Developing & Integrating Patient Family Advisory Councils

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Essential Components for Success

- Vision
- Executive Leadership
- Flexibility
- Investment of Time and Resources
- Structure for integration
- Representative of the Population Served by the Organization

Developing the Vision

What is the primary objective for developing a PFAC?

Vision Statement

Is the organization in a state of ‘readiness’ to receive input from the PFAC?

Staff education

Will the organization invest the time and resources involved to Develop, Integrate and Sustain the PFAC?

Work plan
Developing the Structure

- PFAC activities will most directly affect Quality Initiatives
- Quality & Safety usually house Project Improvements
- Organizations starting out may not have this position yet
- Child Life, Pastoral Care, Customer Relations

Structure for Single Area

- Clearly stated vision
- Members create the mission statement

Developing the Reporting Structure
By Laws

Meetings Requirement
Activities Requirement
Behavioral Expectations
Membership Requirements
Orientation & Training Requirements
Nomination Procedure
Recruitment Procedure
Officer Identification and Responsibilities
Term limits
Leave of Absence
Protocol for Loss

Recruitment

Who makes a good advisor?
- People with patient experience in your organization
- People who have constructive criticism skills
- People with a desire to improve care for others

Where do I find them?
- Recruitment letters to Physician’s and Unit Managers
- Recruitment posters
- Open House Forums
- Direct Mailers
- Support Groups/Disease specific meetings
- Lobby Surfing
- Customer Service

EXAMPLE #1

Application & Interviewing

Application:
- Provides pertinent experiences
- Provides a ‘flavor’ of communication style
- States the commitment up front

Interview:
- Panels: Staff sponsor and current PFAC’s
- Staff member alone
- Phone interviews, with limitations
- In person interviews preferred

EXAMPLE #2
Orientation

- Hospital Volunteer Orientation
- Advisory Board Orientation
- Meetings
- Required activities
- Expectations
- By laws
- Patient & Family Centered Care Orientation
- Provides context
- Tell Your Story

First Meetings....

By-laws
Provide time for story telling
Establish the Expectations
Organizational Structure
Mission Statement
Priority Development

Priority Development

Provide the Organizational Strategic Plan
Best Defined by the PFAC members
Brainstorming
Voting
Creating a Work Plan of identified Priorities
Quick Wins
Long Term Goals

EXAMPLE #3
Integration of the PFAC into Your Organization

- Quality Initiatives
- Safety Initiatives
- Committee participation
- Faculty/Faculty presentations
- Peer support
- Document review
- Program Design
- Facilities Design
- Advocacy Efforts
- Foundation Efforts
- Marketing Efforts
- Staff Appreciation Efforts

Common Pitfalls

- Customer Service Oriented
- Failure to close the loop
- PFAC’s become a support group
- Meeting attendance
- Resistant Staff
- Balancing strong personalities

FAQ’S

- Should we have term limits?
- How do we avoid meetings turning into support groups?
- How do we avoid turning the meetings into gripe sessions?
- How do we sustain momentum?
- What is the right staff/advisor ratio?
- What staff members should participate on the PFAC?
- Who should determine the agenda?
- When is the right time for group ownership?
Resources

• www.pfccpartners.com
• www.ihi.com
• www.ipfcc.com