

**PFAC**  
**Hallmark Health System Plan**  
**September 2009**

*Hallmark Health System Plan includes PFAC activities for Melrose-Wakefield Hospital in Melrose and Lawrence Memorial Hospital in Medford*

<b><i>CURRENT ACTIVITIES/WORK ACCOMPLISHED</i></b>	<b><i>TIMELINE</i></b>
<ul style="list-style-type: none"> <li>• Participate in MA Coalition Audio Conference Call education program</li> <li>• Hear from PFAC experts and existing PFAC Hospitals, obtain How-to-Toolkit, Work Plan, Resources, Regulation</li> </ul>	<b><i>Complete</i></b>
<ul style="list-style-type: none"> <li>• Committees to date are made up of the following patients or family members:</li> <li>• Existing activities in the hospital to be integrated with PFAC include:</li> </ul>	<b><i>Complete</i></b>
<b><i>Follow Road Map steps for July 31 – September 30, 2009</i></b>	
<b><i>Write Draft of PFAC Work Plan</i></b>	<b><i>Complete</i></b>
<b><i>Finalize and Approve PFAC Work Plan</i></b>	<b><i>Complete</i></b>
<b><i>Make PFAC Work Plan Publicly Available</i></b>	<b><i>Complete</i></b>
<b><i>PLAN - Steps for Starting a Council</i></b>	
<ul style="list-style-type: none"> <li>• <b>Convene planning meeting with Core Team</b></li> </ul>	<b><i>Complete</i></b>
<ul style="list-style-type: none"> <li>• <b>Draft a purpose and goals for your PFAC</b></li> </ul>	<b><i>Complete</i></b>
<ul style="list-style-type: none"> <li>• <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>○ Will there be a Staff Liaison, co-liaison, Co-Leaders?</li> <li>○ Which department(s) will be responsible for organizing the PFAC(s)?</li> <li>○ Will the hospital identify a current task force or subgroup that can be tested as a PFAC Council? (Subcommittees could be in: following departments: Education, Communications/Public Relations, Facilities, Family Support, etc.)</li> </ul> </li> </ul>	<b><i>Complete</i></b>
<ul style="list-style-type: none"> <li>• <b>Determine PFAC logistics</b> <ul style="list-style-type: none"> <li>○ How often will the PFAC meet (must meet at least quarterly)?</li> <li>○ Where will the PFAC meet?</li> <li>○ Will parking be covered?</li> </ul> </li> </ul>	<b><i>Complete</i></b>

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<ul style="list-style-type: none"> <li>• <b>Determine the support your PFAC will need?</b> <ul style="list-style-type: none"> <li>○ Staff co-liaison/co-leads</li> <li>○ Administrative support</li> <li>○ Parking/Transportation</li> <li>○ Budget</li> </ul> </li> </ul>	<b><i>Complete</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> </ul> </li> </ul>	<b><i>Complete, to be approved by Dec 31, 09</i></b>
<ul style="list-style-type: none"> <li>• <b>Determine Membership and Officer Guidelines</b> <ul style="list-style-type: none"> <li>○ Establish number of patient and family members</li> <li>○ Establish number of staff members</li> <li>○ 50% of Council members need to be former or current patients or family members and need to be representative of community served</li> <li>○ Define number of years of commitment as a PFAC member (patients, families, staff) <ul style="list-style-type: none"> <li>▪ Example: 50/50 mix of 1 year and 2 year terms</li> </ul> </li> <li>○ Determine attendance expectations</li> <li>○ Written Membership Guidelines to include: <ul style="list-style-type: none"> <li>▪ Council member qualifications, selection process, retention, term of service, duties and election of officers, co-chair position</li> </ul> </li> <li>○ Identify Roles of members of the Council</li> <li>○ Establish responsibilities of members of the Council <ul style="list-style-type: none"> <li>▪ Include policies that address confidentiality of patient information</li> </ul> </li> </ul> </li> </ul>	<b><i>Complete</i></b>
<ul style="list-style-type: none"> <li>• <b>Create Recruitment Criteria for PFAC members</b> <ul style="list-style-type: none"> <li>○ Where and how will the list of potential PFAC members and staff advisors be kept?</li> <li>○ Develop PFAC Member application forms</li> <li>○ Establish selection criteria</li> </ul> </li> </ul>	<b><i>Complete</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>○ Determine objectives of orientation</li> </ul> </li> </ul>	<b><i>Complete</i></b>

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<ul style="list-style-type: none"> <li>○ Develop components of orientation</li> <li>○ Who will be included as part of orientation?</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Maintaining Success with PFAC</b> <ul style="list-style-type: none"> <li>○ Determine how you will track accomplishments</li> <li>○ How will you determine solutions for barriers identified?</li> <li>○ Determine agenda ideas for first 2-3 PFAC meetings</li> </ul> </li> </ul>	<b>Complete</b>
<b>IMPLEMENTATION</b>	
<ul style="list-style-type: none"> <li>● <b>Recruit Council members</b></li> </ul>	<b>Complete</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> <li>○ If hospital chooses to use this approach, engaging potential council members in task forces or focus groups</li> </ul> </li> </ul>	<b>Complete</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>Complete</b>
<ul style="list-style-type: none"> <li>● <b>Provide orientation/education to Council members</b></li> </ul>	<b>Ongoing</b>
<ul style="list-style-type: none"> <li>● <b>Establish agenda for 2-3 meetings</b></li> </ul>	<b>Complete</b>
<ul style="list-style-type: none"> <li>● <b>Provide PFAC meeting minutes including accomplishments and transmit to hospital Board</b> <ul style="list-style-type: none"> <li>○ Minutes to be kept minimum of 5 years</li> </ul> </li> </ul>	<b>By November 30, 09</b>
<ul style="list-style-type: none"> <li>● <b>Develop PFAC Annual Report</b> <ul style="list-style-type: none"> <li>○ Annual Report should include description of compliance and Council's accomplishments during preceding year</li> </ul> </li> </ul>	<b>By Sept 30, 10</b>
<b>PFAC ANNUAL REPORT PUBLICLY AVAILABLE</b> (to public and MA DPH if requested)	<b>October 1, 2010</b>