



HEALTH | CHOICE



Table of Contents

Welcome Letter	1
What is the Patient & Family Advisory Council?.....	2
How does PFAC fit into Steward Health Choice system?	3
Guiding Principals	3
Communication	3
Respectful Relationships	3
Collaboration.....	3
Norms for Collaborations	4
Norms for Collaborations	7
Norms for Collaborations	8
Sharing your story – A planning worksheet.....	11
.....	9
Key Contacts for PFAC Members	12
Charter.....	13
Calendar.....	15

Welcome Letter

Dear New Member,

Thank you for generously contributing your time and energy to the Steward Health Choice Patient and Family Advisory Committee (PFAC). Your participation is a key to continually improve care for your family and all the members of the Steward Health Care System. By sharing your ideas, you will represent others who may share your needs and concerns. The voice of every member of the PFAC brings Steward Health Choice closer to providing the quality of care that every member of the community deserves. We invite you to use this handbook as a way to prepare yourself before the first meeting. On behalf of Steward Health Care, thanks again for your support.

Best regards,



Sr. Glorina

Chair of the PFAC



Dr. Mark Mandell

Chief Pediatric Medical Officer

What is the Patient & Family Advisory Council?

The Patient and Family Advisory Council (PFAC) is a group of staff, MassHealth members, and their families who use the Steward Health Care System. The Council's purpose is to gather the opinions of members, and families on their experience with Steward Health Choice, a MassHealth ACO health plan. By convening this group, we give members a say in how they receive their care. This Council also gives advice to the ACO Governing Board, the group responsible for making key decisions within the ACO.

As a member of the PFAC, here are some of the ways you will be involved:

- Help create member and family education and communication materials.
- Come up with new program ideas and improve upon existing programs that can benefit members, family members and caregivers.
- Further improve ongoing collaboration between clinicians, members and families.
- Participate in the creation and planning of projects such as members and family satisfaction surveys.
- Help get the word out about resources and opportunities that help members and family members better use the system.



You are part of the Steward Health Choice family

How does PFAC fit into Steward Health Choice system?



Guiding Principles

Communication

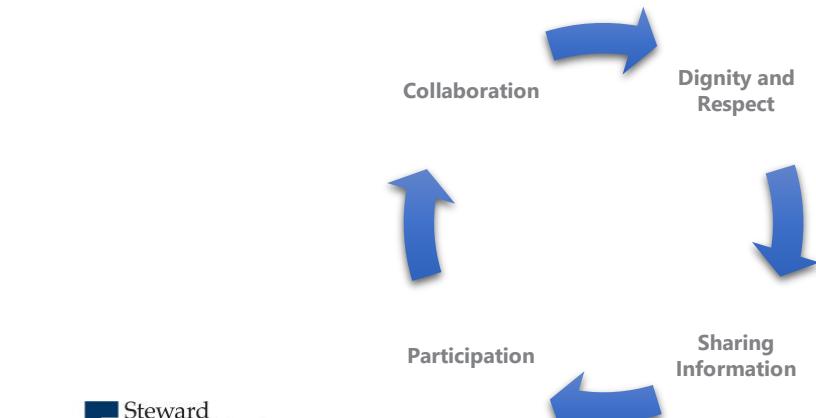
- Listen to patients/families
- Sharing information
- Meaningful dialogue between patient, families and healthcare providers

Respectful Relationships

- Based on compassion, dignity and trust
- Honor patient and family perspectives and choices

Collaboration

- Staff, patients and families form an alliance
- Mutually beneficial partnerships created between staff, patients and families



Secrets for successful meetings

As a member of the PFAC, your experiences are a powerful tool for inspiring change for Steward Health Choice. By sharing your point of view and working with our staff and other members of the PFAC team, you can make a real difference. The time and energy you invest will help us make important changes and improve care experience for other patients and families.



Listen and respond
to your ideas
and suggestions.

We will make sure we are building a strong partnership with your by providing the following:

- We will provide any training needed to be an engaged member of the PFAC team.
- Provide you with resources and organizational support you need to fulfill your duties.
- Identify a staff member who will be your primary source of contact to ask questions to.
- Listen and respond to your ideas and suggestions.
- Keep you informed about how your feedback and ideas contribute to changes and improvements.

- Provide you with reimbursement for transportation. (Once meetings are no longer virtual.)

You will be a successful member of the PFAC if you do the following:

- Share information about your thoughts and experiences within the healthcare system to other.
- Can see beyond your own personal experiences.
- Have good listening skills.
- Respects other's points of view.
- Keep the content of the meeting confidential following SHCN guidelines.
- Represent the diversity of cultures in the community.
- Support and commit to the mission of Steward Health Choice.
- Prepare for meetings as needed by reviewing materials, reading a report or completing a task before a meeting.
- Attend meetings as required. If you are unable to go to a meeting, please contact the staff liaison.

Actively participate in meetings by sharing your input and opinions.

Secrets to Successful Meetings

You are part of the PFAC team because your ideas are valuable. You know what it is like to get care at Steward Health Choice. We want to hear your ideas about how we can improve the quality and safety of the care we provide and help make sure that other patients and families have a good experience.

What should you keep in mind before each meeting? Before each meeting, you should read through the materials Steward sends out to inform you of what topics will be discussed. What other things should you keep in mind to have a successful meeting? Here are some tips for being an engaged member.

We want to
hear your ideas



Share your views –

- **Focus on problem solving:** You can share both positive and negative experiences you have had. When you share negative experiences, try to offer suggestions on how to solve the problems you encountered. Problem solving is always appreciated
- **Think carefully about the words you use:** If you are going to give feedback that might bring up strong emotions either for you and/or the team, you have to think of the best way to give your feedback without offending

others. You can always ask your staff liaison, Theresa Alphonse, to help you think about the best way to say your message before the meeting.

- **Respect people's privacy:** You can share your experiences and the experiences of your family members other than yourself. If you do share someone else's story, please remember to not say the person's name or mention the specific staff member that may have been involved in the circumstance.

Use your communication skills – Good communication skills will help you explain your ideas clearly and develop good working relationships.

- **Keep an open mind** – Be willing to see past your own views and experiences. Listening to other points of view can lead to better conversations and outcomes.
- **Make sure you understand what people are saying** – One way to make sure you hear what someone is saying is to repeat what they just said before you add to their thought. For example, you can say, "So I understand that you x,y,z"

Secrets for successful meetings

- **Be aware of how you are sharing time with others when you are speaking:** You may need to make adjustments to give others enough time to speak as well.
- **Listen well:** When someone is speaking, it is natural to think about what you are going to say in response. However, it is important to give all your attention to the person who is speaking and hear them out before you respond.
- **Ask questions:** Don't be afraid to speak up and ask people to explain what they mean if you aren't clear on what they just communicated.
 - **Ask clarifying questions:** For example, "Let me make sure I understand correctly. I heard you say...."
 - **Ask for definitions of medical terms, abbreviations etc.:** For example, "I'm not sure I know what CAHPS means. Can you please explain that to me?"
 - **Ask for more details:** For example, "Can you walk me through this so I can picture it?"



Listen well:
When someone
is speaking

- **Be prepared for disagreements:** Disagreements are a natural part of working on a team. Expressing your views when they are different from others can be challenging but ultimately a variety of points of view brings more understanding to any issue.
 - **Describe your point of view in terms of perception of opinion instead of a fact or a truth for all patients/families:** For example, " I see this situation differently. " or "My priority is different because..."
 - **Ask for more background information when people say that a change is not possible:** For example, "Help me understand why a change is not possible. What have you tried so far?"

Ask for information to help you understand commitments: When you agree to become part of the PFAC make sure you fully understand the commitment you are making and then keep that commitment.

- **Prepare for meetings:** If there are responsibilities that you are asked to fulfill between meetings, come to the meeting prepared to share information about your progress on these activities and projects. Be on time for meetings and stay until the end.
- **Keep the staff liaison informed about your schedule.** If you are not able to attend a meeting, either virtually or in person please contact your staff liaison, Theresa Alphonse. If you have having difficulty balancing your time with the PFAC activities, talk to Theresa so that you can address the issues right away.
- **Ask for feedback:** One of the best ways to develop your skills as a member of the PFAC team is to ask for feedback. Talk to your staff liaison about your participation about what is going well and what skills you would like to enhance. Getting feedback is important if you want to get the most out of your involvement and do the best job possible.
 - **Ask for Feedback after completing a task:** If you are participating in a short term task, you can check in with the staff liaison to ask how you are doing and how you could improve upon your performance next time.
 - **Ask how you can learn more:** If there is a topic you would like to learn more about or a skill you would like to work on, ask your staff liaison for resources or to be referred to others you can talk to.

- Ask for support from other PFAC members: Your fellow PFAC team members will be a great source of information for you and you will also be a source of support for them.

Sharing your story – A planning worksheet

Use this worksheet to help plan what to share about your health care experience

The overall focus of the PFAC meetings is to improve care. Given what you know about Steward and the care you receive, what topics do you think we should talk about at our next meeting?

Type here

What does your ideal healthcare experience look like? What does the setting of your care look and feel like? How do you interact with your healthcare provider?

Type here

What is something that you wish your healthcare practitioner did that would be helpful to you?

Type here

Key Contacts for PFAC Members

- **For questions regarding the PFAC:** Please contact your staff liaison with questions at pfac@stward.org
- **If you are unable to attend a meeting:** Please send an email to pfac@stward.org or call the number of your liaison which will be provided to you in orientation and leave a message.
- **In case of inclement weather:** Please email pfac@steward.org or call the number of your staff liaison which will be provided.



Charter

Steward Medicaid Care Network Patient and Family Advisory Committee Charter

Subcommittee Name: Patient and Family Advisory Committee (PFAC)

Charter Statement: The Patient and Family Advisory Committee (PFAC) is an advisory group to the Steward Medicaid Care Network (SMCN) Board that gathers the perspective of patients and families on their experience with SMCN, reviews member engagement initiatives, and advises the Governing Board.

Purpose: The PFAC is dedicated to advancing the practice of exceptional patient and family centered care and will support initiatives that increase member engagement and delivery of the highest standards of comprehensive and compassionate care. The PFAC will act in a consultative role and offer guidance and input to the SMCN Governing Board.

Structure and Meeting Frequency: The Patient and Family Advisory Committee members convene at least twice per year and may meet more frequently.

Committee Chair (Facilitator): The Chair of the PFAC shall be selected annually by the SMCN Board.

Committee Composition: ACO members Patients, family members, consumers currently engaged in a Steward Hospital PFAC, and the Consumer Representative from the SMCN Board are eligible to serve as a PFAC member.

- Guests may be invited to attend, but must have the prior approval of the SMCN Board Chair, and the Chair of the PFAC
- If a group member cannot attend, any substitutes or designees must receive prior approval as a guest
- The group may request SMCN staff to support its functions and to attend regularly, subject to approval

Attendance Expectation: 2/3 of Subcommittee meetings

Quorum: A majority of the members

Committee Data/ Document Responsibilities: Meetings will be agenda driven. All agendas and minutes will follow SMCN standard format.

Scheduling: PFAC Chair and SMCN staff

Agenda: Agenda items for the next meeting will be developed by the PFAC Chair in conjunction with SMCN staff

Minutes: Minutes will be completed, signed, dated and distributed within ten (10) business days of the meeting. Minutes are maintained in a secure area.

Handouts/ Meeting Packets: Copies will be provided at the meeting.

Evaluation: The PFAC Chair, in conjunction with SMCN staff, will provide a report documenting the activities and accomplishments of the PFAC following each committee meeting to the SMCN Governing Board.

Confidentiality:

- Advisory members and staff maintain information in a confidential manner according to established policies.
- Each Advisory Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.
- Each Advisory Member must agree to and sign a confidentiality statement.

Calendar

May 2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November 2021

Lunes	Martes	Miércoles	Jueves	Viernes	Sábado	Domingo
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					