



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




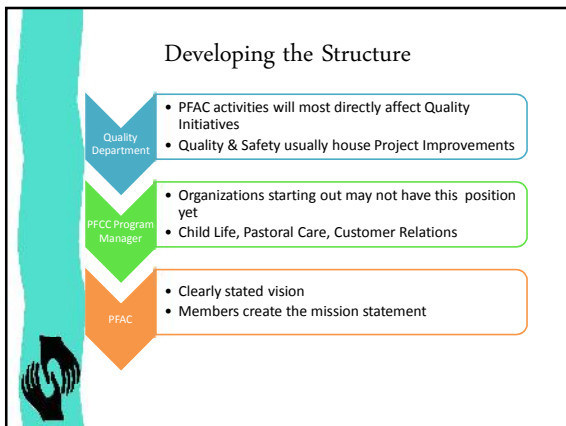
Developing the Vision

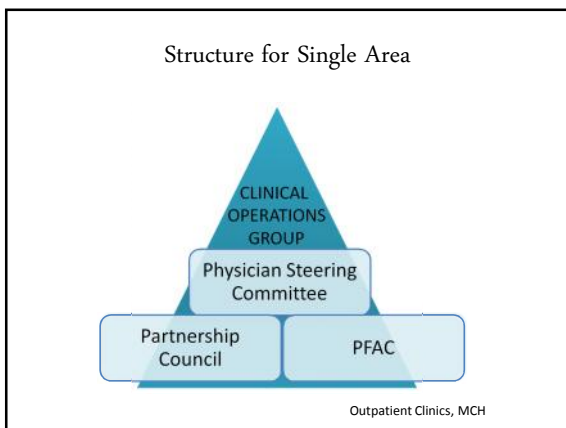
What is the primary objective for developing a PFAC?
Vision Statement

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










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
- Family 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.ihl.com
- www.ipfcc.com