

# Harrington HOSPITAL

*Total Local Care*

Harrington Memorial Hospital  
Patient and Family Advisory Council (PFAC)  
Work Plan

<b><i>ACTION</i></b>	<b><i>TIMELINE</i></b>
<b>Participate in MA Coalition Audio Conference Call education program</b>	<b><i>July 21, 2009</i></b>
<b>Convene planning meeting with PFAC Steering Committee</b>  <input type="checkbox"/> Steering Committee comprised of representatives from Nursing, Case Management, and Physician with regular reporting to Senior Leadership	<b><i>September 18, 2009</i></b>
<b>Join MA Coalition List Serve</b>	<b><i>September 18, 2009</i></b>
<b>Write Draft of PFAC Work Plan</b>	<b><i>January 14, 2010</i></b>
<b>Draft a purpose and goals for PFAC</b>	<b><i>February 9, 2010</i></b>
<b>Determine structure of the PFAC and draft structure policy</b> <ul style="list-style-type: none"> <li>○ Patient or family member is co-chair of PFAC</li> <li>○ Staff co-chairperson and one Senior Leader as Administrative Liaison</li> <li>○ Staff co- chair and Senior Leader liaison are responsible for organizing the PFAC and then the Administrative Liaison, selected by the CEO, will provide additional support on an ongoing basis</li> </ul>	<b><i>February 10, 2010</i></b>
<b>Determine PFAC logistics</b> <ul style="list-style-type: none"> <li>○ Initial plan is for the PFAC to meet quarterly, however initial set up of the committee may require more frequent meetings</li> </ul>	<b><i>February 10, 2010</i></b>

<b><i>ACTION</i></b>	<b><i>TIMELINE</i></b>
<ul style="list-style-type: none"> <li>○ Expectation is that some work may be done outside of formal meetings</li> </ul>	
<ul style="list-style-type: none"> <li>○ PFAC members will meet at a location TBD inside the hospital</li> <li>○ Goal is to add patient or family voice to PI teams as they begin their work</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Determine needed support for PFAC</b> <ul style="list-style-type: none"> <li>○ Budget to include monies for refreshments, stipends, and appreciation gifts</li> <li>○ A member of the PFAC will act as the secretary and take and type all meeting minutes</li> </ul> </li> </ul>	<b><i>March 4, 2010</i></b>
<ul style="list-style-type: none"> <li>● <b>Draft Bylaws or Operating Guidelines</b> <ul style="list-style-type: none"> <li>○ Tailored by PFAC to needs of Council</li> <li>○ Draft will be presented to Senior Leadership for approval</li> </ul> </li> </ul>	<b><i>March 4, 2010</i></b>
<ul style="list-style-type: none"> <li>● <b>Determine Membership and Officer Guidelines</b> <ul style="list-style-type: none"> <li>○ 10 voting members comprised of patients/family and staff members</li> <li>○ 5 staff members, not including the co-chairpersons</li> <li>○ 5 members of the PFAC must be patients and or family members <ul style="list-style-type: none"> <li>▪ Our goal is to expand the number of patient and members after the first year</li> </ul> </li> <li>○ Members are expected to attend 75% of scheduled meeting</li> <li>○ The term for council membership is initially one year, but may be up to two</li> <li>○ Roles and responsibilities defined for members, chairpersons, administrative liaison</li> </ul> </li> </ul>	<b><i>March 4, 2010</i></b>
<ul style="list-style-type: none"> <li>● <b>Determine method used to make PFAC work plan available to the public</b></li> </ul> <p data-bbox="90 1349 1094 1382">- Link to PFAC work plan will be posted on the Harrington Hospital's website</p>	<b><i>March 4, 2010</i></b>

<b><i>ACTION</i></b>	<b><i>TIMELINE</i></b>
<ul style="list-style-type: none"> <li>• <b>Make PFAC Work Plan Publicly Available</b></li> </ul>	<b><i>March 4, 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Finalize Recruitment Criteria for PFAC members</b> <ul style="list-style-type: none"> <li>○ Potential members will be recruited through self referral and through recommendations by staff, physicians, current PFAC members and community groups</li> <li>○ Member application forms established (samples available)</li> <li>○ Criteria will emphasize enthusiasm and shared mission/vision</li> <li>○ Interviews will be mandatory</li> <li>○ List of potential candidates will be maintained by the co-chair</li> </ul> </li> </ul>	<b><i>March 4, 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Present draft work plan to Senior Leadership for initial discussion and feedback</b></li> </ul>	<b><i>March 11, 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Develop Orientation, Training, and Continuing Education for PFAC members</b> <ul style="list-style-type: none"> <li>○ To be modeled after Volunteer orientation</li> <li>○ Participation by patient and or family members is mandatory</li> <li>○ Include Harrington Hospital's mission, values, HIPPA, confidentiality and privacy, information about location, parking, contact people</li> <li>○ Mission and goals of the PFAC</li> </ul> </li> </ul>	<b><i>May 6, 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Recruit Council members</b></li> </ul>	<b><i>May 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Interview/evaluate potential Council members</b> <ul style="list-style-type: none"> <li>○ Interview potential Council members</li> </ul> </li> </ul>	<b><i>June 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Final selection of initial Council members</b> <ul style="list-style-type: none"> <li>○ 50% of Council members shall be current or former patients or family members and should be representative of the community served by the hospital</li> </ul> </li> </ul>	<b><i>June 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Provide orientation/education to Council members</b></li> </ul>	<b><i>July 2010</i></b>

<b><i>ACTION</i></b>	<b><i>TIMELINE</i></b>
<ul style="list-style-type: none"> <li>• <b>Hold first PFAC meeting</b></li> </ul>	<b><i>July 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Establish agenda for 2-3 PFAC meetings</b></li> </ul>	<b><i>July 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Provide PFAC meeting minutes including accomplishments and transmit to hospital Board and Senior Leadership</b> <ul style="list-style-type: none"> <li>○ Minutes will be kept minimum of 5 years</li> </ul> </li> </ul>	<b><i>August 2010</i></b>
<ul style="list-style-type: none"> <li>• <b>Develop PFAC Annual Report</b> <ul style="list-style-type: none"> <li>○ Complete PFAC Annual Report for approval by the PFAC that includes description of the Council and the Council's accomplishments during the preceding year and send to Senior Leadership and hospital board.</li> </ul> </li> </ul>	<b><i>September 2010</i></b>
<b>PFAC ANNUAL REPORT PUBLICLY AVAILABLE</b> (to public and MA DPH if requested)	<b><i>October 1, 2010</i></b>