



New England Rehabilitation Hospital
Patient Family Advisory Council (PFAC)
Work Plan

ACTION	TIMELINE
Participate in MA Coalition Audio Conference Call education program	July 21, 2009
Convene planning meeting with PFAC Steering Committee <ul style="list-style-type: none"> - Steering Committee comprised of representative from Nursing, Quality Management and Case Management with regular reporting to Senior Leadership 	July 27, 2009
Join MA Coalition List Serve	July 2009
Write draft of PFAC work plan	August 2009
Draft a purpose and goals for PFAC	August 2009
Determine structure of the PFAC and draft structure policy <ul style="list-style-type: none"> - Patient or family to co-chair the Council - Staff co-chairperson and one Senior Leader as Administrative Liaison - Senior Leadership is responsible for organizing the first PFAC and then the Administrative Liaison, selected by the CEO, will provide additional support on an ongoing basis 	August 2009
Determine PFAC logistics <ul style="list-style-type: none"> - Initial plan is for PFAC to meet quarterly but we expect that the meeting frequency will increase to maximum of six times per year - Expectation that some work may be done outside of formal meetings - PFAC will meet at NERH's main campus in Woburn, Massachusetts - Goal to add patient or family voice to PI teams as they begin their work 	August 2009
Determine needed support for PFAC <ul style="list-style-type: none"> - Parking is free and we hope to make some funds available to help defray additional costs of transportation and childcare if needed - Draft budget prepared that includes food, printing and copying, mailings, interpreter services, transportation, childcare, education, and appreciation gifts - CEO's administrative assistant will provide support for typing minutes, arranging meals, distributing information, etc. 	August 2009



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ACTION	TIMELINE
<p>Present draft PFAC Work Plan and Policy to Senior Leadership for initial discussion and feedback</p> <ul style="list-style-type: none"> - Draft plan presented August 13, 2009 and approved pending some revisions - Draft policy presented for discussion and feedback only 	August 2009
<p>Determine Membership and Officer Guidelines</p> <ul style="list-style-type: none"> - 8-10 voting members comprised of patients/family members and staff members - 3-4 staff members including the co-chairperson, one of whom is a front line nurse - 5-6 patients or family members (must comprise 50% or more of the membership) - Our goal is to expand the number of patient and family members after the first year - PFAC members will serve a minimum of a one year term with 50% holding a 2 year term - PFAC co-chairs will serve a 2 year term - Members are expected to attend 100% of the meetings and any member who misses 2 consecutive meetings will be considered for replacement - Roles and responsibilities defined for members, chairpersons, administrative assistant, and administrative liaison 	August 2009
PFAC work plan approved by Senior Leadership	September 17, 2009
Participate in MA Coalition Audio Conference Call #2 education program	September 18, 2009
<p>Determine method used to make PFAC work plan available to the public</p> <ul style="list-style-type: none"> - Link to PFAC Work Plan will be posted on the NERH website 	September 2009
Make PFAC Work Plan Publicly Available	September 30, 2009
PFAC Policy approved by Senior Leadership	October 2009
<p>Finalize Recruitment Criteria for PFAC members</p> <ul style="list-style-type: none"> - Potential members will be recruited through self referral and through recommendations by staff, physicians, current PFAC members and community groups - Criteria will emphasize enthusiasm and shared mission - Interviews will be mandatory - List of potential candidates will be maintained by the Administrative Liaison - Background check/CORI 	November 2009



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Develop Orientation, Training, and Continuing Education for PFAC members - To be modeled after Volunteer orientation - Participation by all members but staff will have an abbreviated version - Include NERH mission and values, HIPAA, confidentiality and privacy, information about location, parking, contact people - Mission and goals of the PFAC	December 2009
Recruit Council members	January 2010
Interview/evaluate potential Council members	February 2010
Final selection of Council members	March 2010
Provide orientation/education to Council members	April 15, 2010
Hold first PFAC meeting	May 1, 2010
Establish agenda for first 2-3 PFAC meetings	May 2010
Provide PFAC meeting minutes including accomplishments to Governing Body and Senior Leadership	May 2010
Complete PFAC Annual Report for approval by PFAC that includes description of the Council and the Council's accomplishments during the preceding year and send to Senior Leadership and Governing Body	September 2010
Make PFAC Annual Report Publicly Available (to public and MA DPH if requested)	October 2010