

Setting up a Patient Family Advisory Council in Your Practice

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Mary Reeves, MD

Retired Physician and Partner, First Street Family Health (FSFH), Salida, Colorado

Dr. Reeves is a board-certified family physician who came to practice transformation in 2011 through the Comprehensive Primary Care (CPC) initiative. Prior to retiring from clinical practice in 2015, she spent 22 years providing full-spectrum family medicine at First Street Family Health (FSFH), a rural clinic owned by four physicians in Salida, Colorado. Her experience starting a patient and family advisory council (PFAC) in her practice was transformative for her as a physician, as well as for the practice. In 2015, FSFH was identified by the Centers for Medicare & Medicaid Services (CMS) as an example of a high performance, transformed advanced primary care practice. It is currently a CPC+ Track 2 advanced alternative payment model (AAPM). Dr. Reeves was recognized as a practice leader for the Transforming Clinical Practice Initiative (TCPI). She has worked on the development of the TCPI Change Package, as well as working with an advisory council on the development of person and family engagement (PFE) metrics for TCPI. In her faculty role, she is a PFE subject matter expert for TCPI.

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Desiree Bradley

Family advisor, Texas Children's Hospital, Houston

Bradley was inspired by the medical journey of her daughter, who was born with a rare genetic disorder called Jarcho-Levin Syndrome, to become an advocate for her daughter and within the medical community. She believes in the pillars of family-centered care, and she is passionate about communicating their importance and raising awareness about them. At Texas Children's Hospital, she is co-chair of the Newborn Center Family Advisory Committee. In addition, she is a family advisor for the Vermont Oxford Network, which focuses on global neonatal intensive care unit (NICU) improvement projects, and the project coordinator for Project DOCC Houston, a nonprofit organization focusing on the importance of partnerships between physicians and families taking care of a child who is chronically ill or has a disability.

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Learning Objectives

1. Identify opportunities to obtain patient feedback on practice processes, policies, and procedures.
2. Organize and implement a patient and family advisory group to solicit recommendations/feedback for improving quality of care and patient experience.
3. Define process and quality measures to monitor the success of processes, policies, and procedures implemented.

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Audience Engagement System

Step 1

Step 2

Step 3

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The Patient's Voice **New** @ FMX this year

Desiree Collins-Bradley
 TCPI National Faculty

"Patient engagement is a vital component of healthcare and I am a firm believer in this philosophy - don't make decisions for us, without us."

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However, I started out a PFAC skeptic !

- Full spectrum Family Practice in Salida, Colorado from 1993 – 2015 (retired)
- Physician lead for CPCi 2012 – 2015 → realized value of PFAC for our practice
- National Faculty for TCPI since December 2015 → realized value of PFE as a national strategy for transformation
- Now, member of the PFE Affinity Group for TCPI and cheerleader for PFACs

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AES POLL QUESTION

Who are you?

1. Solo independent
2. Small group independent
3. Large group independent
4. Hospital system
5. Federally Quality Health Center

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AES POLL QUESTION

Where are you?

1. Rural
2. Small town
3. Urban
4. Medically Underserved

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What is TCPI ?

The Transforming Clinical Practice Initiative is a 4 year program of technical support for practice transformation to ready practices to transition from Fee for Service to Alternative Payment Models.

<http://www.aafp.org/practice-management/transformation/tcpi.html>

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A New type of Presentation @ FMX

- ✓ A Question to “run on”
- ✓ Short presentations & we’ll skip the reading of the content slides
- ✓ Engaged audience with time to Share responses to the Question
- ✓ = Leave in Action

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AES POLL QUESTION

My current Patient Engagement includes

1. Listening in the exam room
2. Patient Surveys
3. Patients involved as QI advisors
4. Patient Family Advisory Council (PFAC)

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Questions to Run On

What is a PFAC?
and How do I Start One?

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A PFAC is a structured program that can:

- Work in partnership with the care team to continuously improve overall quality, safety and patient experience
- Help achieve recognition or accreditation of a practice as a Patient Centered Medical Home (PCMH)
- Ensure that patient, family and community perspectives and needs are represented in business development and program implementation and evaluation
- Provide meaningful feedback on office practice policies and operations from the patient’s point of view
- Support care team and practice staff morale by contributing to the joy and meaning health care workers experience when patients feel respected and have optimal treatment results

... and More!

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One practice’s PFAC

- First Street Family Health (FSFH) is a 4 doctor/2 PA independent rural practice of 8300+ patients
- PFAC started as part of CPCI in 2014
- Case study for AHRQ’s *Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families*

<https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-family-engagement/pfprimarycare/partnering-1.pdf>

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PFAC: How we got started

- National Partnership for Women and Families provided us with the foundation and structure to begin.
- Identified practice members for the council including 1 physician, 1 RN care coordinator, one member from front office, back office and MA staff.
- Recruit patient/family members with focus to fairly represent populations in regards to payer source, age, gender, ethnicity, etc.
- Create ground rules re: confidentiality and meeting protocol, etc.

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FSFH PFAC: How it works

- We met monthly at the beginning to get off to a good start, now we meet every other month.
- Meeting - 5:30-7 pm in a community space provided by one of the members
- Food! Best chance of participation if you feed them!
- Daycare provisions help



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3 months later, the first PFAC meeting

- The PFAC identified issues that were important to patients & the practice and worked together to solve them. **The first project will set the tone and build confidence and trust.**
- Some topics were generated by the patients and some by the practice
- **Now**— anytime an issue comes up in the practice, we start by “running it by the PFAC” for input.

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2 years later...Our PFAC is a valuable partner at FSFH

- Started by solving a persistent front desk phone reception problem, then
- Re-vamped new patient forms, and
- Performed clinic walk-through
- Currently re-designing our website

NEXT...?

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What excites me about what I've heard?
How will I start a PFAC at my practice?



Take a few minutes to talk together. Then, we'll explore our plans together as a group for a few minutes.

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Patient & Family Engagement: Central to QPP Success

- Quality Payment Program—
- Quality Measures (60% of MIPS score)
 - Patient experience
 - Medication management
 - Functional status
 - Advanced Care Plan
 - Advancing Care Information (25% of MIPS score)
 - Patient portals, Summary of Care, e-Prescribing, patient-specific health education
 - Improvement Activities (15% of score)
 - Engage patients and families to guide improvement in the system of care
 - Regularly assess the patient experience through surveys, advisory councils and/or other mechanisms
 - Shared decision making

Patients-Centered
Primary Care
COLLABORATIVE



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Resources – AMA

Steps Forward Module –
Forming a Patient Family Advisory Council

<https://www.stepsforward.org>

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Questions to run on

What other ways can I increase my PFE footprint?

and Why would I? (where is the value?)

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For some, patient and family engagement is the only option.



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Adopt a six-part program for patient and family engagement:

1. Patient Voices in Governance and Operational Decision-Making
2. Shared Decision Making
3. Patient Activation
4. Electronic Access
5. Health Literacy
6. Medication Management

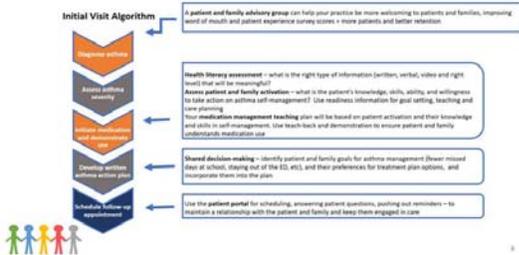
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TCPI PFE Metrics

1. Electronic Communication
2. Shared Decision-Making in the Patient-Clinical Team Relationships
3. Patient Activation
4. Health Literacy
5. Medication Management
6. Patient and Family Voices in Practice Governance and Operations Decision-Making

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Applying TCPI Patient & Family Engagement Metrics Asthma-Initial Visit



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Why partner with patients? **MAR**

- Provide timely feedback and ideas
- By definition – the patient perspective on your practice
- They are NOT consultants.
- Share the burden of “fixing” practice issues...staff & providers do not have to have all the answers.
- Offers an opportunity for the patients to “give back.”
- Putting patients first is always the most practical investment providers can make to transform their practices. (Best ROI)
- Share the load of Practice Transformation.

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Why partner with patients? DCB

- The environment of the practice starts with you
- Educate and train staff how to engage patients & families
- Patients and Caregivers want to be engaged
- We love our providers, but sometimes we can feel like outsiders in our children's care plan
- Simply asking the patients and caregivers what's working and what is not? How can we better accommodate your needs?
- Pre Work is our Friend!
- Include me in the care plan
- Compile some community resources to share
- Listen to your patients and families and be open to new ideas

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PFE Transforms People & Organizations

- My personal transformation from skeptic to spokesperson
 - ✓ Improved operational performance
 - ✓ Low cost – high value strategies
 - ✓ Engaged patients have better outcomes
 - ✓ Patients value their partnership in transformation
- The Partnership for Patients → PFACs in hospitals
- CPCi → PFACs in outpatient primary care
- A new normal transforming the entire U.S. healthcare system

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Person and Family Engagement is Driving Health Care Transformation

- Patient advocates are ideal partners to transform the health care system.
- The sharing of patients' personal stories and experiences help shape PFE outcomes by bringing new perspectives to the quality and safety conversation while inspiring healthcare teams to improve service delivery and operations.
- Patients working with health systems and providers to improve care on multiple levels:
 - Point of Care
 - Policy and Procedure
 - Organization and Practice
 - Governance

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And, from this provider's point of view

A PFAC –

- Adds a “department” to a practice totally devoted to improving the practice and the patient experience.
- Provides the infrastructure to bring patients into partnership for transformation – assuring patient centered efforts and **accelerating** transformation.

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PFE Opportunities for Transformation

Opportunity	Examples
1. At the Point of Care	Shared decision-making Safe medication use, “med” management Patient “activation”
2. In the Community	Wellness programs Support groups Community partnerships
3. At the Organizational Level	PFACs, patient surveys Serving on the Board of Directors Care process mapping Clinical QI teams, oversight, strategy Informing best practices
4. Contributing to Public Policy	Partnering with advocacy groups, public health & government affairs, publishing

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What excites me about what I've heard? Which strategy do I want to add to my practice first to increase my PFE “footprint”?



Take a few minutes to talk together. Then, we'll explore our plans together as a group for a few minutes.

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AES POLL QUESTION

My next steps

1. Set up a PFAC for my practice
2. Join TCPI
3. Recruit patient advisors for my practice
4. Work with my employer to increase the patient & family voice in our organization
5. Go to the next lecture and think about this later

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Questions



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- active member of the AAFP TCPi MIG

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Patient Reported Outcomes resources

- **NQF** - https://www.qualityforum.org/Projects/nr/Patient-Reported_Outcomes/Patient-Reported_Outcomes.aspx#t=1&s=&p=
- **NEJM** - <http://catalyst.nejm.org/implementing-proms-patient-reported-outcome-measures/>

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Resources – PCPCC

Patient Centered Primary Care Collaborative

6 Steps to Creating a Culture of Person and Family Engagement in Health Care – a Toolkit for Practices

<https://www.pcpcc.org/sites/default/files/resources/PCPCC-%20Planetree%20PFE%20Culture%20Change%20Toolkit%20050517.pdf>

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Resources - AAFP

Have you Mastered Patient, Family Engagement?

<http://www.aafp.org/news/practice-professional-issues20170510pcpcctoolkit.html>

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