Engaging Patient & Family Advisory Councils (PFACs) in Hospital Medicine Research & Quality Improvement

Jim Banta & James Harrison

April 26, 2019
Funding Statement

PCORI

UCSF DHM
Road Map

- Background Patient & Family Advisory Councils (PFACs).

- PFAC Project examples:
  - UCSF Hospital Medicine & ICU PFACs
  - Hospital Medicine Re-engineering Network (HOMERUN)

- Operationalizing PFACs:
  - Barriers
  - Opportunities
Patient & Family Advisory Councils (PFACs)

- PFACs are groups of patients (patients, family members or caregivers) who meet regularly and share their experiences of care, or collective perspectives on a specific topic.

- This feedback is then used to inform operational, improvement or research efforts.
PFACs Background

- Guiding principle of PFAC engagement is that patients, family members and caregivers are ideally positioned to share their lived experience of disease, treatment and health care delivery processes.

- PFACs are mandatory in some states, JCHAO and AHA endorses engagement, PCORI bases engagement as foundation of all work it funds.
PFACs Background

- PFACs present in 55% of acute care hospitals in the U.S. and increasing.

- Structure and focus of PFACs vary across Medical Centers – in-person, online, advisors-at-large, service-line specific, condition-specific, hospital site specific.
UCSF Hospital Medicine PFAC

- Create an active and vibrant PFAC to provide the patient perspective and voice to all DHM Mission areas.
UCSF Hospital Medicine PFAC

- 10+ patients, family members, caregivers who have been hospitalized on the UCSF Medicine Service plus:
  - “Team PFAC” (PFAC leaders – 2 faculty and 1 staff).
  - Visiting DHM faculty/staff and/or Medical Center staff.
- Meetings held monthly.
UCSF Hospital Medicine PFAC: Mission Statement*

A passionate group of patients and caregivers dedicated to improving the experiences and outcomes of patients hospitalized on the Medicine Service at UCSF, working specifically to:

- ensure equal access to care
- raise standards of empathic communication
- promote healthcare engagement through education
- champion a humanistic approach to hospital care

* Developed by PFAC members
# UCSF Hospital Medicine PFAC: Activities

## Past presenters

<table>
<thead>
<tr>
<th>Presenter</th>
<th>Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat Lau, Jenica Cimino, Tim Judson</td>
<td>Maximize Mobility Campaign</td>
</tr>
<tr>
<td>Priyanka Agarwal</td>
<td>UCSF Health Digitally - The Digital Patient Experience Initiative.</td>
</tr>
<tr>
<td>Julie Harris-Wai</td>
<td>Big Data and Artificial Intelligence</td>
</tr>
</tbody>
</table>

## Upcoming presenters

<table>
<thead>
<tr>
<th>Presenter</th>
<th>Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephanie Conner</td>
<td>Point of Care Ultrasound</td>
</tr>
<tr>
<td>Priyanka Agarwal</td>
<td>Video Family Meeting Program</td>
</tr>
<tr>
<td>Sanjay Reddy</td>
<td>Inpatient integrative Medicine</td>
</tr>
</tbody>
</table>
UCSF Intensive Care Unit PFAC: Activities

- De-mystifying and explaining the Code Blue process in the ICU.
- Improving methods to recognize Delirium.
- Improving family member experiences when arriving to the ICU.
HOMERUN sites: 15+ hospitals, 9 states
HOMERUN PFAC: Activities

- What is a Hospitalist study?
- Assessing readiness for discharge.
- Input on patient education materials supporting discharge from hospital.
- Advice on study examining the prevalence of health care providers who experience discrimination based on their race, ethnicity, religion, or gender.
- An Evidence-Based framework for hospitalist and subspecialist co-management to improve health and cost outcomes.
Operationalizing PFACs: Barriers

- Distrust
- Fears of feeling useless
- Tokenism
- Time commitment
- Lack of skills and experience (patients)
- Lack of skills and experience (researchers)
- Lack of diversity

Operationalizing PFACs: Best practices

- Equalizing roles
- Being authentic and building trust
- Building community
- Expectation setting
- Consistent and ongoing engagement
- Being specific with required tasks
- Information in clear, plain language
- PFAC member and researcher training

https://doi.org/10.1007/s40271-018-0298-4 & https://doi.org/10.1111/hex.12873