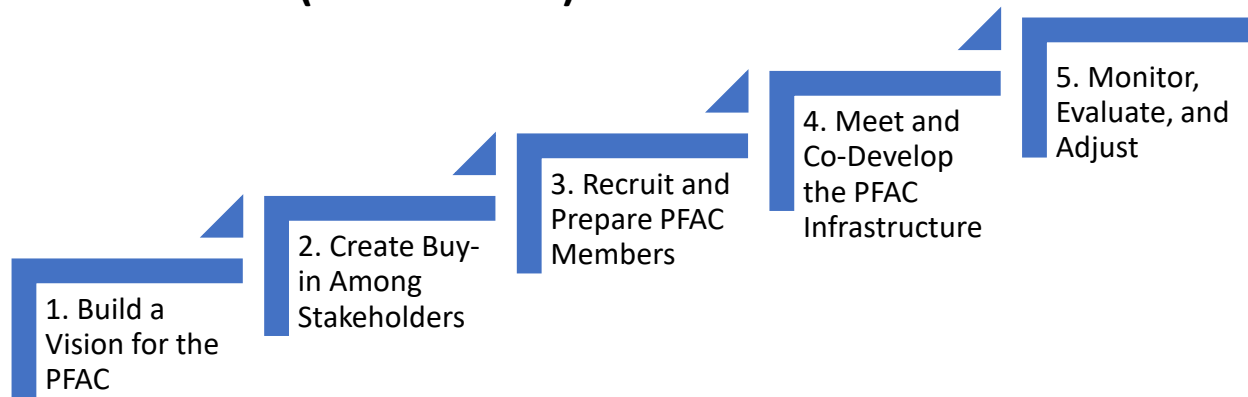


## Implementation Process Overview

# PFE PRACTICE 5: PERSON AND FAMILY ADVISORY COMMITTEE (OR COUNCIL)\*



\* Person and Family Advisory Committees or Councils may also be referred to as Patient and Family Advisory Councils or PFACs.

The process of developing and implementing a healthy and productive PFAC includes five steps:

### 1. Build a vision for the PFAC

- a. Determine the purpose of the PFAC; why it is needed and what it will accomplish
- b. Determine the type of PFAC needed: Short-term/Single Goal or Ongoing
- c. Determine the scope of the PFAC: Single unit, whole facility, multi-facility system
- d. Identify an initial set of needs, topics, or projects for the PFAC (Ongoing PFAC) or articulate the single goal or project and desired contribution of the PFAC towards its accomplishment
- e. Produce a concise description of the vision for the PFAC for stakeholders and supporters

### 2. Create buy-in among stakeholders

- a. Identify key stakeholders needed to support the PFAC. Include clinical and administrative staff, Board members, community opinion leaders
- b. Assess readiness of stakeholders to commit to a PFAC
- c. Educate selected stakeholders on the vision and benefits of the PFAC
- d. Identify and address critical concerns and hesitations from various stakeholders.
- e. Activate stakeholder support and commitment as needed

### 3. Recruit and prepare patient and family advisors/PFAC members

- a. Clarify criteria and process for candidate selection to ensure that the PFAs are representative of the communities served
- b. Identify recruitment strategies that will help to identify representatives PFAs
- c. Prepare and disseminate recruitment materials.
- d. Implement recruitment strategies
- e. Select PFAs
- f. Onboard and orient new members
- g. Prepare hospital staff to working with PFAs

### 4. Meet and co-develop the PFAC infrastructure

- a. Create the PFAC Charter
- b. Determine and implement logistics for meetings and communication
- c. Establish ground rules for interaction and decision-making
- d. Identify and resolve potential logistical barriers and challenges

### 5. Monitor, evaluate, and adjust as needed

- a. Create and implement feedback outlets for PFAC and stakeholders
- b. Establish regular check-ins with PFAC members
- c. Quantify and qualify outcomes of the PFAC and report these outcomes
- d. Address challenges and concerns as they emerge

## Four Key Indicators of a Healthy, Productive PFAC

1. Members find meaning and satisfaction in their work on the PFAC.
2. PFAC activity results in observable outcomes that benefit the hospital.
3. PFAC is seen by the hospital community as beneficial to the hospital.
4. The PFAC generates new members and projects.