



# Patient and Family Engagement (PFE) Quickinar Series Session 11

## PFE in Critical Access and Small Rural Hospitals

# OBJECTIVES

- Identify the importance of a PFE program and Patient/Family Advisory Council (PFAC) in critical access hospitals (CAHs) and small rural hospitals.
- Describe successes with building a robust PFE Program/PFAC.
- Identify strategies to grow a PFE program/PFAC in a CAH/small rural hospital.
- Discuss barriers and mitigation strategies in developing a PFE program/PFAC in a CAH/small rural hospital.

# Presenters

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# Key Concepts

- Work with patients and families, rather than simply providing care to/for them.
- A PFAC program is associated with greater quality, safety, and outcomes of care and can decrease use and cost of healthcare services.
- Patients can also be emissaries of the hospital.
- Strive to focus on community need, rather than individual need.



# Join Us for the Final Health Equity Quickinar

Recordings, slides, and resource links are posted for on-demand access after every session.

- 1. Health Equity, Hospitals, and CMS Reporting ▼
- 3. Health Equity as a Strategic Priority ▼
- 5. Social Determinants and Social Drivers of Health ▼
- 7. Culturally Competent Data Training ▼
- 9. Health Equity Interventions ▼
- 11. Community Paramedicine ▼
- 13. Community Engagement—Health Equity ▼

- 2. Engaging Leadership in Health Equity ▼
- 4. Collecting and Validating REaL Data ▼
- 6. Screening for Social Drivers ▼
- 8. Analysis and Stratification of Health Equity Data ▼
- 10. Health Equity FAQs Answered ▼
- 12. Identifying Community Health Disparities ▼

## 13. Community Engagement—Health Equity ▲

### 13. Community Engagement in Addressing Health Equity

*Thursday, July 13, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT*

#### Objectives:

- Discuss the role of community engagement in addressing health equity.
- Identify state and national programs to address health equity.
- Identify programs designed to incentivize health equity.

# Join Us for the Final PFE Quickinar: July 27

Recordings, slides, and resource links are posted for on-demand access after every session.

1. Intro to PFE

3. Preparing for PFE Programs

5. PFE to Prepare for Hospital Discharge

7. Bedside Hand Off to Improve Patient Outcomes

9. Role of the PFE Advisor

11. PFE in Critical Access & Small Rural Hospitals

12. PFE in Acute Care Hospitals

Patient and Family Engagement Best Practices: Acute Care Hospitals

*DATE CHANGED TO: Thursday, July 27, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT*

**Objectives:**

- Describe successes in building a robust PFE Program/PFAC.
- Identify strategies to "grow" a PFE Program/PFAC.
- Discuss barriers and mitigation strategies in developing a PFE Program/PFAC.

4. PFE to Prepare for Hospital Admission

6. Role of PFE in Readmission Prevention

8. Adverse Event Transparency

10. Selecting/Training/Engaging Advisors

12. PFE in Acute Care Hospitals

# QUESTIONS?



# Thank you!

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