

Welcome

- Please introduce yourself in the chat box
 - Name
 - Organization (if applicable)
 - Where you are joining from
- We welcome questions and comments in the chat
- Technical issues? Chat or text:
Natasha Reed, 646-789-1613



1

Engaging the Expertise of Patient and Family Educators in Medical Education

February 24, 2022
1 – 2 pm ET

Presenters: Marie Abraham Deborah Dokken Suz Schrandt Avital Havusha Natasha Reed	Panelists: Anjali Modi Roseanna Ryan Dan Hughes
---	---



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

2

Agenda

- Introductions
- New York State Health Foundation
- Project Overview
- New Resource – Overview of Modules
- Panel Discussion - Experience of Implementation Sites
- Navigating the Modules
- Q&A



3

New York State Health Foundation

4

New York State Health Foundation

- The New York State Health Foundation has a broad mission to improve the health of all New Yorkers, especially the most vulnerable
- The Foundation makes grants, informs health care policy and practice, and spreads effective programs that work to improve New York’s health system



5

Empowering Healthcare Consumers Priority Area

Strategy 1 Ensure greater **transparency** of and access to price, quality, and patient experience information

Strategy 2 Ensure that **patients are partners** in the **clinical care** delivery experience and in informing care delivery and **health policies**



6

Project Overview

7

Project Overview

- **Purpose:** Address the lack of robust patient and family faculty programs in academic medical centers by developing, testing, and disseminating resources for establishing or expanding a patient and family faculty program.
- **Timeline:** November 1, 2019 – February 28, 2022



8

Goals

- Build an understanding of the current state of patient and family faculty programs
- Develop training resources that prepare patients and family members to participate as faculty and educators to collaborate with patient and family faculty
- Conduct testing of patient and faculty training resources with teams
- Provide training resources to facilitate the spread of patient and family faculty programs across New York and beyond

9



9

Project Tasks

- Established a 10-member National Advisory Committee to guide and inform all tasks
- Conducted a targeted search of literature, resources, and programs
- Analyzed findings from a national survey of patient and family faculty programs
- Developed online resources
- Engaged teams from four NY AMCs test training resources and provide feedback
- Revised resources and disseminating

10



10

New Resource – Overview of Modules

11

Learning Modules

- **MODULE 1**
Making the Case: Building Commitment to Partnering with Patient and Family Faculty
- **MODULE 2**
Developing a Patient and Family Faculty Program: Key Building Blocks
- **MODULE 3**
Stages of Program Implementation: Experience from the Field

12



12

Module 1: Making the Case

- Framing the Issue: Educating a New Generation of Health Care Professionals
- Framing the Solution: Embedding Patient and Family Faculty into the Education of HCPs
- Resources

13



13

Module 2: Developing a Patient and Family Faculty Program

- 1 Getting Started
 - 2 Understanding Opportunities and Barriers
 - 3 Integrating Patient and Family Faculty
 - 4 Examples of Integration of PFF
 - 5 Recruiting, Preparing, and Supporting PFF
 - 6 Preparing Clinical Faculty to Partner with PFF
 - 7 Partnering to Develop and Deliver Education
- Resources

14



14

Module 3: Stages of Implementation

- 1 Building Leadership Commitment
 - 2 Starting a Program
 - 3 Evaluating a Program
 - 4 Expanding a Program
 - 5 Addressing Relevant and Timely Issues
 - 6 Sustaining a Program
- Resources

15



15

INSTITUTE FOR INTEGRATED AND FAMILY-CENTERED CARE

PATIENT AND FAMILY FACULTY PROGRAM ACTION PLAN

This resource is intended to help your team plan effectively to create or strengthen your patient and family faculty program. It is designed to be completed by a team that includes all of the key stakeholders.

Getting Started – Creating Your Planning Team
Who are the key stakeholders that need to be part of the planning process for a patient and family faculty program? (Use 1-3 days to include patient and family advisors (PFFAs).)

Name	Title
Program Coordinator of Program	
Clinical Faculty	
PFFAs	
Students/Trainees	
Other Stakeholders	

Questions

1. Do you have PFFAs who represent the diversity of the community served? If not, how will you reach those represented PFFAs?
2. What are ways to ensure that each team member will be fully involved in planning?
3. How can you build trust and relationships among members of the team?

Note: Refer to Module 2, Section 4 for more information.

Understanding Opportunities and Barriers
Modified from: Fall 2019
Complete the modified Case Study Analysis (provided as a separate template for you to use by covering the following).

16

Patient and Family Faculty Program Action Plan



16



“Including patients and families in this conversation is incredibly valuable, not only for education, but, ultimately for improvement in the quality of health care.”

— Jesse Hsu
Medical Student



17

Panel Discussion – Experience of Implementation Sites

18

Navigating the Modules

19



The screenshot shows the 'Resource Website' for the Institute for Patient- and Family-Centered Care. The main heading is 'Engaging the Expertise of Patients and Families in the Education of a New Generation of Providers'. Below this, there is a section for 'We are delighted that you are interested in this resource focused on engaging patients and families as faculty in medical education!'. A navigation menu includes 'Home', 'General Information', 'Modules', 'Action Plan', 'My Profile', and 'Contact'. The NYS Health Foundation logo is visible, along with a footer containing the website URL: www.patientandfamilyfaculty.org. A small logo is in the bottom right corner.

20

Q&A



21



21

Stay connected



Deborah Dokken
ddokken@ipfcc.org

Marie Abraham
mabraham@ipfcc.org

Suz Schrandt
suz@expect.net

22



22

Stay connected with IPFCC

PFCC.Connect

If not a member, JOIN at: <http://pfcc.connect.ipfcc.org/home>

Email IPFCC at: institute@ipfcc.org

23



23



<https://www.surveymonkey.com/r/5XDGSD9>

24



24

