Key Activities of the PFCC Learning Community

Monthly Webinars

All hospital teams, along with AHRQ and Westat, receive a monthly webinar held at the same time each month to reinforce learning. Each webinar is organized by an Innovations Exchange Core team leader by the membership. Updates featured in the first year were particularly designed for Learning Community innovators who offered actionable strategies and highlighted promising innovations that are feasible, inexpensive, and sustainable for other hospitals. Examples of webinar topics included:

- Patient and Family Advisor Storytelling
- Cultural Competence and the LGBT Community
- Evolution of Families as “Visitors” to “Partners” - Revising Restrictive “Visiting” Policies
- Collaborative Engagement: Partnering With Patients and Families as Advisors
- Strategies to Foster Physical Engagement in Patient and Family-Centered Care

Selected Monthly Webinar Topics

- Partnering With Patient and Family Advisors
- Embedding Patient- and Family-Centered Care: An Organizational Culture
- Incorporating PFCC Principles in Hospital Policies and Procedures
- Communicating With Patient and Family Caregivers
- Evaluation of Families as “Visitors” to “Partners” - Revising Restrictive “Visiting” Policies
- Cultural Competence and the LGBT Community
- The Patient and Family Advisory Board

Engaging Patient and Family Advisors in Storytelling

Patient and Family Advisor Storytelling

Cultural Competence and the LGBT Community

Evolution of Families as “Visitors” to “Partners” - Revising Restrictive “Visiting” Policies

Collaborative Engagement: Partnering With Patients and Families as Advisors

Strategies to Foster Physical Engagement in Patient and Family-Centered Care

Expert Facilitation

IPFCC President and Chief Executive Officer Beverley Johnson provides valuable guidance and technical assistance. The commitment of the IPFCC leadership is a key success factor of the Learning Community—not only providing expert PFCC knowledge, but also engaging the hospitals to ensure that the process and practices used in the LC are reflective of the communities they serve.

Monthly Coaching Calls

Each hospital team is paired with two coaches—usually one from the Innovations Exchange team and one from the IPFCC team. The coaches' responsibilities include:

- Assisting hospital staff in identifying strategies from the Innovations Exchange that can be adapted to local contexts
- Reviewing and providing input on local improvement plans
- Facilitating connections to institutes of higher education, experts, and promising innovations

Collaborative Website

Members have access to a secure online collaboration space where they can obtain implementation resources and participate in facilitated discussions. The core team maintains frequent updates to the site (e.g., grantees' documents and videos related to webinar topics) as well as important announcements and learning modules.

Annual In-Person Meeting

Each year, an in-person meeting is held in the spring of each year. Community hosted by either the AHRQ or one of the hospital teams, at least one meeting includes patient and family advisors, Westat, and IPFCC staff. PFCC and AHRQ leadership, and the membership from the August University Medical Center. Westat staff and partners facilitated discussions around key topics and asked participants to provide suggestions. The meeting is critical to building connections and positive relationships.

Comprehensive Program Evaluation

The Innovations Exchange team closely follows the progress of the Learning Community by collecting data to measure key thematic areas including:

- Patient and Family Advisor Storytelling
- Cultural Competence and the LGBT Community
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Outcome and Accomplishments

In Number of Patient and Family Advisors

The Innovations Exchange team developed an LC-website that tracks the number of meeting, sites, members, of the PFCC Learning Community to track the number of hospital teams participating in each of the Innovation Exchange's initiatives.

Supporting Respect and Honesty

The key themes of the outcomes are that the PFCC Learning Community is used to improve processes, improve team communication, and establish a sense of ownership.

Patient Advisor Video

The Innovations Exchange team produced a video to highlight the Learning Community's impact on patient advisors, including improving their role in hospital teams and providing support to improve patient engagement.

Other Accomplishments

- Demonstrates the importance of creating a platform for all hospitals
- Establishes a process for tracking progress and evaluating outcomes
- Provides actionable strategies and highlighted promising innovations for other hospitals
- Facilitates learning and best practices across the country
- Establishes the role of patient advisors in hospital teams
- Provides a platform for patient advisors to share their experiences and provide feedback

Key Lessons Learned

- Building strong relationships with patient advisors
- Providing ongoing support and resources
- Facilitating engagement and collaboration between hospitals and patient advisors
- Establishing a culture of continuous improvement
- Creating a sense of ownership and responsibility among hospital staff
- Highlighting the impact of patient advisors on hospital teams

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Outcome and Accomplishments