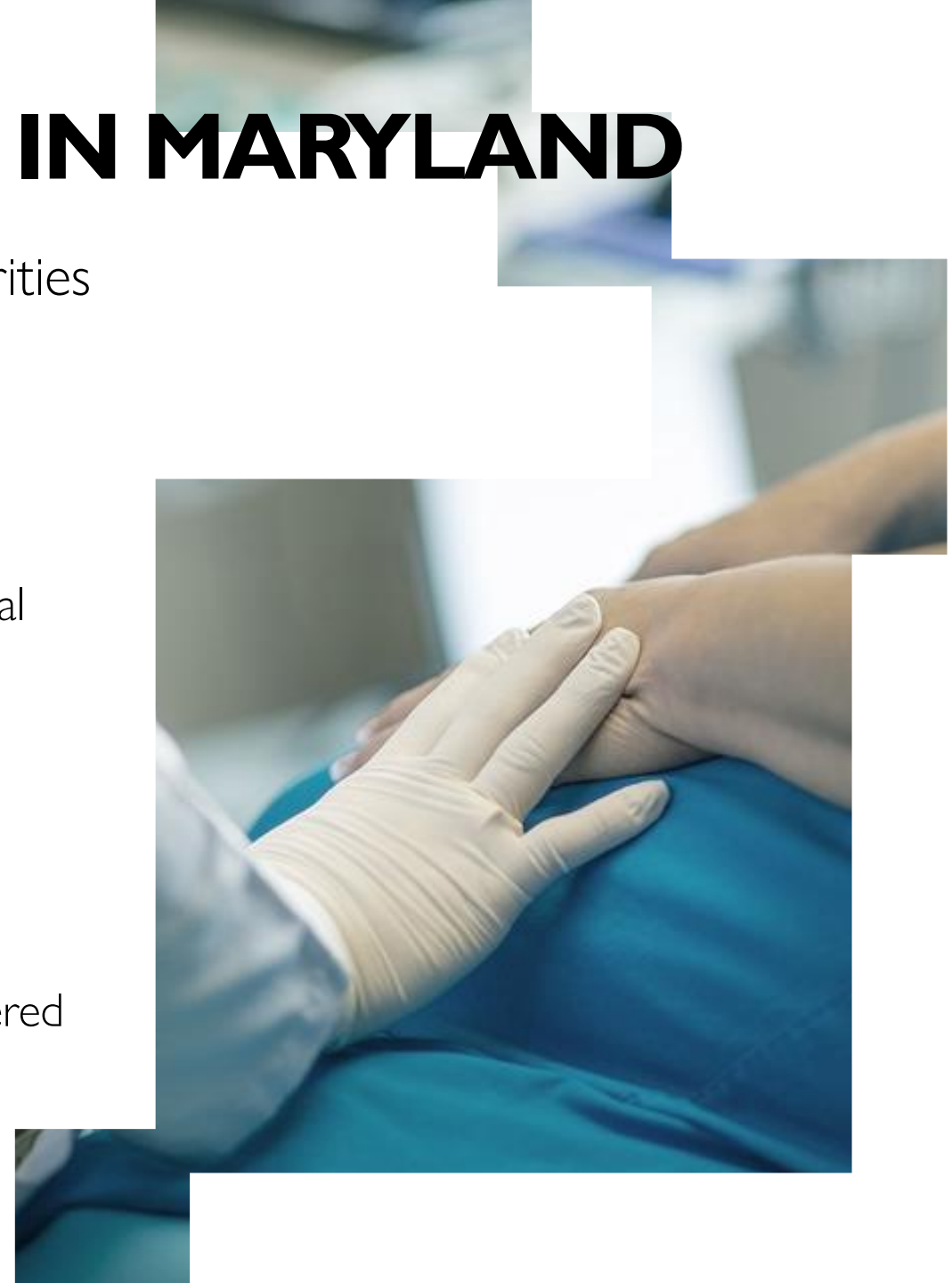
ABOUT MHCC

- Independent State regulatory agency
- Supports advanced primary care and practice transformation to shift the focus from quantity of care delivered to improved health outcomes and coordinated care delivery
- Activities are aimed at implementing strategies focused on patient needs
 - Primary care is the foundation for maximizing value in health care delivery



CARE TRANSFORMATION IN MARYLAND

- Maryland's Total Cost of Care (TCOC) Model priorities include:
 - Enabling access to quality health care
 - Addressing the health and wellness needs of the senior population
 - Reducing unnecessary emergency department and hospital utilization
 - Fighting the opioid epidemic
 - Improving population health
- National and State programs/certifications include a patient and family engagement requirement
 - National Committee for Quality Assurance Patient-Centered Medical Home
 - Transforming Clinical Practice Initiative
 - Maryland Primary Care Program



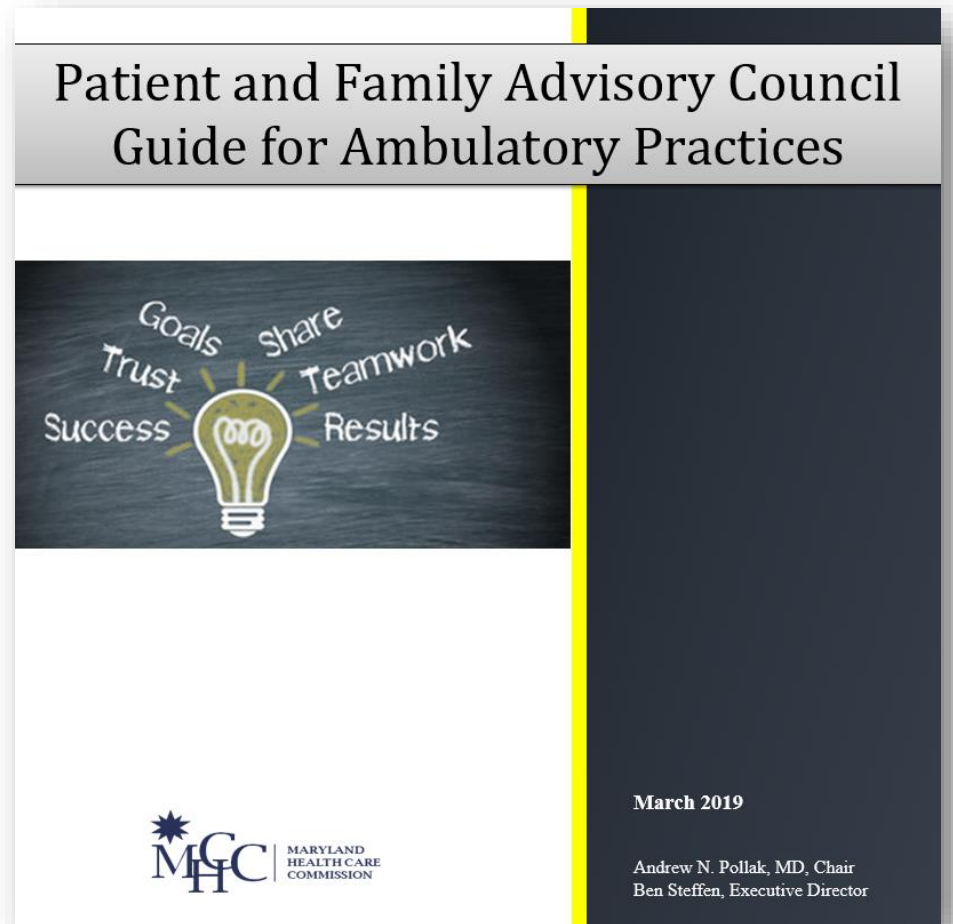
ABOUT PATIENT AND FAMILY ADVISORY COUNCILS (PFACs)

- PFACs are a key component for practice transformation and an ongoing mechanism to support meaningful partnerships among patient and family advisors (PFAs), staff, clinicians, and organizational leaders
- When PFAs' viewpoints are integrated to create a transformed delivery system, the practice is more prepared to respond to patient needs, priorities, and values



PFAC GUIDE OVERVIEW

- Provides Maryland ambulatory practices with information and resources to help create, integrate, and expand a PFAC
- Includes information to help practices establish PFACs, engage participants in meaningful activities to improve care, and expand the PFAC's impact



PFAC GUIDE OVERVIEW (Cont.)

Section One: Creating a PFAC (Beginner)

Assessing a Practice's Readiness for Partnership with Patients and Families

WHAT:	A practice should assess its capacity to partner with patients and families.	PFA Application, Page 1
WHY:	Ensuring readiness will help practices and families that lead to better coordinated care.	YOUR ORGANIZATION NAME Patient & Family Advisory Application <i>Would you be a partner with us to deliver patient- and family-centered care every time in every encounter? To reach this goal, we need your ideas, feedback and participation as together we improve the experience of care for our patients and families. We are seeking individuals for a variety of opportunities – both short term and ongoing.</i>
HOW:	<ul style="list-style-type: none">Start by identifying initial strengths (before recruiting PFAs and building the PFAC).Explore the questions below<ul style="list-style-type: none">Are key practice leaders interested in family partnerships? A	Date: _____ Name: _____ Last _____ First _____ MI _____ City: _____ State: _____ Zip: _____ Work Phone: _____ Cell Phone: _____ (select one) Home Work Cell Email _____ Clinic or facility _____ Where do you receive services? _____ From _____ <input type="checkbox"/> I am a patient with a chronic health condition (e.g., diabetes, heart failure, asthma, depression, arthritis)

Patient Perspective

“Being a part of the newly designed Patient Family Advisory Council allows me to really feel like I am making a difference in the way the patient is seen through the eyes of the caregivers...” – Emma Course, Patient Family Advisor

- Key elements of the Guide include:
 - What, Why, How
 - Frequently Asked Questions
 - Tips
 - Quotes from Patients and Providers
 - Printable Forms
 - Links to Resources
 - Glossary
 - Acronyms

HOW TO USE THE PFAC GUIDE

- The Guide is organized into three sections:
 1. Creating a PFAC (Beginner)
 2. Strategic PFAC Integration (Intermediate)
 3. Expanding the PFAC's Influence and Impact (Advanced)

- A practice should:
 - Select the section most applicable to their needs and capacity
 - Review and implement the strategies outlined in the section(s)
 - Utilize additional resources provided in each section to further inform implementation

The PFAC Guide can be found on the MHCC website here: <https://mhcc.maryland.gov/mhcc/pages/apc/apc/apc.aspx>.

PFAC GUIDE UPDATE

- Addendum on the use of PFACs during the COVID-19 public health emergency based on data from ambulatory practices
- Data gathering:
 - Virtual focus groups to provide qualitative data on the impact of COVID-19 on PFACs
 - Environmental scan to assess how PFACs and PFAs are being engaged during the PHE





Ascension Saint Agnes

Ascension Saint Agnes Community Health Partners

Patient Family Advisory Council



**Ascension Saint Agnes
Community Health Partners**

Introduction

- **Stephanie Scobey, MPH, BS, RN**

Director of Care Transformation & Quality, Ascension Saint Agnes

- **Puja Patel**

Care Transformation Specialist, Ascension Saint Agnes

Council Development

What are the expectations?

Convene a Patient-Family/ Caregiver Advisory Council (PFAC) at least annually and integrate PFAC recommendations into care and quality improvement activities. (Track 1 & 2)

What was important to us?

- Meet the needs of the varied communities we serve
- Provide structured meetings that allow for free-flowing conversations and feedback while also ensuring the meetings remain productive
- Create an environment focused on creating collaborative solutions

Operationalizing our PFACs

- Quarterly meetings
- 3 separate meetings (Howard County, Baltimore City, Baltimore County)
- Provider/staff attending PFAC does not work in that location
- Timing/locations
- Outreach and Recruitment Strategies
- Retention Strategies
- Meeting Facilitation Strategies



Membership Charter

- Clearly defined mission and vision
- Define Council responsibilities
- Define member qualifications
 - Goal: PFAC consists of $\frac{1}{3}$ staff and $\frac{2}{3}$ patients and family members
- Provide Contact information for participating PFAC members

Agenda Development

- Used patient survey responses to frame first agenda
- Issues identified and clear goals or desired changes mapped out
- Action items linked back to goals
- Assign owners to action items
- Keep agenda short and structured
- Helps with meeting facilitation

Focus on Quality and Process Improvement

- Teaching participants how to draft clear **Problem Statements**
- PDSA for PFACs
 - Feedback from survey: Improve communication between office staff and patients
 - Plan
 - Define problem
 - Identify desired changes
 - Identify what success looks like
 - Do
 - Bring change items back to team
 - Implement
 - Study
 - Next PFAC provide update on implementation
 - Track feedback related to change
 - Do
 - Adjust based on feedback or new information

COVID-19



- Q2 PFAC scheduled for April-Canceled
- Debrief and pivoting for July
- Q3 PFAC held as a hybrid (July)
 - Reserved conference rooms
 - 1 PFAC leader physically at meetings, remaining staff participants attended virtually
- Debrief and pivoting again for October
- Q4 PFAC (October)
 - 100% Virtual
- Q1 2021 PFAC (January 2021)
 - Will remain 100% virtual (as of now)





Luminis HealthSM



**Engaging Patient and
Family Advisory Councils
During COVID-19
November 12, 2020
12-1p**

**Monica Mewshaw
Patient & Family Centered
Care Coordinator**

**Sharon Cameron
Practice Manager**

**Pat Holle
Patient Family Advisor**

A Patient Family Advisor's story



What is Patient and Family Centered Care?

It's working **with** patients and families, rather than doing **to** or **for** them.

Patient and Family Centered Care

Core concepts

- **Dignity and Respect**
- **Information Sharing**
- **Participation**
- **Collaboration**
- (source: <https://www.ipfcc.org/about/pfcc.html>)

Why Host a Patient Family Advisory Council?

- Improve quality and safety of the care provided
- Patients and/or their families provide beneficial insight based on experience
- Engagement of patients and families increases provider and patient satisfaction
- Help to identify areas in need of improvement or refinement
- Patient Family Advisors are the eyes and ears of the community

A few of our Patient Family Advisors...



Patient Family Advisors help us celebrate Healthcare Heroes Month



Amidst the pandemic, PFAs focused on two primary methods of partnership:

Support/encouragement for staff

- Making homemade cards
- Sending in food
- Encouraging notes/emails
- Sewing and donating masks
- Healthcare Heroes video
- Donating to community fund

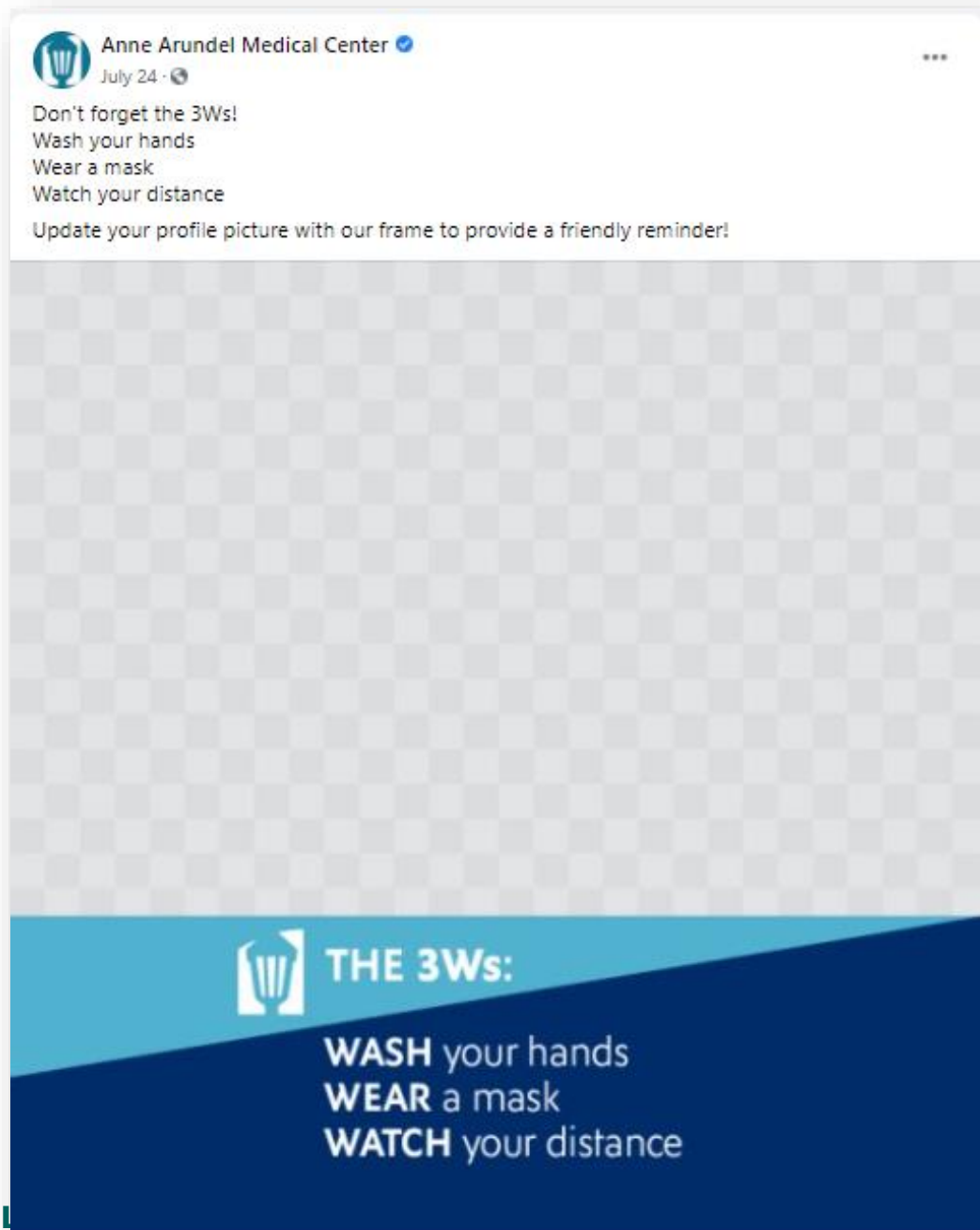
Engaging in new ways:

- Being “on call” for time sensitive virtual meetings and conversations
- Joining COVID-19 Incident Command team and daily Safety call
- Influx of PFAs connecting with the Cultural Diversity Initiative and CTTT

- Collaborating on all family presence and visitation transitions
- Partnering with Marketing on public-facing communication (i.e. Safe. Ready. Open., 3W’s)
- Nutrition planning (food preferences for those who are very ill)
- Meeting virtually and in-person with Medical Residents to role play informed consent scenarios and share COVID and non-COVID surgical experiences from a patient perspective.
- Collaborating with staff to solve unexpected challenges that came with the temporary restriction of families. For example, an influx of food deliveries and security of pt. belongings

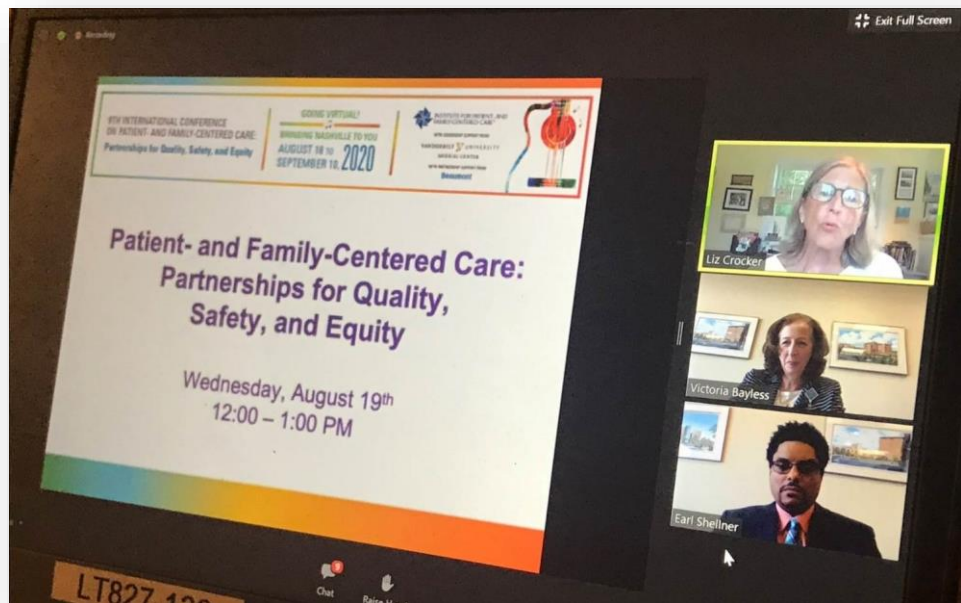


In partnership with AAMC's Community Outreach team, PFAs donated over 2,000 handmade cloth masks for the Anne Arundel and Prince George's community.

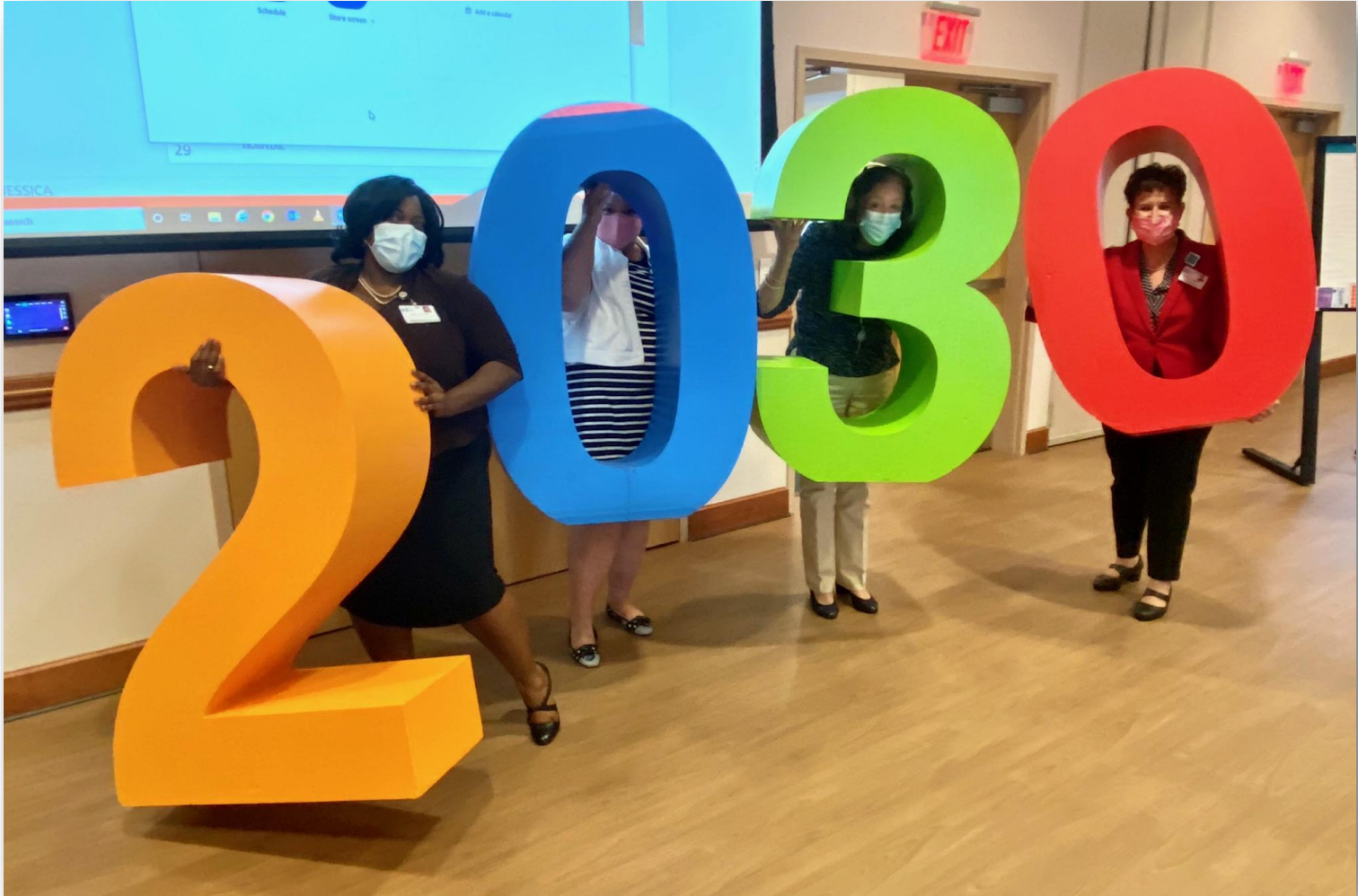


The 3W's was suggested by a Patient Family Advisor as an easy way to remember basic infection prevention strategies. The Marketing team then used this in our COVID-19 social media campaign.

Tori Bayless and PFA Earl Shellner were the plenary speakers for the IPFCC's international conference on Patient and Family Centered Care. These Luminis Health rock stars shared strategies and successes around quality, safety and equity with a large global audience.



In September, PFAs joined together with other major stakeholders to revisit and envision Luminis Health Vision 2030



TIPS

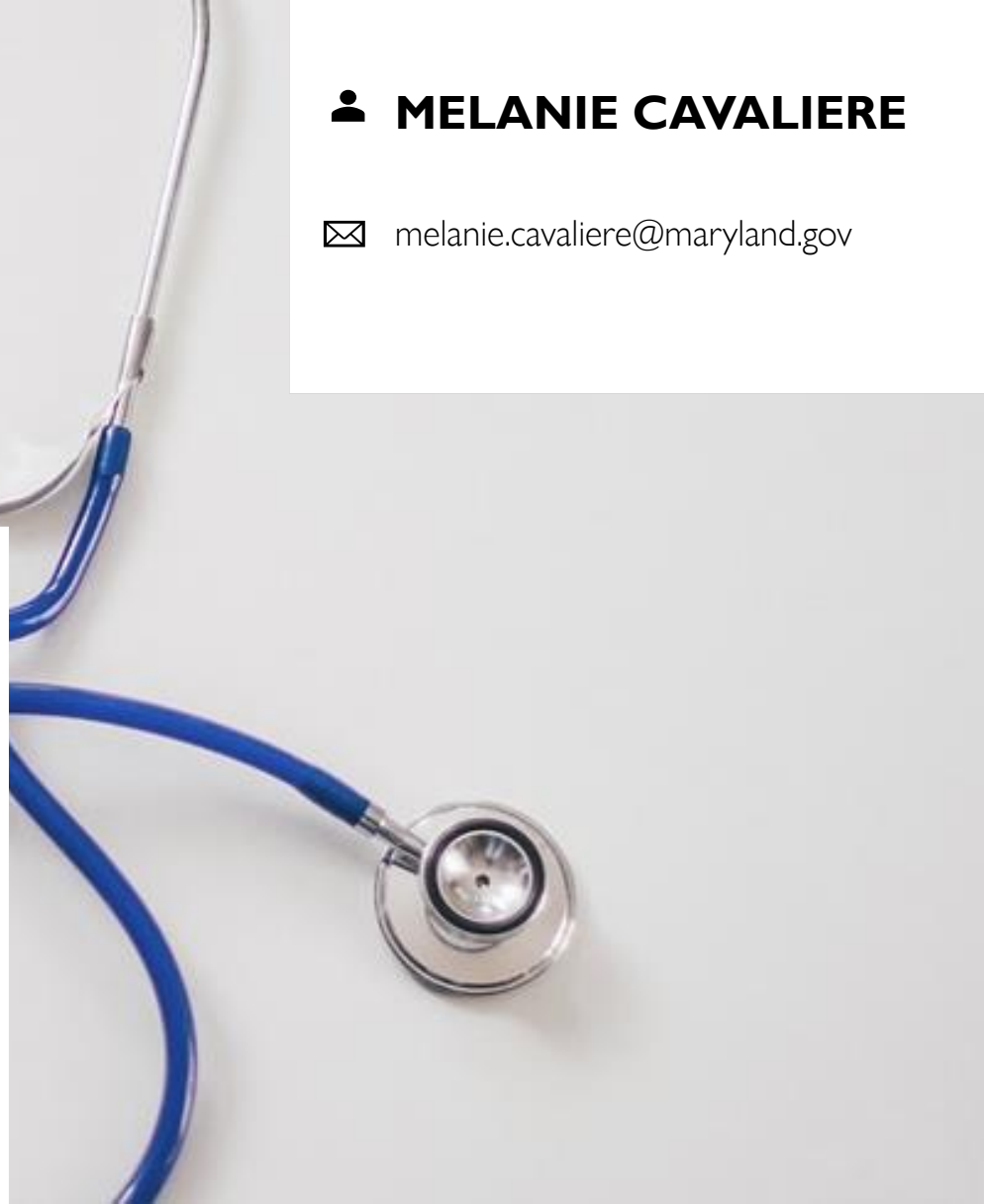
- Designate a Provider Lead
- Senior leadership engagement is KEY to the success of a PFAC
- Engage staff to participate and recruit/identify patient family advisors
- Offer ZOOM option for meeting
- Utilize email and phone calls for input/feedback from advisors - stay in touch with them in between meetings
- Maintain 6 feet of social distancing for onsite PFAC meeting - communicate expectations before each meeting
- Everyone should wear a mask- have a few on hand in the event you need to provide
- Ensure snacks/drinks are individually wrapped
- REMEMBER to follow up with your PFAC members and schedule standing meeting dates/times (quarterly-bi-annually-annually)

Inspirational Quote

"A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so".
-Mahatma Gandhi-



QUESTIONS?



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THANK YOU