

# **PFE Fundamentals Session 3**

## **PFAC Orientation**

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# Welcome and Introductions



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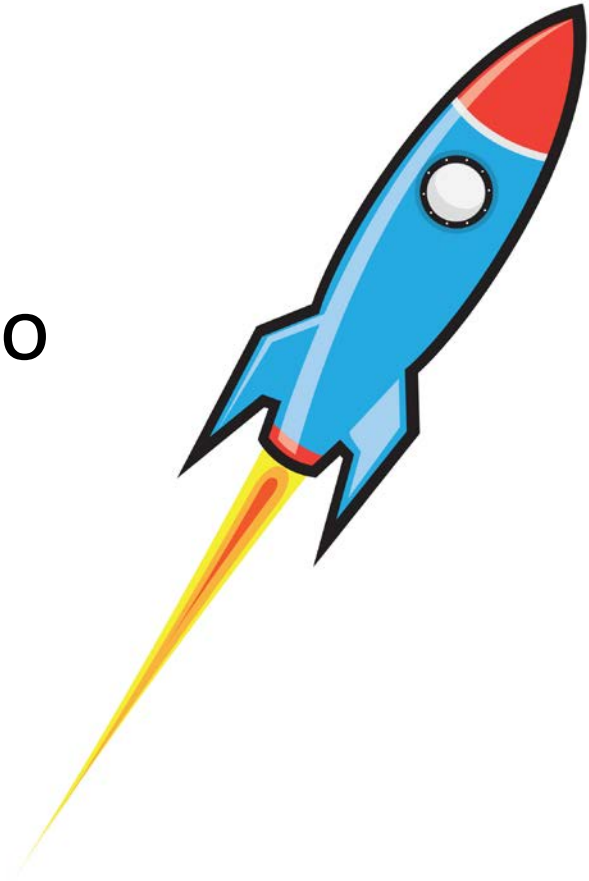
# DO YOU KNOW YOUR STRUCTURE?

Customize training to match approach



# Launching Your PFA Program

- Have a launch planned before recruiting
- So that you can explain to potential PFAs:
  - The particulars of their role
  - Where and when to begin
  - How they will be oriented



# Structure Models: Which One Is Best?

## PFAs working more independently

We need a faster launch

My resources are better equipped to provide direct mentoring rather than a monthly meeting

Right now, we would benefit from frontline engagement with PFAs (both to shift the culture and get feedback on current issues)

## PFAC: Staff presents to PFAS

We have the time to assemble a team, formulate a plan for launch and recruit PFAs

We are not ready for frontline engagement

We are seeking high level PFA feedback on a variety of projects, policies and concerns across the organization

## Focusing on Focus Groups

My leaders are resistant and need to “test the waters” first

We want a PFA Program but we don’t have the resources at this time but we’d like to lay the groundwork now

We have current needs for detailed feedback re 1 specific item (Epic implementation)





# ORIENTING IS ESSENTIAL

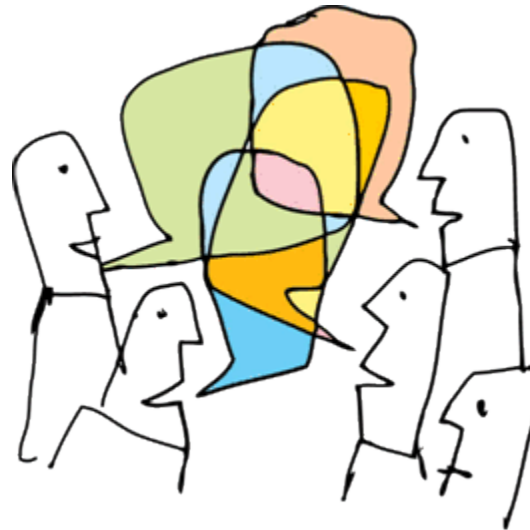
Preparing Staff & PFAs for Partnership



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# Orientation/Training: Why is it Important?





# General PFA Training Components

When possible, train staff and PFAs together

Include:

- Clarification of staff & PFA roles
- Abbreviations & terminology
- Organizational structure
- Confidentiality
- Opportunities to talk through barriers to partnership
- PFA communication strategies



# What Matters to PFAs?

What will success look like?



# Specialized Training Components

## PFAC members

- Project history
- Vision, goals
- Standardized procedures for running PFAC meetings and reporting activities



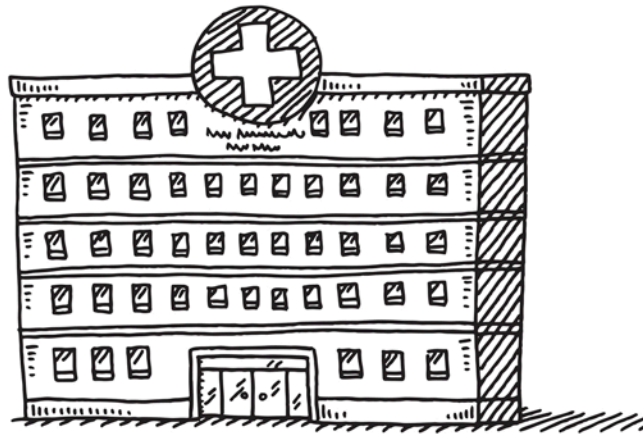
## PFAs in Quality Improvement projects

- Background/context for project
- Organizational culture considerations
- Infection control (if patient contact is involved)
- “What to do when...”



# Abbreviations

Why do we need to talk about this?  
How do we address it?

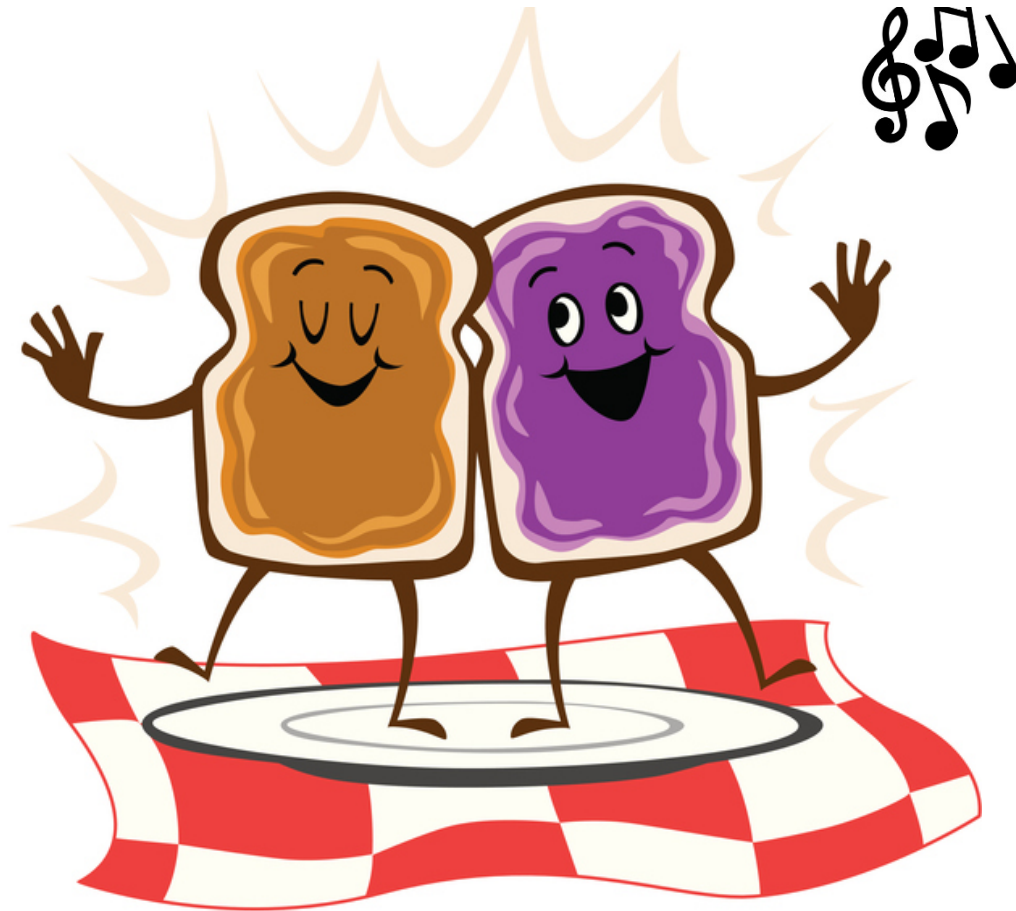


# Organizational Structure



# Peanut, Peanut Butter...and Jelly!

## Continuous Skill Building for PFAs



# Talk Through Barriers to Partnership



Why do you think staff might be resistant to PFA feedback?

What challenges do patients and families face when providing feedback in a healthcare environment?



# Effective Staff Communication



- Make excuses and/or argue against change: *“That won’t work...”*
- Talk down to someone
- Make judgments: *“You wouldn’t understand”*
- Use jargon
- Become impatient with stories or lack of background knowledge



- Listen for opportunities/remain open: *“We tried that but perhaps we can approach it differently...”*
- Make requests: *“Would you mind taking more time/doing more research and getting back to us with recommendations...”*
- Engage in open dialogue about a story: *“What did you learn from that that can help us improve?”*
- Show empathy and appreciation for challenges





# PFA Communication in a PFAC setting



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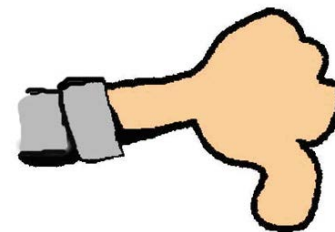
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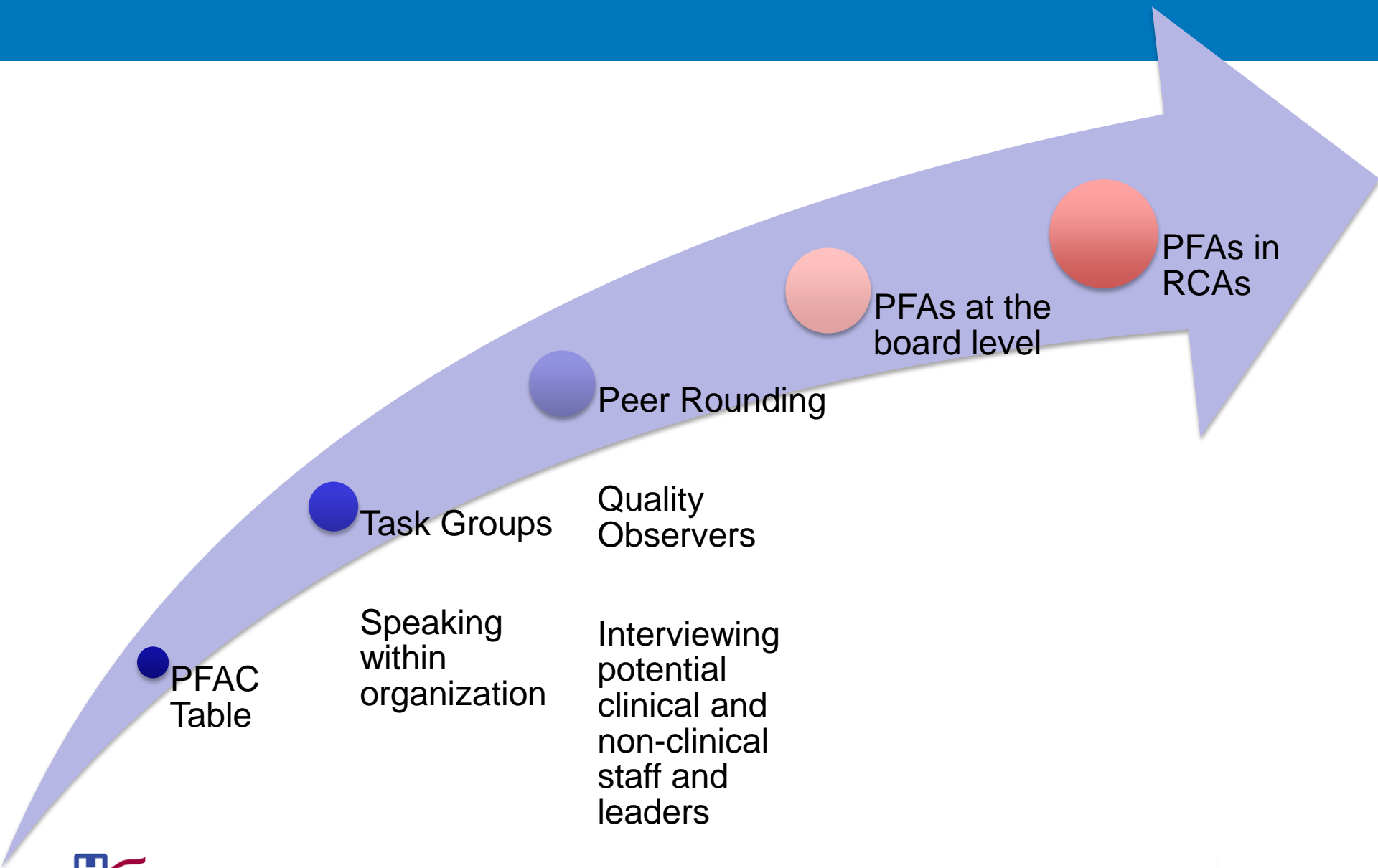
# Effective PFA Communication



- Make observations: *“I saw trash on the floor”*
- Make requests: *“Would it be possible to...?”*
- Engage in open dialogue: *“Have you tried...?”*
- Show empathy: *“I’m sure you’ve thought about this...”*
- Show appreciation for challenges



- Make evaluations: *“Your hospital is dirty”*
- Argue for change: *“You should...”*
- Make demands
- Make judgments: *“Doctors don’t care”*
- Wear the expert hat
- Become impatient with lack of change



# The Bottom Line of PFA Communication

**Is it true?**

**Is it helpful?**

**Is it necessary?**

**Is it compassionate?**

## **Group discussion:**

What happens if feedback/a story is based on perception and not verifiably true?

What does “helpful” look like in this context?

Why should we consider whether a story or feedback is “necessary”?

Why do we ask PFAs to be compassionate when giving feedback or relaying experiences?



# Questions?



# THANK YOU!



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