NNPQC Thematic Webinar

Creating Diversity in Your Patient and Family Advisory Council

LaToshia Rouse,
National Patient and Parent Leader

November 18, 2019
1-2 pm ET
Welcome!

Thank you for joining the call! We will get started shortly.

- You are **muted upon entry** to the call
- You **DO have the ability** to unmute yourself
- We encourage participants to remain muted in an effort to reduce background noise

- If you are in a room with multiple participants, only one of you will need to connect to audio (see next slide)

**This presentation will be recorded.** Both the slides and the recording will be available on CoLab.
Connecting to the Audio Conference

- Join Zoom Meeting by clicking Zoom Meeting link & launching the Zoom application
- An audio conference box will appear
  - If you do not see the box click the ‘Join Audio’ button
- From the audio conference box:
  - Select to “Phone Call” or “Computer Audio”
- If using the phone:
  - dial the number next to “Dial”
  - You will be prompted to enter the “Meeting ID”
  - Then you will be prompted to enter the “Participant ID”
Ways to Participate: Chat

After you click the ‘Chat’ button, a sidebar will appear where you can chat to all participants.

At the bottom of the Zoom window, you will see a ‘Chat’ button.

Chat here to everyone!
Ways to Participate: Raise Hand

At the bottom of the window, you will see a ‘Participants’ button. After you click the ‘Participants’ button, a sidebar will appear where you see ‘non-verbal functions’. Click here to raise your hand!
Creating Diversity in Your Patient and Family Advisory Council

LaToshia Rouse,
National Patient and Family Leader
Objectives

• Define a high performing PFAC

• Explain how to spread Patient and Family Centered Care and improving outcomes with PFACs

• Define diversity and inclusion

• Explain how to find diverse PFAs
• **Dignity and Respect.** Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

• **Information Sharing.** Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and 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, health care practitioners, and health care leaders collaborate in policy and program development, implementation and evaluation; in research; in facility design; and in professional education, as well as in the delivery of care.
Headed for Patient and Family Centered Care

PFACs

Pilot = Staff

Patients = Passengers

Gas = PFAs

Location:
Headed for Patient and Family Centered Care
Institute for Patient and Family Centered Care Best Practices for PFACs

<table>
<thead>
<tr>
<th>PFAC structure and membership</th>
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<tbody>
<tr>
<td>1. The PFAC has an executive sponsor and staff liaison.</td>
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<td>2. There is a defined relationship between the PFAC and the hospital/health system leadership and board of directors.</td>
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<tr>
<td>3. More than 50% of PFAC members are PFAs; PFAs are representative of the patient populations served.</td>
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<th>Recruitment</th>
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<tr>
<td>1. Recruitment is an ongoing program rather than a one-time event.</td>
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<td>2. Recruitment strategies are designed to ensure that the PFAs reflect the diversity of communities served.</td>
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<tr>
<td>3. Clinicians and staff members help identify potential PFAs; other contacts and resources available through the hospital are used (e.g., support groups, relationships with community organizations).</td>
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<th>Onboarding and orientation</th>
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<tr>
<td>1. Onboarding and orientation are provided to all PFAC members, covering the key elements of the role of a PFA and helping orient PFAs to hospital quality and safety work.</td>
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<th>PFAC operations</th>
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<td>1. The PFAC meets regularly, approximately 10 times per year.</td>
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<td>2. There is an agenda for each PFAC meeting, ideally developed by a PFA chair or co-chair, or by the PFAC.</td>
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<td>3. Language/translation services, childcare, parking/transportation, and even stipends are provided to encourage participation, especially among disadvantaged populations.</td>
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<th>Opportunities offered to PFAs</th>
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<td>1. The hospital offers a variety of ways to serve as PFAs, including virtual opportunities and full membership on key committees, quality improvement and safety teams, and governing boards.</td>
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<th>Feedback, evaluation, and reporting</th>
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<td>1. PFAs receive feedback about the impact of their work.</td>
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<td>2. There is an annual PFAC evaluation that measures the outcomes and impact of PFAC activities and initiatives.</td>
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<tr>
<td>3. An annual report is prepared to summarize PFAC accomplishments and future plans and shared broadly with the health system and the community.</td>
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# Family Advisor Roles and Teamwork

## Parent Partners

### Education
- Reviewers
- Co-Authors
- Healthcare research & dissemination efforts

### Quality Improvement
- Working Meetings
- Conferences & Webinars
- Measuring impact on families
- Developing forms of family feedback
- Grant writing/Fundraising

### Committee Members/Co-Leads
- Facility design, renovation and wayfinding improvements
- Ethics
- Patient safety
- Interdisciplinary
- Patient experience
- New staff hiring
- Boards of trustees

## Parent Unit Support

### Parent Faculty
- Family panels
- New employee orientation
- In-service sessions
- Ambassadors and speakers
- Simulations
- Orientation and support of volunteers

### Peer Support
- Educators
- Social Media
- Coaches
- Mentors
- Advocates: Bedside rounds, Parents on rounds, 2-person care, Kangaroo care, Breastfeeding, Delivery room, Siblings

### Family Advisory Council
- Council development
- Chair/Co-chair
- Member

## Parent Event Support

### Gatherings
- Celebrations
- Kangaroo-a-thons
- Reunion
- Pizza night
- Dad’s night
- Scrapbooking

### Holiday Gifts
- Valentine’s Day, Christmas, Mother’s Day & Father’s Day, Birthdays

### Milestones
- Honoring firsts: holding, bathing, breastfeeding, feeding, kangarooing, weaned off ventilator, two-person care
Supporting Family Advisor Roles and Teamwork

Senior Leader Support
  financial

Nurse Manager Support
  coaching

Medical Team Support
  buy-in

QI Leader Support
  coaching

Parent Partners

Parent Unit Support

Parent Event Support

Family Advisor Roles
Patient partner compensation in research and health care: the patient perspective on why and how

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Why does diversity matter?

- Learning from and sharing information with those who are most vulnerable to morbidity and mortality

- The choices people make are dependent on the options that are available or the perception there of.

- These options, choices, experiences shape how a person moves in a healthcare system

- This directly contributes outcomes.
Diversity is having a seat at the table, inclusion is having a voice, and belonging is having that voice be heard.
Work With Identified Partners on Efforts To Reduce Disparities in Care Hospitals

Engage partners with the direct intention of collaborating closely with them to address identified disparities in care quality and safety. Partners can provide guidance and contribute actively to decisions that may lead to improvements in care practices, which adds value to the overall delivery of care for all patients.

Where do we find PFAs from different backgrounds?

• Community Based Organizations
• Community Events (have a table)
• Doulas, Midwives and hospital staff may be able to help refer people to you
• Social Media
• Flyers
Citations:


www.ipfcc.org


Thank You!

Questions?

@reliability21

LaToshia Rouse

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