

PFE Fundamentals Session Two

PFAC Application Process

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Welcome and Introductions



Mallory Bender, Program Manager, HRET

WEBINAR PLATFORM QUICK REFERENCE

Mute computer audio →

Today's presentation

Chat with participants

Download slides/resources

Register for upcoming events

The screenshot shows a webinar interface for 'HRET HIIN VIRTUAL EVENT'. At the top, there are controls for audio, video, and chat. A 'Dial In Information' panel on the right provides contact details: 'To join over the phone: Dial In: 1-800-398-8616 Passcode: HIIN'. Below this is a 'Chat (Everyone)' window. The main content area displays 'Today's presentation' and a slide with the HRET logo. At the bottom, there are two panels: 'Links' on the left and 'Upcoming Events' on the right. The 'Links' panel includes 'Encyclopedia of Measures', 'HRET HIIN Website', 'HRET HIIN Upcoming Events', 'More information about HIIN', and 'NHSN Instructions'. The 'Upcoming Events' panel lists: '11/29 Sepsis', '11/30 Fellowship', '12/1 Falls', '12/6 CAUTI', and '12/8 Fellowship (Repeat)'. A 'Mute computer audio' callout points to the audio icon at the top left. A 'Today's presentation' callout points to the main content area. A 'Chat with participants' callout points to the chat window. A 'Download slides/resources' callout points to the 'Data (Slides)' link in the 'Links' panel. A 'Register for upcoming events' callout points to the 'Upcoming Events' panel.

PFE Faculty Introductions

Tiffany Christensen



Martha Hayward



Tanya Lord



RECRUITING REVIEW



Recruiting Tips

- Place advertisements in hospital publications and local newspapers
- Ask hospital staff and physicians for recommendations
- Grievances and adverse events
- Send direct mail to current and former patients
- Post information about the PFAC on the hospital's website or patient portal
- Distribute PFAC brochures to key areas (waiting rooms, physicians offices, patient care unit and during community events)
- Ask community or church leaders



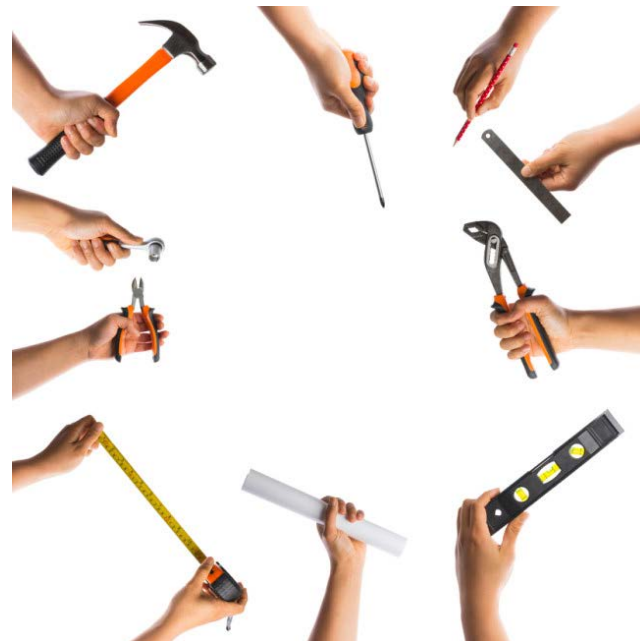
Recruiting for Diversity

- Know your organization:
 - Is there a diversity initiative within your organization?
 - How are your PFAC recruitment goals aligned with that initiative?
- Know your PFAC:
 - Review what you consider a “good fit”
 - Review current recruitment methods
 - Is the environment welcoming for a diverse membership



Recruiting for Diversity Takes Effort

- Ask about and remove barriers
- Ask applicants what might make participation easier
- Take note of language, environmental and physical needs
- Use available tools



PFAC Informational Session

- Provide opportunities to learn about the PFAC before applying
- Discuss the role, responsibilities, benefits and expected time commitment of PFAs within the organization
- The mission and vision of the PFAC



Determine Desired Characteristics

- Has time to attend regularly scheduled PFAC meetings
- Able to share personal experiences
- Be a representational voice is able to speak globally
- Shows concern for more than one issue or agenda
- Interest in learning as well as sharing
- Willingness to partner to improve care
- Willingness to speak out in a group
- Enjoys working with others
- Is solution focused
- Passionate about improving healthcare
- Recognizes the value of their expertise



Application process



Application

- Paper
- Cast widely



Interview

- In person
- 2 person



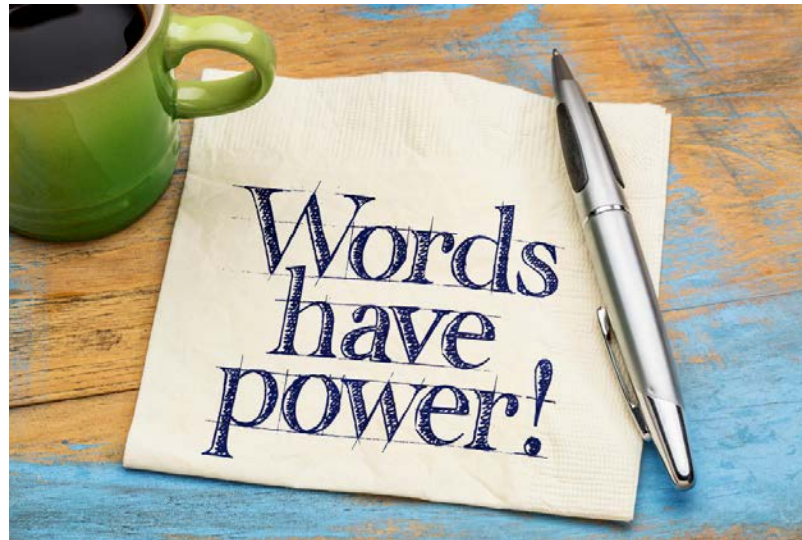
Decision

- Council Vote
- Leadership



Paper Applications can Include

- Demographic information
- Recent experiences with the hospital
- Experience and background
- Why they are interested in joining the PFAC



PFAC Interview

- As a patient advisor, what strengths and skills would you bring to the organization?
- Discuss a situation where you were involved in a disagreement with a group or had a different opinion than others. How did you attempt to resolve the situation?
- How much time are you willing to give to participate as a patient advisor?

(AHRQ, 2014)



Established PFAC?

- Include other advisors to participate in the interview



Alternatives to the Interview



- Inform advisors of selection decision in a timely fashion



Who is a “right fit”?

MAKING A DECISION



May not be a good fit if...

How would you complete this sentence?





**KEEP
CALM
AND
JUST
SAY NO**



American Hospital
Association

HRET
HEALTH RESEARCH &
EDUCATIONAL TRUST

Continue to Assess

- Look for gaps in representation
- Address issues head on with open, respectful communication
- Don't wait to continue to recruit



Questions?



Upcoming Events

- HRET HIIN ADE | Opioid Harm Fishbowl Series 1 -- Webinar: May 2, 2017
11:00am - 12:00pm (CST)

[Register here!](#)

- HRET HIIN PFE Fellowship | Getting to Work: Implementation and Trouble Shooting -- Webinar: May 3, 2017 11:00am - 12:00pm (CST)

[Register here!](#)

- Foundations for Improvement Fellowship--Webinar: May 10, 2017
11:00am - 12:00pm (CST)

[Register here!](#)

- Accelerating Improvement Fellowship--Webinar: May 10, 2017
12:30pm-1:30pm (CST)

[Register here!](#)



THANK YOU!

