

***North Adams Regional Hospital
Patient and Family Advisory Council
Work Plan
October 1, 2009***

<i>CURRENT ACTIVITIES/WORK ACCOMPLISHED</i>	<i>TIMELINE</i>
<ul style="list-style-type: none"> • Participate in MA Coalition Audio Conference Call education program • Hear from PFAC experts and existing PFAC Hospitals, obtain Work Plan, Road Map, Toolkit of Resources, Regulation 	<p><i>July 21, 2009 September 15, 2009</i></p>
<ul style="list-style-type: none"> • Existing activities in the hospital to be integrated with PFAC include: <ul style="list-style-type: none"> ○ Patient education materials ○ Room Service program ○ Ease of patient/visitor access ○ Renovation planning 	<p><i>July 31, 2009</i></p>
<i>Follow Road Map steps for July 31 – September 30, 2009</i>	
<i>Write Draft of PFAC Work Plan – May use this template and categories listed below to write Plan</i>	<i>September 1, 2009</i>
<i>Finalize and Approve PFAC Work Plan</i>	<i>September 27, 2009</i>
<i>Make PFAC Work Plan Publicly Available</i>	<i>September 30, 2009</i>
<i>PLAN - Steps for Starting a Council</i>	<i>July 31, 2009 – March 31, 2010</i>
<ul style="list-style-type: none"> • Convene planning meeting with Core Team 	<i>OCTOBER 14, 2009</i>
<ul style="list-style-type: none"> • Draft a purpose and goals for your PFAC 	<i>OCTOBER 14, 2009</i>
<ul style="list-style-type: none"> • Determine structure of the PFAC and draft structure policy <ul style="list-style-type: none"> ○ Patient or family member is co-chair of PFAC ○ Will there be a Staff Liaison, co-liaison, Co-Leaders? ○ Which department(s) will be responsible for organizing the PFAC(s)? ○ Will the hospital identify a current task force or subgroup that can be tested as a PFAC Council? (Subcommittees could be in: following departments: Education, Communications/Public Relations, Facilities, Family Support, etc.) 	<i>November 4, 2009</i>
<ul style="list-style-type: none"> • Determine PFAC logistics 	<i>November 18, 2009</i>

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<ul style="list-style-type: none"> ○ How often will the PFAC meet (must meet at least quarterly)? ○ Where will the PFAC meet? ○ Will parking be covered? 	
<ul style="list-style-type: none"> ● Determine the support your PFAC will need? <ul style="list-style-type: none"> ○ Staff co-liaison/co-leads (list names) ○ Administrative support ○ Parking/Transportation ○ Budget (food, printing, postage, interpreters, parking/transportation, child care support, member stipends(?)) 	<i>December 2, 2009</i>
<ul style="list-style-type: none"> ● Draft Bylaws or Operating Guidelines <ul style="list-style-type: none"> ○ Tailored by PFAC to needs of Council 	<i>December 2, 2009</i>
<ul style="list-style-type: none"> ● Determine Membership and Officer Guidelines <ul style="list-style-type: none"> ○ Establish number of patient and family members (suggest 12-15) ○ Establish number of staff members (suggest 3-4) ○ 50% of Council members need to be former or current patients or family members and need to be representative of community served ○ Define number of years of commitment as a PFAC member (patients, families, staff) <ul style="list-style-type: none"> ▪ Example: 50/50 mix of 1 year and 2 year terms ○ Determine attendance expectations (i.e., 75% of meetings) ○ Written Membership Guidelines to include: <ul style="list-style-type: none"> ▪ Council member qualifications, selection process, retention, term of service, duties and election of officers, co-chair position ○ Identify Roles of members of the Council ○ Establish responsibilities of members of the Council <ul style="list-style-type: none"> ▪ Include policies that address confidentiality of patient information 	<i>January 13, 2010</i>
<ul style="list-style-type: none"> ● Create Recruitment Criteria for PFAC members <ul style="list-style-type: none"> ○ Where and how will the list of potential PFAC members and staff advisors be kept? (name, role, contact info) ○ Develop PFAC Member application forms (samples available) ○ Establish selection criteria (sample list available) 	<i>February 10, 2010</i>

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<ul style="list-style-type: none"> • Develop Orientation, Training, and Continuing Education for PFAC members <ul style="list-style-type: none"> ○ Determine objectives of orientation ○ Develop components of orientation ○ Who will be included as part of orientation? 	<i>March 10, 2010</i>
<ul style="list-style-type: none"> • Maintaining Success with PFAC <ul style="list-style-type: none"> ○ Determine how you will track accomplishments ○ How will you determine solutions for barriers identified? ○ Determine agenda ideas for first 2-3 PFAC meetings 	<i>March 31, 2010</i>
IMPLEMENTATION	<i>April 1 – September 30, 2010</i>
<ul style="list-style-type: none"> • Recruit Council members 	<i>April 1 – April 30, 2010</i>
<ul style="list-style-type: none"> • Interview/evaluate potential Council members <ul style="list-style-type: none"> ○ Interview potential Council members ○ If hospital chooses to use this approach, engaging potential council members in task forces or focus groups 	<i>May 3 – May 21, 2010</i>
<ul style="list-style-type: none"> • Final selection of initial Council members <ul style="list-style-type: none"> ○ 50% of Council members shall be current or former patients or family members and should be representative of the community served by the hospital 	<i>May 24 – May 28, 2010</i>
<ul style="list-style-type: none"> • Provide orientation/education to Council members 	<i>June 1,-June 25, 2010</i>
<ul style="list-style-type: none"> • Establish agenda for 2-3 meetings 	<i>June 28, 2010</i>
<ul style="list-style-type: none"> • Provide PFAC meeting minutes including accomplishments and transmit to hospital Board <ul style="list-style-type: none"> ○ Minutes to be kept minimum of 5 years 	<i>September 2010</i>
<ul style="list-style-type: none"> • Develop PFAC Annual Report <ul style="list-style-type: none"> ○ Annual Report should include description of compliance and Council’s accomplishments during preceding year 	<i>September 15, 2010</i>
PFAC ANNUAL REPORT PUBLICLY AVAILABLE (to public and MA DPH if requested)	<i>October 1, 2010</i>