

KHC Monthly Webinar

June 24, 2020

*“Don’t forget your PFAC:
Strategies for engaging patient and family advisors
during times of pandemic”*



New Webinar Platform: GoToWebinar

Attendee Control Panel

The screenshot shows the GoToWebinar Attendee Control Panel with several callouts:

- Handraising Tool**: Points to the hand icon in the audio control panel.
- Handouts (click to download)**: Points to the "Handouts: 2" section, which lists "Event-Services-NA.pdf" and "Housekeeping Script (005)(NEW).doc".
- Listen in through computer audio. Headset recommended.**: Points to the "Computer audio" option in the audio control panel.
- OR**: A separator between the two audio options.
- Select Phone Call to see the number to call, Access Code and PIN**: Points to the "Phone call" option in the audio control panel.
- Type your questions, comments or just say hello here.**: Points to the "Questions" section, which has a text input field and a "Send" button.



Agenda

- Welcome and Introductions
- Executive Director Message
- Featured topic:
Don't forget your PFAC – Strategies for engaging patient and family advisors during times of pandemic
- Resources
- Wrap-up /evaluation

Introductions

Special Guests



Tanya Lord, PhD, MPH
 Director of Patient and Family Engagement
 Foundation for Healthy Communities
 Concord, NH
 tlord@healthynh.org



Cody Utz, RT (R), RDMS, RVT, RDCS
 Director of Patient Care Services and Quality
 Holton Community Hospital
 Holton, KS
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Kansas Healthcare Collaborative



Allison DeGroff, BA
 Executive Director
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Michele Clark, MBA, CPHQ, CPPS, ABC
 Program Director
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Polling Question #1

Let us know where you are joining us from:

- Hospital with ≤ 25 beds
- Hospital with > 25 beds
- Clinic or other ambulatory setting
- Partner organization
- Other

Polling Question #2

Does your organization currently have a patient and family advisory council (PFAC) or partner with patient and family advisors (PFAs)?

- Yes
- Somewhat
- Not yet
- No

Question to Run On:

How can health care organizations engage patient and family advisors as partners, especially as we navigate through complex issues and rapid policy changes, such as COVID-19?

Spotlight on Success

Hess Clinic:

Using telemedicine for Chronic Care Management



Read about how Hess Clinic is using telemedicine in a two-provider family practice in Hays—particularly with patients managing chronic conditions—and the success they’ve had with coding and getting full reimbursement:

www.khconline.org/HessClinic

KHC Hospital Recognition

Newton Medical Center
21 mins · GREAT JOB. NMC Newton Medical Center has been recognized for its exemplary achievements to improve patient safety. The Kansas Healthcare Collaborative (KHC) recognized Kansas hospitals recently at the conclusion of the AHA/HRET Network - a major patient safety initiative.

Memorial Health System of Abilene, KS
June 9 at 12:12 PM · Memorial Hospital, in Abilene, is among 115 hospitals statewide being recognized for its exemplary achievements to improve patient safety. The Kansas Healthcare Collaborative (KHC) recognized Kansas hospitals recently at the conclusion of the AHA/HRET Network—a major patient safety initiative spearheaded by the American Hospital Association/Health Research & Educational Trust (AHA/HRET) and coordinated in Kansas by KHC. Memorial Hospital received the "Highest Achievement with Distinction" award.

Wamego Health Center
June 9 at 1:21 PM · The Wamego Health Center has been recognized for its achievement in patient safety says a release from the hospital.

Highest Achievement with Distinction 2014-2020

Patient Safety

KHC mailed letters, certificates, and news release templates to hospital CEOs May 21.

KHC Executive Director Remarks

Allison DeGross
adegross@khconline.org

CMS Quality Improvement initiatives

NQIC

Network of Quality Improvement and Innovation Contractors

- New framework for all CMS quality improvement initiatives
- 59 "prime" contractors announced in 2019
- KHC works with several prime contractors to help our Kansas partners achieve a variety of milestones and goals.

NQIC

Network of Quality Improvement and Innovation Contractors

QIO (HQIN)

- Enrollment underway
- 5-year project
- Hospitals, physicians, allied health providers, & community partners

More info at:
KHConline.org/HQIN

CQIC

- Currently delayed by CMS; could start this year.
- Clinician practice focus

More info at:
KHConline.org/CQIC

HQIC

- Expected to start in Sept. 2020
- Hospital focus

Watch your email for more info soon.

Future T.O.s

- ESRD Networks and other quality improvement initiatives expected TBA.




Strategies for engaging Patient and Family Advisors during times of pandemic



Tanya Lord, PhD, MPH
Director of Patient and Family Engagement
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Foundation for Healthy Communities
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Leveraging PFAC during the Pandemic and during re-opening

Patient and Family Advisory Council (PFAC) members may feel like they no longer serve a purpose and they have been sidelined. However, there are still many ways Patient Family Advisors (PFA) can be helpful during the COVID-19 pandemic.



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Polling Question

How have you engaged your PFACs or PFAs during COVID-19?

- Cancelled
- Virtual
- In-person
- Blend of virtual and in person
- Other




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Role of Patient Family Advisors and Patient Family Advisory Committees During COVID-19




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What is a PFAC?

- Is an effective strategy to improve quality, safety and patient experience
- Official hospital committee
- Made up of hospital staff and patient family advisors
- Meet regularly to improve patient safety, quality improvement and patient experience
- Members may work collaboratively on other hospital committees, projects and initiatives




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What a PFAC is not...

- A place to sort out personal grievances
- A place to focus on personal agendas
- A peer support group
- A community education group
- A place for members to get personalized attention



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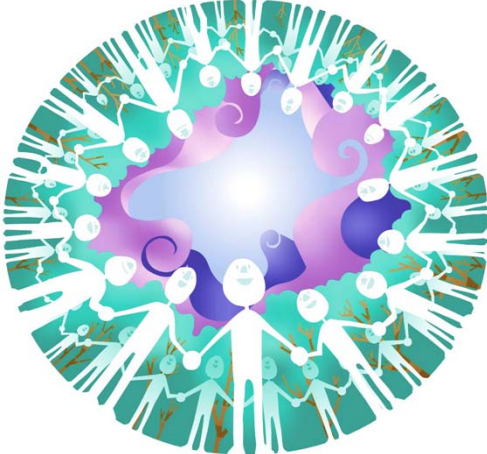
Why have a PFAC?

- Provides a unique perspective
- Challenges the way things have always been done
- Partnership equals innovative ideas




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Recruit Patients and Families Who:



- Represent the population being served
- Have personal experiences that relate to the program
- Has processed through grief or loss
- Can generalize personal experience to provide feedback
- Possesses soft skills necessary for working in a collaborative environment:
 - Active listening
 - Clear, tactful verbal communication
 - Willingness to speak in front of group/leadership
 - Do not have a single focus or agenda



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PFA: Making a Difference!



- Partnering Across Healthcare
 - Monthly PFAC meetings
 - On committees
 - Sharing stories
 - Rounding on Patients
 - HR interviewing
 - Reviewing educational materials
 - Secret Shoppers
 - Shadowing Staff and Clinicians
 - On Root Cause Analysis Committees
 - On Leadership Committees



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PFAC and COVID-19

- Many went on hiatus
- Let's bring them back!
- There is a whole lot PFAs can do in these difficult and confusing times
- What message is being sent?




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Virtual PFAC Meetings




- Hold virtual PFAC Meetings
- Consider more frequently as needed
- Provide practice sessions for those who are not familiar with the technology
- Provide phone only options




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Peer-to-Peer Sharing




**Holton Community Hospital
Family Practice Associates**

**PFAC during the
COVID-19 pandemic**



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Meeting Structure

- In-Person
 - March meeting
- Virtual
 - GoToMeeting Platform
 - April/May
- Email
 - June – lack of quorum


Holton Community Hospital
Family Practice Associates

COVID-19

- March
 - IP educated PFAs
 - Reviewed Travel Questionnaire
- April
 - CEO attended
 - Daily COVID-19 end of day summary email
 - COVID-19 update standing item on PFAC starting in April


Holton Community Hospital
Family Practice Associates

PFAC Discussion Topics

- Rachel (Clinic Director) -Patient perspective - Do PFAs feel the hospital/clinic is "safe" to come for healthcare?
 - If you have reservations, what are they and how can we respond to those?
- Pam (Admin Assistant)- Is there anything specific they would like to "see" us provide regarding COVID? Are there additional things to post on FB? Other ads?
 - What about information regarding our re-opening?
- Dr. Locke (Family Practice Physician) - What sorts of messaging to the community do PFAs suggest?
 - What have we missed?
 - What have we done well?
 - Any suggestions about the visitation policy? (I know it needs to remain pretty restrictive, but perhaps they have some ideas for how to make it more palatable for family.)


 Holton Community Hospital
 Family Practice Associates

Goals of Care Conversation:


Medically Frail



 Holton Community Hospital
 Family Practice Associates

Patient Name: _____ Patient's COVID status: _____
 Date of Birth: _____ Date Screened: _____
 Preferred Language: _____ Primary Care Provider: _____


Conversation structure	Sample Conversation
Assess understanding	"Tell me what you know about how COVID-19 is affecting people like yourself that have other serious medical problems or are older."
Provide education and Identify preferences	"You are right! Well actually, COVID-19 is a viral illness. There is not a known cure. We know it is particularly serious in patients like you. While it can be a mild flu-like illness with fever, sore throat, cough, and muscle soreness; it can be much worse than this. I wish this weren't the case, but I worry you could get sick very quickly and may even be at risk of dying within a short period of time." "There are some people who are okay being in the hospital and getting oxygen and other medicines to support them in the hopes their body will be able to recover from the viral illness. Would you be okay with this?" <p style="text-align: center;"><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <i>If yes, proceed to medical recommendation about life support and code status</i>
If no, reflect	"I understand. We can always use medicines and oxygen to make sure you are comfortable. For most people, this will mean using hospice to make sure you are not suffering and remain comfortable. What are your thoughts?" Thoughts: _____


 Holton Community Hospital
 Family Practice Associates

	<p>Discuss medical recommendations about life support and code status. Clarify preferences.</p> <p>"If you were to get a lot sicker from COVID-19 despite medicines and oxygen, there may come a time when you are not able to breathe on your own. If this were to happen, you would likely die. Going to the ICU, using a life support machine called a ventilator, or attempting CPR would likely not work. I recommend not doing those things. What I would recommend is that we use medicines to ensure that you are comfortable and not suffering. Does that make sense?"</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><i>If yes, proceed to health care surrogate</i></p>
	<p>If no, reflect</p> <p>"I understand. There are some people who want to live as long as possible no matter what their life looks like. Is that how you feel?"</p> <p>Thoughts:</p> <p><i>Proceed to health care surrogate</i></p>
	<p>Identify health care surrogate</p> <p>"Tell me who is the person you want the doctors and nurses to communicate with and help make further decisions with us should you not be able to communicate?"</p> <p>Name: _____ Relationship: _____</p> <p>Mobile: _____ Home: _____</p> <p>"It would be helpful to complete a form naming this person as a healthcare durable power of attorney (DPOA). Have you already done this?"</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>"Does Holton Community Hospital have a copy of the paperwork?" <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A</p> <p>"We have hospital staff who can help you complete this paperwork. Would you like them to help?"</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Notes:</p>
	<p>Relay information to surrogate and document wishes</p> <p>"I'm going to ask someone to call and let your surrogate know what we discussed. Is that okay? I'm also going to have it documented in your medical record, so all the doctors and nurses know your wishes."</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
	<p>Offer support</p> <p>"I know this time can be really scary. We have hospital staff who can call and provide support. Would you like them to call you?" <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><i>If yes, ask Jackie in SLS to call within 72 hours</i></p> <p>Crisis Hotlines (24/7): 1-800-985-5990 or 1-800-273-8255</p>



Other Strategies for Patient Family Advisors During COVID-19 Restrictions



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PFA: Research Assistant

- Help locate services such as:
 - Potential Community Partnerships
 - Food delivery to hospitals
 - Mask Makers
 - Online, virtual resources for
 - Behavioral Health
 - Substance Use Disorder
 - Other support services in your community



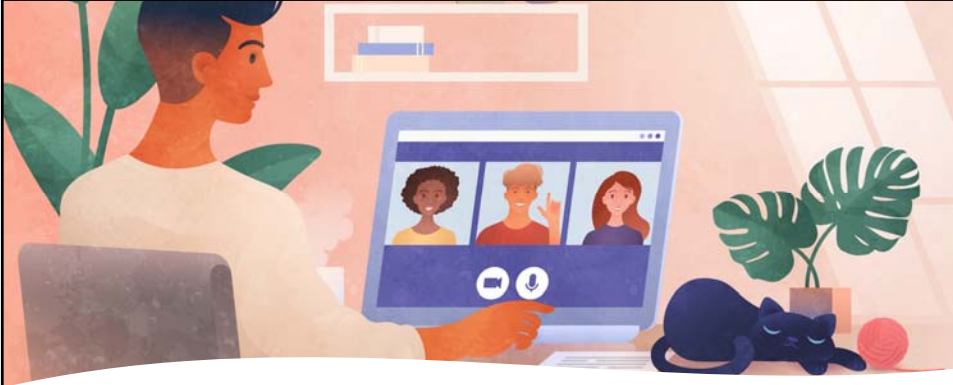
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Virtual PFA Rounding

- For patients who do not have a lot of virtual visitors
- PFAs can visit virtually with patients
- Peer supporter
- Collect patient experience information




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PFA on Internal Committees


- Provide a virtual option for current members
- Include PFAs in newly developed meetings



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PFAs partnering in development of policies, and delivery of health care.



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Patient-facing Information

- Have PFAs review and develop patient-facing education
- Practice having difficult conversations
- Practice pre-appointment calls and processes




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Community Ambassadors



- PFAC members can be community ambassadors
- Hospital Safety
- New Policies
- Accurate COVID-19 information



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PFA Showing Appreciation




- Have advisors help show appreciation and help boost staff morale by organizing:
 - A thank-you card campaign within the community
 - Post messages on hospital Facebook page
 - Seek donations for food...
 - Let them be creative!




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Quick Turn Around Needed?

-  Use email with an urgent need
-  Plan ad hoc meetings and invite all PFAs
-  Don't let a quick turnaround need discourage use of PFAs!





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Review and Practice Pre-Appointment Process

- Are appointment preparations consistent?
- Are the instructions being given in a way that is easy to understand?
- Getting PFAs to review will provide needed insight





How will we know it is safe? NH PFAs weigh in...

- Be visible and transparent about cleaning procedures
- Masks protocol and etiquette
- Entryways
- Screening
- Testing
- New waiting procedures
- Timing of appointments and arrivals
- Communication is key: videos, website, emails and phone calls



 **Other Virtual Engagement Strategies**

- Individual Interviews
- Virtual Focus Groups
- Virtual Experience Based Co-Design
- Patient Stories



 **Listening and Obtaining Feedback**

Now is the time to turn towards our patients and families.

Continue to get patient and family feedback on all new policies and processes



 **Barriers?**

What barriers have you experienced or anticipate?




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 **Resources**



- <https://www.ipfcc.org/bestpractices/covid-19/index.html>



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 **Questions? Thoughts?**

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KHA COVID-19 Communication Tools
*Communication guidance, talking points,
social media posts, graphics and PSAs*
Visit
[https://www.kha-
net.org/CriticalIssues/HospitalPreparedness/covid-
19/communication-tools/](https://www.kha-net.org/CriticalIssues/HospitalPreparedness/covid-19/communication-tools/)

Talking Points – Kansas Reopening and Resuming Non-COVID-19 Health Care
[https://www.kha-net.org/CriticalIssues/HospitalPreparedness/covid-
19/communication-tools/Talking-Points--Kansas-Reopening-and-Resuming-Non-
COVID-19-Health-Care_157096.aspx](https://www.kha-net.org/CriticalIssues/HospitalPreparedness/covid-19/communication-tools/Talking-Points--Kansas-Reopening-and-Resuming-Non-COVID-19-Health-Care_157096.aspx)

Hospital Planning Guidance for Providing Care as We Reopen Kansas
[https://www.kha-net.org/CriticalIssues/HospitalPreparedness/covid-
19/communication-tools/Hospital-Planning-Guidance-for-Providing-Care-as-We-
Reopen-Kansas_157119.aspx](https://www.kha-net.org/CriticalIssues/HospitalPreparedness/covid-19/communication-tools/Hospital-Planning-Guidance-for-Providing-Care-as-We-Reopen-Kansas_157119.aspx)



Questions?
Contact Cindy Samuelson
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AHA Resources

COVID-19 and Social Determinants of Health

Addressing disparities in health outcomes

<https://trustees.aha.org/covid-19-and-social-determinants-health>



Trustee Insights

POPULATION HEALTH



COVID-19 and Social Determinants of Health

Addressing disparities in health outcomes

As the pandemic evolves, preliminary data indicate that people in racial and ethnic minority groups and individuals with lower socioeconomic status are at an increased risk of serious illness and death related to COVID-19. Newly available data from the Centers for Disease Control and Prevention show that African Americans account for 33% of confirmed COVID-19 cases, while representing only 16% of the total population. Data coming from New York and other states also are showing that African Americans are twice as likely to die from COVID-19, and the death rate for Latinos is over 1.5 times the rate of their white neighbors.

While COVID-19 is illuminating

disparities in health outcomes, it is not the cause of those disparities. Further, those of us who work every day in health care know that these disparities are not new. We see them in virtually all measures of health or illness.

Now more than ever, while staging our health systems to treat infected patients, we should revisit and reinforce the work that we are doing in and with our communities to address the underlying causes for the differences in health outcomes we are seeing in COVID-19. Focusing on these social determinants of health — stable housing and healthy neighborhoods, nutritious food, adequate transportation, and socioeconomic status — is something that our hospitals have

been doing for years as part of their community health needs assessments and improvement processes.

Your role as a trustee is more important than ever as you provide advice to your organization. We encourage you to visit or revisit these AHA resources.

• A video series designed to provide trustees with an overview of population health strategies and foundational capabilities that health care leaders are using to redesign care. The videos and accompanying discussion guide focus on the importance of understanding the social factors in your community that affect health for all.

• A recent Trustee Insights article that covers how boards can play a variety of roles to address social determinants and focus on community health.

• An issue brief that examines the impact of the social determinants of health on patients and communities as they battle the COVID-19 outbreak, with ideas and case examples to help hospitals address ongoing social needs.

Thank you for all that you do to support your community, each and every day. Your role as a community member and leader and a prominent voice of the community has never been more important.

Nancy A. Myers, Ph.D., J.D., JHM is vice president, leadership and system innovation, at the American Hospital Association.

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www.aha.org | June 2020

State Requests COVID-19 Data Be Reported through NHSN



The Kansas Department of Health and Environment will rely on data reported through the National Healthcare Safety Network (NHSN) for COVID-19.

KDHE uses the data to determine Remdesivir and PPE distribution, so consistent daily submission is critical.


KDHE encourages hospitals to report this data to NHSN through the COVID-19 Patient Impact and Hospital Capacity Pathway module.

To avoid duplicate reporting, EMResource will cease collection of COVID-related data and go back to being used for situational awareness for natural disasters, ED incident reporting and diversions.



Launch of Rural Community Toolbox

Upcoming Event (Today)



At 2 p.m. CT today, June 24, the White House Office of National Drug Control Policy will conduct a virtual launch of the Rural Community Toolbox website.

The toolbox will serve as a clearinghouse for funding and resources in more than a dozen different federal agencies to help rural leaders build strong, healthy, and drug-free communities.

Register here
<https://ems9.intellor.com/?do=register&t=1&p=901660>

Note:

- Audio access only. The webinar filled in advance.

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Upcoming HQIN Event

How to Use Chronic Care Management (CCM) during COVID-19

Thursday, June 25
11:00 a.m. to 12:00 p.m. CST

Following this webinar you will be able to:

- Describe CCM services, including strategies for implementation and billing
- Understand the impact of COVID-19 on providers and patients with multiple chronic conditions
- Describe the different models of conducting CCM

Register here: https://hqin-org.zoom.us/webinar/register/WN_YNxGgphVSVmF4DNHHR0lmg

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Upcoming Events

All sessions are recorded.
Visit KHC Education Archive
for past events.
www.khconline.org/education-archive

KHC Monthly Webinars
Fourth Wednesday at 10 a.m.,
except Nov. & Dec. are 3rd Wednesdays

July 22
August 26
September 23
October 28
November 18
December 16

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QHi Back to Basics
July 8
1:30 to 2:30 p.m.
Review basics of selecting measures, entering and uploading
data and running reports.

Additional info available at <https://cc.readytalk.com/r/xyuhiiuat63h&eom>

Quality Corner Call
July 9
Noon to 1 p.m.
Immunizations – hospital successes

Additional info available at <https://krhop.net/>

 Kansas Hospital
ASSOCIATION

 KHERE
Kansas Health Research and Evaluation
Community Health System

 Kansas
Department of Health
and Environment
Community Health System

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COVID-19 Clinical Calls

Noon to 1:00 p.m.

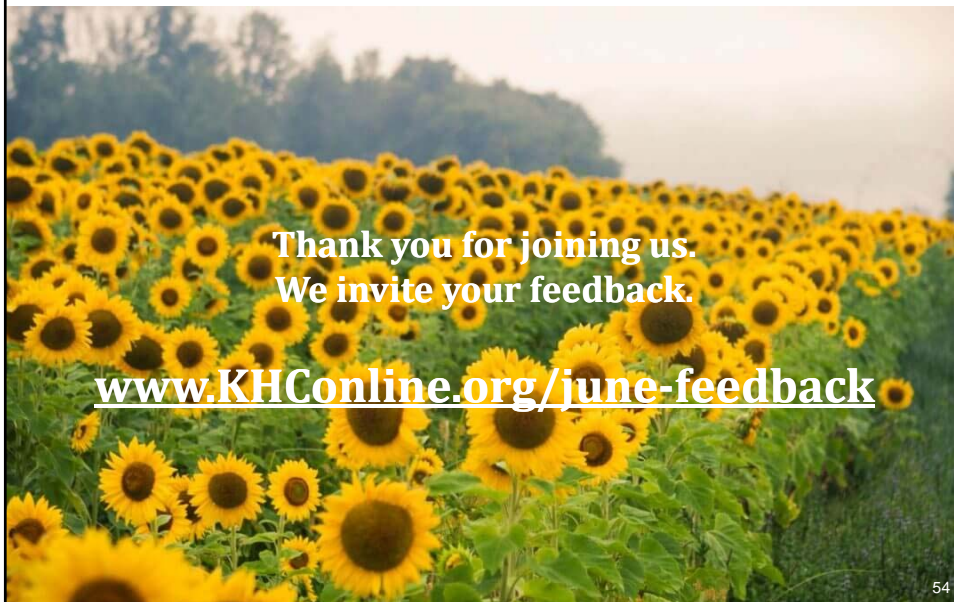
- June 30 – Long term care
- July 14 – Mental health and substance use disorder
- July 28 – Pediatrics

All calls will provide general updates as needed and offer an open Q&A.

To get connection info, join the clinical distribution list.
https://www.kha-net.org/CriticalIssues/HospitalPreparedness/covid-19/Clinical_PPE/



Questions?



Follow KHC on social media!

We'll help you spread your messaging and provide you with messaging that your organization is free to use.

@KHCqi

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/company/khcqi

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 Patty Thomsen Quality Improvement Advisor	 Rebecca Thurman Quality Improvement Advisor		

→ Find contact info, bios, and more at: www.KHConline.org/staff

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