



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

Transforming health care through partnerships

Engaging the Expertise of Patients and Families in the Education of a New Generation of Providers

Guide for Viewers

We are delighted that you are interested in this online Resource (<https://patientandfamilyfaculty.org>) focused on engaging patients and families as faculty in medical education! This Guide for Viewers is intended to provide you with information about the content of the Resource as well as quick tips about navigating the Resource site. A short instructional video with more information about navigating the site is also available on the home page of the website.

The Resource contains three Modules with educational videos to assist you in either creating a new patient and family faculty program or expanding an existing program.

RESOURCE CONTENT

General Information. This page briefly offers background information about: the project in which this Resource was developed, IPFCC, the project team, and the National Advisory Committee that partnered with us in the development and revisions of the Resource.

Modules. The main content of this Resource is divided into three Modules (listed below and described in detail):

- 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

Each Module includes an Introduction page and a Resource section with materials to supplement the Module. We encourage you to access and download the resources in each section before you begin viewing the Module sections.

Module 1 – Making the Case: Building Commitment to Partnering with Patient and Family Faculty

This Module strongly “makes the case” for the important role that patients and families can play in enhancing the education of future clinicians. In this Module you’ll hear compelling testimonials from leaders in academic medicine, program coordinators, and patient and family faculty about the impact of integrating this critical voice into medical education. There are two sections in this Module which are intended to be viewed in order:

- **Section 1: Framing the Issue – Educating a New Generation of Health Care Professionals** (15:51 minutes)

Health care has become increasingly complex and faces significant and often new challenges. Over the past several years we have experienced crises such as the opioid epidemic and the COVID-19 pandemic. Disparities in health care and outcomes are glaringly obvious. This section starts the discussion of a key strategy to address the challenges—embedding patient and family faculty into the education of future health professionals.

- **Section 2: Framing the Solution – Embedding Patient and Family Faculty into the Education of Health Professionals** (13:01 minutes)

This section continues the discussion of the reasons for and the value of integrating patient and family faculty into the education of future health professionals.

Total viewing time for Module One: (28:02 minutes)

Module One Resources include the following:

- *Module One References*
- *Annotated Bibliography (Selected)*
- *Prevalence and Functioning of Patients and Families as Educators in Hospitals and Academic Medical Centers: A National Study*
- *Building Commitment to Partnering with Patient and Family Faculty Video* (13:23 minutes) This video can be shared with others, including leaders, and, especially, those with whom you want to build general understanding of why patient and family faculty programs are beneficial.

Module 2 – Developing a Patient and Family Faculty Program: Key Building Blocks

This module will guide you through a series of key “building blocks” in planning and preparing for the involvement of Patient and Family Faculty. It is designed to provide practical steps for you and/or a team (if you have established a team). Similar to Module One, the sections in Module Two are intended to be viewed in order.

There is a step-by-step Patient and Family Faculty Program Action Plan (with related templates) for you and/or a team to complete for your organization. We recommend that you access and download the Action Plan and templates (housed in the Action Plan tab in the top blue navigation bar) before you begin this Module. The Action Plan and templates are fillable documents that you can complete on a computer or you can print them out to complete.

- **Section 1 – Getting Started** (2:42 minutes)

This brief section includes practical steps to undertake as you begin your journey.

- **Section 2 – Understanding Opportunities and Barriers** (10:54 minutes)

This section includes instructions for using Force Field Analysis as a tool to assess your opportunities and barriers to establishing or expanding a patient and family faculty program. Experts in the field discuss their perspectives of the barriers.

- **Section 3 – Integrating Patient and Family Faculty** (8:11 minutes)

As you plan to develop or expand patient and family faculty programs, it is important to have a sense of the depth and breadth of the roles patient and family faculty members can play. This section describes the many opportunities for engaging them in ways that will have meaningful impact.

- **Section 4 – Examples of Integration of Patient and Family Faculty** (8:59 minutes)

To provide more detail, this section builds on the previous section by describing a family (hypothetical) as they are engaged in each different role, described earlier, as patient and family faculty.

- **Section 5 – Recruiting, Preparing, and Supporting Patient and Family Faculty** (15:43 minutes)

This section offers strategies and resources that are essential to recruit, prepare, and support patient and family faculty.

- **Section 6 – Preparing Clinical Faculty to Partner with Patient and Family Faculty** (7:51 minutes)

Just as patient and family faculty members need to be prepared for their roles so do clinical faculty before they begin to collaborate with patients and families. Experts included in this section talk about how best to do this.

- **Section 7 – Partnering to Develop and Deliver Educational Content** (4:29 minutes)

After patient and family faculty members and clinical faculty receive appropriate preparation, they are ready to partner in both developing and delivering educational content to learners. This section provides guidance and seven steps to facilitate this process.

[Total viewing time for Module Two: \(59:21 minutes\)](#)

Module Two Resources include the following:

- *Recruiting Patient and Family Faculty*
- *Orientation, Training, and Support*
- *Michigan Medicine Storytelling Core Slides*
- *MUSC PFCC Stories Are Good Medicine (presentation slides)*
- *What Facilitates Successful Collaboration*

Module 3 – Stages of Program Implementation: Experience from the Field

In this module you can select the stage or stages of implementation that will be the most appropriate point to begin your path to create a new Patient and Family Faculty program or strengthen or expand an existing one. Unlike the first two Modules, the sections are not intended to be viewed in order—you can choose your own journey. Individuals from the field share experiences from their programs as well as

key steps for each stage. In this module, you will also add strategies to your Patient and Family Faculty Program Action Plan.

- **Section 1 – Building Leadership Commitment** (1:57 minutes)

This short section reminds you of the importance of obtaining leadership commitment and of the resources included in Module One that will support your efforts.

- **Section 2 – Starting a Program** (7:13 minutes)

While Module Two presents many steps and tools to use in your beginning stage, this section offers the insights of two experts and guidance for what is needed to start a program.

- **Section 3 – Evaluating a Program** (3:45 minutes)

Evaluation is important for any new initiative or program, especially when you are trying to maintain commitment. This section includes information and a resource with guidance to consider when developing an evaluation plan.

- **Section 4 – Expanding a Program** (6:31 minutes)

For those of you who already have a patient and family faculty program but are planning to strengthen or expand it, this section presents the experience of one organization with a long and successful history with their program.

- **Section 5 – Addressing Relevant and Timely Issues** (10:13 minutes)

There are many current gaps in health care quality, safety, equity, and experience and medical students need exposure to the reality of patients and families. This section explores how patient and family faculty who share their lived experience are essential to providing that exposure.

- **Section 6 – Sustaining a Program** (7:57 minutes)

Sustaining a patient and family faculty program over time can be challenging. This section offers the wisdom of several long-standing programs and key steps to achieve sustainability.

[Total viewing time: \(37:36 minutes\). Please note: Module Three is not intended to be viewed in its entirety.](#)

Module Three Resources include the following:

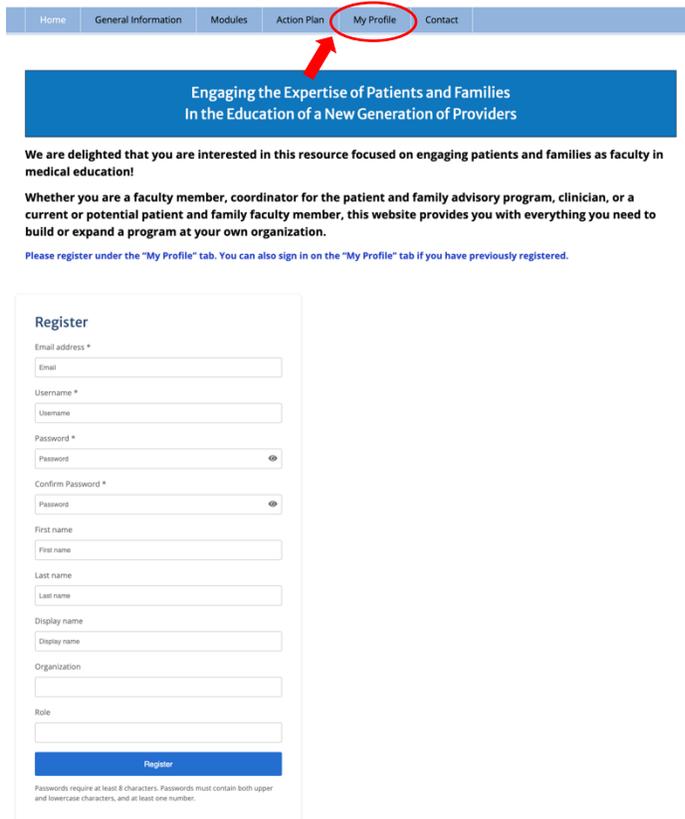
- *Evaluation*
- *Link to a video of a plenary session presented at an IPFCC International Conference: A Mother's Story: Her Journey in Becoming a Community Advocate*

QUICK NAVIGATION TIPS

Website: <https://patientandfamilyfaculty.org>

Important: This site is best viewed in Chrome.

1. If new to the site, register under My Profile tab.



The screenshot shows the website's navigation bar with tabs for Home, General Information, Modules, Action Plan, My Profile, and Contact. The 'My Profile' tab is circled in red, and a red arrow points to it. Below the navigation bar is a blue banner with the text 'Engaging the Expertise of Patients and Families In the Education of a New Generation of Providers'. Below the banner is a paragraph of text: 'We are delighted that you are interested in this resource focused on engaging patients and families as faculty in medical education! Whether you are a faculty member, coordinator for the patient and family advisory program, clinician, or a current or potential patient and family faculty member, this website provides you with everything you need to build or expand a program at your own organization. Please register under the "My Profile" tab. You can also sign in on the "My Profile" tab if you have previously registered.'

Register

Email address *
Email

Username *
Username

Password *
Password

Confirm Password *
Password

First name
First name

Last name
Last name

Display name
Display name

Organization

Role

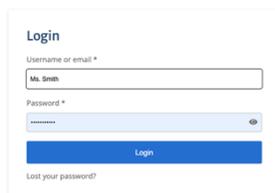
Passwords require at least 8 characters. Passwords must contain both upper and lowercase characters, and at least one number.

2. You can begin, by clicking the Start Now button.



The screenshot shows the website's main content area with a blue banner containing the text 'Engaging the Expertise of Patients and Families in the Education of a New Generation of Providers'. Below the banner is a navigation bar with tabs for Overview Of Modules, Modules, Expertise, and Start Now. The 'Start Now' button is highlighted in blue, and a red arrow points to it. Below the navigation bar is a small image of a group of people in a meeting, with the word 'Free' above it.

3. If you're already registered, but are returning to the site, sign in under My Profile tab.



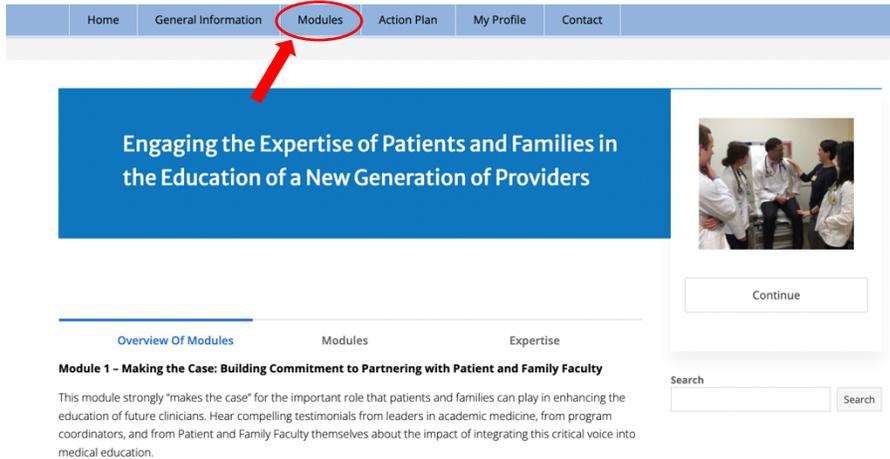
Login

Username or email *
My Email

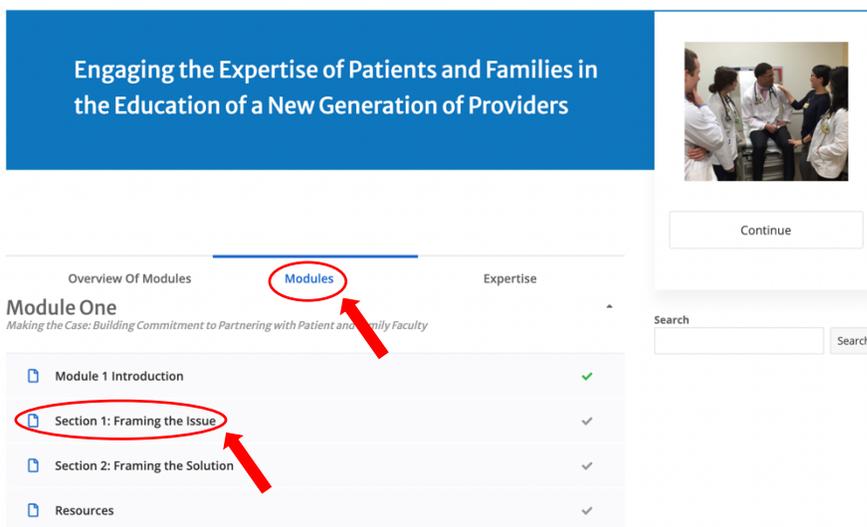
Password *

[Lost your password?](#)

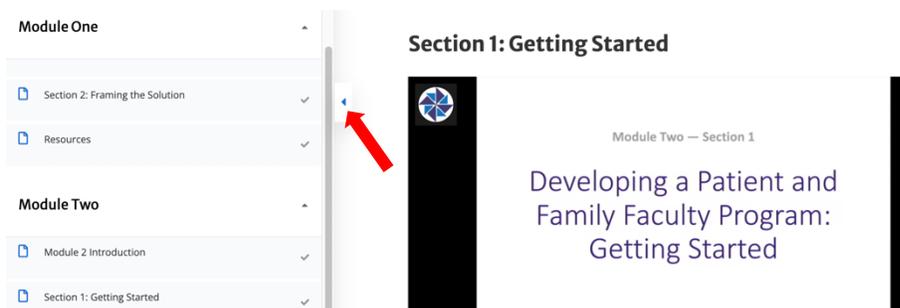
4. Once you are registered or signed in, you can begin. To view the Modules' sections, click on the Module tab in the blue navigation bar at the top to get to this page.



5. When you are in the Modules section, click on the Modules tab and the Modules outline will appear. Click on a Module Section to get started.



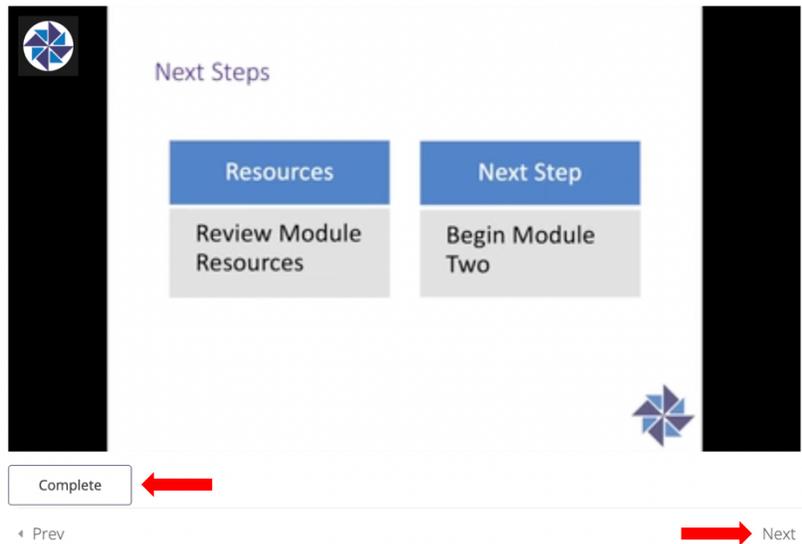
Note: Module videos are best viewed in full screen and without the Module outline displayed (click on the blue triangle to the left of the screen to close the outline).



- When you are finished viewing a section, you can click on the Complete button on the left side under the video to track your progress. If you want to move on to the next section, you can either go back to the Modules' outline or click on Next button at the bottom right corner of your screen.

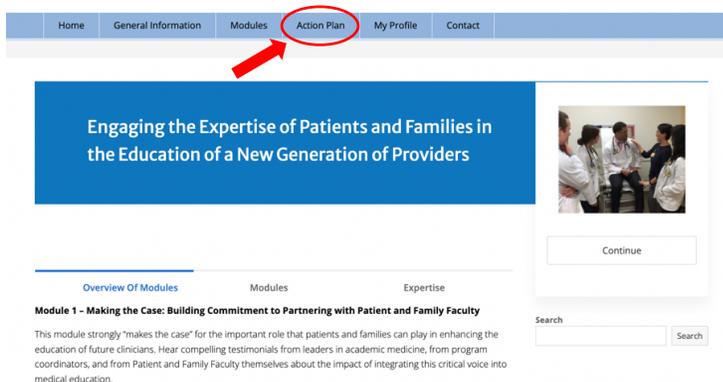
Section 2: Framing the Solution

Embedding Patient and Family Faculty into the Education of Health Professionals



Note: It is recommended that you watch a section in its entirety as the system will not save your place if you log out before completing a section.

- This resource includes a Patient and Family Faculty Program Action Plan and related templates that you and/or your team can complete as you go through the Modules and use after you finish. You can access and download them by clicking on the Action Plan tab in the top blue navigation bar.



- We would love to hear from you!** We're very interested in your feedback and to learn how you are using this resource to create or expand a patient and family faculty program. Click on the Contact tab in the blue navigation bar at the top to connect with us at IPFCC.