

**Milton Hospital Patient and Family Advisory Council (PFAC)
Development Plan and Timeline**

<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 How-to-Toolkit, Work Plan, Resources, Regulation 	<i>July 21, 2009</i>
<ul style="list-style-type: none"> • Core Team/Planning Committee to date is made up of the following: <i>Joseph Morrissey, Hospital President</i> <i>Doris Sinkevich, Vice President of Patient Care Services and Health Care Quality</i> <i>Alex Campbell, Director of Health Care Quality</i> <i>Eileen Beaulieu, Patient Advocacy Manager</i> <i>Jason Bouffard, Public Relations Manager</i> 	<i>July 31, 2009</i>
<ul style="list-style-type: none"> • Existing activities in the hospital to be integrated with PFAC include following these roadmap steps: 	<i>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>	
<ul style="list-style-type: none"> • Convene planning meeting with Core Team/Planning Committee 	<i>July 21, 2009</i>
<ul style="list-style-type: none"> • Draft a purpose and goals for your PFAC <i>For a complete copy of the PFAC Charter, please contact Eileen Beaulieu, Patient Advocacy Manager, via email at eileen_beaulieu@miltonhospital.org, or call 617-313-1360.</i> 	<i>August 3, 2009</i>
<ul style="list-style-type: none"> • Determine structure of the PFAC and draft structure policy <ul style="list-style-type: none"> ○ Co-chair of PFAC will be a former patient or family member of a former patient ○ Staff Liaison, Co-Liaison and/or Co-Leaders will be identified ○ Healthcare Quality Department will be responsible for organizing the PFAC(s) 	<i>September 14, 2009</i>

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<ul style="list-style-type: none"> ● Determine PFAC logistics <ul style="list-style-type: none"> ○ PFAC will meet at least quarterly ○ PFAC will meet at Milton Hospital ○ Free parking is available on campus 	<p><i>September 14, 2009</i></p>
<ul style="list-style-type: none"> ● Determine the support your PFAC will need: The Planning Committee is addressing the needs: <ul style="list-style-type: none"> ○ Staff co-liaison/co-leads ○ Administrative support ○ Parking/Transportation ○ Budget (food, printing, postage, interpreters, parking/transportation, child care support, member stipends) 	<p><i>September 14, 2009</i></p>
<ul style="list-style-type: none"> ● Draft Bylaws or Operating Guidelines <ul style="list-style-type: none"> ○ Tailored by PFAC to needs of Council <p><i>For a complete copy of the PFAC Charter, please contact Eileen Beaulieu, Patient Advocacy Manager, via email at eileen_beaulieu@miltonhospital.org, or call 617-313-1360.</i></p> 	<p><i>August 3, 2009</i></p>
<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 	<p><i>October 2009 – March 2011</i></p>

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<ul style="list-style-type: none"> • Create Recruitment Criteria for PFAC members <ul style="list-style-type: none"> ○ Determine where and how will the list of potential PFAC members and staff advisors be kept (name, role, contact info) ○ Develop PFAC Member application forms ○ Establish selection criteria 	<p><i>October 2009 – March 2010</i></p>
<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 ○ Determine who will be included as part of orientation 	<p><i>October 2009 – March 2010</i></p>
<ul style="list-style-type: none"> • Maintaining Success with PFAC <ul style="list-style-type: none"> ○ Determine how you will track accomplishments ○ Determine how you will identify solutions for barriers ○ Determine agenda ideas for first 2-3 PFAC meetings 	<p><i>October 2009 – March 2010</i></p>
<p><i>IMPLEMENTATION</i></p>	
<ul style="list-style-type: none"> • Recruit Council members 	<p><i>October 2009 – March 2010</i></p>
<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 	<p><i>January – March 2010</i></p>
<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 	<p><i>April 1, 2010</i></p>
<ul style="list-style-type: none"> • Provide orientation/education to Council members 	<p><i>June – September 2010</i></p>
<ul style="list-style-type: none"> • Establish agenda for 2-3 meetings 	<p><i>June 2010</i></p>

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<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>October 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 2010</i>
<ul style="list-style-type: none"> • <i>PFAC ANNUAL REPORT PUBLICLY AVAILABLE (to public and MA DPH if requested)</i> 	<i>October 1, 2010</i>