



**Braintree Rehabilitation Hospital
Patient Family Advisory Council (PFAC)
Work Plan**

ACTION	TIMELINE
Participate in MA Coalition Audio Conference Call education program	July 2009
Convene planning meeting with PFAC Steering Committee <ul style="list-style-type: none"> - Steering Committee comprised of representative from Patient Advocate, Nursing, Quality Management, Case Management, Business Development and CEO with regular reporting to Senior Leadership. 	August 2009
Join MA Coalition List Serve	July 2009
Write draft of PFAC work plan	September 2009
Draft a purpose and goals for PFAC	September 2009
Determine structure of the PFAC and draft structure policy <ul style="list-style-type: none"> - Patient or family to co-chair the Council with 1 staff person co-chair. - The Patient Advocate and Director of Case Management are responsible for organizing the first PFAC and the Case Management Administrative Assistant 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 a goal of 8-10 times a year. - Expectation that some work may be done outside of formal meetings. - PFAC will meet at BRH's main campus in Braintree, Massachusetts. 	August 2009
Determine needed support for PFAC <ul style="list-style-type: none"> - Parking is free. - A light dinner will be served, funding for transportation may be available as needed. - Budget discussed that includes food, printing and copying, mailings, interpreter services and transportation. - Case Management Administrative Assistant will provide support for typing minutes, arranging meals, distributing information, etc. 	August 2009

ACTION	TIMELINE
Present draft PFAC Work Plan and Policy to Senior Leadership for initial discussion and feedback <ul style="list-style-type: none"> - Draft plan presented September 2009 and approved pending some revisions. - Draft policy presented for discussion and feedback. 	September 2009
Determine Membership and Officer Guidelines <ul style="list-style-type: none"> - 8-10 voting members comprised of patients/family members and staff members. - 1-2 staff members including the co-chairperson. - 6-8 patients or family members (must comprise 50% or more of the membership). - PFAC members will serve a minimum of a one year term with a preference for 50% holding a 2 year term. - PFAC co-chairs will be encouraged to serve a 2 year term. - Members are expected to attend more than 50% of the meetings and any member who misses 2 consecutive meetings will be considered for replacement. - Role and responsibilities defined for members, chairpersons and administrative assistant. - The Council will meet at least quarterly with a goal of 8-10 times a year. 	August 2009
PFAC work plan approved by Senior Leadership	September 2009
Participate in MA Coalition Audio Conference Call #2 education program	September 18, 2009
Determine method used to make PFAC work plan available to the public <ul style="list-style-type: none"> - Work plan will be available upon request. 	September 2009
Make PFAC Work Plan Publicly Available <ul style="list-style-type: none"> - Available upon request. 	September 2009
PFAC Policy approved by Senior Leadership	September 2009
Finalize Recruitment Criteria for PFAC members <ul style="list-style-type: none"> - Potential members will be recruited through Patient Advocate encounters and through recommendations by staff, physicians and community groups. - Criteria will emphasize enthusiasm and shared mission. - Interview applications will be mandatory. - List of potential candidates will be maintained by the Patient Advocate/Case Management Department. - Background check/CORI and orientation will occur with selected PFAC members. 	November 2009
Development Orientation Training and Continuing Education for PFAC members <ul style="list-style-type: none"> - To be modeled after Volunteer orientation. - Include BHR mission and values, HIPAA, confidentiality and privacy, information about location, parking, contact people. - Mission and goals of the PFAC. 	December 2009

ACTION	TIMELINE
Recruit Council members - The Patient Advocate will provide a training program for hospital staff regarding the purpose of goals of PFAC in order to recruit potential members.	January-April 2010
Interview/evaluate potential Council members - The Patient Advocate and Director of Case Management will hold a dinner for recommended members to explain purpose and goals of PFAC. The dinner invitees will be invited to complete an application to be considered to join the Council.	March-April 2010
Final selection of Council members - Senior Leadership will approve the initial Council members to be invited to join the PFAC.	April-May 2010
Provide orientation/education to Council members - The initial meeting agenda will consist of volunteer training and orientation to the hospital, to also include CORI check and TB test.	May-June 2010
Hold first PFAC meeting	May 2010
Establish agenda for first 2-3 PFAC meetings	June-July 2010
Provide PFAC meeting minutes including accomplishments to Governing Body and Senior Leadership	June-July 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 1, 2010