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| **Starting a Patient and Family Advisory Council** | | Completed |
| **A Simple Guide to a PFAC** | | |
| **1** | **Assess Readiness** | |
| The Team:   1. Who will lead this team? 2. Who will be on the planning team? 3. Define roles and responsibilities. |  |
| Infrastructure:   1. How large will the PFAC be? This is a team preference based on needs, community size, interest, preference. 2. How will recruitment occur – personal invitation, public recruitment, or an already established group of patrons?  * Create a member application or information form.  1. Create a policy or charter for your group to function by. |  |
| Role of the Group:   1. Ideas for meeting style – project focused, feedback focused, education focused. 2. How will PFAC interact with staff and patients? 3. Orient staff to the PFAC’s role. |  |
| **2** | **Member Recruitment** | |
| Community Outreach:   1. Formal outreach by personal invitation – or – 2. Advertisements on social media, the paper, or the radio – or – 3. Meet with an established group to ask for a commitment (coffee club, auxiliary, etc) |  |
| PFAC Selection:   1. Review completed applications 2. Select members based on noted criteria for your PFAC.  * Create a professional way to accept or deny all applications and communicate with all interested parties.  1. Select a date for your initial meeting. |  |
| **3** | **Meetings** | |
| Initial Meeting:   1. Find a time and date that is amicable for most. You will never find a perfect time. 2. Offer refreshments and make the PFAC members comfortable. 3. Discuss expectations and required commitment to be a member, allowing members to self-select off if they cannot fulfill the role. |  |
| Commitment and Paperwork:   1. Standards of Behavior 2. Term limits 3. Confidentiality |  |
|  | Other:   1. Policy creation and review 2. Group Charter 3. Orientation Manual |  |
| **5** | **PFAC Procedure and Processes** | |
| Regular Meetings:   1. Time of day 2. Frequency 3. Agenda 4. Leader |  |
| Other:   1. Will you serve refreshments (a meal, snacks)? 2. How will meeting information be communicated (date changes, attendance, availability, topics for discussion) |  |
| **6** | **The Team:** |  |
|  | 1. What is the best way to communicate with your team members (text, call, email)? 2. Do members have special interests or qualities they can bring to the team? 3. Understand if a member comes with a story or an experience from your organization – allow the team member to be heard without creating a one-person conversation. 4. Have an agenda that allows the meeting to stay on track and to keep moving. 5. Limit meeting time to respect other’s commitments. 6. Create a synergy amongst hospital staff and PFAC committee members to allow the teams to work closely together to improve care. |  |
| **7** | **Record Keeping** | |
|  | Minutes:   1. Keep minutes from each meeting to reflect on if needed. Designate one hospital employee to keep minutes and distribute prior to each meeting. 2. Track suggestions, ideas, and action items to show progress or changes (stop light report). |  |
| 8 | **Outcomes / Evaluating Accomplishments** | |
|  | Set Goals and Evaluate those Goals:   1. Goals will differ amongst PFACs depending on the organization. 2. Goals should be assessed regularly, and change should be implemented in goals are not being met. 3. Example Goals:  * PFAC reporting implementing a change within the hospital * PFAC has a list of annual goals * PFAC reported working cooperatively with hospital staff * PFAC is representative of patients in the hospital service area.  1. Communicate with PFAC members to discuss ideas to make the group more cohesive and effective. 2. Communicate with the group and the hospital staff when concerns arise, or changes need to occur. |  |
| **Other Templates, Forms, and Tools** | | |
| 1 | Member Application |  |
| 2 | Becoming a PFAC Brochure |  |
| 3 | Confidentiality Statement |  |
| 4 | Minute Template |  |
| 5 | Policy Template |  |
| 6 | Stoplight Report |  |
| 7 | PFAC Charter |  |
| 8 | PFAC Handbook |  |
| **Useful Links** | | |
| 1 | [**Agency for Healthcare Research and Quality -Working with Patients and Families as Advisors Implementation Handbook**](http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy1/Strat1_Implement_Hndbook_508_v2.pdf) |  |
| 2 | [**BJC HealthCare's Patient and Family Advisory Council: Getting Started Toolkit**](http://c.ymcdn.com/sites/www.theberylinstitute.org/resource/resmgr/webinar_pdf/pfac_toolkit_shared_version.pdf) |  |
| 3 | Colorado Hospital Association Tools:[PFAC Toolkit](https://cha.com/wp-content/uploads/2019/04/CHA.158-PFAC-Toolkit_2019_final.pdf)[PFAC Fact Sheet](https://cha.com/wp-content/uploads/2017/07/CHA.053-PFAC_flyer_4-17-002.pdf) |  |
| 4 | [**Kaiser Permanente Patient Advisory Council Playbook**](https://app.box.com/s/3ej3ald0cmb0tzd1atyz) |  |
| 5 | [**Starting and Sustaining Patient & Family Advisory Councils**](https://docs.google.com/document/d/1QY6Qw7BdFEcQvCK4QiqfJwyYPBYo2n7D857EBdW0GgQ/edit) |  |
| 6 | <https://www.hcfama.org/pfac-resources> |  |
| 7 | [**PFAC Readiness** **Assessment**](http://forces4quality.org/af4q/download-document/6624/Resource-2-ipfcc_partnering_with_patients_and_families_to_accelerate_improvement_readiness_assessment.pdf) |  |
| 8 | [**Patients and Health Care Teams: Building Successful Partnerships**](http://www.nationalpartnership.org/research-library/health-care/petm-presenter-manual.pdf) |  |
| 9 | [**Postcard for clinicians or hospital staff to give to potential patient and family advisors along with a verbal invitation to get involved**](http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy1/Strat1_Tool_2_BecomeAdvisrPC_508.pdf) |  |
| 10 | [**Working With Patient and Family Advisors**](http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy1/Strat1_Tool_12_WkWthAdv_HO_508.pdf) |  |

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